



Euro-Schulen-Organisation

-Zertifikat-

Frau Kirsten Anders

geboren am 03.03.1967

hat in der Zeit vom 14.02.2011-14.03.2011

am Fortbildungslehrgang

-ProfiTrain-

erfolgreich teilgenommen.

Inhalte

Grundkurs 1 grammar
Business writing
Conversation in Business
Telephoning

Stunden

30
30
30
30

Die Fortbildung umfasste 120 Unterrichtsstunden

Bochum, 14.03.2011

Schulleitung



Lehrgangsleitung



Euro-Schulen-Organisation

Lerninhalte

Wirtschaftsenglisch LCCI
Grammar & General
language development

Sehr gut

- grammar exercises
- newspaper articles for discussion
- essay writing
- text summaries
- everyday and social situations
- discussing about general topics and current affairs
- learning/ using internet business English
- individual guidance

Wirtschaftsenglisch LCCI
Business Writing

Gut

- enquiries
- offers and sales letters
- orders
- seller's acknowledgements of order
- deliveries
- payments and reminders; invoices
- complaints and adjustments
- internal communication (memos, intranet, leaflets, notices)
- emails
- minutes
 - reports
 - articles
 - lists

Wirtschaftsenglisch LCCI
Conversation in business

Befriedigend

- interviews
- small talk
- talking business
- negotiating
- business entertaining – business dinners, visits etc.
 - (company) presentations
 - meetings
 - taking care of visitors/customers
 - making arrangements

Wirtschaftsenglisch LCCI
Telephoning

Befriedigend

- accepting foreign calls
- forwarding/ (re)directing calls
- making calls
 - smalltalk
 - talking to customers/ foreign business partners
 - making enquiries
 - placing/ taking orders
- developing conversational strategies
- practising calls