



# Business English

## COURSE DETAILS

Course length	40-80 hours
Lessons	20-50
Frequency	Two 90/120-minute lessons per week
Study Centre/homework	2 hours per week (recommended minimum)
Levels	A2 to B2 (Pre-Intermediate to Upper-Intermediate)
Group size	4 – 8 people

## COURSE FOCUS

This course focuses on improving your COMMUNICATION SKILLS and covers:

**SPEAKING**

**LISTENING**

**WRITING**

**READING**

**VOCABULARY**

with some work on:

GRAMMAR

PRONUNCIATION

## COURSE CONTENT (B1)

The following is an example of what you will study on this course:

### Skills Work

#### **SPEAKING and LISTENING**

- Explaining your job and professional responsibilities
- Profiling your company/ organisation
- Taking and leaving telephone messages
- Checking and clarifying facts and figures
- Making and changing arrangements
- Handling complaints
- Getting your point across in a meeting
- Agreeing and disagreeing politely
- Making presentations and handling questions effectively
- Conducting job interviews
- Finding your way around a new city: asking for information, getting directions
- Greeting visitors
- Giving a company tour
- Explaining processes at work
- Describing local specialities
- Talking about tourist attractions
- Discussing news and current affairs

#### **WRITING**

- Business correspondence: faxes, memos, business letters, emails
- Note-taking from voicemail/ telephone calls
- Formal and informal style
- Writing letters of complaint and apology: using tact
- Handling customer enquiries via email
- Making travel arrangements

- Requesting action from colleagues
- Taking notes in meetings

## **Lexical areas**

Vocabulary areas covered will include:

- Jobs and Personal Development
- Customer Service
- Sales
- Finance and Money Issues
- Negotiating
- Advertising
- Technology
- Food and Restaurants
- Travel
- Globalisation
- Cultural differences
- Telephone phrases
- Time management
- News and Current Affairs
- The environment
- Social Issues

## **Grammatical themes**

- Present tenses
- Past simple and continuous
- Comparatives
- *Going to* and *will*
- Present perfect
- Quantifiers
- Modal verbs
- Conditionals 1 and 2
- The passive
- Modal verbs
- Reported speech