



### 1 Business correspondence

- Formal / informal correspondence
- CV / resume
- Cover letter
- Formal reports
- Assertive writing: Complaints / Responding to Complaints
- A mail shot
- Giving bad news
- Minutes of a business meeting

### 2 Telephoning and teleconferencing

- Preparing and receiving calls
- Taking and leaving messages
- Asking for and giving repetition
- The secretarial barrier
- Cross-cultural communication
- Setting up appointments, changing arrangements
- Ending a call
- Problem-solving on the telephone
- Dealing with complaints

#### Grammar

Perfect Aspect (Present, Past, Future)

Continuous Aspect (Present, Past, Future)

Passive Constructions

Cleft Sentences and Emphasis words