



## Module: Business Management

**Sku:** PC313

**Horas:** 39

## OBJETIVOS

In this module 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 out job interviews and basic expressions used in the management department are introduced and practised 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 language and strategies for dealing with business travel, health and safety as well as attending trade fairs. There is also extensive practice of spelling, saying numbers and the correct pronunciation of new vocabulary.

## CONTENIDOS

### Module: Business Management 1/3

Management. Business Introductions

Learners practise introducing themselves and others.

Management. What do they do?

This lesson looks at ways of talking about different jobs and nationalities. It includes extended speaking: introducing people to each other and talking about where people work.

## Management. Company rules

Practise explaining company rules to a new colleague using the imperative. Includes 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

## Management. A business lunch

Covers ordering food in a restaurant and making conversation. Includes discussion of preferences, hobbies, and free time.

## Management. Giving Instructions

Vocabulary and use of imperatives to give and understand instructions.

## Management. Responsibilities

Use of modal verbs (have to, can/can't) to describe workplace responsibilities. Verb/noun partnerships include:

- meet a deadline
- target
- prepare for a business trip
- wear protective clothing

## Management. Health and Safety - An Accident at Work

Focus on standard practices to prevent accidents, what to do if one occurs, and use of imperatives.

## Management. Around the Office I

Vocabulary for office objects and clothing. Includes role-play ordering office supplies.

## Management. Business Trip

Role-plays involving travel situations: reserving tickets, checking in, arriving at a hotel.

## Management. Comparing Companies

Use of comparative adjectives. Includes listening to company comparisons.

## Management. Job Interview

Covers finding a job and interview processes. Vocabulary includes:

- to apply for a job
- fill in a form
- work history
- impressive
- gaps in employment
- take a gap year
- voluntary work/work experience
- qualifications

## Management. Making an Order

Use of first conditional and polite English in telephone ordering role-plays. Vocabulary includes:

- do you think you could...?
- what about +ing
- could you tell me...?
- If we... will you...?
- discount, percent

## Management. Buying and Selling from Catalogues / Writing a Cheque

Vocabulary for catalogues/products, informal and phrasal expressions. Includes listening practice.

## Management. A Trade Fair - Watch Out for Your Competitors

Vocabulary and scenarios related to trade fairs, marketing stands, and competition. Covers:

- pros and cons
- task delegation
- standard procedures
- unique selling points

## Management. Around the Office II

Describing offices in detail using "there is/are". Vocabulary includes buildings like gym, swimming pool, bank, travel agent, chemist, health centre.

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## **Module: Business Management 2/3**

### Management. Presenting a Company

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Introduction to presentation language. Listening and speaking practice with charts and graphics.

Management. Dealing with Clients

Making and handling complaints by phone. Suggestions and apologies:

- We could...
- How about...?
- What if...?
- I'm terribly sorry
- I'm afraid
- I agree / I see your point

Management. Complaints

Vocabulary for complaints and faulty goods. Exercises on letters of complaint and apology.

Management. What Went Wrong?

Using irregular verbs to describe past events. Practice with anecdotes, causes, and consequences:

- so that
- because
- in order to
- as a result

Management. Choosing a Conference Venue

Expressions of preference:

- far better/worse than
  - way too + adj
- Role-play comparing two venues and consequences using the first conditional.

Management. Taking a Company to Court - Is it Worth It?

Procedures before court action. Vocabulary includes:

- legal advice
- solicitor
- pre-court actions

Management. Around the Office III

Extension of common business English:

- stand in for
- set up

- take over
- hurry up
- look over
- help out

Business vocabulary:

- invoice
- quote
- bill
- bank transfer
- latest
- out of date
- supplier