



## English: Customer Service

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**Sku:** PC382

**Horas:** 200

### OBJETIVOS

This course covers some of the essential language necessary in the area of customer service. Students are introduced to the appropriate language, register and expressions for use in the business world in both spoken and written interactions.

### CONTENIDOS

#### **The Language of Business**

Using Different Registers in Business Relationships

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

Functions:

- Greetings
- Recognising formal / informal register

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Using the Appropriate Register in Different Areas of Business

- Forming Companies

- Mergers
- Temporary Business Unions
- Agreeing Deliveries
- Payment Methods
- Setting Deadlines

Function:

- Using appropriate register in various business situations
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## Grammar and Vocabulary Related to Business Situations

Grammar:

- Courtesy
  - Making Requests
  - Interrupting
  - Confirming
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## General Areas of Business / Grammar and Vocabulary Related to Business Situations

Function:

- Describing sectors / areas of business and the roles within them
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## **Introduction to Business Correspondence**

Written Correspondence

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Function:

- Written correspondence
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Informal E-mails

- An introduction to informal emails including typical expressions and vocabulary

Formal E-mails and Letters

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

## **Company Structure**

Describing Company Structure

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

- Organisation charts
- Articles

Grammar:

- Articles
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Using Organisation Charts to Describe a Company

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- Company departments
  - **Grammar:** Present continuous
  - **Function:** Describing functions of different departments in a company
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#### Describing Your Position and Workplace

- **Grammar:** There is / There are
  - **Function:** Describing a role / position
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#### Explaining Timetables and Schedules

- **Grammar:** Present continuous for future plans
  - **Function:** Explaining timetables and schedules
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#### Enquiries and Orders

##### Administration: Asking for Information

- Vocabulary related to buying and selling from catalogs
  - Formalities involved in large purchases, including types of letters sent
  - Phrasal verbs related to buying and selling processes
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#### Business-to-Business Correspondence

- Explanation of types of letters sent between businesses
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- How to format and structure an enquiry letter
  - Exercises to consolidate learning
  - Construction of indirect questions and necessary verb forms for formal register
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## Dialogues and Exercises

- Acknowledgement letters
  - **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 faulty goods

### Exercises

- Review of letter of complaint structure
- Dialogues and exercises on writing a letter of apology

## Telephone Communication

### Administration: Taking Messages

### Relevant Vocabulary:

- Phone message
  - Caller
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- 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
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#### Format and Use of Phone Messages

- Dialogues, phone calls, and questions to practice typical business-related phone messages
  - Vocabulary and skills needed to transcribe relevant information
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#### Leaving and Receiving Voice Messages

- Related vocabulary
  - **Function:** Leaving and receiving voice messages
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#### Asking for and Providing Information

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- **Function:** Requesting and providing information
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## **False Friends and Misunderstandings**

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

### The Language of Business English: Customer Service 2/3

- Review of formal and informal business language and typical expressions used in the business world
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### Business Correspondence

- Review of vocabulary and structures covered in previous lessons on business correspondence
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### Company Structure

- Introduction to language used to describe the structure of a company, departments, and office layout
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### Enquiries and Orders

- Review of structure and language of enquiry letters and orders
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### Telephone Communication

- Review of useful telephone language covered in the course
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