



## English: Business Writing

**Sku:** PC381

**Horas:** 30

### OBJETIVOS

This course presents the most common forms of business correspondence with lessons on formal and informal language, common business abbreviations, bills and invoices, requests and orders as well as writing reports, memos, agendas and minutes.

### CONTENIDOS

#### Introduction to business correspondence

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##### Written Correspondence

- Function  
Written correspondence
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##### Informal e-mails

An introduction to informal emails including typical expressions and vocabulary.

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##### Formal e-mails and letters

An introduction to formal emails and letters.  
Typical expressions and layout.

#### Arranging meetings

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##### Administration. Meetings

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##### Grammar and vocabulary related to business situations

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## Grammar

- Courtesy
  - Making requests
  - Interrupting
  - Confirming
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## Organising an agenda

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## AGM

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## Writing a Personal Statement / Adverbs of time

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## Grammar

- Adverbs of time
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## Function

- Writing a personal statement
- Useful phrases and vocabulary

## **Bills and invoices**

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### 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.

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Numbers and calculations are covered so that the learner can practice simple mathematical calculations in English.

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Requesting payment

Language and models of correspondence to request late payment.

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Import and export - A company and its service

In this lesson the student will hear and follow a request for services provided by an import and export company.

In addition, the student will see how a complaint is dealt with and practice and consolidate vocabulary related to the field of import and export.

### **Enquiries and orders**

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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.

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Making an order

- **Function**  
Making an order
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Buying and selling from catalogues / Writing a cheque

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## 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.

## Memos and reports

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### 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, semiformal, 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.

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### 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.

## Frequent errors and false friends

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### False friends and misunderstandings

- General revision of words and structures that are easily confused
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- False cognates / friends

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## Revision

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### Business correspondence

A review of the vocabulary and structures covered in the previous lessons on business correspondence.

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### Arranging a meeting

A review of the process of arranging a meeting, preparing an agenda and writing minutes.

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### English: Business Writing 2/3

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### Bills and invoices

A review of the vocabulary and language on the topic of bills and invoices.

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### Enquiries and orders

A review of the structure and language of enquiry letters and orders.

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### Memos and reports

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### Abbreviations

A review of abbreviations that are commonly used in Business English.

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