

TIP TOP English | Course Outline

Company:

Bericap Budenheim - B2

Headline

- M2: Sending and receiving – mastering communications

Objectives: The application of the appropriate terminology for telephoning and emailing.

Sprachmodul 2

Terms and phrases on the phone

- Terms and phrases on the phone
- Vocabulary on telephoning
- Using the appropriate phrases
- Reacting to comments

Addresses and numbers - small talk

- Making notes when problems occur
- Delivery problems
- A mix up
- Welcoming a visitor to your company
- A company tour - a visit from an American colleague

Foreign accents - native and non-native speakers

- French accent
- Hungarian accent

Taking messages

- Making notes when problems occur
- Mix-up - measuring equipment

Role plays: Complaints and problems

- Damaged cupboard and boxes
- Delivery complaint

Role plays: Giving information

- Product information
- Warehouse communication

Role plays: Invoices and payments

- Contract complaint and wrong billing
- Invoice discrepancy
- Purchase agreement

Role plays: Order and delivery

- Delayed spare part delivery

- Delivery hold ups

Role plays: Product feature - technical details

- Information about measurements
- Modifying processes
- Product features
- Quality assurance examination

Role plays: Schedules and visitors

- A hotel reservation
- Postponing a meeting
- Visitor - caller situations

ABC

- ABC - word list for telephoning

Delivery documents

- Payment and delivery
- Pricing and packaging

Effective communication

- Negative versus positive communication
- Tactful and diplomatic communication

Email terms and phrases

- Effective email terms

Tenses in emails

- Applying future tenses in conversations and emails
- Future rules
- Prepositions used in emails
- Present perfect versus simple past
- Email phrasal verbs

Abbreviations

- Useful abbreviations in emails

Improve your writing style

- Linking words used in emails and for complaints

Writing emails

- You've got emails
- Business emails
- Email topics to write about

Common mistakes in emails

- Common mistakes in emails

By and until

- How to use by and until

Supposed to

- How to use supposed to

Dealing with complaints

- Rewriting complaints
- Reacting to complaints diplomatically
- Creating your own complaint

Test

- Test

Final meeting

- Analysis of test results
- Individual consultancy
- Handing out certificates