

2^{ème} LANGUE ETRANGERE : ANGLAIS (60 PERIODES)

JOB DESCRIPTION

At the end of this course, learners should be able to receive clients, talk to them, handle administrative and professional correspondence, they will learn also how to make simple and common contacts with people, clients, suppliers etc, they will know how to consult technical documents related to their field. After that, they'll be able to negotiate and sell, as much as to write memos, minutes, reports and to synthesize.

COMPETENCES

- Receive the client.
- Talk to the client.
- Administrative and professional correspondence.
- Simple and common external contacts.

UNIT 1: RECEIVE THE CLIENT

OBJECTIVE

- By the end of unit learners will be able to determine the attitude, mood and intention, receive people and take notes of their commands.

LESSON 1

DETERMINE THE ATTITUDE, MOOD AND INTENTION

Objective

- Learners will be able to determine the attitude, mood and intention.

Contents

- 1.1.1 Intonation.
- 1.1.2 Terms related to mood (mood).

LESSON 2

RECEIVE PEOPLE

Objective

- Learners will be able to know how to receive people.

Contents

- 1.2.1 Interjections.
- 1.2.2 Gestures.
- 1.2.3 Use of language (formal, informal, slang familiar).
- 1.2.4 Terms of satisfaction and joy.
- 1.2.5 Greetings.

LESSON 3

TAKE NOTES OF CLIENT'S COMMANDS

Objective

- Learners will be able to take notes of client's commands.

Contents

- 1.3.1 Areas (restaurant, hotel,...).

1.3.2 Lexical terms of service (reservation, transportation, assurance...).

1.3.3 Lexical terms of formalities (visas, registration).

UNIT 2: TALKING TO THE CLIENT

OBJECTIVE

- Learners will know how to take notes of complaints, ask for precision, give excuses, and keep people on hold. Then, they'll be able to suggest, give advice, assure, express their objective, and argumentate.

LESSON 1

TAKE NOTES OF A COMPLAINT AND ASK FOR PRECISION

Objective

- Learners will acquire the skills of taking notes and asking for precision.

Contents

2.1.1 Lexical terms related to formalities and services.

2.1.2 Questions form (formal – informal).

2.1.3 Taking notes techniques.

LESSON 2

GIVE EXCUSES AND KEEP PEOPLE ON HOLD

Objective

- Learners will be able to present their excuses and ask people to wait, and stay on hold.

Contents

2.2.1 Conditionals.

2.2.2 Future/continuous.

2.2.3 Terms of concession, polite refusal and excuses.

2.2.4 Time expressions.

2.2.5 Chronological markers.

LESSON 3

SUGGEST, GIVE ADVICE, ASSURE, GIVE ON OBJECTIVE AND ARGUMENTATE

Objective

- By the end of this lesson, learners will have acquired many skills that help them to communicate orally with clients, such as suggesting, giving advice, assuring, expressing an objective and argumentate.

Contents

2.3.1 Same as lessons 1 and 2.

2.3.2 Alternatives (either, or, neither, nor...).

2.3.3 Assurance terms of guarantee (I assure, I bet...).

2.3.4 Markers (so that, in order to, for...).