

B+



BUSINESS PLUS

Equivalence

EOI Certificado Elemental TOEIC 505-600 Cambridge First Certificate

Objectives

To master the language necessary to do a variety of service industry jobs (receptionist, head of a department in a department store, travel agent, bank clerk...) and communicate without hesitation in professional situations

LEARNING PATHS

1 At reception

Knowing how to fulfil customers' expectations and to give information while being polite.

2 Hotel service

Knowing how to solve customers' problems while being polite.

3 Serving customers

Learning about serving food and working in a restaurant: how to welcome and serve customers.

4 Bad service

Learning to react to the desires and complaints of the customers. Learning to ring up the bill.

5 Sales assistant

Knowing how to describe and give directions to various aisles of a shop.

6 Electrical goods

Knowing how to help a customer to purchase a product by giving advice and answering questions and requests. Responding to customer complaints.

7 A new bank account

Knowing how to ask administrative questions on opening a new bank account.

8 Banking operations

Reporting the theft of a bank card or chequebook, being co-operative and making compromises

9 Travel agents

Knowing how to recognise the needs of people planning holidays, in order to give them worthwhile suggestions.

10 Welcoming tourists

Guiding a group of tourists or businessmen around the city. Organising entertainment activities.

11 Airline workers

Knowing how to describe your location and to give precise information about places, times, distances, etc. Learning a variety of announcements made in an airport.

12 Train and ferry jobs

Giving advice and assistance to passengers in a train or a ferry

GRAMMAR OBJECTIVES

- 11 Demonstratives
- 27 The affirmative imperative
- 37 Prepositions of place
- 43 Exclamations with 'what a'
- 44 Which - What 1
- 51 Near future: be + verb with -ing ending
- 53 Use of the preterite
- 56 The preterite continuous
- 57 Construction of the simple present perfect
- 58 Use of the simple present perfect s
- 59 The negative imperative
- 60 Will - To be going to
- 64 Must - Have (got) to
- 67 Direct and indirect questions
- 71 'Would like': expressing a desire
- 73 Few - A few - Many
- 75 Some - Any 5
- 78 How much - How many
- 83 Comparing equals
- 84 Regular comparatives
- 86 Regular superlatives
- 89 Words ending in 'ever'
- 92 Yet - Not yet
- 95 The place of 'enough'
- 97 Use and omission of 'the' 1.
- 101 Construction of compound nouns
- 102 Use of compound nouns ,
- 109 Construction of present perfect continuous
- 110 Use of present perfect continuous
- 112 For how long - Since when
- 114 How long
- 115 How + adjective or adverb
- 117 Use of the passive
- 118 Construction of the passive
- 125 Relative pronouns and adverbs
- 130 To hope + dependent clause
- 131 Sequence of tenses
- 132 Construction of the present conditional
- 133 Use of the present conditional
- 136 May - Might s
- 137 Strong probability with 'must' s
- 150 Some other uses of the possessive
- 154 Prepositions at the end of a clause
- 155 Simple present with 'when' / 'while'
- 167 Verbs expressing stages of an action
- 168 Permission with 'to let'
- 174 'Will' and 'shall'
- 178 Near certainty in the past