ENGLISH III

<table>
<thead>
<tr>
<th>Curso: 3</th>
<th>Tipo: Obligatoria</th>
<th>Periodo de docencia: C1 y C2</th>
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<td>Créditos: 15</td>
<td>Profesor:</td>
<td>Departamento: Comunicación y Humanidades</td>
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**OBJETIVOS**

The aim of this course is to achieve fluency in English working towards the acquisition of an advanced level of the language (CAE).

The student will acquire an up-to-date business vocabulary and a range of secretarial/business expressions in order to communicate confidently in any office situations as well as on occasions when the Personal Assistant represents the company.

**CONTENIDOS**

1. **CULTURAL DIVERSITY AND SOCIALISING**
   - Building a relationship
   - Culture and entertainment

2. **TELEPHONING**
   - Preparing to make and receive telephone calls
   - Taking and leaving messages
   - Asking for and giving repetition
   - Setting up and changing appointments
   - Ending a call
   - Problem solving on the telephone
   - Complaints

3. **PRESENTATIONS**
   - Planning and getting started
   - The middle of the presentation
   - Summarizing and concluding

4. **MEETINGS**
   - Making meetings effective
   - Interrupting and handling interruptions
   - Asking for and giving clarification
   - Ending the meeting

5. **NEGOTIATIONS**
   - Preparation for a negotiation
   - Towards the aim of the negotiation
   - Ending the negotiation

6. **COMMERCIAL CORRESPONDENCE**
   - Letters of application
   - Making reservations and appointments
   - Placing an order
   - Letters of complaint
   - Letters of thanks
7. SECRETARIAL SKILLS

- Summarizing
- Translations
- Dictations

**ORIENTACIÓN METODOLÓGICA**

In order to achieve the above mentioned goals. The following activities will be carried out in class throughout the course:

- Grammar revision.
- Speaking activities.
- Reading comprehension activities.
- Vocabulary exercises.
- Commercial correspondence.
- Listening activities: video, cassette,...
- Situational role play: telephone conversations.
- Translations.
- Summaries.
- Presentations.

**EVALUACIÓN**

Several assessment methods will be used depending on the moment the evaluation is done and its main objectives. Moreover the teacher will share the role of assessor with the students at specific situations.

It will be a continuous assessment and the applied knowledge, the knowledge about anglo-saxon culture and customs and secretarial tasks will be assessed by means of a final examination at the end of the school year.

Furthermore, the students will have to hand in some homework that will be assessed. Finally, the students’ everyday work, participation and projects or pieces of work done during the school year will also be evaluated.

**BIBLIOGRÁFÍA BÁSICA**