

TEACHING ENGLISH FOR BUSINESS COMMUNICATION

WORKING WITH CLIENTS

Course for Teachers or self-study

Level: intermediate/upper-intermediate

Course duration: 30 hours

- Unit 1 Telephone Calls
- Unit 2 Orders
- Unit 3 Dealing with Complaints
- Unit 4 Customer Service Team
- Unit 5 Relationships with Customers
- Unit 6 Client Evaluation
- Unit 7 Product Recommendation
- Unit 8 Quality and Safety
- Unit 9 Dining Out with a Client
- Unit 10 International Clients

Audio materials

Answer Key for Teachers (TASKS)

Answer Key for Students (TASKS)

Marking Scheme