



Course Name: Business English

Module CO-2 Computerized Administration

Course Description:

This module teaches students how to identify, read, write and edit business correspondence such as memos, letters, and emails. Students will learn common business idioms, numeracy language and vocabulary to help them succeed in the workplace

Course Length: 21 hours

Text Book:

Materials developed by the Instructor

Business Vocabulary in Use by Bill Mascull, Cambridge University Press

Communicating in Business English by Sweeney, Cambridge University Press

Method of Evaluation

- Assignments 50%
- Participation 15%
- Exam 35%
- You must achieve 65% on the final exam

Course Objectives: Knowledge

The graduate will demonstrate knowledge of competent business correspondence

1. Familiar with various forms of business correspondence
2. Know the components of concise and effective business correspondence
3. Understand how to make written suggestions, agree and disagree, and negotiate in the workplace

The graduate will demonstrate knowledge of competent communication skills

1. Understand and use business language, vocabulary and idioms
2. Know the elements of writing style with a focus on capitalization, irregular plurals, subject-verb agreement, apostrophes and inclusive language at CLB 4/5 level
3. Understand how to make verbal suggestions, agree and disagree, and negotiate in the workplace

Course Objectives: Skills

The graduate will be able to write notes, phone messages, e-mail and letters

1. Can read an authentic note, e-mail message or letter
2. Can answer seven to 10 questions about text
3. Can write down everyday phone messages

The graduate will be able to draft correspondence, write a paragraph relating events in sequence

1. Convey a personal message in a formal short letter or note, or through e-mail, expressing or responding to invitations, quick updates, feelings
2. Convey business messages as written notes
3. Write a paragraph to relate/narrate a sequence of events to describe a person, object, scene, picture, procedure or routine or to explain reasons for an action or activity

Curriculum Outline

Week 1 3 hrs	Introductions, e-mails and letter formats
Week 2 3 hrs	Parts of Speech
Week 3 3hrs	Numbers, Statistics, Measurement
Week 4 3hrs	Using E-mail
Week 5 3hrs	Telephone Skills
Week 6 3hrs	Perfecting your writing skills
Week 7 3hrs	Final exam

Instructor Information:

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