

## Business English Pre-intermediate

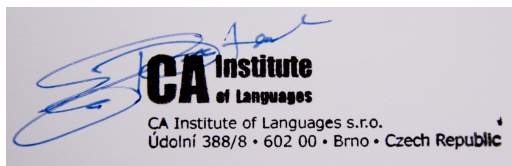
CEFR Level: A2

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## Business English Pre-intermediate

### CEFR Level: A2

CEFR start: A1+ CEFR end: B1-

Syllabus

M-F Open

Course duration: 36  
lessons 90 minutes each

CA Institute of Languages  
E-Mail: info@ca-institute.com

### 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.

### 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 B1 level according to the CEFR.

### End of course "CAN DO" statements

- I can talk about what companies do. I can talk about my company. I can make polite requests. I can introduce myself and others.
- I can talk about my job and the people I work with. I can talk about work activities. I can give phone numbers and spell names. I can make and receive phone calls.
- I can talk about company structure. I can ask questions. I can welcome visitors. I can present visual information.
- I can talk about new products and the stages in their development. I can show interest. I can give a report.
- I can talk about job benefits and employment procedures. I can describe personal experiences. I can delegate work. I can discuss progress on projects.
- I can talk about customer service. I can make comparisons. I can respond to complaints. I can ask for and give opinions.
- I can talk about travel. I can ask for travel information. I can report to a company reception. I can make small talk and develop a conversation.

### 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-course exam  
Final exam  
Certificate upon completion  
Test prep BEC

- I can talk about orders and deliveries. I can talk about the future. I can make arrangements. I can make and respond to suggestions.
- I can talk about sales and advertising. I can talk about obligation. I can interrupt and avoid being interrupted. I can control the discussion in meetings.
- I can talk about innovative practices. I can ask for clarification. I can give a formal presentation.
- I can talk about corporate entertainment. I can talk about future possibilities. I can talk about food and drink. I can make and respond to invitations and offers.
- I can talk about performance. I can talk about present and past performance. I can say large and approximate numbers. I can describe trends.
- I can talk about global issues. I can make predictions. I can respond to ideas. I can predict future trends.
- I can talk about managing time. I can negotiate conditions.
- I can talk about personal development. Give advice. I can say thank you and respond.
- I can talk about ambitions and careers. I can say goodbye. I can give a personal presentation.

## Special activities

Weekend courses  
Intensives  
Movie night  
Much more...

## Prerequisites

Elementary understanding of English – A1+ 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.

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## ■ 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. Introduce new vocab. Review.

## ■ Lesson 2

Writing: Email 1. Watch video on company facts. Answer questions and have a discussion in pairs.

## ■ Lesson 3

Quick review quiz and introduction to projects. Grammar: Present simple. How to make polite requests.

## ■ Lesson 4

Speaking: Introducing yourself and others. Special group activity: Make that contact!

## ■ Lesson 5

Review quiz. Writing: Email 2. Introduce new vocabulary on contacts. Watch video on describing your job and job contacts. Grammar: Present continuous

## ■ Lesson 6

Review quiz. How to say phone numbers and spell names. Speaking practice. Telephoning: Making and receiving telephone calls.

## ■ Lesson 7

Review quiz. Group activity: Dealing with a public relations crisis. Introduce new vocabulary on visitors. Game.

## ■ Lesson 8

Writing: Email 3. Watch short video on company structure. Speaking: Talk about your company structure.

## ■ Lesson 9

Review quiz. Grammar: Asking questions. Discussion: How to welcome visitors. Prepare presentation for the next lesson: Sharing visual information.

## ■ Lesson 10

Presentation: Sharing visual information. Writing: Email 4. Game: The question game. Hand out vocabulary on new products.

## ■ Lesson 11

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Review quiz. Discuss the development process. Grammar: Video on past simple. Speaking: How to show interest.

## ■ Lesson 12

Review quiz. Writing: Email 5. Speaking: Giving a report. Group activity: Re-launching an exhibition center. Hand out vocabulary on employment. Listening activity.

## ■ Lesson 13

Review quiz. Discuss job benefits and employment procedures. Grammar: Watch video on present perfect. Pair work: How to delegate work.

## ■ Lesson 14

Writing: Email 6. Listening: Discussing progress. Group activity: Solving recruitment problems. Hand out vocabulary on customer service.

## ■ Lesson 15

Review quiz. Customer satisfaction. Grammar: Comparisons. Speaking: How to respond to complaints. Watch video on Meetings: Asking for and giving opinions.

## ■ Lesson 16

Group activity: rewarding good customer service. Review quiz. Vocabulary: Travel. Vocabulary game.

## ■ Lesson 17

Review quiz. Grammar: countable and uncountable nouns. Speaking: How to report to a company reception. Socializing: Making small talk and developing a conversation.

## ■ Lesson 18

Mid-course exam. The travel game. Introduce new vocabulary on orders. Listening: Orders and deliveries. Grammar: Present continuous, *going to*, *will*, for plans, arrangements, and decisions.

## ■ Lesson 19

Writing: Email 7. Review quiz. Speaking: How to make arrangements. Discussion: Making and responding to suggestions in a meeting. Video activity: Choosing a delivery company.

## ■ Lesson 20

Review. Hand out new vocabulary on selling. Discussion: Sales and advertising. reading activity with a news article: Current business events. Grammar: Modal verbs for obligation, necessity, and permission.

## ■ Lesson 21

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Review quiz. Writing: Email 8. Speaking activity: How to interrupt and avoid interruption.  
Meetings: Controlling the discussion.

## ■ Lesson 22

Review quiz. Writing: Email 9. Group activity: Promoting to the youth market.

## ■ Lesson 23

Discussion: Your own company. Review quiz. Vocabulary on new ideas. Reading: Green ideas.  
Grammar: The passive.

## ■ Lesson 24

Listening and speaking activities. How to ask for clarification. Watch video on giving a formal presentation. Prepare a formal presentation about your own company for the next lesson.

## ■ Lesson 25

Formal presentations using the projector. Writing: Email 10. Group activity: Making a company carbon neutral.

## ■ Lesson 26

Review quiz. Introduce new vocabulary on entertaining. Grammar: First conditional. Watch video on how to talk about food and drink. Speaking: Invitations and offers.

## ■ Lesson 27

Review quiz. Writing: Email 11. Hand out new vocabulary on Performance. Group activity: Organizing a successful corporate event.

## ■ Lesson 28

Review quiz. Practice vocabulary and watch video on evaluating performance. Grammar: Present perfect with for and since. Speaking: How to say numbers.

## ■ Lesson 29

Presentation: Describing trends. Group activity: The performance game. Introduce new vocabulary on future trends.

## ■ Lesson 30

Writing: Email 12. Article on current business events. Watch video on Global issues. Grammar: Future predictions.

## ■ Lesson 31

Writing: Email 13. Discussion: How to respond to ideas. Predicting. Group activity: Modernizing a company.

## ■ Lesson 32

Review quiz. Introduce new vocabulary on time. Discussion and listening: Managing time.  
Grammar: Second conditional. Speaking: How to use time expressions.

## ■ Lesson 33

Group activity: How to negotiate conditions. Review quiz. Discussion negotiating new schedules.  
Introduce new vocabulary on training. Watch video on personal development and training.  
Grammar: Modal verbs for giving advice.

## ■ Lesson 34

Speaking: How to say thank you and respond. Grammar: revision End of course review and  
preparation for final exam.

## ■ Lesson 35

Final Exam

## ■ Lesson 36

Movie: The Wolf of Wall Street

## 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

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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

## 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](http://www.audioenglish.net/p/english_for_the_telephone_course.htm)

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





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<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://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



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

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

<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](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](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

GRANT D., HUDSON J. (2013), *Business Result Pre-intermediate Student's Book*, Oxford University Press.

## Recommended Reading

KOCH C., (2007), *The Science of Success*, John Wiley & Sons

COCEY S., (1989) *7 Habits of Highly Effective People*, Powell's Books



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ISAACSON W., (2011) *Steve Jobs*, Simon & Schuster

GODIN S., (2007) *The Dip (A Little Book That Teaches You When to Quit (and When to Stick)*, Penguin Group

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

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

LAWS A., (2009), *Presentations*, Summertown Publishing

*Business Spotlight*, all issues

