



 **A2 - B1**

**Pre-Intermediate to Intermediate**  
**50 hours course**

## Essential Telephoning in English

In today's world all professional should know how to speak on the phone in English. At ISPRO we offer a course called Essential Telephone in English, which is a short course in telephoning skills for pre-intermediate and intermediate learners (A2-B1) of business and general English. The course will help adult learners gain the essential skills and confidence to use the telephone effectively in English.

The Essential Telephoning in English Student's book consists of eleven core units, three consolidation units and an end-of-course review unit to enable learners to check their progress. It covers a wide range of skills which include: Answering the phone, beginning and ending a call, messages, dealing with problems, making appointments and dealing with information.

Essential Telephoning in English is a 50-hour course that can be done as a workshop or over the course of the school year. It is geared towards professionals of any sector and helps professional communicate more efficiently on the telephone. This wide rage skill course is great for beginners or for professionals that already have a B1 level but want to improve their telephone skills.

## Course Contents

### Module 1: Phone Calls

- Unit 1: Answering the phone
- Unit 2: Beginning a call
- Unit 3: Ending a call
- Unit 4: Consolidation Units 1-3

### Module 2: Messages

- Unit 5: Connecting People
- Unit 6: Messages 1
- Unit 7: Messages 2
- Unit 8: Consolidation Units 5-7

### Module 3: Customer Service

- Unit 9: Communication Problems
- Unit 10: Appointments and Arrangements
- Unit 11: Recorded Information
- Unit 12: Messages 3
- Unit 13: Consolidation Unit 9-12

### Module 4: Business Communication

- Unit 14: Telephone Conferences
- Unit 15: Review

