

Module: Business Administration

In this, the introductory level of the course, the student is supplied with the language necessary to carry out essential business communication in the administration department.

Functions such as: exchanging personal information, describing jobs, giving instructions, making an order, explaining the company rules and basic expressions used in the administration department are introduced and practiced through guided role-plays, reading texts and open questions.

The student will use structures such as the present simple and continuous to compare and contrast habitual and temporary activities, comparative adjectives to evaluate companies, the past simple to talk about past habits and the present perfect simple to refer to the recent past.

The student will be able to communicate fluently both verbally and in writing in the administration department when dealing with clients, colleagues and other interlocutors, attending to their needs both in person, over the telephone and by email in order to carry out the relevant administrative tasks efficiently. Students also learn to understand and write business reports, memos and other business correspondence.

There is also extensive practice of spelling, saying numbers and the correct pronunciation of new vocabulary.

Business Administration

1 **Administration. Business Introductions**

Learners practice introducing themselves and others.

2 **Administration. What do they do?**

Talking about different jobs and nationalities.

Extended speaking practice: introducing people to each other and talking about the places people work.

3 **Administration. Company rules**

In this class we practice explaining the company rules to a new colleague using the imperative.

An introduction to some common verb/noun partnerships: arrive at work, wear a suit, eat a sandwich, talk to friends, drink a glass of water, work, call (telephone), write an email/report, read an email/report.

4 **Administration. Taking messages**

Relevant vocabulary: phone message, caller, certainly, to call back, to wish, to be convenient, to see face to face, to see in person, to leave a message, to be unavailable, to postpone, it is personal.

Looking at the format and use of phone messages.

Dialogues, phone calls and questions to practice typical business related phone messages and the vocabulary and skills needed to transcribe the relevant information.

5 **Administration. Memo**

Relevant vocabulary: memo, informal, internal communication, subject, main body, reminder, regards, reschedule, date, to, from, heading, colleagues, cancel, attend, dismiss, warn, external, short for, bullet points, deadline, to feel welcome, by the way, semi-formal, signature, formal dress, silly me.

The user will learn about the function and format of a memo. They will have to correctly order a memo. Gap-fill exercises that consolidate what has been learned about the format and contents of a memo.

Dialogue to practice taking a memo. Listening practice to correct errors in a memo.

6 **Administration. Asking for information**

Vocabulary related to buying and selling from catalogs, and the formalities that are involved such as the types of letters that are sent with large purchases. Phrasal verbs that are related to the processes of buying and selling are presented.

Explanations of the types of letters that are sent from business to business. The learner will comprehend how to format and structure an enquiry letter, and will carry out exercises to consolidate what has been learned. The construction of indirect questions and the necessary verb forms in order to convey a formal register.

Dialogues and exercises covering acknowledgement letters.

7 **Administration. Starting work - Where are the departments?**

In this lesson the student will learn about the location of different departments in a company building and hear brief descriptions about what each department does. In addition the student will learn vocabulary related to this area such as particular department names, prepositions of place and directions.

You've got mail:

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions

The tutor will give feedback on this work.

8 **Administration. Office I**

Administration. Learners will be able to: - Listen and respond appropriately when arranging meetings, making plans and confirming arrangements. - Use appropriate language to describe typical duties and responsibilities at work.

9 **Administration. Office II**

Learners will be able to: - Familiarize themselves with common collocations to answer questions that extend the vocabulary practiced in the previous session which describes specific employee responsibilities and what companies do. - Recognize and appropriately structure a formal letter to another organization.

10 **Administration. Organising an agenda**

Talking about future plans and arrangements as well as the very recent past.

Present perfect with: just, for, since.

Present continuous for fixed future plans.

Expressions: to be on/get off the phone to someone, to take a call, to re-arrange, to call off, to put off, to fit someone in.

11 **Administration. Making an order**

Using the first conditional to role-play an order over the telephone.

Polite English: do you think you could..?, what about +ing, could you tell me...?, If we...will you...? Discount, percent %

12 **Administration. Business correspondence**

Focus on emails and telephone calls to make a complaint.

Role-play to describe a problem.

General business vocabulary: order, delivery, to dispatch, to be faulty/damaged, postage, refund.

13 **Administration. Bills and Invoices**

Learners will cover vocabulary, both formal and informal, related to invoices and bills. They will learn about the function and format of invoices and bills and will be able to construct and comprehend invoices. Dialogues will consolidate what has been learned and will give the learner listening and pronunciation experience related to invoices and bills. Numbers and calculations are covered so that the learner can practice simple mathematical calculations in English.

14 **Administration. Fire drill - There is a fire!**

This lesson covers the language of accident prevention at work, and in it the student will learn about what to do and what not to do, if there is a fire at work.

The student will practice using vocabulary used in the event of a fire drill.

The student will practice the use of the imperative and the modals of obligation and permission: must and can.

You've got mail:

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions

The tutor will give feedback on this work.

15 **Administration. Office III**

On completing this unit learners will be able to: - Listen and respond to language related to finance and the structure of organizations and workforces. - Start and finish a telephone conversation and leave a message. - Express satisfaction/dissatisfaction about a problem with an order and solutions proposed.

16 **Administration. Writing a report**

Vocabulary and phrases related to reports and work related injuries. The learner then covers the structure and content of a typical report and then carries out exercises to consolidate what has been learned about reports, with the specific example of a report on how reduction of productivity due to sick leave.

Connectors such as "in addition", "despite", "moreover", "due to", etc. are covered so that the learner will competently be able to construct persuasive reports.

Dialogues and exercises further consolidate what has been learned.

17 **Administration. International business**

Vocabulary for different countries and currencies: Euro, Yen, Dollar, Yuan, Australian dollar.

Asking for and saying prices: How much is...?, Numbers 1-50

Airport vocabulary: check-in, entrance, gate, café, toilet, information desk.

18 **Administration. Responsibilities**

Practice using: (Don't) Have to, can/can't (permission) to talk about the things we have to do at work.

More verb/noun partnerships: meet a deadline, target, prepare for a business trip, wear protective clothing.

19 **Administration. Performance appraisal**

Talk about the different parts of a performance appraisal, past achievements and future plans, intentions and ambitions as well as discuss our strengths and weaknesses.

Role-play a short performance appraisal using notes.

20 **Administration. An informal meeting**

Expressing agreement and disagreement in an informal situation: so do I, me too, I can't agree to that, I'm sorry but...

More ways to express quantity: either/neither, a lot of, enough, too many.

Using the new vocabulary in a role-play of an informal meeting.

21 **Administration. Renting a car and van for a trade fair - Get good insurance**

In this lesson the student will learn how to negotiate a deal on hiring vehicles for a trade fair.

In addition the student will learn vocabulary related to the field of car hire and the types of vans available.

The student will also learn the structure "to be going to" for future plans.

You've got mail:

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions.

The tutor will give feedback on this work.

22 **Administration. Office IV**

On completing this unit learners can: - Express her/his own opinion, and present arguments and justifications in a meeting at work. - Send emails to check and confirm information about an order and services appropriately. - Demonstrate they understand the meaning of abbreviations common at work.