

course syllabus

dealing with people

- 01 How to **say hello and goodbye** ○
- 02 How to **make offers** ○
- 03 How to **offer help** ○
- 04 How to **check and clarify** ○
- 05 How to **start small talk** ○
- 06 How to **describe an event** ○
- 07 How to **talk about yourself** ○
- 08 How to **talk about other people** ○

projects

- 09 How to **talk about time** ○
- 10 How to **talk about a past project** ○
- 11 How to **talk about money** ○
- 12 How to **talk about a project** ○
- 13 How to **talk about personnel** ○
- 14 How to **talk about project stages** ○
- 15 How to **talk about future projects** ○

meetings

- 16 How to **update** ○
- 17 How to **give people news** ○
- 18 How to **make arrangements** ○
- 19 How to **discuss options** ○
- 20 How to **give opinions** ○

telephoning

- 21 How to **start and end a conversation** ○
- 22 How to **leave a voicemail message** ○
- 23 How to **deal with telephone problems** ○
- 24 How to **make a follow-up call** ○
- 25 How to **take and leave messages** ○
- 26 How to **use a mobile phone** ○
- 27 **Telephone overview** ○

email

- 28 How to **make first contact** ○
- 29 How to **get information** ○
- 30 How to **follow something up** ○
- 31 How to **book or buy by email** ○
- 32 How to **complain by email** ○
- 33 **Email overview** ○

travel

- 34 How to **deal with airport problems** ○
- 35 How to **survive in a hotel** ○
- 36 How to **eat out** ○
- 37 How to **give directions** ○
- 38 **Travel overview** ○

grammar

- 39 How to **use the present** ○
- 40 How to **use the past** ○
- 41 How to **use the future** ○
- 42 How to **make questions** ○
- 43 How to **use comparatives** ○
- 44 How to **use the passive** ○