

Anglais

Entraînement à communication téléphonique

Réf. : P 8409

Niveau : B1-B2-C1 Pré-requis : connaissances élémentaires de la langue

Durée de la formation

Nombre d'heures : 60 heures

Amplitude conseillée : 3 à 6 mois

Validité de l'inscription : 8 mois

Sommaire du cours

	Contenus
Unit 1 Know the basics	<ul style="list-style-type: none">• The alphabet and spelling• Numbers• Time• Days, months and dates
Unit 2 Avoiding problems	<ul style="list-style-type: none">• Preparing for a call• Inter-cultural considerations• Checking and correcting information
Unit 3 Starting a telephone call	<ul style="list-style-type: none">• Making calls• Receiving calls• Making and receiving calls
Unit 4 Revision and consolidation	<ul style="list-style-type: none">• Understanding• Pronunciation and intonation• Communicating• Useful expressions
Unit 5 Asking for information	<ul style="list-style-type: none">• Asking for and giving information• Finishing a call
Unit 6 Appointments	<ul style="list-style-type: none">• Making appointments• Changing appointments
Unit 7 Messages	<ul style="list-style-type: none">• Absence and non-availability• Taking and leaving messages• Recorded messages
Unit 8 Revision and consolidation	<ul style="list-style-type: none">• Understanding• Pronunciation and intonation• Communicating• Useful expressions
Unit 9 Hotel and restaurant reservations	<ul style="list-style-type: none">• Hotel reservations• Restaurant reservations
Unit 10 Travel	<ul style="list-style-type: none">• Air reservations• Hiring a car
Unit 11 Problems and complaints	<ul style="list-style-type: none">• Problems• Complaints
Unit 12 Revision and consolidation	<ul style="list-style-type: none">• Understanding• Pronunciation and intonation• Communicating• Useful expressions