

Business English Intermediate

CEFR Level: B1

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Signature and stamp:



Business English

CEFR Level: B1

CEFR start: A2+ CEFR end: B2

Syllabus

M-F Open

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Overview

CA Institute's Business English courses are designed for today's professionals who are seeking to further expand their understanding of business and culture. The main emphasis is on enabling our students to assist them to communicate more effectively in their working lives.

Goals

To improve the level of students' understanding of a foreign language and to get the students to use the language in an effective manner to improve communication within the business. To reach a B2 level according to the CEFR.

End of course "CAN DO" statements

- I can talk about work and responsibilities; introduce myself and others; talk about routine activities
- I can update and delegate tasks; I can talk about current activities.
- I can explain how something works. I can compare old with new.
- I can exchanging information - contacts
- I can welcoming visitors
- I can explain and ask about changes
- I can discussing plans
- I can place and handle orders
- I can making suggestions and recommendations
- I can participate in a discussion
- I can give a formal presentation

Materials

Business Result
Business Spotlight
Market Leader
International Express
Business Week
Time Magazine
The Economist
BBC News
CNN

Other resources

Film, documentaries, TV, projector, internet, dictionaries, special projects

Milestones

Weekly quizzes
Mid-term exam
Final exam
Certificate upon completion
Test prep BEC

- I can discuss problems
- I can plan a future contact
- I can appraise performance and set objectives
- I can reporting back
- I can write emails, letters, invoices, memos and other documents in an effective and clearly written manner.
- I can run meetings and presentations.
- I can deal with customers and clients – complaints, referrals, making arrangements, problem solving and negotiations
- I can discuss business travel
- I can talk about future possibilities and goals

Special activities

Weekend courses
Intensives
Movie night
Much more...

Prerequisites

Intermediate understanding of English – B1- according to the Common European Framework of Reference for Languages.

Requirements

It is necessary to be flexible and prepared. Please complete all assignments beforehand and bring the following to class:

1. Laptop
2. Articles, textbooks, documents and homework

Topic Outline / Schedule

Important Note: Refer to the course calendar for specific meeting dates and times. Activity and assignment details will be explained in detail within each week's corresponding learning module. If you have any questions, please contact your instructor.

■ Lesson 1

Icebreaker. Go over course material and goals. Introduce yourself and your company. Set up your own imaginary company for the duration of the course. Working life. A job Among Stars. Discussion – pair work. Introduce new vocab. Reading and discussion. Review.

■ Lesson 2

Describe jobs in pairs. Do sample emails. Practice new vocab. Writing: Email 1. Grammar: Present simple review and frequency adverbs. Watch video on Speed networking and do tasks.

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■ Lesson 3

Quick review test and intro to projects. Discussion. Reading and another discussion activity. Listening. New vocab.

■ Lesson 4

Review. Updating and delegating tasks around your new company. Listening and discussion. How to make phone calls. Grammar: Present simple/continuous

■ Lesson 5

Game. Plan your launch party. Discussion and presentation. Reading. Writing: Email 2

■ Lesson 6

Leisure time. Work-life balance. New vocab for Ch. 3. discussion questions and listening. Adjectives ending in -ing and -ed.

■ Lesson 7

Discussion. Talking about leisure and exchanging contact details. Listening. Saying phone numbers and email addresses. Checking for spelling. How to end a conversation. Grammar: Past simple and present perfect.

■ Lesson 8

Game: Corridor conversations. Writing: Email 3. Intro to Services & Systems. Discussion about services. Reading activity. Quiz.

■ Lesson 9

Explaining how something works. Discussion questions and listening. Watch video and answer questions. How to introduce information.

■ Lesson 10

Review. Grammar: Comparatives. Writing: Email 4. Case study. Speaking exercise and end of chapter test.

■ Lesson 11

New vocab. Customer service. Getting info. How to start a conversation on the phone. Listening and discussion.

■ Lesson 12

Review. Making and changing arrangements. Action and state verbs. How to use present simple and continuous for future use. Video: Managing customer feedback. Writing: Email 5

■ Lesson 13

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Travel. Expressing yourself when welcoming a visitor. Being hospitable. Explaining a program. Giving extra information. How to make and respond to offers.

■ Lesson 14

Game: Obligation, necessity, and prohibition. Solving an intercultural problem. Writing: Email 6. Speaking and listening exercises. Quiz

■ Lesson 15

Introduce new vocabulary. Security in the workplace. Safety versus security. Discussion questions. Read an article plus game.

■ Lesson 16

Explaining and asking about changes. Giving background information. How to introduce and respond to news. Writing activity. Checking information.

■ Lesson 17

Present perfect simple and continuous and intro to connectors. How to improve data security. Role plays and reading activity. End of section quiz.

■ Lesson 18

Mid-term exam. Working in teams and as partners. New vocab. Discuss pictures and do a reading activity. Watch video about project management. Presenting and discussing plans.

■ Lesson 19

How to encourage people. How to express future hopes and expectations. Discussion and speaking exercises. Writing: Email 7.

■ Lesson 20

Talking about the future – going to, will, and modal verbs. Creating a plan for effective teamwork. How to encourage others. Future goals.

■ Lesson 21

Intro to new vocab. How to leave a voicemail message. Logistics and supply chains. Grammar: reported speech.

■ Lesson 22

Placing and handling orders. Reporting problems or disagreements. Writing: Email 8

■ Lesson 23

Solving a logistics problem. Video about inventory.

■ Lesson 24

Introduce new vocabulary. Describing a place of work. Meetings; making suggestions and recommendations. How to link ideas. Listening and speaking activities.

■ Lesson 25

Review quiz. Grammar: nouns and quantifiers. Organizing a cause marketing event. Writing: Email 9.

■ Lesson 26

Introduce new vocabulary. Decision making. Watch video on meetings. How to participate in a discussion. Practice.

■ Lesson 27

How to be persuasive. Grammar: first and second conditionals. Game: The decision game. Writing: Email 10

■ Lesson 28

Introduce new vocabulary. Innovation and new ideas. Watch video on how to give a formal presentation. Discussion. Prep formal presentation for next lesson.

■ Lesson 29

Formal presentations in class. How to respond to difficult questions and comments. Grammar: superlatives.

■ Lesson 30

Writing: Email 11. Introduce new vocabulary. Breakdowns and faults. Exchanging information. Speaking exercise. Discuss problems and offer advice.

■ Lesson 31

Introduce new vocabulary. Processes. Video on socializing. Planning future contacts. Discussion activity. Writing: Email 12

■ Lesson 32

Grammar: Passive forms. How to get someone's attention. Introducing new processes.

■ Lesson 33

New vocabulary. Personal qualities. Discussion. Watch video. Meetings: appraising performance and setting objectives.

■ Lesson 34

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How to give feedback. Grammar: Past continuous and past perfect. How to give a successful presentation.

■ Lesson 35

New vocabulary. Fact-finding and achievement. Grammar: contrasting language. How to generalize. Watch video on acting on research.

■ Lesson 36

Final exam and play game covering entire course

Notes:

Useful Links

BUSINESS AND NEWS

<http://www.businessweek.com>

<http://www.npr.org>

<http://edition.cnn.com/BUSINESS/>

<http://time.com>

<http://www.economist.com>

GRAMMAR

<http://www.englishpage.com>

Highly recommended. Wide selection of grammar exercises

<http://web2.uvcs.uvic.ca/elc/studyzone/grammar.htm>

A comprehensive selection of grammar exercises from the University of Victoria, Canada. Check out the home page for some reading exercises, too.

<http://www.usingenglish.com/quizzes/>

A wide range of grammar quizzes at different levels. Includes some vocabulary and phrasal verbs practice.

<http://ww2.college-em.qc.ca/prof/epritchard/trouindx.htm>

ESL Blues offers interactive grammar exercises for elementary and intermediate students as well as explanations of common errors.

<http://www.perfect-english-grammar.com>

Grammar rules and exercises



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LISTENING PRACTICE

<http://www.esl-lab.com>

A selection of everyday conversations / listening quizzes at three levels of difficulty (American English)

<http://www.ello.org/english/About.htm>

English Language Listening Lab online with over 1000 listening activities at different levels. Canadian, US, British, Irish, New Zealand and Australian accents.

<http://legacy.lclark.edu/~krauss/toppicks/listening.html>

Links to various sites where you can practice your listening. From Beginner to Advanced.

<http://www.bbc.co.uk/worldservice/learningenglish/multimedia/btp>

Watch short video extracts on famous places in the UK and answer multiple choice questions. Advanced level.

PODCASTS

<http://www.businessenglishpod.com/category/business-english/>

Wide range of podcasts.

<http://www.listen-to-english.com>

Two short (3 to 5 minute) podcasts available every week, in clearly spoken English.

<http://www.bbc.co.uk/worldservice/learningenglish/general/sixminute/index.shtml>

„6-Minute English“. Podcasts for learners of English. Excellent resource. Transcripts available.

<http://www.bbc.co.uk/podcasts>

A wide range of BBC podcasts (advanced level).

<http://learnenglish.britishcouncil.org/en/topics>

Podcasts on subjects as varied as peace symbols, pilgrimages and twins. Consult the archive online (click on the topic), or subscribe free of charge to receive a monthly podcast.

<http://www.bbc.co.uk/bbcfour/audiointerviews/professions/>

Interviews with famous writers, painters, filmmakers, musicians, scientists, sports personalities, etc. from the BBC archives. Advanced level ; no transcripts.

TELEPHONING

http://www.audioenglish.net/p/english_for_the_telephone_course.htm

Good simple telephone exercises. British, American and Canadian accents.

<http://www.englishclub.com/speaking/telephone.htm>

List of useful telephone expressions and practice exercises.

<http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/1connecting.shtml>

More very practical advice on telephoning in English.



SOCIAL ENGLISH

<http://australianetwork.com/livingenglish>

Australian TV series for elementary level students of English. Everyday situations such as expressing thanks, booking into a hotel, introducing people. 42 episodes with full transcript and notes.

<http://www.bbc.co.uk/worldservice/learningenglish/language/howto/>

Listening practice and useful expressions: suggesting, advising, disagreeing, showing interest, etc. Intermediate level.

VOCABULARY

<http://a4esl.org/q/h/vocabulary.html>

Vocabulary quizzes organized according to topic: clothes/occupations/nationalities, etc. and level (easy/medium/difficult). Has links to grammar, crosswords, etc.

<http://www.bbc.co.uk/worldservice/learningenglish/language/wordsinthenews/index.shtml>

Words in the News: listening and vocabulary development based on BBC news stories.

<http://www.englishpage.com/vocabulary/vocabulary.html>

Vocabulary building, practice tasks and follow-up exercises. Described as advanced but more intermediate level, in fact.

PHRASAL VERBS

<http://www.usingenglish.com/reference/phrasal-verbs/>

Interesting dictionary where you can look up a phrasal verb by preposition or by verb. Includes quizzes and worksheets.

<http://www.phrasalverbdemon.com>

Phrasal verbs dictionary, examples, practice exercises & listening. Good for lower levels, too.

<http://www.usingenglish.com/reference/phrasal-verbs/quizzes-verbs.html>

Now offering quizzes on 134 phrasal verbs. Answer keys available.

<http://www.englishdaily626.com/biz-idioms.php?002>

Business idioms

PRONUNCIATION

[HTTP://WWW.BBC.CO.UK/WORLDSERVICE/LEARNINGENGLISH/GRAMMAR/PRON/](http://www.bbc.co.uk/worldservice/learningenglish/grammar/pron/)

General pronunciation tips and practical exercises.

<http://www.shiporsheep.com/>

Good practice exercises on minimal pairs: e.g. sherry/cherry; pen / pain.

READING

<http://www.thebigproject.co.uk/news/>

Direct access to a very wide range of UK, US and other online newspapers in English.

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<http://web2.uvcs.uvic.ca/elc/studyzone/index.htm>

Reading texts and exercises from Upper Beginner to Advanced levels. Very easy to navigate.

<http://www.esl-lounge.com/student/reading.php>

Scroll down to the blue box where you will find four levels of reading exercises.

<http://www.breakingnewsenglish.com/>

Thousands of articles with useful comprehension and vocabulary exercises.

http://www.eyercize.com/practice/paste_read

Speed reading techniques. Paste your own text in or have one selected for you.

<http://www.unepd.info/index.html>

An online study course from the UN that aims to help users improve their English language skills while extending their knowledge of the history and workings of the UN.

WRITING

http://www.unejn.org/documents/LME/eWorkbook_Units/eWorkbook.htm

United Nations English Language program (New York): online materials for practicing letters, memos & e-mails.

<http://www.plainenglish.co.uk>

A simple, practical guide to the principles of plain English. Check out the Free Guides.

<https://owl.english.purdue.edu/owl/resource/678/01/>

Writing guide

MISCELLANEOUS

<http://www.bbc.co.uk/worldservice/learningenglish>

BBC gateway site with news, grammar, vocabulary, quizzes, pronunciation. Highly recommended.

<http://www.britishcouncil.org/learnenglish.htm>

British Council gateway site with themes, stories, tests, games, etc. for adults and children

Mandatory Reading

HUGHES J., NAUNTON, J., (2013), *Business Result Intermediate Student's Book*, Oxford University Press.

Recommended Reading

COTTON, D., FALVEY, D., SIMON K., (2010), *Market Leader Intermediate Course Book 3rd Edition*, Pearson Longman.

COTTON, D., FALVEY, D., SIMON K., (2010), *Market Leader Intermediate Practice File 3rd Edition*, Pearson Longman.



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HARDING K., TAYLOR L., (2012), *International Express Student's Book Intermediate*, Oxford University Press.

MACFARLANE M., (2012), *International Express Workbook Intermediate*, Oxford University Press.

PILE L., (2004), *E-mailing*, Delta Publishing.

MASCULL B., (2002), *Business Vocabulary in Use*, Cambridge University Press

COMFORT J., (2010) *Effective Telephoning*, Oxford University Press

Business Spotlight, all issues

