**English as a First Language**

**TS2 (60 Hours)**

unit 1: receive the client

## objectives

1. By the end of unit I learners will be able to determine the attitude, mood and intention, receive people and take notes of their commands

lesson 1   
determine the attitude mood and intention

### Objectives

1. Learners will be able to determine the attitude, mood and intention

### Contents

1.1.1 Intonation

1.1.2 Terms related to humor (mood)

lesson 2  
Receive people

### Objectives

1. Learners will be able to know how to receive people

### Contents

1.2.1 Interjections

1.2.2 Gestures

1.2.3 Use of language (formal, informal, stang familiar)

1.2.4 Terms of satisfaction and joy

1.2.5 greetings

Lesson 3  
Take notes of client’s commands

### Objectives

1. Learners will be able to take notes of client’s commands

### Contents

1.3.1 Areas (restaurant, hotel etc..)

1.3.2 Lexical terms of service (reservation, transportation, assurance...)

1.3.3 Lexical terms of formalities (visa, registration)

Unit 2: Talking to the client

## objectives

– Learners will know how to take notes of complaints, ask for precision, give excuses, keep people on hold. Then they’ll be able to suggest, give advice, assure, express their objective and argumentate.

Lesson 1  
Take notes of a complaint and ask for precision

### Objectives

1. Learners will acquire the skills of taking notes and asking for precision

### Contents

2.1.1 Lexical terms related o formalities and services

2.1.2 Question form (formal - informal)

2.1.3 Taking notes techniques

Lesson 2  
Give excuses and keep people on hold

### Objectives

1. Learners will be able to present their excuses an ask people to wait, and stay on hold

### Contents

2.2.1 Conditionals

2.2.2 Future / continuous

2.2.3 Terms of concession, polite refusal and excuses

2.2.4 Time expressions

2.2.5 chronological markers

Lesson 3

Suggest, give advice, assure, give an objective and argumentate

### Objectives

1. By the end of this lesson, learners will have acquired many skills, that help them to communicate orally with clients, such as suggesting, giving advice, assuring, expressing an objective and argumentate.

### Contents

2.3.1 Same as lessons 1 and 2

2.3.2 Alternatives (either, or, neither, nor)

2.3.3 Assurance terms of guarantee (I assure, I bet, ...)

2.3.4 Markers (so that, in order to, for ....)

Unit 3: Administrative and professionel correspondence

## Objectives

1. Learners will be able to write a C.V, write a letter of motivation, prepare themselves for the job interview and practice professional correspondence.

Lesson 1  
write a C.V

### Objective

1. Learners will be able to write a C.V

### Contents

3.1.1 Structure of a C.V

Lesson 2  
write a letter of motivation

### Objective

1. Learners will be able to write a letter of motivation

### Contents

3.2.1 Administrative and professional correspondence.

Lesson 3  
Preparing oneself for the job interview

### Objective

1. Learners will be able to prepare themselves for the job interview.

### Contents

3.3.1 Terms and expressions related to politeness.

Lesson 4  
Professional correspondence

### Objective

1. Learners will be able to practice professional correspondence.

### Contents

3.4.1 Verbs expressing intention (intend decide).