

CURSO

ENGLISH CUSTOMER SERVICE

30 Horas



OBJETIVOS

This course covers some of the essential language necessary in the area of customer service. Students are introduced to the appropriate language, register and expressions for use in the business world in both spoken and written interactions.



CONTENIDOS

- Unit 1. The language of business
- Unit 2. Introduction to business correspondence
- Unit 3. Company Structure
- Unit 4. Enquiries and orders
- Unit 5. Telephone Communication
- Unit 6. False friends and misunderstandings
- Unit 7. Revision

ESTE CURSO ONLINE ES BONIFICABLE: ¡CONSÚLTANOS!

