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### **CIPS Commercial Negotiation Sample Questions (Q227-Q232):**

#### **NEW QUESTION # 227**

Which type of question should be used to receive affirmation on statement?

- A. Open
- B. Leading
- C. **Closed**
- D. Narrow

**Answer: C**

Explanation:

Different questioning styles can be used to elicit desired responses:

Text Description automatically generated

Questioning style		When to use
<b>Open questions</b> What do you think about?		 <p>Chartered Institute of Professional Selling</p> <ul style="list-style-type: none"> <li>• To start a conversation</li> <li>• To build rapport</li> <li>• To get the negotiation started and get TOP to start first</li> </ul>
<b>Closed questions</b> Can you offer 24hr?		<ul style="list-style-type: none"> <li>• To generate a specific response</li> <li>• To receive affirmation on statement – often single word, yes or no</li> <li>• To seek specific information</li> <li>• To bring discussion to an end</li> </ul>
<b>Probing questions</b> Tell me more about feature X on product Y.		<ul style="list-style-type: none"> <li>• To seek further information when the first answer to the question is insufficient</li> <li>• To seek answers when TOP is being evasive</li> <li>• To gain more information and get to the bottom of the issue</li> </ul>
<b>Hypothetical questions</b> If we wanted to buy globally could you supply?		<ul style="list-style-type: none"> <li>• To try to get TOP to see things in a different way</li> <li>• To condition TOP into expecting something</li> <li>• To encourage creative thinking/facilitate identification of alternatives</li> </ul>

### NEW QUESTION # 228

A supplier can produce a product for \$160. The supplier sells the product to their client for \$240, making a profit before tax of \$80 on the transaction.

What is the mark-up profit percentage earned by the supplier on this transaction?

- A. 35%
- B. 159%
- C. 67%
- D. 50%

#### Answer: D

Explanation:

Mark-up is calculated as:

Mark-up % =  $\frac{\text{Profit}}{\text{Cost}} \times 100$  =  $\frac{\text{Profit}}{\text{Cost}} \times 100$

In this case:

Profit = \$240 - \$160 = \$80

Cost = \$160

Mark-up =  $(80 / 160) \times 100 = 50\%$

"Understanding mark-up percentages helps in assessing supplier pricing behaviour and negotiating realistic margins." (L4M5 Commercial Negotiation, 2nd edition, Section 2.1 - Pricing Models and Profit Margins)

### NEW QUESTION # 229

A procurement manager is considering accepting a fixed price agreement for 12 months with an IT supplier.

What are the advantages of fixed price agreements? Select TWO that apply.

- A. The administration for the 12 months will be simpler
- B. The supplier will reimburse the buyer for all costs incurred
- C. The supplier will always prioritise fixed cost projects over variable projects
- D. The supplier can reduce the costs to benefit the buyer
- E. The supplier will bear all the risk of cost fluctuations

#### Answer: A,E

Explanation:

A fixed price agreement provides stability and predictability. The supplier bears the risk of cost fluctuations, which is especially advantageous in volatile markets. Moreover, it simplifies administrative processes for the buyer over the contract duration.

"Fixed price agreements transfer cost risk to the supplier and enable simplified contract management. This can reduce overhead for buyers and support budgeting accuracy." (L4M5 Commercial Negotiation, 2nd edition, Section 2.1 - Pricing Models in Negotiation)

### NEW QUESTION # 230

Different types of relationships impact on commercial negotiations. At a negotiation, which one of the following sources would help to support leverage for the buyer?

- A. Personality power
- B. **Legitimate power**
- C. Powerful colleagues
- D. Friends power

**Answer: B**

### NEW QUESTION # 231

A public agency opens a tendering process for a road building project that lasts approximately 1 year. They post their requirements on public journal and receive some interests. After conducting due diligence process and selecting the lowest bidder, the project commences. However, the supplier complains that price of material increases because of a shortage of supply, then they demands an 5% uptick in contract value. The agency investigates the increment and sees that there is indeed a fluctuation in prices of supplier's input. They are likely to accept the proposal, but they are also concerned that supplier may demand more. To avoid making another concession with the supplier, which of the following should be a priority action of the agency?

- A. Seek approval from higher authority
- B. Disapprove supplier's demands until they finish the project
- C. Postpone the decision making until the budget is ready
- D. **Document a contract variation that only allows another concession if some specific conditions arise**

**Answer: D**

Explanation:

The agency (buyer) has made a concession about the price. Possibly the supplier will request another concession (the salami tactics). To avoid this to be happened, the agency should only allow a concession as an exception, make sure that the concession is documented and only permitted against some exceptional circumstances, and seek agreement to this from the supplier.

LO 3, AC 3.2

### NEW QUESTION # 232

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