

Business English

Intermediate C (B1) Online

Course Information

Our approach

This course integrates speaking, writing, listening and reading skills using a 'communicative approach', as well as grammar analysis and practice. The focus of the course is for you to communicate successfully with others in a business context; this means that error correction takes place at certain points in the lesson, not necessarily every time a mistake is made.

Materials

The **student's book** used for this course is **Business Partner B1** and the topics you will cover are:

Unit 7: Customer Service

Unit 8: Communication

What will you be able to by the end of the course?

This course aims to help you to be able to do the following things more **confidently** and **using appropriate language**. Your teacher will encourage you to self-assess your ability throughout the course.

I can talk about customer service experiences using a range of verb patterns
I can manage customer relationships and respond to concerns
I can generate ideas and give a short presentation
I can identify problems in customer service and find solutions
I can compare different types and styles of communication and discuss their impact using first and second conditional structures
I can close a deal in a simple negotiation
I can discuss and set priorities
I can write a short business report with findings and recommendations

Assessment and Self-Study

Your teacher will give you 1 assessed speaking task and 1 writing task over the course and will give you written feedback on your performance.

Additionally, you will use the workbook for work in class and at home. The book is only one part of your course – you will also use activities, multi-media resources and other materials which will help you learn.

What level is my class?

CEFR Level	Business English Courses	General English Courses
C1-C2	Advanced A/B/C	Proficient User A-F
B2	Upper Intermediate A/B/C	Pre-Advanced A/B
		Upper Intermediate A/B/C
B1	Intermediate A/B/C	Intermediate A/B/C
A2	Pre-intermediate A/B/C	Pre-intermediate A/B/C
A1		Elementary A/B/C

What is a B1 user of English?

According to the Common European Framework of Reference (CEFR), a B1 user can:

- understand the main points of clear standard speech on familiar matters regularly encountered in work, school and leisure, and the main point of radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.
- understand written texts that consist mainly of high frequency every day or job-related language and write simple connected text on familiar topics.
- deal with most situations likely to arise whilst travelling in an area where the language is spoken and enter unprepared into conversation on familiar topics.

If you have any questions about your course, please speak to your teacher or get in touch with our Operations Team at info@britishcouncil.org.ua [+380 44 350 0755](tel:+380443500755)