

WORK UNIT 4 COMPLAINTS AND CLAIMS

We start with
SESSION 1:
COMPLAINTS AND CLAIMS MANAGEMENT

in which we learn

useful
vocabulary

about

how to
use

how to
pronounce

Complaints
& Claims

Written
apologies

Complain
letter&email

How to deal with
complaints on the phone

Complaints and
claim structures

Weak
forms

We continue with
SESSION 2:
THE BEST FUTURE BUSINESS

in which we learn

how to
use

how to
pronounce

useful
vocabulary

The future
tense

Future and
Present continuous

Contractions
form

Weak
forms

Money

Finally, we have some interesting:
COMMUNICATION ACTIVITIES

in which we learn

exercise

Reading

Listening

Speaking

Writing

When you are done with
two Sessions and Communication Activities

1. Don't forget take the ONLINE FINAL EXAM and
2. Hand in the FINAL TASKS (Writing/Reading/Listening/Speaking Skills) to evaluation process.

Good luck and welcome!