

Oldenburger Fremdsprachenschule

Internationaler Sprachunterricht für Schüler, Studenten und Erwachsene
 Kurwickstraße 14/15 * 26122 Oldenburg * Fon:0441-3404176 * Fax:9220605



Kursbeschreibung Business Englisch Customer Service

Vocabulary	Basic + Primary Grammar	Conversation / Skills
<ul style="list-style-type: none"> • Company and Management Structures • Logistics • Workplace Technology • On-Site Resources and Technology • Numbers, Materials, Abbreviations, Factors, Mathematical Signs • Process, Production • Workplace Safety • Computers • Import/Export • IT Technology • Sales Terminology • Shipping and Assembly • "Checklist" for Troubleshooting 	<ul style="list-style-type: none"> • Present Simple • Present Continuous • Question Forms • Simple Past • Present Perfect • Passive + Active • Conditional Sentences • Gerunds and "to" Forms • Verbs + Irregular verbs • Future Forms • Prepositions • Colloquial Speech • English / Australian / American Accents • Reading Comprehension of Various Texts <p style="text-align: center; font-size: small;">*Änderungen vorbehalten</p>	<ul style="list-style-type: none"> • Taking Customer Phone Calls • Practicing Conversations "Blind" • Polite Telephone Interaction • Enquiry and Offer • Order and Confirmation • Invoice, Purchase Order • Describing Service to Customer • Marketing Products • Complaints • Describing Your Product • Troubleshooting a Problem

Zertifikat O F S