



PROGRAMMA SVOLTO DAL DOCENTE DISCIPLINARE

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| ANNO SCOLASTICO: | 2020/2021 |
| CLASSE: | 4BR |
| DISCIPLINA: | Lingua Inglese |
| DOCENTE: | Rosa Giovanni |
| TESTO IN USO: | "Your Business Partner: 21-st Century Skills and Culture" |

PROGRAMMA DETTAGLIATO

- Trends in written communication
- Email netiquette
- Emails
- Business letters
- Memos
- Forms
- Telephone calls
- Making contact
- Taking and leaving message
- Confirming
- Leaving messages on voicemail
- Call memos
- Face-to-face communication
- Introducing yourself
- Introducing other people
- Conference calls
- Managing the interaction in a conference
- Asking for an opinion
- Giving an opinion
- Agreeing/Disagreeing
- Introducing the topic
- Bringing people in
- Interrupting/Stopping an interruption
- Visual communication



- Describing trends
- Job advertisements
- Curriculum vitae – European format
- Making an application
- Job interview
- Steps in a business transaction
- First contacts in business
- Understanding enquiries
- Replying to enquiries
- Request for services
- Making an enquiry/Replying to an enquiry
- Quotations via the Web
- Telephone enquiries
- Negative replies
- Unsolicited offers
- Contacting a potential customer by phone
- Drawing the customer's attention to the product
- Giving information about your business
- Placing orders
- Order forms/goods
- Online orders
- Acknowledging orders
- Sending an invoice
- Modifying an order
- Buyer cancelling an order
- Seller cancelling an order/Being able to carry out an order
- Making payments by bank transfer or letter of credit
- Asking for open account terms
- Sending a statement of account
- Notifying the seller a mistake
- Issuing late payments reminders/Asking for payment
- Asking for an extension of credit and replying
- Making payments by bank transfer or letter of credit
- Asking for open account terms
- Sending a statement of account



- Notifying the seller a mistake
- Issuing late payments reminders/Asking for payment
- Asking for an extension of credit and replying
- Transporting goods and transport documents
- Road and rail transport: the consignment note
- Sea transport: the bill of lading
- Air transport: the air waybill
- Sending advice of shipment/Giving detail of dispatch
- Contacting a carrier/Enquiring about a freight rate
- Packing and warnings for handling goods
- Issuing an insurance certificate/Taking out and arranging an insurance cover
- Complaints and replies to complaints
- Complaint concerning wrong goods
- Complaint concerning goods not up to sample
- Complaint concerning a delay in delivery
- Complaining and replying to a complaint

Il Docente

Giovanni Rosa

(firma autografa sostituita a mezzo stampa)