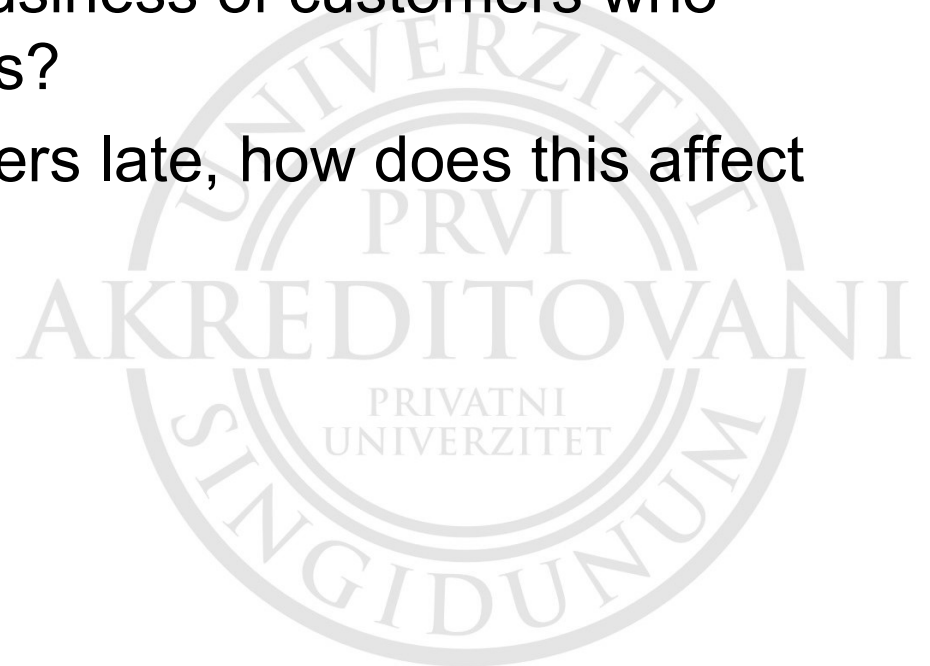


## UNIT 15 – Late payers

- Getting started

Discuss these questions in small groups.

1. Why do you think some companies are habitual late payers?
2. What are the effects on a business of customers who are late paying their invoices?
3. If a business pays its suppliers late, how does this affect the business relationship?



## UNIT 15 – Late payers

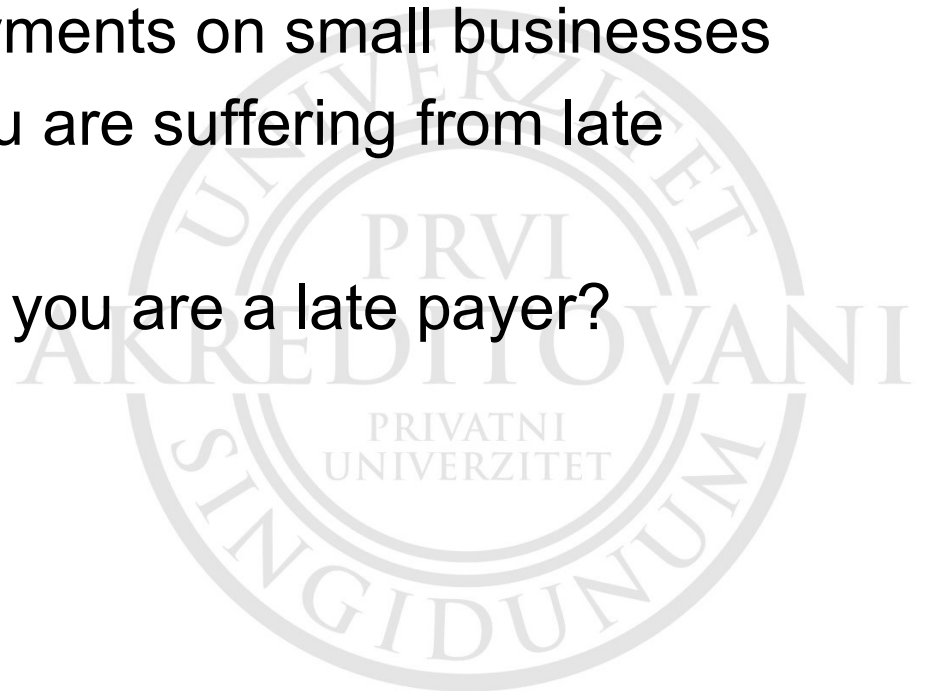
- Reading

Read the texts on page 73 and explain the main points of each text.

Text A – The impact of late payments on small businesses

Text B – What can you do if you are suffering from late payment?

Text C – What should you do if you are a late payer?



## UNIT 15 – Late payers

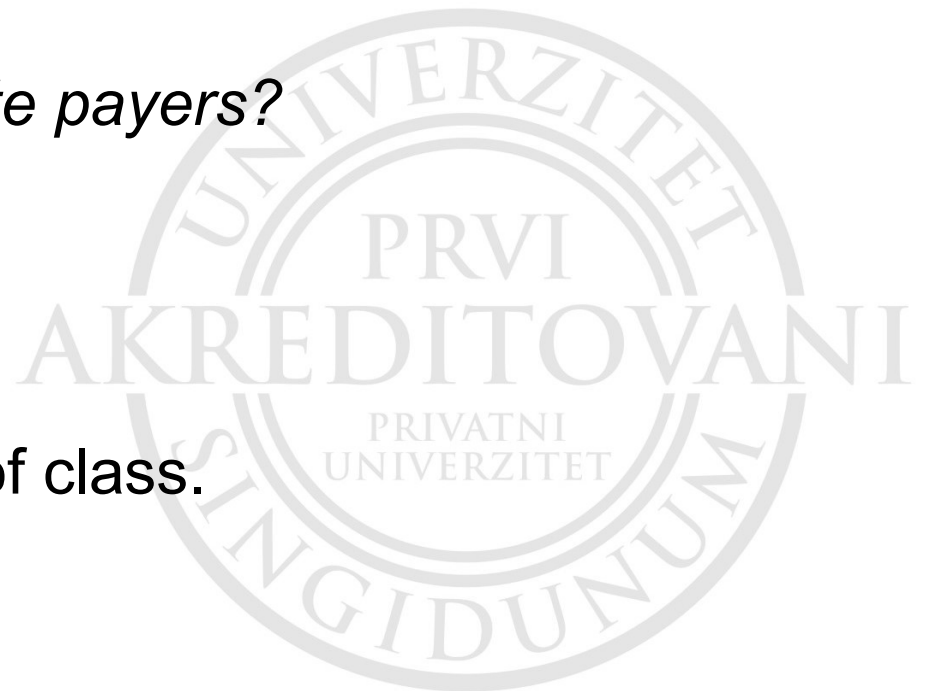
- Listening - You will hear a credit controller talking to her opposite number in another company . Listen to the conversation and complete notes on page 74.

*1. When dealing with late paying how effective do you think a phone call like this is?*

*2. How should you deal with late payers?*

- By phone
- By email
- By letter

Present your ideas to the rest of class.



## UNIT 15 – Late payers

- Key vocabulary:

Bank charges

Bookkeeping

Cash

Credit limit

Credit worthiness

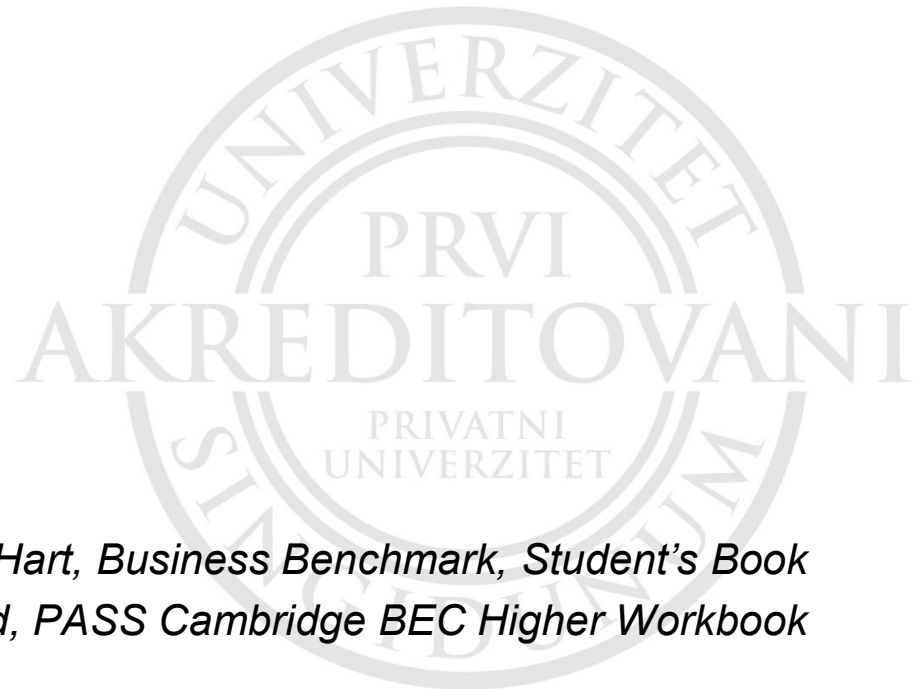
Debtor

Factoring

Outgoings

Overdraft

Overtrading



*Source Guy Brook-Hart, Business Benchmark, Student's Book  
Ian Wood, PASS Cambridge BEC Higher Workbook*