

## **Success Stories – 2 more immediate examples from recent participants**

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### **Success No 1**

Hi Mark & Dave. Great course.

Had breakfast at a restaurant on Sunday morning We ordered 2 breakfasts with a flat white and a latte. The coffee arrived and my wife and I sat and chatted while waiting for our meals.

The first breakfast arrived and the girl asked us if there was anything else "Yes please the other breakfast that we ordered"

"Sorry sir there is only 1 for this table"

"I ordered 2 and paid you \$20.00 please sort it out"

"I'll just go and see the manager"

Manager

"Sir did you order 2 breakfasts"

"Yes we did and we paid \$20.00 for 2 breakfast specials"

"Ok then I'll get that sorted for you"

"Hey that's great and what about a couple more complimentary coffee's while we wait"

"Not a problem sir, on the house, and I'll have the breakfast to you shortly"

Then I explained to my wife about wish lists.

Steve Harvey. Rayonier

### **Success No 2**

Another participant left the Auckland Club at the end of the course and headed down to the shoe shop on the corner of Queen Street and Shortland Street. He'd spotted a pair of shoes he fancied in their sale. He ended up selecting two pairs, total cost \$190. He proposed that as he was taking two pairs that the retailer give him an extra 10% discount. The retailer said he couldn't do that. The response, lightening quick from our finely tuned negotiating machine was, ... "well if you can't do that what can you do?" After some further negotiation our negotiator emerged with extras to the value of \$30, a 50% improvement on his original proposal. We keep telling people "No" is the start, not the end, of many a negotiation.

This little example also emphasizes nicely yet again that you're often better negotiating what you get for your money rather than how much money you will pay for a particular item or service. You will often end up with a far better deal. Well done Paul!