

**Assessment # 11****Total Marks: 30**

**Q:1:** Short Questions: (15)

- i. What is the difference between bartering and negotiating?
- ii. Give at least five examples for closing questions.
- iii. Outline the key skills of an effective negotiator.
- iv. Outline some effective negotiation techniques.
- v. Discuss the stages of negotiation process.

**Q: 2:** How would you handle the following situations: (15)

- a. The customer asks a question and you don't have a ready answer.
- b. You have to say no to a request.
- c. Your computer has slowed down to a crawl and the customer is getting irritated.
- d. The customer has unreasonable or even outrageous expectations that you cannot fulfill.
- e. The customer becomes angry for reasons you can or cannot determine.