



Intermediate to Upper Intermediate
50 hours course

Telephoning in English

Telephoning in English is for professionals and trainees in business, commerce and administration who need to be able to receive and make telephone calls. The level of the course is for professionals that have an intermediate to upper-intermediate levels (B1-B2). The emphasis of the course is to develop and consolidate practical telephone skills in a variety of interesting and relevant contexts.

The third edition of Telephoning in English consists of eight units that have activities ranging from message-taking and spelling practice to role-playing, providing learners with a comprehensive course in using the telephone in English. The contents are up-to-date that make the activities and content the most relevant for learners.

The 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 range skill course is great for beginners or for professionals that already have a B2 level but want to improve their telephone skills.

Course Contents

- Unit 1: How Can I help You?
- Unit 2: Hold the Line, Please.
- Unit 3: Making Enquiries
- Unit 4: Placing an Order
- Unit 5: Bookings and Arrangements
- Unit 6: A Change of Plan
- Unit 7: What's the Problem?
- Unit 8: Handling Complaints

