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English Moshell

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Clear

A-65 PP

Objectives of the Course

- Identifying English language needs and enabling the students to focus on the importance of English language proficiency in business situations
- Helping ENSA students improve their productive proficiency in English spoken and written
- Enriching business English vocabulary with self-confidence to communicate effectively in professional contexts and business environment

Business English and General English

Both Business English and General English require the development of fundamental skills of LSRW- listening, speaking, reading and writing. A good basis of General English enables the students to communicate effectively. In addition, Business English needs specific vocabulary, topics and skills used in the workplace in order to communicate accurately. English for Business focuses on the English language skills necessary to communicate in an increasingly global business environment.

In general Business English associated with the skills that most people need to be able to do their jobs well: writing e-mails and reports, making presentations, doing negotiations, using the telephone, attending and participating actively in meetings or telephone conferences, receiving visitors, etc. The difference, therefore, is that Business English focuses on the delegate's job whereas the aim of General English is to improve all the four skills, regardless of the language content. However, the business English may not be demarcated from the general English.

Improving Business Communication Skills

In the present scenario the business people try to acquire relevant vocabulary to make an effective communication that determines the success or growth of the business. They have to learn the terminology of business and economics. It is to understand that economics is an interrelated part of business studies. Business units or companies are constantly in need of employees with strong communication skills. Business communication covers a wide range of verbal and written communication and it comes into two main categories:

- **Vocabulary**- the study of words or terminology of business management and economics
- **Functional Language**-the study and practice of the language and language skills needed to conduct various business functions

Good Luck

Professional Etiquette in Business Negotiations

A business person needs professional etiquette at the time of his/her business dealings. Business etiquette makes communication and negotiation easier. Etiquette means protocol, manners or guidelines that control an individual to behave in the society or people around us. Based on custom and morality, business people have to follow some social guidelines and manners in business situations. It is to note that proper manners and business etiquette are essential to the success of the business negotiations.

- *Be punctual:* you should be punctual that your counterpart might expect. So, you are regarded as a responsible and reliable person.
- *Greetings/salutations:* you should know how people greet one another and remember about polite and appropriate greeting.
- *Degree of Formality:* With due respect, you have to behave as your counterparts expect, getting and giving each other business cards and gifts.
- *Eye Contact:* you have to get direct eye contact politely with your counterpart.
- *Style and proper language:* you should be conscious about the style and proper language with polite forms.
- *Emotions and Body Language:* you have to express your emotions that are polite, amicable and intelligible, with proper and polite gestures presented body language.

Conclusion

English is globally considered 'the lingua franca or the language of business, politics, international relations, culture, and entertainment for so many countries worldwide.

English is essential for understanding the business background, maintaining Public relations, continuing business correspondences, conducting and attending meeting conferences, preparing and analyzing reports, for negotiations and interviews, telephoning skills, for marketing and sales, for finance and banking.

Warm-up Activities

Part I Rewrite each sentence, beginning as shown, so that the meaning stays the same.

1 It was silly of you to speak to him like that.

You shouldn't _____

2 "I didn't do that", he said.

He denied _____

3 We haven't seen him for a month.

It's _____

4 It is difficult to drive old cars.

Old cars _____

5 Pity I can't swim.

I wish _____

6 No, please. Don't tell her about our visit.

We'd rather _____

7 Let's try that new Chinese restaurant in Bond Street.

Why _____

8 Where does she work?

Do you happen to know _____

9 They managed to solve the mystery.

They succeeded _____

10 Tom didn't take his doctor's advice and now he is ill.

If Tom _____

11 One of my friends is coming to see us tomorrow.

A friend _____

12 Whose house is this?

Who does _____

13 How tall is the building?

What is _____

14 We very rarely leave our children unattended.

Our children are not used _____

15 I'm afraid we have no coffee.

I'm afraid we have run _____

16 I had expected this exercise to be more difficult.

This exercise _____

17 People say he has been married four times.

He is _____

18 It wasn't necessary for you to come so early.

You _____

19 I don't want to go to Paris next week.

I don't feel _____

20 She regretted not inviting them to her birthday party.

She wished _____

21 They are building a new cinema in our town.

A new cinema _____

22 Ben didn't recover from his illness for a few weeks.

It took _____

23 She has been working here for ten days and next Friday will make it a fortnight.

By next Friday _____

24 Don't speak Polish.

The teacher told the students _____

25 I have never eaten such a delicious dish.

It's _____

Part II Choose the option which best completes each of the following sentences.

1 Never _____ business with that company. They are unreliable

a) make

b) do

c) run

2 Can you help me with this suitcase?

a) It doesn't close.

b) It can't close.

c) It won't close.

3 "What did you say?" " _____ It wasn't important."

a) Don't worry.

b) Never mind.

c) I don't care.

4 No one knows why he resigned, _____?

a) does one

b) don't they

c) do they

5 The red curtains began to _____ after they had been hanging in the sun for three months.

- a) dissolve b) fade c) melt

6 It is said that _____ people in the region have lost their homes.
a) thousands of b) several thousands c) almost fifty thousands

7 "Would you mind spelling your surname?" _____
a) No, not at all. b) You're quite right. c) No, of course.

8 Why didn't she let _____?
a) them go b) them to go c) to go them

9 A shop - _____ is somebody who steals from shops.
a) thief b) lifter c) robber

10 She is always so naughty I can't imagine how anyone puts _____ with her.
a) up b) off c) -

11 He _____ her of marrying him for his money.
a) blamed b) warned c) accused

12 The party lasted _____ all night.
a) through b) - c) for

13 "Why are your hands dirty?" "I _____ my motorbike."
a) repaired b) have been repairing c) was repairing

14 Watch out! This pile of books _____.
a) will fall b) will be falling c) is going to fall

15 They are hoping to _____ an in-house magazine next year.
a) begin b) eject c) launch

16 This meat is tough. You have to _____ it for a long time.
a) eat b) bite c) chew

17 How long _____ French before she went to France?
a) has she been studying b) she studied c) had she been studying

18 They were made _____. it.
a) do b) to do c) done

19 They congratulated her _____ doing so well in her exams.
a) on b) for c) of

20 She feels really _____. She's been doing this job for too long.
a) broke b) tied up c) burnt out

21 "Stop laughing!" "We can't _____."

c) do anything against it

22 _____ you hurry, you won't catch the train.

c) If

23 When it's his to buy a drink he says he doesn't have

- a) time b) term

c) turn

24 I'm afraid I'll never understand my children. The generation _____

c) hole

35. What would you do if you _____ Susan?

- b) would meet

c) met

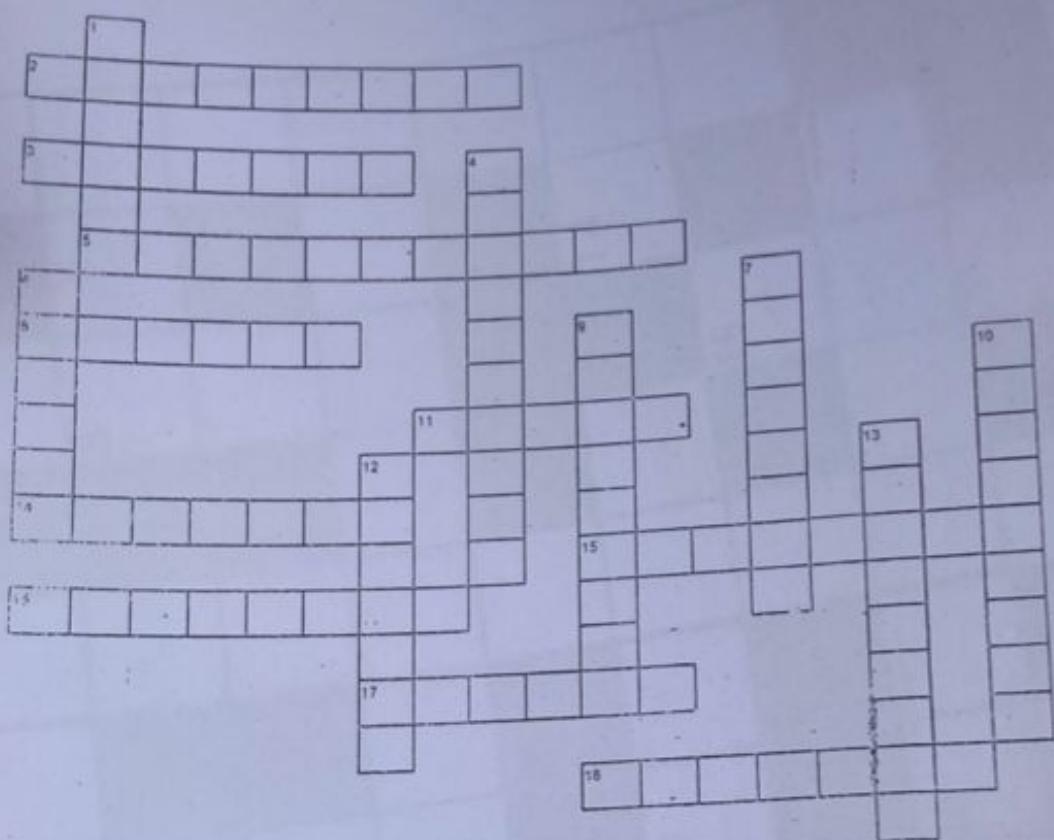
- 5 -

Gap-fill sentences – education words

These can be used with a wordsearch, crossword, another exercise or just on their own.

1. The school is known for _____ excellence.
2. There is accommodation for five hundred students on _____.
3. Maths is an important part of the school _____.
4. She has a _____ in physics from the University of Edinburgh.
5. I am studying _____ and I want to work in a bank.
6. Richard studied electrical _____ at Manchester University.
7. Lina has just _____ from university.
8. We went to a _____ on Italian art.
9. She is studying _____ and she wants to be a doctor.
10. My daughter is seven and she is at _____ school.
11. She is the _____ of a London school.
12. He is a _____ of politics at a UK university.
13. I have to _____ because I have an exam tomorrow.
14. He started studying _____ when he was young. He enjoyed doing experiments.
15. My son is fifteen and he is at _____ school now.
16. I talked a lot in every _____ when I was a student.
17. My daughter had a _____ to help her pass her maths exams.
18. My daughter _____ school close to our home.

Crossword

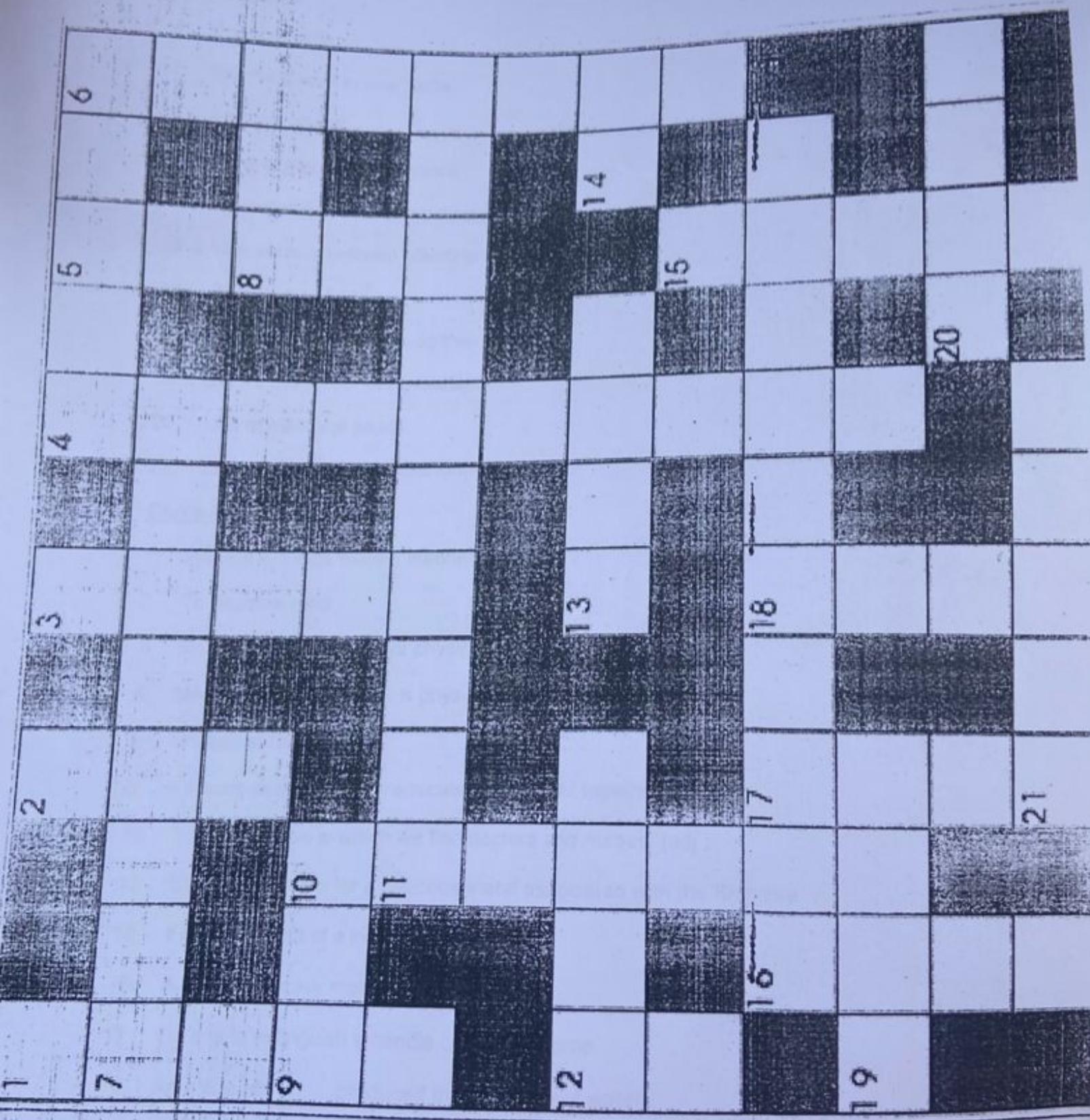


Across

- 2 the type of school children go to after age 11 (9)
- 3 the type of school children go to aged 5-11 (7)
- 5 the work of an engineer, or the study of this work (11)
- 8 to go regularly to a place, such as a school or university (6)
- 11 someone who teaches one person or a very small group of people (5)
- 14 the study of the natural world, e.g. biology, physics and chemistry (7)
- 15 the study of treatment for illness or injury (8)
- 16 to complete a first university degree successfully (8)
- 17 to study a subject before you take a test (6)
- 18 a meeting of a group of people with a teacher or expert for training, discussion, or study of a subject (7)

Down

- 1 a qualification given for completing a university course (6)
- 4 the group of subjects studied in a school, college, etc. (10)
- 6 the buildings of a college or university and the land that surrounds them (6)
- 7 related to subjects which involve thinking and studying skills (8)
- 9 the study of the way in which trade, industry and money are organised (9)
- 10 a teacher of high rank in a university (9)
- 12 a formal talk on a serious or specialist subject given to a group of people, especially students (7)
- 13 the person in charge of a school or college (9)



Science Crossword

Most of the answers to the crossword have something to do with the subject of SCIENCE

Clues Across

4. Energy, force.
7. Scientific work in new fields.
8. A source of salt.
9. A unit of electrical resistance.
11. A new exercise carried out by a scientist.
- 12 & 13 A serious problem affecting some forests.
14. Carbon monoxide
16. Where many scientists do their work.
19. Very small unit of living matter.
20. Unit of electrical power.
21. Liquid necessary for most forms of life.

Clues Down

1. Without it, things remain theories.
2. To become solid.
3. Mr. Nobel created one for physics.
4. Men whose field of work is physics.
5. Unwanted matter.
6. It occurs when certain chemicals are brought together.
10. The profession in which we find doctors and nurses. (adj.)
12. Chemical symbol for a precious metal associated with the Klondike.
15. Functional part of a living body
16. A common heavy metal
17. Do this to extinguish a candle or a small flame
18. An oxide of iron ... produced by the action of water.
19. A mineral
20. A mineral
21. A mineral
22. A mineral

At Work : Job Satisfaction



Aspects of job satisfaction

What does job satisfaction mean? [a feeling that your job is worth doing and fulfils you] Is it just having a pleasant workplace or is it more than that? [the place where you work] Can a run-of-the-mill job be satisfying? [ordinary, not special or exciting]

Some people are prepared to put up with a stressful or unpleasant job if it means short-term financial reward. [immediate; opp. = long-term] [money gained]

Staff morale has been very low since the company announced a freeze on pay rises. [amount of confidence felt by a person or group]

Our new manager is very keen to encourage teamwork to help us solve problems. [working together for a common purpose]

Is job stability more motivating than an exciting, high-risk career? [not likely to change]

After working in the fast-moving fashion industry for six years, Sam has decided to look for a career with a better work-life balance. [developing or changing very quickly] [the amount of time spent working compared to the amount of time spent doing things you enjoy]

Daniel's job in a dynamic new company is often challenging but exciting. [continuously developing]

Chloe is demotivated in her current job following recent changes in the finance sector. [feeling less enthusiastic about work] She is looking to work in / seeking a career in something more creative, like marketing.

Language help

The text has some words with similar meanings connected to work. It is a good idea to learn them in pairs, e.g. **fast-moving** and **dynamic** (industry/profession), **seeking a career in ...** and **looking to work in ...**. (Note: we say **look to**, meaning consider or plan, NOT look for.)



Expressions connected with working life

In many countries, women are allowed maternity leave, and men paternity leave, if they're having a baby. If they adopt a child, they may have a right to adoption leave. [time away from work to prepare for and look after a new baby / adopted child]

What perks (informal) / (extra) benefits (formal) do you get in your job? [extra things apart from salary, e.g. a car, health insurance]

What's your holiday entitlement? I get four weeks a year. [number of days you have the right to take as holiday]

Do you get regular salary increments each year? [increases/rises; formal] Do you get performance-related pay rises? [depending on how well you do your job] Do you get an annual bonus? [extra money paid once a year, usually based on good performance]

Most people think they are overworked and underpaid. (often said together as an informal, humorous fixed expression)

Because of the recession, the company announced that there would have to be voluntary/compulsory redundancies. [people losing their jobs, by offering to do so / having no choice]

During the strike, the airport managed to continue running with a skeleton staff of volunteers. [the minimum number of workers needed to keep operating]

The people on the interview panel at the last job I applied for were so unfriendly that I got very nervous. [the group of people interviewing someone for a job]