

Mrs Sullivan: Good afternoon, Mr Becker. This is Mrs Sullivan, Shipping Operations Manager at Wilson Microsystems International. →

Mr Becker: Good afternoon, Mrs Sullivan. How can I help you?

Mrs Sullivan: Ocean Shipping has given us a quote for a shipment to the port of Algeciras in Spain and I'm surprised we haven't been offered a discount, given that the shipping order came to just over £1,000.

Mr Becker: I'm sorry, Mrs Sullivan, but at the moment, we can only offer a 20% discount on shipping orders over £1,200.

Mrs Sullivan: But other shipping companies are offering better rates – with discounts on shipping orders over £1,000.

Mr Becker: Yes, but I'm quite sure those companies don't guarantee fast shipping. As you know, our freights are always delivered on time and free of damage. I'm sure your customers have never complained about our shipments. Loss or damage is never an issue for companies that work with us.

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Mrs Sullivan: That's true. You are very reliable. But we have had some problems with your online tracking system and there have been times when we haven't been able to check if a shipment has arrived or not.

Mr Becker: Yes, that's true. But we will be adopting a new online tracking system from next month, and there won't be any more problems like that.

Mrs Sullivan: Next month, really?

Mr Becker: Yes, and I really don't think anyone can compete with our excellent service.

Mrs Sullivan: Mr Becker, would it be possible to meet with you at your offices to discuss our shipping requirements? Maybe you can offer us better shipping rates if we guarantee certain shipping volume. I'm sure we can find a solution.

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Mr Becker: I'm travelling to Brussels tomorrow, but I'll be back next week. We can meet next Monday at my office if that's OK for you.

Mrs Sullivan: Yes, next Monday sounds good.