

# AST\_ING01. SPEAKING ON THE TELEPHONE.

## SESSION 1: How to manage people.

1. Formal and Informal communication.
  1. Differences between Formal and Informal communication.
  2. Types of Formal communication.
  3. Types of Informal communication.
2. What to say. Introducing people.
3. Tips to introduce yourself.
4. Greetings. Meeting people. Common questions and answers and how to introduce someone else.
  1. Courtesy treatments.
  2. Countries, Nationalities and their languages.
5. How to say "Thank you".
6. When to say "Sorry / Excuse me / Pardon".
7. Farewells.
8. Grammar: The present: simple and continuous.
  1. Now put it into practice.
  2. Dynamic and Stative verbs.
  3. Now put it into practice.
  4. Grammar Revision.
9. Pronunciation. English alphabet.
  1. Voiced, voiceless and sibilant sounds.
  2. Pronunciation. Ordinal and Cardinal numbers.
10. Vocabulary. Words you need at work in English.
  1. Company departments and positions.
  2. Organizational chart.
11. Now put it into practice.

## SESSION 2: Speaking on the telephone.

1. Makings Phone calls.
  1. Dialogue.
    1. Dialogue 1. Reading.
    2. Dialogue 2. Reading.
    3. Dialogue 3. Reading.
    4. Dialogue 4. Listening.
    5. Dialogue 5. Listening.
    6. Dialogue 6. Listening.
  2. Now put it into practice.
  3. Now put speaking into practice.
2. Grammar: Modal verbs: Can and Could.
  1. Now put it into practice. Writing.
3. Vocabulary. Communications on the phone.
  1. Vocabulary about the office supplies.
  2. How to spell words on the phone.
  3. Shedule.

## COMMUNICATION ACTIVITIES.

1. Reading exercise.
2. Listening exercise.
3. Speaking exercise.
4. Writing exercise.

