



Εργοδοτούμενοι επιχειρήσεων καλούνται να επικοινωνήσουν στην Αγγλική Γλώσσα για παροχή πληροφοριών, διεκπεραίωση πωλήσεων, εξυπηρέτηση πελατών και συνεργατών.

Ως εκ τούτου, μέσα από το εν λόγω πρόγραμμα οι συμμετέχοντες θα βελτιώσουν την προφορική και γραπτή επικοινωνία τους μέσα από ένα αριθμό θεματικών ενοτήτων (talking about a product, and its benefits, making appointments, talking about trends, contributing in meetings κλπ) ενώ παράλληλα θα βελτιώσουν τόσο τις γνώσεις τους στην γραμματική καθώς επίσης θα εμπλουτίσουν το λεξιλόγιο τους στην Αγγλική.

## Business English For Professionals

**Κωδικός:** ED20B16

**Διάρκεια:** 30 ώρες

**Ημερομηνία Έναρξης** 30/11/2020

### **Προφίλ συμμετεχόντων:**

Προσωπικό επιχειρήσεων που δραστηριοποιούνται στον τομέα των πωλήσεων και τον τομέα υπηρεσιών που συναλλάσσονται με πελάτες και επιχειρήσεις στην Αγγλική Γλώσσα

### **Γλώσσα Σεμιναρίου:**

Ελληνικά ή Αγγλικά

### **Course Objectives:**

Το πρόγραμμα στοχεύει στη βελτίωση της Επικοινωνίας στην Αγγλική Γλώσσα.

Με την ολοκλήρωση του προγράμματος οι συμμετέχοντες θα είναι σε θέση να επικοινωνούν στην αγγλική με Πελάτες/Προμηθευτές σε όλα τα στάδια της Πώλησης, να παρουσιάζουν προϊόντα, να χρησιμοποιούν σωστούς τεχνικούς όρους στην Αγγλική για επαγγελματικές πωλήσεις και να είναι σε θέση να συνεισφέρουν σε συναντήσεις μέσα από την επικοινωνία στην Αγγλική.

### **Σε επίπεδο γνώσεων**

- Να γνωρίζουν πότε και πως χρησιμοποιούνται οι χρόνοι (Present Simple, Past tense, Present Perfect etc)
- Γνωρίζουν βασικό λεξιλόγιο απαραίτητο για επικοινωνία στον επιχειρηματικό κόσμο
- Γνωρίζουν βασικούς κανόνες γραμματικής

### **Σε επίπεδο Δεξιοτήτων**

- Να χρησιμοποιούν τους χρόνους στις κατάλληλες περιπτώσεις
- Να χρησιμοποιούν σωστές λέξεις και ορολογίες ανάλογα με την περίπτωση
- Χρησιμοποιούν σωστή γραμματική και ορθογραφία



Εργοδοτούμενοι επιχειρήσεων καλούνται να επικοινωνήσουν στην Αγγλική Γλώσσα για παροχή πληροφοριών, διεκπεραίωση πωλήσεων, εξυπηρέτηση πελατών και συνεργατών.

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## Business English For Professionals

**Venue:** WEBINAR

**Dates and Times:**

Dates	Times
Δευτέρα 30/11/2020	18:00 – 20:30
Τετάρτη 02/12/2020	18:00 – 20:30
Δευτέρα 07/12/2020	18:00 – 20:30
Τετάρτη 09/12/2020	18:00 – 20:30
Δευτέρα 14/12/2020	18:00 – 20:30
Τετάρτη 16/12/2020	18:00 – 20:30
Δευτέρα 21/12/2020	18:00 – 20:30
Τετάρτη 23/12/2020	18:00 – 20:30
Δευτέρα 28/12/2020	18:00 – 20:30
Τετάρτη 30/12/2020	18:00 – 20:30
Δευτέρα 04/01/2021	18:00 – 20:30
Δευτέρα 11/01/2021	18:00 – 20:30

**Participation Cost**

The cost includes notes, & certificate.

	Total Cost	HRDA Subsidy	Net Cost
<b>Participation Cost</b>	€550	€360	€190
<b>For Unemployed</b>	Please contact us		

Delivering training since 1996



## Business English For Professionals

### Course Topics:

#### Unit 1. Greetings and introductions

Greeting visitors to your country

Greeting visitors to your office

Present simple: Do you travel a lot?

Past simple: Did you have a good trip?

Greeting visitors: Can I help you with your bags?

Present perfect: Have you met Brian?

#### Placement test

#### Unit 2. Course objectives/Company

Describing YOUR company

Company profile

Vocabulary world building: retailer, compound nouns:  
travel agent

The passive: The company was started in 1997

#### Unit 3. Jobs/ Occupations

Describing your job

Talking about your abilities

I'm in charge of production

Present perfect + for/since: I've worked here for two  
years

Vocabulary I work in a call centre

You need to be ambitious to be a director

Vocabulary personal qualities: be creative, have patience

#### Unit 4. Products

Talking about office equipment

Talking about features and benefits of products, prices,  
discounts

Too, (not) enough

So, because

Pronouns: I need a new one / new ones

Vocabulary opposite adjectives: modern/old-fashioned

Benefits: This enables you to work quickly

#### Unit 5. Sales (Comparing Services)

Business services

Expressing your opinion

Comparatives and superlatives

Modifying adverbs: quite fast, a lot slower

If you ask me,

Agreeing and disagreeing: I see what you mean, but...

#### Unit 6. Telephone Communication

Everyday office technology

Company procedures

Instructions: If my phone rings, just leave it

If/when: When Peter calls, take a message

Vocabulary using phones: make an internal call, hang up

Time expressions: after, as soon as

Checking information: Can I just clarify...?

Talking and leaving phone messages

Leaving voicemail messages

Can I leave a message?

This is a message for

#### Unit 7. Quiz Webinars 1-6

Taking part in meetings

I'm available on ...

Vocabulary circulate the agenda

Does everyone agree?



## Business English For Professionals

### **Appointments**

Making an appointment

Charging an appointment

Present continuous for future plans:

What are you doing on Monday?

How about Tuesday?

Going to: I'm not going to make it on time

Vocabulary travel problems: delayed, cancelled

Organizing meetings

### **Unit 9. Emails**

### **Unit 10. Negotiating**

Negotiating with colleagues

Business negotiations

Could I leave that with you?

First conditional

Polite requests, acceptances and refusals: I'm sorry. We can't give you a discount

Vocabulary conditions: credit terms, guarantee

Marketing

### **Unit 11. Money**

Exchanging money

Payment methods

What's the exchange rate?

Numbers

Vocabulary currencies

Asking about payment details: Can I have the card number, please?

Vocabulary banking: PIN, expiry date

### **Unit 12. Marketing**

Ways of marketing

Talking about websites

Verb + -ing or to +infinitive: We've decided to use TV advertising

Vocabulary marketing: sponsorship, reach a wide audience

I found it hard to click on the icons

Vocabulary websites: layout, scroll

### **Unit 13. Networking**

Meeting people

Following up

Finding out about each other: And your job is ...?

Finding/Recommending contacts: You really must meet...

I've made some good contacts, thanks to you

### **Unit 14. Trends**

Recent trends

Predictions

Describing trends: Sales have fallen slightly

Vocabulary fractions and percentages

Describing past performance: Between 2002 and 2004, sales rose a bit

Predicting futures performance: I don't think profits will increase

### **Unit 15. Presenting information**

Progress reports

Presentations

Already, still, yet

Talking about progress: They're still installing the new network

Επανάληψη—Επίλυση Αποριών

Quiz webinars 7-11

Students Presentations



## Registration Form

**Seminar Code: ED20B16— Business English For Professionals****Start Date: 30/11/2020**

### A. Organization's details (if applicable)

Company/Organization:		Size:	<input type="checkbox"/> Small	<input type="checkbox"/> Medium	<input type="checkbox"/> Large
Economic Activity:		Telephone:		Fax:	
Address:		Postal Code:			
Person responsible for the registration:		Email:			
		Direct Telephone:			

### B. Participant's details (1)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating in the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					
<input type="checkbox"/> They will participate to the seminar more than one participants <i>(In this case please fill in the second page as well )</i>					

### C. Participation Cost

**PARTICIPATION IN THE SEMINAR IS PREPAID (at least three days before the start of the seminar)**Please invoice  The participant  The company Credit Customer Number (if applicable):

- For participants entitled the Human Resources Development Authority subsidy (HRDA): € 190
- For participants **not entitled** the Human Resources Development Authority subsidy (HRDA): € 550

Cheques must be issued to **EDITC Ltd** and payment can be made directly through deposit to the account of the company**Account Name:** EDITC LTD  
**IBAN:** CY19 0050 0115 0001 1501 0686 9601**Account Number:** 115-01-068696-01  
**SWIFT/BIC:** HEBACY2N

### D. Terms and conditions for participation on EDITC seminars

- The company accepts registrations for participation in the seminars at least 5 working days prior to the start of the seminar. EDITC does not commit to accept any registrations received in less than 5 working days before the start of the training program.
- Written cancellations received 5 working days before the start of the training program are accepted and in the case where a payment has been made by the client, the full amount is reimbursed to the client. Cancellations that do not meet the above term are invoiced. The client may replace the participant (s) provided that they meet the criteria for participation on this program.
- The company has the right to cancel or postpone a training program up to one day before the start date of the program. All prepayments are returned to clients.
- All registrations are strictly prepaid except credit customers. EDITC will not allow the entry of participants in the class unless their financial obligations have been settled.
- EDITC will inform the client upon receipt of the application form. Written confirmation for the implementation of the training program will be sent within 3-5 days before the start date of the seminar. In exceptional cases written confirmation may be sent one day before the start of the program. **Participants are encouraged to contact the company in case they did not receive the confirmation.**
- Participants with less than 75% attendance cannot be subsidized by the HRDA and in this case the participants (or their company) will have to pay the amount of the subsidy (in addition to their own payment amount).
- In case of subsidized programs by the HRDA all the required forms of HRDA must be sent to EDITC before the start of the training program. EDITC will not allow the entry of participants in the class unless the HRDA forms have been submitted to EDITC.
- Certificates of participation will be given to participants after the completion of the course provided that their financial obligations and obligations regarding HRDA forms are settled. Otherwise certificates will be mailed as soon as the above obligations are settled.

 **We agree with the above terms and conditions**

Signature:

Date:

Stamp (in case of company):



## Registration Form

### B. Participant's Details (2)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (3)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (4)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

### B. Participant's Details (5)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname	
Title/ Job Position:			Email:	
Job description:			Telephone/Mobile:	Fax:
Reasons for participating on the seminar:				
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included) <input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan				

**We agree with the above terms and conditions**

Signature:

Date:

Stamp (in case of company):