

BUSINESS LANGUAGE

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	<i>Can-Am</i>	<i>Caspani</i>	<i>Farnell</i>	<i>Ritter</i>	<i>Samex</i>	<i>Star-Line</i>	<i>Elliott</i>	<i>Orientair</i>	<i>Body Care</i>	<i>Hanson</i>	<i>Menhar</i>	<i>Taiyo</i>
Agreeing and disagreeing	✓	✓	✓	✓		✓	✓	✓		✓		✓
Arranging a meeting			✓		✓			✓				
Asking about company background	✓		✓	✓					✓	✓		✓
Asking for clarification						✓						✓
Booking airline tickets		✓	✓					✓				
Checking visa/passport requirements								✓				
Describing a computer system							✓					
Describing company logos				✓								
Describing employment benefits					✓							
Describing people's position in a company		✓			✓		✓					
Disciplining a junior colleague		✓										
Discussing alternatives	✓		✓					✓		✓	✓	✓
Discussing proposals				✓				✓		✓	✓	
Discussing sales or budget figures	✓			✓		✓	✓	✓	✓		✓	✓
Discussing time differences					✓							
E-mail		✓			✓			✓	✓	✓		✓
Enquiring about job requirements					✓							
Expressing intentions	✓											✓
Extending and refusing invitations											✓	
Form-filling	✓	✓			✓	✓		✓				
Giving company background details	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Giving personal background details					✓			✓				
Internet		✓						✓				
Making a presentation	✓			✓						✓		✓
Making changes to plans												✓
Making conference arrangements											✓	✓
Making recommendations							✓	✓	✓	✓		
Making requests	✓	✓				✓	✓	✓				
Negotiating terms and conditions	✓	✓	✓	✓		✓	✓					
Note-taking	✓			✓					✓			
Ordering goods		✓				✓		✓				
Pleasantries (on meeting a colleague)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Preparing minutes of a meeting	✓							✓				
Quoting terms/prices			✓	✓							✓	
Referring to parts of documents				✓					✓	✓		
Summarising arguments								✓				
Supporting/Rejecting arguments	✓			✓				✓		✓	✓	
Talking about annual accounts						✓						✓
Telephone expressions	✓		✓		✓	✓			✓	✓		✓
Using interviewing skills					✓							