

Business English, VWA Evening Course

A Summary of the topics covered and some general information.

First semester

Most topics will take at least two evenings.

1. **Introductions** - What to say when you first meet people in business situations. International business etiquette. Understanding cultural differences in business. We will also get to know each other !
2. **Letters faxes and memos** - how to write business letters etc. in English.
3. **Making phone calls** - the basic skills and useful phrases for business phone calls.
4. **Writing summaries, notes and reports** - for a variety of purposes.
5. **Company structures** - vocabulary for describing companies and jobs.
6. **International trade** - Ordering and supplying goods or services overseas. We will use all the basic skills learnt so far in a variety of International business situations and extend our vocabulary in this area.

There will be a short test near the end of the semester so that you can see what you have learnt!

Second semester

Most topics will take at least two evenings.

1. **Dealing with problems** - how to sort out problems, whether caused by your company or another.
2. **Visitors and travellers** - Meeting and entertaining foreign visitors, and travelling on business yourself.
3. **Marketing** - advertising etc.
4. **Sales and Negotiation** - sales vocabulary and strategy.
5. **Mock Examination** - a chance to practise for the exam.
6. **Jobs and Careers** - writing CVs and application letters, interviews.

The examination at the end of the course

At the end of the course you will be able to take an examination, the London Chamber of Commerce and Industry (LCCI), Level 2 or Test of English for International Communication (TOEIC). There will be sections on reading, writing, listening and speaking - a total of around two hours of exams.