

**FBK**

**Business Skills**

**Course objective**

The objective of the course is to help participants to feel more confident when communicating by telephone and writing, and to provide a core bank of language and phraseology useful to their specific duties.

**Needs analysis and course content**

The aim of this needs analysis is to identify the key areas on which course participants wish to concentrate, in order to create a personalised syllabus which reflects their specific exigencies. Participants are asked to indicate which topic areas are of most interest and usefulness.

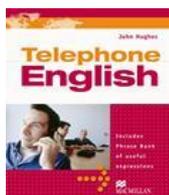
**Telephoning**

| Area                          | Function                                     | Please ✓ |
|-------------------------------|--|----------|
| <b>Essentials</b>             | Answering the phone; making and taking calls |          |
|                               | Reasons for calling                          |          |
|                               | Leaving and taking messages                  |          |
|                               | Asking the caller to wait                    |          |
|                               | Asking for repetition and clarification      |          |
| <b>Everyday phone calls</b>   | Ending the call                              |          |
|                               | Making bookings                              |          |
|                               | Dealing with telephone problems              |          |
|                               | Recorded information and phone menus         |          |
| <b>Telephone skills</b>       | Leaving voicemail messages                   |          |
|                               | Sounding friendly and polite                 |          |
|                               | Planning a call                              |          |
|                               | Telephone manner                             |          |
| <b>Customers / colleagues</b> | Small talk                                   |          |
|                               | Making appointments                          |          |
|                               | Inviting people                              |          |
| <b>Commercial calls</b>       | Confirming arrangements                      |          |
|                               | Placing an order                             |          |
|                               | Solving problems                             |          |
|                               | Complaining and handling complaints          |          |

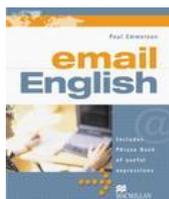
## Emails and writing skills

| Area              | Function                            | Please v |
|-------------------|-------------------------------------|----------|
| <b>Basics</b>     | Opening and closing conventions     |          |
|                   | Giving news                         |          |
|                   | Exchanging information              |          |
|                   | Internal communication              |          |
|                   | Attachments                         |          |
|                   | Arranging meetings                  |          |
|                   | Invitations and directions          |          |
|                   | Checking understanding              |          |
| <b>Commercial</b> | Customer – supplier communication   |          |
|                   | Inquiries and orders                |          |
|                   | Discussing and agreeing terms       |          |
|                   | Asking for payment                  |          |
| <b>Problems</b>   | Describing business trends          |          |
|                   | Complaints                          |          |
| <b>Reports</b>    | Apologies                           |          |
|                   | Report structure and key phrases    |          |
| <b>General</b>    | Linking words and useful structures |          |
|                   | Being direct and brief              |          |
|                   | Being indirect and polite           |          |
|                   | Being friendly                      |          |
|                   | Advice and suggestions              |          |

## Course material



Speaking naturally and with confidence on the telephone is one of the hardest hurdles to overcome when learning a foreign language. The book gives invaluable input and advice on using the telephone confidently and effectively.



Email English is a course for students of general and business English who need to write effective and convincing emails. It develops language skills and inspires confidence, as well as providing invaluable reference material.

*(Courtesy of Macmillan Publishing)*