

Module: Business Management

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

Functions such as: exchanging personal information, describing jobs, giving instructions, making an order, giving the company rules, carrying job interviews and basic expressions used in the management 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 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 will learn to analyze the competitors and present their company with fluency.

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

Business Management

1 **Management. Business Introductions**

Learners practice introducing themselves and others.

2 **Management. 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 **Management. 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 **Management. A business lunch**

Ordering food in a restaurant and making conversation during a business lunch.

Talking about likes and dislikes, asking about preferences.

Talking about hobbies and free time activities.

5 **Management. Giving Instructions**

Relevant vocabulary: filing, time difference, on business, sequencer, afterwards, finally, bills, pour, fill, junk mail, first class, give someone a hand, anything else, signed contracts, stir, hole punch.

The student will be able to explain and understand instructions by comprehending and using the imperative.

The student will use and comprehend sequencing phrases such as "first", "next", "finally", etc. to give lists of instructions that have a set order.

6 **Management. 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.

7 **Management. Health and safety - An accident at work**

In this lesson the student will learn about issues related to health and safety at work.

The student will learn about standard work practices to prevent accidents and eliminate risk.

The student will learn what to do if there is an accident at work.

In addition the student will practice vocabulary related to this topic and consolidate the use of imperatives to give instructions and orders.

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 **Management. Around the office I**

Identifying the typical objects we use in an office.

Role-play over the telephone: placing an order for office supplies.

Describing clothes we wear at work: shirt, skirt, trousers, tie, jacket, shoes and uniform.

9 **Management. Business trip**

Extended speaking practice through role-plays about different travel situations: reserving tickets with a travel agent, checking in at the airport and arriving at a hotel.

10 **Management. Comparing companies**

Comparative adjectives: happy, interesting, good, modern, bad, big, tall, good.

Using information in a table to compare two companies.

Free speaking practice: comparing people or countries.

11 **Management. Job interview**

Talk about ways to find a job and the interview process.

Common vocabulary: to apply for a job, fill in a form, work

history, impressive, gaps in employment, to take a year out/gap year, to do voluntary work/work experience, qualifications.

Role-play a short job interview.

12 **Management. 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 %

13 **Management. Buying and selling from catalogues / Writing a cheque**

Vocabulary and phrases that are relevant to catalogues and products, including informal and phrasal structures.

Listening exercises explaining the content and structure of typical business catalogues, with exercises to consolidate what has been learned.

Categorization of office supplies.

Dialogues and exercises relating to purchasing from a catalogue.

14 **Management. A trade fair - Watch out for your competitors**

In this lesson the student will learn about how to set up a stand at a trade fair and how competitors react to the company's product campaign.

In addition the student will practice the vocabulary related to this topic, which presents and consolidates the language of trade fairs and marketing stands, pros and cons, deciding tasks and responsibilities, standard procedure at trade fairs and unique selling points for the products they market and sell, in context using everyday language of definition and clarification.

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 **Management. Around the office II**

Describing an office in more detail using there is/are and answering questions about pictures.

Talking about different buildings that we use: gym, swimming pool, bank, travel agent, chemist, Health centre.

16 **Management. Presenting a company**

An introduction to the language of presentations, referring to graphics and charts.

Listen to an example of a short presentation.

Guided speaking practice: presenting a small company using

given information.

17 **Management. Dealing with clients**

Extended speaking practice. Making and dealing with complaints over the telephone.

Making suggestions: We could..., how about..? What if..?

Apologising: I'm terribly sorry, I'm afraid, I agree, I see your point.

18 **Management. Complaints**

Vocabulary and phrases related to complaints and goods that could be faulty. Exercises which review the structure of a letter of complaint. Dialogues and exercises that show how to write a letter of apology.

19 **Management. What went wrong?**

Using common irregular verbs to talk about the past.

Speaking practice: telling short anecdotes.

Expressing causes and consequences: so that, because, in order to, as a result.

20 **Management. Choosing a conference venue**

Expressing preferences: far better/worse than, way too+ adj...

Comparing venues and facilities in a role-play about two different conference centres.

Talking about consequences using the first conditional.

21 **Management. Taking a company to court - Is it worth it?**

In this lesson the student will learn what procedures to carry out before taking a company to court.

The student will hear and follow how to request legal advice from a solicitor and to discuss possible decisions and actions.

In addition the student will learn vocabulary related to the field of pre-court action procedure.

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 **Management. Around the office III**

An extension of the typical language we use when working in English.

Common phrasal verbs: to stand in for, to set up, take over, hurry up, look over and help out

Business vocabulary extension: invoice, quote, bill, bank transfer, latest, out of date, supplier.

