



Business Contact 1 English for Administrative Staff, Personal Assistants and Secretaries	November 2013 – January 2014
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30 hour course

Professor: Rui Azevedo

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Class meeting schedule

Week	1	2	3	4	5	6	7	8	9	10
Date	9/11	16/11	23/11	30/11	7/12	14/12	4/01	11/01	18/01	25/01
Time	9-12	9-12	9-12	9-12	9-12	9-12	9-12	9-12	9-12	9-12

Course Description

This course is designed for day-to-day inter-company communication where English is the common/official language. Although topic areas will encompass the business world in general, our main focus will rely on reviewing the English used in some areas such as telephone communication, organizing meetings and agendas, email and letter writing, and customer relations.

Course Contents

**Communication
skills and tasks**

- Meeting business partner
- Welcoming & entertaining clients: introductions, small talk, saying goodbye
- Hosting visits / looking after guests
- Identifying client needs
- Filtering incoming calls, transfer calls, divert / block unwanted calls
- Apologizing, making excuses, taking messages
- Dealing with difficult clients
- Giving/ asking for opinions
- Making travel arrangements
- Canceling, rescheduling and confirming a meeting

Grammar

- Making requests (imperative vs. question forms)
- Making suggestions and promising action
- Comparisons
- Present simple and continuous
- Past forms
- Future forms
- Articles
- Modals
- Adjectives and adverbs
- Multi-part verbs
- Word-building

Vocabulary

- Greetings and Introductions
- Jobs
- Modes of transportation
- Nationalities (and other adjectives) and countries
- Numbers (for money and time) / days of the week/ months
- Quotidian activities
- Vocabulary on general interest topics (for small talk)
- Vocabulary on personal topics (for small talk)
- Companies and careers
- Travel

Learning outcomes of the course

The main aim of this course is for students to develop their communication skills. By the end of the course, students should have gained the necessary confidence to express themselves in the previously mentioned communication skills and tasks.

Teaching method, assessment methods and criteria

The teaching method is the communicative approach and students are expected to attend every session. The students' assessment will be based on several comprehension exercises, role-plays as well as active participation in class. Another contributing factor to the students' assessment will be written assignments, such as e-mails or memos. There will also be a written test and/or presentation at the end of the course.

Bibliography

Copies will be taken from the following manuals and supplied to the student for the duration of the course. Supplementary material may be provided on a needs basis.

Christine Johnson. (2005). *Intelligent Business: Skills Book. Intermediate Business English*. Pearson Education Limited ISBN: 0-582-84688-9

Trappe, Tony and Graham Tullis. (2005). *Intelligent Business: Coursebook. Intermediate Business English*. Pearson Education Limited ISBN: 0-582-84796-4