

AT A GLANCE ENGLISH COURSES PROGRAMME

	COURSE	RECIPIENTS	COMPETENCE ENTRY LEVEL	HOURS	FOCUS	CONTENTS
GRAMMAR	BREAKTHROUGH OR ELEMENTARY ENGLISH	workers, clerks, employees	A1 (Beginner)	30	Listening and communicative skills, grammar at A2 level	Giving personal information, Describing habits and routines, Talking about the time and the weather, Describing people, Describing places, Giving directions, Describing past experiences, Talking about health and illnesses, Talking about one's job, Free time activities
	INTERMEDIATE ENGLISH	workers, clerks, employees	A2 (pre-intermediate)	30	Listening and communicative skills, grammar at B1-B2 level	Agreeing and disagreeing, Making requests and offers, Talking about the past, Past actions in progress, Talking about the past and the present, Obligations, rules and laws, Making arrangements, Making deductions, Purposes and possibilities
	ADVANCED ENGLISH	clerks, employees, managers	B2 (intermediate)	30	Listening and communicative skills, grammar at B2-C1 level	Describing experiences, Expressing feelings and emotions, Reporting news and events, Reading newspapers, Telephone conversations, Looking for a job, Describing places, Formal and informal emails, Idioms and phrasal verbs
BUSINESS	WELCOMING AND DIRECTING CUSTOMERS	welcoming staff	A2-B1 (pre-intermediate-intermediate)	30	Communicative skills and behaviours in welcoming roles at B2 level. CLIL methodology.	Welcoming customers on the phone, Managing phone calls, At the front desk, Giving information about the place, Giving information about transport, Giving information about attractions and events, Dining out, Shopping, Writing successful emails, Managing complaints effectively
	ENGLISH FOR SECRETARIES AND EXECUTIVES	secretaries, clerk, mid level managers	A2-B1 (pre-intermediate-intermediate)	30	Communicative and managing skills, in welcoming roles at B2 level. CLIL methodology.	The Office, Managing phone calls, Welcoming customers, Press review and press releases, Holding a meeting, Negotiating persuasively, Having a job interview, Setting up a job selection, Taking part to an exhibition, Writing a business letter
	BUSINESS ENGLISH	operational staff, managers	B1 (intermediate)	30	Communicative, marketing, negotiating skills in operational roles at B2-C1 level. CLIL methodology.	Company organization, Presenting the company, Marketing products and services, Formal and informal correspondence, Making an order, Booking flights, hotels and restaurants, Moving around, Organizing a meeting, Making effective phone calls, Dealing with complaints

Participants: maximum 12 per class