



English: Commercial Management

Sku: PC381_1

Horas: 200

OBJETIVOS

This course combines general English lessons with specific lessons in English applied to business management. The objective of the course is to learn how to carry out the administrative management tasks of commercial / business relations in English both correctly and fluently, and use English to manage the oral and written communication processes necessary to the commercial activity of the company.

CONTENIDOS

Unit 1: Having an accident

Aims:

To introduce and recycle vocabulary, functions and grammatical structures through a series of interactive exercises such as word/sentence-picture association, listening comprehension with short, realistic dialogues, and student-led listening practice with the vocabulary items.

Structures and functions introduced:

- Modal verbs 'can' and 'can't' for ability
- Exchanging telephone numbers and addresses
- Prepositions of place: over, on, in

Vocabulary focus:

- Clothes and colours

Activities include:

- Association of sentences and words with corresponding pictures
 - Gap-fill listening exercises
 - Listening practice through spelling and pronunciation with listen and repeat exercises
 - Writing sentences practice
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A robbery

Aims:

To introduce and recycle vocabulary and structures as well as practicing pronunciation through interactive exercises such as listening and writing activities, and listening and repeating words or expressions.

Focus:

- Basic telephone expressions
- Practice of 'can' and 'can't' for ability
- Present simple tense
- Prepositions of place

Activities include:

- Association of sentences and words with corresponding pictures
 - Gap-fill listening exercises
 - Spelling practice
 - Pronunciation practice through listening and repeating
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Can I help you?

Aims:

To review and consolidate vocabulary, grammar and structures through interactive exercises including listening to complete the gaps, student-led listening with new vocabulary items, spelling and pronunciation practice.

Structures and functions include:

- Modal verbs 'can' and 'can't' for ability, permission and possibility
- Exchanging personal information such as telephone numbers and addresses
- Prepositions of place: over, on, in
- All forms of the present simple

Vocabulary focus:

- Clothes and basic telephone expressions

Activities include:

- Association of sentences and words with their corresponding pictures
 - Listening practice with gap-fill exercises
 - Student-led listening with clickable vocabulary
 - Spelling practice
 - Pronunciation practice through listening and repetition
 - Dubbing the film
 - Choosing synonymous sentences
-

Night shift - Master class

Students attend a class where the teacher, who speaks only English, asks questions that the students must answer. The student interacts with the teacher through a series of guided dialogues.

Lesson structure:

- Practice of useful expressions to be used later in the class
 - Focus on comparing the past with the present, daily routines and professions
 - Comprehension exercises with immediate evaluation by the Dexway system (e.g., pronunciation and writing)
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Test exercises

In the last lesson of this unit, students find a variety of carefully chosen exercises to consolidate and evaluate the language skills acquired in previous lessons.

Unit 2: At the police station

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Aims:

To introduce and recycle vocabulary and structures through a series of interactive exercises such as word/sentence-picture association, listening comprehension with short, realistic dialogues, and student-led listening practice with the vocabulary items.

Structures and functions focus:

- Physical descriptions

Vocabulary focus:

- Clothes
- Months and years

Activities include:

- Association of sentences and words with their corresponding pictures
 - Dialogue comprehension
-

What does he look like?

Aims:

To introduce and practice grammar and useful phrases through a series of interactive exercises such as word/sentence-picture association, choosing the correct word in a set context, listening and repeating, etc.

Structures and functions include:

- Order of adjectives
- All forms of the present simple

Vocabulary input:

- Clothes
- Physical descriptions

Activities include:

- Association of sentences and words with corresponding pictures
 - Gap-fill listening exercises
 - Student-led listening through clicking on the vocabulary
 - Listening practice with spelling exercises
 - Pronunciation practice with the opportunity to listen to and repeat a native speaker
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- Reading practice with exercises to match questions and answers
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Do you know him?

Aims:

To consolidate and review the grammar, vocabulary and structures covered through a series of interactive exercises such as word/sentence-picture association, listening and writing activities, choosing the correct word or option, completing sentences, etc.

Structures and functions revised:

- Order of adjectives
- All forms of the present simple
- Talking about ages

Vocabulary:

- Clothes
- Physical descriptions
- Numbers (revision and extension)

Activities include:

- Association of sentences and words with corresponding pictures
 - Gap-fill listening exercises
 - Student-led listening by clicking on vocabulary
 - Spelling practice
-

- Pronunciation practice with listen and repeat exercises
 - Matching questions and answers
 - Dubbing the film
 - Choosing synonymous sentences
-

Who's that? - Master class

Students attend a class where the teacher, who speaks only English, asks questions that the students must answer. The student interacts with the teacher through a series of guided dialogues.

Focus:

- Learning how to make definitions and descriptions

After the class:

Students complete comprehension exercises which the Dexway system immediately evaluates (e.g., pronunciation and writing).

Describe your family or friends - Writing assignment

Test exercises

In the last lesson of this unit, students find a variety of carefully chosen exercises to consolidate and evaluate the language skills acquired in previous lessons.

Unit 3: The fifth annual race

Aims:

To introduce and recycle vocabulary and structures through a series of interactive exercises such as word/sentence-picture association, listening comprehension with short, realistic dialogues, and student-led listening practice with the vocabulary items.

Vocabulary focus:

- Places in the town
- Basic directions

Activities include:

- Association of sentences and words with corresponding pictures
 - Dialogue comprehension
-

How do I get there?

Aims:

To introduce and practice grammar, vocabulary and functional structures through interactive exercises such as word/sentence-picture association, listening and repeating, listening and writing, etc.

Structures and functions covered:

- Prepositions of movement
- Positive form of the imperative

Vocabulary:

- Places in the town
- Basic directions
- Expressions with go: go up, go down, go onto

Activities include:

- Association of sentences and words with corresponding pictures
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- Gap-fill listening exercises
 - Student-led listening
 - Spelling practice
 - Pronunciation exercises using listening and repetition
 - Matching questions and answers
 - Multiple choice
-

Turn left!

Aims:

To consolidate and review grammar, vocabulary and structures through interactive exercises such as choosing the correct word, dubbing the film, etc.

Structures and functions covered:

- Prepositions
- Imperative

Vocabulary:

- Places in the town
- Basic directions
- Expressions with go: go up, go down, go onto

Activities include:

- Association of sentences and words with corresponding pictures
-

- Listening to fill the gaps
- Student-led listening by selecting the vocabulary
- Spelling practice
- Pronunciation practice by listening and repeating
- Matching questions and answers
- Dubbing the film
- Choosing synonymous sentences
- Multiple choice

Your city - Speaking assignment

Test exercises

In the last lesson of this unit, students find a variety of carefully chosen exercises to consolidate and evaluate the language skills acquired in previous lessons.

Unit 4: Personal Communication

Using different registers in business relationships:

- Company - Company
- Company - Client
- Company - Supplier

Functions:

- Greetings
 - Recognising formal / informal register
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Grammar and vocabulary related to business situations

Describing company structure

- Specific vocabulary and phrases
 - Function: Describing the structure of a company
 - Organisation charts
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Articles

- Grammar: Articles
 - Function: Using organisation charts to describe a company
-

Company departments

- Grammar: Present continuous
 - Function: Describing functions of different departments in a company
-

Preparing for the training programme

Vocabulary: Technology and training

Skills: Reading for gist, gapped text

Running the training session

Vocabulary: Technology, training, antonyms
Skills: Listening

Virtual presentations

Vocabulary: Oral presentations, technology
Skills: Listening (dictation, order the words, proofread)
Functions: Oral presentations, useful expressions

Grammar - Courtesy, making requests, interrupting, confirming

Unit 5: Looking after her dog

Aims:

To introduce and recycle vocabulary and structures through a series of interactive exercises such as word/sentence-picture association, listening comprehension with short, realistic dialogues, and student-led listening practice with the vocabulary items.

Vocabulary focus:

- Common expressions: 'I suppose so', 'poor thing', 'anyone', 'someone'

Activities include:

- Association of sentences and words with corresponding pictures
 - Listening to a dialogue
 - Dialogue comprehension
-

Don't eat that!

Aims:

To introduce, study and practice grammar and structures through interactive exercises such as associating sentences and words with pictures, writing sentences, and pronunciation practice.

Structures and functions:

- Giving instructions
- Expressing prohibition using negative imperatives
- Quantifiers: 'a few', 'a little', 'a lot of', 'plenty of', 'any', 'enough'
- Negative agreement using 'either'
- Expressing frequency: once, twice, three times

Vocabulary:

- Language for giving instructions and talking about prohibitions

Activities include:

- Association of sentences and words with corresponding pictures
- Student-led listening
- Spelling practice
- Pronunciation drilling through listening and repetition

That's enough

Aims:

To consolidate and review grammar, vocabulary and structures covered in previous lessons through interactive exercises such as listening and writing, choosing the correct word or sentence, and dubbing the film.

Structures and functions reviewed:

- Giving instructions
-

- Expressing prohibition using negative imperatives
- Quantifiers: 'a few', 'a little', 'a lot of', 'plenty of', 'any', 'enough'
- Negative agreement using 'either'
- Expressing frequency: once, twice, three times

Vocabulary:

- Language for giving instructions and talking about prohibitions

Activities include:

- Association of sentences and words with corresponding pictures
- Listening to choose the correct option
- True or false listening comprehension
- Listening to fill in the gaps
- Choosing synonymous sentences
- Dubbing the film

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Instructions - Master class

Students attend a class where the teacher, who speaks only English, asks questions that the students must answer. The student interacts with the teacher through a series of guided dialogues.

Focus:

- Giving directions to arrive at different places
- Talking about and describing typical places in a town or city

After the class:

Students complete comprehension exercises and the Dexway system immediately evaluates their answers (e.g., pronunciation and writing).

Test exercises

In the last lesson of this unit, students find a variety of carefully chosen exercises to consolidate and evaluate the language skills acquired in previous lessons.

Unit 6: Night shift workers

1 - Typical situation

A practical immersion in the language, where the student experiences a real-life situation similar to one they might confront in the language they are learning.

- Introduction: New vocabulary is introduced.
 - Practice: After completing the exercise, students practice using the new vocabulary.
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Life is full of action - Dialogue

- The student listens to a series of questions which they can answer freely.
 - New vocabulary is introduced during the lesson.
 - After the lesson, students get the chance to practice with the same vocabulary.
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A good 'cuppa' - Reading comprehension

- Students read and listen to a written passage about how tea and coffee are prepared in the United Kingdom and their cultural importance.
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- Following the reading, students answer questions designed to test:
 - General meaning
 - Specific details
 - Logical inferences
- The activity focuses on matching statements with corresponding sections (with examples provided).
- By practicing active and effective reading, students develop strong cognitive skills including:
 - Attention
 - Auditory analysis
 - Sound blending
 - Sound segmenting
 - Memory
 - Processing speed
 - Visualization

Test exercises

In the last lesson of this unit, students encounter a variety of carefully selected exercises designed to consolidate and evaluate the language skills acquired throughout the unit.

Unit 7: Telephone Communication

Organising an agenda

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.
- Content:
 - Examination of the format and use of phone messages.
 - Dialogues, phone calls, and questions to practice typical business-related phone messages.
 - Development of vocabulary and skills needed to transcribe relevant information.

Leaving and receiving voice messages / Related vocabulary

- Function:
Leaving and receiving voice messages.

Organising meetings / Expressing future

- Grammar:
Future tenses.
- Function:
Organising meetings.

Making an order

- Function:
Making an order.
-

Asking for and providing information

- Function:
Requesting and providing information.

Unit 8: What a mess! There was a party

Aims

Introducir estructuras y vocabulario a través de ejercicios interactivos, que incluyen asociación palabra/frase-imagen, comprensión auditiva con diálogos cortos y actividades de escucha guiada.

Vocabulary focus

- Partes de la casa
 - Muebles
 - Meses del año
-

Activities

- Asociación de frases y palabras con imágenes correspondientes
 - Escucha de una película breve y respuestas a preguntas de comprensión
-

Lesson 2: Were you at work this morning?

Aims

Estudiar y practicar gramática y expresiones específicas.

Structures and functions

- Pasado simple del verbo *to be*
 - Expresiones temporales: *now, yesterday, last week, night*, etc.
 - Uso de *there was* y *there were*
 - Extensión de adjetivos
 - Preguntas con *How much?* y *How many?*
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Vocabulary

- Casa, hogar
 - Meses del año (revisión y ampliación)
-

Activities

- Asociación de frases y palabras con imágenes
 - Ejercicios de completar espacios en blanco
 - Escucha guiada
 - Reescritura de oraciones
 - Práctica de pronunciación con ejercicios de escuchar y repetir
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Lesson 3: A flat to rent

Aims

Consolidar gramática, vocabulario y estructuras vistas anteriormente.

Structures and functions reviewed

- Pasado simple del verbo *to be*
 - Expresiones temporales
 - *There was* y *there were*
 - Adjetivos
 - *How much?* y *How many?*
 - Pronombres interrogativos
-

Vocabulary

- Casa, hogar
 - Meses del año
-

Activities

- Comprensión auditiva para elegir la opción correcta
 - Escuchar y escribir
 - Elegir la oración con el mismo significado
 - Completar espacios en blanco escuchando
 - Doblaje de la película
-

Test exercises

- Ejercicios cuidadosamente seleccionados para consolidar y evaluar las habilidades lingüísticas adquiridas.

Unit 9: How was your day?

Aims

Introducir estructuras y vocabulario a través de ejercicios interactivos, incluyendo asociación palabra/frase-imagen, comprensión auditiva con diálogos cortos y práctica de vocabulario mediante escucha guiada.

Activities

- Asociación de frases y palabras con imágenes correspondientes
 - Visionado de un vídeo y actividad de comprensión para relacionar columnas
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Lesson: Better or worse

Aims

Introducir, estudiar y practicar gramática, estructuras y vocabulario mediante ejercicios interactivos.

Structures and functions

- Formas interrogativas y negativas del pasado simple
 - Verbos irregulares en pasado simple
 - Expresar obligaciones con 'have to'
 - Comparación de adjetivos largos e irregulares
-

Vocabulary

- Estaciones del año
 - Meses y fechas (números ordinales)
 - Medios de transporte
-

Activities

- Escucha guiada con selección de vocabulario
 - Ejercicios de completar espacios en blanco
 - Elección de la palabra u opción correcta
-

Lesson: What did you do last Saturday?

Aims

Revisar gramática, estructuras y vocabulario tratados en lecciones anteriores.

Structures and functions reviewed

- Formas interrogativas y negativas del pasado simple
 - Verbos irregulares en pasado simple
 - Expresar obligaciones con 'have to'
 - Comparación de adjetivos largos e irregulares
 - Viajar: estructura *to go by* + *transporte*
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Vocabulary

- Estaciones
 - Meses y fechas ordinales
 - Transporte
-

Activities

- Práctica de pronunciación del sonido 'th' (suave) con escuchar y repetir
 - Asociación de palabras y frases con imágenes
 - Escucha y escritura: completar espacios
 - Elegir frases sinónimas
 - Selección de la opción correcta
 - Completar espacios en blanco escuchando
 - Doblaje del vídeo
-

Lesson: What you did yesterday - Master class

Description

Clase en la que el profesor habla solo en inglés y realiza preguntas que los alumnos deben responder mediante diálogos guiados centrados en el uso del *past simple*.

Post-class activities

- Ejercicios de comprensión evaluados automáticamente por el sistema Dexway (pronunciación y escritura)
-

Test exercises

Ejercicios variados diseñados para consolidar y evaluar las habilidades lingüísticas adquiridas en la unidad.

Unit 10: Going Back to England

Aims

Introducir estructuras y vocabulario mediante ejercicios interactivos como la asociación palabra/frase-imagen, comprensión auditiva con diálogos cortos y escucha guiada con los vocablos clave.

Lesson 1: What is he doing?

- Objetivo: Introducir estructuras y vocabulario enfocados en el presente continuo.
 - Actividades: Asociación de frases y palabras con imágenes, comprensión auditiva con diálogos breves, práctica de escucha guiada.
-

Lesson 2: What's the matter?

- Objetivo: Revisar, practicar y consolidar gramática, estructuras y vocabulario vistos.
 - Estructuras y funciones:
 - Uso de todas las formas del presente continuo.
 - Contraste entre presente simple para hábitos y presente continuo para acciones en el momento.
 - Uso de los cuantificadores *some* y *any*.
 - Vocabulario: Rutinas diarias.
 - Actividades: Asociación frase-imagen, ejercicios de rellenar espacios, elegir la palabra correcta, doblaje de vídeo, selección de oraciones sinónimas.
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Lesson 3: What is she doing? - Master class

- Descripción:
Clase en la que el profesor habla únicamente en inglés y realiza preguntas para que los estudiantes respondan.
 - Foco principal: Uso del presente continuo para describir acciones en progreso y descripción de imágenes.
 - Actividades post-clase: Ejercicios de comprensión evaluados automáticamente en pronunciación y escritura.
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Speaking assignment: Plans for the weekend

Test exercises

Última lección con ejercicios variados para consolidar y evaluar las competencias lingüísticas adquiridas.

Unit 11: Written Communication

Written Correspondence

1. Informal e-mails

- Introducción a los correos electrónicos informales.
- Expresiones y vocabulario típicos.

2. Formal e-mails and letters

- Introducción a correos y cartas formales.
 - Expresiones comunes y estructura típica.
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Administration: Memo

- Vocabulario relevante:
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.
 - Objetivos:
 - Aprender función y formato de un memo.
 - Ordenar correctamente un memo.
 - Ejercicios para completar huecos que refuercen formato y contenido.
 - Prácticas:
 - Diálogo para practicar tomar notas en un memo.
 - Ejercicios auditivos para corregir errores en memos.
-

Administration: Writing a Report

- Vocabulario y frases: relacionadas con informes y lesiones laborales.
 - Estructura y contenido: de un informe típico.
 - Ejemplo: informe sobre la reducción de productividad debida a bajas por enfermedad.
 - Conectores: in addition, despite, moreover, due to, etc. para construir informes persuasivos.
 - Prácticas: diálogos y ejercicios que refuercen el aprendizaje.
-

Writing a Personal Statement / Adverbs of Time

- Gramática: Adverbios de tiempo.
- Función: Redacción de una declaración personal.
- Vocabulario y frases útiles para escribir la declaración.

Unit 12: The Fortune Teller

Aims

Introducir y practicar estructuras y vocabulario a través de ejercicios interactivos como asociación palabra/frase-imagen, comprensión auditiva con diálogos cortos y práctica de escucha guiada.

Lesson 1: He is going to work at home

- Objetivos:
Introducir y practicar la gramática con ejercicios de asociación y rellenar huecos.
 - Estructuras y funciones:
 - *going to* + infinitivo para predicciones, planes futuros, intenciones y deducciones basadas en pistas visuales.
 - Presente simple para acciones habituales.
 - Presente continuo para estados temporales.
 - Vocabulario:
Trabajo y ocio, números ordinales para hablar de ocasiones especiales, fechas, expresiones con *get* (get married, get dressed, etc.).
 - Actividades: Asociación de frases y palabras con imágenes, completar huecos, seleccionar opciones correctas.
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Lesson 2: What are you doing nowadays?

- Objetivos: Revisar y consolidar gramática, estructuras y vocabulario.
 - Estructuras y funciones: Igual que en la lección 1 (going to + infinitivo, presente simple y presente continuo).
 - Vocabulario: Trabajo y ocio, números ordinales, expresiones temporales (nowadays, at the moment), fechas, expresiones con *get*.
 - Actividades:
 - Práctica de pronunciación (escuchar y repetir).
 - Asociación de imágenes con expresiones.
 - Comprensión auditiva verdadero/falso.
 - Elegir oraciones sinónimas.
 - Completar huecos en oraciones.
 - Doblar el vídeo.
-

Lesson 3: What are you going to do? - Master class

- Clase interactiva solo en inglés con preguntas para que el alumno responda.
 - Enfoque en el uso del tiempo verbal *going to* para planes futuros.
 - Actividades posteriores incluyen ejercicios de comprensión evaluados automáticamente (pronunciación y escritura).
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Test exercises

- Ejercicios variados para consolidar y evaluar las habilidades adquiridas en esta unidad.
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Unit 13: Returning to Work

Aims

- Revisar y consolidar los contenidos del bloque mediante ejercicios y actividades variadas.
 - Ejercicios interactivos incluyen asociación palabra/frase-imagen, comprensión auditiva con diálogos cortos, doblaje de vídeo, rellenar huecos en diálogos, entre otros.
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Grammar and Vocabulary Review

- Estructuras y funciones revisadas:
 - Pasado simple para contar una historia sencilla.
 - Uso de *some* y *any*.
 - Descripciones de casas y hogares.
 - Presente continuo.
 - *Going to* + infinitivo para planes futuros.
 - Forma comparativa de adjetivos.
 - Vocabulario:
 - Temas de casa y hogar.
 - Ropa y vestimenta.
-

Activities

- Asociación de oraciones y palabras con imágenes.
 - Ejercicios de comprensión auditiva con huecos para rellenar.
 - Práctica de pronunciación con escuchar y repetir.
 - Escucha guiada por el alumno.
 - Doblaje de vídeo para practicar entonación y ritmo.
-

Reading Comprehension: High Days and Holidays

- Lectura y escucha de un texto sobre las festividades importantes en Reino Unido (ejemplo: Navidad).
 - Actividades: preguntas de opción múltiple y verdadero/falso.
 - Objetivo: desarrollar habilidades de lectura activa y cognitiva, como atención, análisis auditivo, segmentación de sonidos, memoria y visualización.
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Writing Assignment: Daily Activities

- Práctica escrita enfocada en describir actividades diarias.
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Test Exercises

- Variedad de ejercicios cuidadosamente seleccionados para consolidar y evaluar las habilidades lingüísticas adquiridas.

Unit 14: Buying-Selling Process

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General Aim

Aprender a utilizar el registro formal e informal adecuado en diferentes contextos de negocio relacionados con la compra y venta, incluyendo correspondencia comercial y procesos administrativos.

Contenidos principales

1. Using Appropriate Register in Business Situations

- Áreas:
 - Formación de empresas
 - Fusiones
 - Uniones temporales de negocios
 - Acuerdos de entregas
 - Métodos de pago
 - Plazos de entrega
 - Función: usar registros adecuados (formal/informal) según la situación.
-

2. Administration – Asking for Information

- Vocabulario relacionado con:
 - Compra y venta a través de catálogos
 - Formalidades y tipos de cartas comerciales para grandes compras
 - Phrasal verbs relacionados con procesos de compra-venta
 - Formación y estructura de cartas de consulta (enquiry letters)
-

- Construcción de preguntas indirectas en registro formal
 - Ejercicios para consolidar formatos y estructura
-

3. Acknowledgement Letters

- Diálogos y ejercicios sobre cartas de acuse de recibo o confirmación.
-

4. Administration – Meetings and AGM

- Vocabulario y expresiones para:
 - Reuniones
 - Asamblea general anual (AGM)
 - Solicitud de pago, incluyendo lenguaje formal para reclamaciones por pagos atrasados.
-

5. Administration – Bills and Invoices

- Vocabulario formal e informal relacionado con facturas y recibos
 - Función y formato de facturas y recibos
 - Construcción y comprensión de facturas
 - Diálogos para práctica auditiva y de pronunciación
 - Números y cálculos básicos para operaciones matemáticas en inglés
-

6. Import and Export – Company Services

- Escuchar y seguir solicitudes de servicios de importación y exportación
 - Vocabulario sobre quejas y productos defectuosos
 - Práctica y consolidación del vocabulario
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7. Management – Complaints

- Vocabulario y frases para quejas y reclamaciones sobre productos defectuosos
- Estructura de cartas de queja
- Ejercicios para redactar cartas de disculpa y resolver reclamaciones

Unit 15: Commercial Management Revision

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Objetivo general

Revisar y consolidar el vocabulario, estructuras y habilidades aprendidas en las unidades anteriores relacionadas con la gestión comercial y el lenguaje de negocios.

Contenidos revisados

1. The Language of Business – Revision

- Repaso del lenguaje formal e informal usado en el mundo empresarial
 - Expresiones típicas de negocios
-

2. Company Structure – Revision

- Repaso del vocabulario para describir empresas, departamentos y su organización
-

3. Preparing for the Training Programme – Revision

- Vocabulario: tecnología y formación
 - Habilidades: lectura
-

4. Running the Training Session – Revision

- Vocabulario: tecnología y formación
 - Habilidades: escucha
-

5. Virtual Presentations – Revision

- Vocabulario: presentaciones y tecnología
 - Habilidades: escucha y presentación oral
-

6. Enquiries and Orders – Revision

- Repaso de la estructura y lenguaje de cartas de consulta y pedidos
-

7. Arranging a Meeting – Revision

- Repaso del proceso de organizar una reunión, preparar una agenda y redactar actas
-

8. Telephone Communication – Revision

- Repaso del lenguaje útil para la comunicación telefónica en el ámbito comercial
-

9. Business Correspondence – Revision

- Repaso del vocabulario y estructuras para correspondencia comercial
-

10. Memos and Reports – Revision

- Repaso general sobre memorandos y reportes
-

11. Bills and Invoices – Revision

- Repaso del vocabulario y estructuras para facturas y recibos