

AST_ING04. COMPLAINTS AND CLAIMS.

SESSION 1: COMPLAINTS AND CLAIM MANAGEMENT.

1. Customer complaint form.
 1. Complaint process.
 2. Listening test. Complaints record form.
 3. Test yourself.
2. What to say.
 1. Vocabulary about "Complaints and Claims".
 2. Dealing with complaints.
 3. Put it into practice.
 4. Now, it's your turn!
3. Words you need: The basic language of written apologies.
4. How to handle complaint letters or emails.
 1. Example. Complaint letter.
 2. Example. Complaint email.
5. How to deal with complaints on the phone.
 1. Now, it's your turn! Listening skill.
 2. Keep testing your ear. Complaints and claim structures.
6. Pronunciation: Weak forms.

SESSION 2: THE BEST FUTURE BUSINESS.

1. How to say it: The Future tense: WILL.
2. The difference between Future simple "Will" and Present continuous.
 1. Now put it into practice.
3. Contracted forms.
 1. Now put it into practice.
4. Pronunciation of contractions. Personal forms.
5. Grammar Revision.
6. Words you need at work: Money.
 1. Money expressions.
 2. How to save money.
 3. Now put it into practice!

COMMUNICATION ACTIVITIES.

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

