

- short selling
- bull market
- capital gain
- commodity
- balanced fund
- par value
- sales load
- financial planning

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term.

Typical Situation – Meeting at an Investment Conference

In this lesson, students will practice their understanding and listening comprehension by following a typical real-life situation in the financial environment of two colleagues meeting at an investment conference.

Objective: Apply advanced financial vocabulary in networking and professional dialogue settings.

Dialogue – Speaking with an Investment Advisor

Students will practice their freeform speaking skills by taking on the role of a financial planner and answering customer questions.

Objective: Develop fluency and accuracy in responding to client inquiries about investment options and financial advice.

Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will write 10 original sentences using provided vocabulary.
- The student will speak about the future of their current industry.

The tutor will give feedback on this work.

Module: Customer Service – Suggestions, Inquiries and Complaints (ADVANCED)

Introduction

In this block, students will consolidate previous customer service terms and be introduced to advanced vocabulary terms.

Students will listen to a short, realistic dialogue involving a business client with a problem concerning her company cell phones. The learner will work on their freeform speaking by answering questions related to personal and business cell phones and technology.

At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

Customer Service Vocabulary

Students will study advanced customer service terms and expressions. In this final customer service lesson, we will cover vocabulary such as:

- mark up
- mission statement
- consequences
- customer focused

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term.

Typical Situation – Mobile Phone Company

In this lesson, students will practice their understanding and listening comprehension by following a typical real-life situation involving a business client and a customer service representative.

Objective: Apply advanced customer service vocabulary in resolving business technology issues.

Dialogue – Personal and Business Cell Phones

Students will practice their freeform speaking skills by answering questions about personal and business phone etiquette and usage.

Objective: Develop fluency and appropriate communication strategies in business-related phone interactions.

Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will write a short business letter.
- The student will speak about a customer service experience in as much detail as possible.

The tutor will give feedback on this work.

Module: General Business – Advertising, Business Expressions (ADVANCED)

Introduction

In this block, students will consolidate previous general business terms and be introduced to advanced business vocabulary.

Students will listen to a short, realistic dialogue of employees attending a sales meeting. The learner will work on their freeform speaking by answering questions related to self-employment and unemployment.

At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

Business Vocabulary

Students will study advanced business terms and expressions. In this final general business lesson, we will cover vocabulary such as:

- headquarters
- monopoly
- economy of scale
- valuation
- swag
- waiver
- thrown under the bus
- title
- zoning
- withholding
- fiscal policy

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term.

Typical Situation – In a Business Meeting

In this lesson, students will practice their understanding and listening comprehension by following a typical real-life situation involving a business meeting about sales.

Objective: Apply advanced business vocabulary in understanding and discussing company sales topics.

Dialogue – Self-Employment and Unemployment

Students will practice their freeform speaking skills by answering questions about employment, self-employment, and job market trends.

Objective: Develop fluency and appropriate communication strategies when discussing career and employment issues.

Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will use eight business expressions in original sentences.
- The student will speak about how technology has created or changed their current job industry.

The tutor will give feedback on this work.