Role A : **My name is Kayla Wood, and I am the Office Manager for Biotech Company. I need to negotiate with Ella Marshall, the Event Manager of the Regency hotel in Miami, for my upcoming sales conference.**

* The dates of the conference will be from Friday 29th October until Monday 1st November.
* There will be 40 participants, so you will need 40 single rooms.
* You will need parking spaces for about 25 cars.
* All the participants will need a meal on the Friday night, breakfast, and lunch on the Saturday, and brunch and a big evening meal on the Sunday.
* Last year the hotel gave you a 5% discount for a booking of 40 people.
* Last year you paid $350 for each participant.
* Last year the hotel kept some extra rooms available in case extra people came.

Role B: **I am Ella Marshall, Events Manger of the Regency hotel in Miami. Kayla Wood, Office Manager at Biotech Inc. wants to negotiate the details of her company’s sales conference with me. I can offer her the following.**

* There will be 30 single rooms and 5 double rooms available between the 29th October and the 1st of November. **(double rooms are for 2 people)**
* You have parking spaces for 25 cars
* Your restaurant will be able to give dinner on Friday, breakfast and lunch on Saturday, and breakfast and lunch on Sunday, but the restaurant is fully booked on Sunday evening until midnight.
* This year you can only give a 3.5% discount for 40 people
* This year you want $375 for each participant
* You can’t keep any spare rooms for late participants this year because your hotel will be very busy on this weekend.

**Negotiation Expressions**

1. Making offers

* Here’s what we can do…
* We might be able to work on…
* We could offer…
* This is what we are prepared to do…
* Here is the idea. What if we…

1. Expressing disagreement/ refusing a proposal

* I am afraid that doesn’t work for me.
* That’s not exactly how I look at it.
* I’d have to disagree with you there.
* That would be very difficult for us because…

1. Checking agreement

* Is there anything you’d like to change?
* Can we agree on this?
* Is this OK with you?