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In reception



- meeting/welcoming a visitor
friendliness and efficiency
first impressions
- small-talk
asking questions
question tags
indirect questions
- developing relationships
formal talks
personal talks
national differences

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Small talk and socializing



- making contact
- welcoming visitors
- getting acquainted
- entertaining a visitor
- eating out
- networking at a trade fair

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The Company



- visiting a company; showing round the premises
- company profile: departments, responsibilities, relationships, company organigram
- personal profile: title, routines, responsibilities

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On the Phone



- receiving and making telephone calls
- explaining the reason for your call
- asking for information
- making appointments
- taking and leaving messages
- dealing with complaints
- checking understanding
- summarizing the call
- answering machine greetings
- mobile phone calls
- tips for telephone customer care

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Communicate Well in Writing

- speaking and writing
differences and similarities
style and register
- letters
the right address
abbreviations
layout
joining sentences
'styled' letters
planning letters
- beginning and ending letters
- giving good news/bad news
- giving reasons
- complaints and adjustments
- apologizing
- writing memos
- writing telexes and emails

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Emails

- introduction to emails
- formal and informal emails
- enquiries
- requesting action
- exchanging information
- making and confirming arrangements

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Customer care

- introduction to customer care
- face to face with customers
- dealing with customers on the phone
- call centres
- delivering customer care through writing
- dealing with problems and complaints

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Technical English (for beginners)

- explaining processes
- flow charts
- giving measures
- calculating measures
- product description
- features and specifications

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English for engineering (advanced)

- describing advantages of technology used
- materials technology
- components and assemblies
- engineering design
- technical problems
- technical development
- procedures and precautions

- monitoring and control
- experiments and their evaluation
- discussing suitability

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Accounting



- introduction to accounting
- financial statements and ratios
- tax accounting
- auditing
- management accounting
- investment

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Reports and summaries



- writing vs. telling
- keeping it brief
- first things first
- a company report
- passive voice
- reported speech
- punctuation
- summaries and note-taking
- summarising a conversation
- summarising a message orally
- writing reports and summaries
- describing technical procedures

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Human Resources



- job descriptions
- job ads
- writing CVs
- job interview
- employment contracts
- HR development
- salaries and fringe benefits
- salary reviews
- labour relations

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Meetings



- arranging a meeting
- starting a meeting
- stating the objectives
- reporting progress
- explaining cause and effect
- interrupting and dealing with interruptions
- comments and contributions
- expressing strong and tentative opinions
- agreeing and disagreeing
- summarizing
- ending the meeting

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Presentations



- planning and preparation
- welcoming the audience
- introducing and outlining your presentation
- body language
- linking and signposting
- presentation tool
- using appropriate numbers
- describing graphs and charts
- describing trends
- concluding a presentation
- handling questions
- dealing with interruptions

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Negotiate a Good Deal



- point of views
- preliminary talks
- planning and preparation
- BEST negotiating strategy (B for "Building relationships"; E for "Exchanging information"; S for "Structured bargaining"; T for "Total commitment")
- negotiation techniques
- formal and informal levels of negotiations
- making contracts
- communications skills (listening, asking questions)

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Marketing and advertising



- corporate identity
- finding customers
- planning a marketing strategy
- creating ads
- marketing tools
- presentations
- trade fairs

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Sales and purchasing



- jobs and responsibilities
- new contacts
- offers
- negotiations
- orders
- customer care

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Real estate industry



- working in real estate, housing and the property market
- describing properties
- dealing with customers
- aspects of letting
- talking about construction

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Intercultural communication



- know your own culture
- important differences



- making contact and socialising
- negotiating with other cultures
- communication skills (listening, asking questions, etc.)
- using the right language
- working with Americans
 - working with French
 - working with Russians
 - working with Chinese
 - working with Arabs (Saudi-Arabia)
 - working with Germans
 - working with Italians
 - working with Poland
 - working with India
 - working with Japan
 - working with Britons
 - working with Britons
 - working with Brazil

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English for the hotel industry



- introductions
- the check-in
- the hotel bedroom
- bathroom and porter
- services in the hotel
- location of facilities
- room service
- problems and solutions
- taking bar orders
- in the restaurant
- places to visit
- enquiries
- using the phone
- the check-out

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International restaurant English



- restaurants and their services
- on a restaurant table
- reservations
- directions
- receiving the customer
- taking orders
- explaining dishes
- during the meal
- drinks
- talking about money
- complaints
- banqueting arrangements
- breakfast
- applications