

Department	General Studies	Major	Admin. Technology							
Course Name	English Language 3	Course Code	ENGL 113							
Prerequisites	ENGL 112	Credit Hours CRH	3		CTH			4		
			L	3	P	0	T	1		
Course Description:										
This course is designed to consolidate students’ knowledge of English with business- related skills and vocabulary necessary for an adequate performance in the business work place. It provides students with the language skills and confidence to use English in a wide range of business and social situations. It aims at boosting the students ' communication skills necessary for good performance on the job through large doses of listening, speaking, reading, and writing activities.										
General Objective:										
This course aims to create opportunities for students to practice English in business related settings and situations.										
Detailed Objectives:										
By the end of the course, trainees will demonstrate their abilities to do the following :										
1-	Use a wide range of business related vocabulary									
2-	Carry out a reasonable range of spoken exchanges required in business related settings and situations									
3-	Show reasonable awareness of business trends and etiquette									
4-	Write relatively short pieces of writing required in an administrative job									
5-	Carry out telephone exchanges and write emails on familiar topics									
6-	Read short letters, memos, and messages									
7-	Interpret information in a graph, charts and diagrams									
8-	Present themselves, their jobs and company, to clients / others									
Safety Procedures:										
1-	The interns must follow the instructions of safety.									
2-	The interns must follow the Islamic ethics in maintaining the cleanliness and safety of the place.									

SYLLABUS		
Hours	Contents	Instructional Objectives Students will learn and practice the following Language forms and functions:
4	Unit 6 Office Systems: Part A: Everyday office technology Part B: Company procedures	<ul style="list-style-type: none"> Vocabulary: Identify words related to communication/telephone systems Use if when giving instructions Write instructions on different tasks Identify the right order of instructions for a certain procedure Recognize the different time expressions- when, after- that connect actions Take notes on specific details from a listening conversation Ask questions to clarify confusing information Write a set of instructions to make a procedure
6	Unit 7 Phone Messages: Part A: Taking and leaving phone messages Part B: Leaving voicemail messages	<ul style="list-style-type: none"> Take notes from phone calls Identify common expressions used in phone calls Take messages from phone calls Practice phone conversations by being a caller and a receptionist Read pieces of advice about telephone etiquette Identify the purpose and the immediate action that follows a business phone call Take notes from voicemail messages Practice leaving voicemail messages, using the right business phone call etiquette
6	Unit 8 Appointments: Part A: Making an appointment Part B: Changing an appointment	<ul style="list-style-type: none"> Discuss different ways of organizing a schedule Take notes about schedules from a phone call Identify the different expressions used when making an appointment Practice making appointments: agreeing, disagreeing, and suggesting alternatives Practice making appointment according to different schedules Discuss making, changing, or forgetting appointments in student's own culture

SYLLABUS		
Hours	Contents	Instructional Objectives Students will learn and practice the following Language forms and functions:
		<ul style="list-style-type: none"> Vocabulary: Recognize different expressions related to appointments, and their definitions Identify expressions used when apologizing about rescheduling/cancelling an appointment and suggesting an alternative time
2	Review 1: Trainees will review and practice forms, meaning, and use of the instructional content of unit 6,7, and 8	
6	Unit 9 Meetings: Part A: Organizing meetings Part B: Taking part in meetings	<ul style="list-style-type: none"> Identify the purpose, advantages and disadvantages of business meetings. Identify the different things one should do to organize a meeting Convert information from text to table Identify the different language functions used when planning a meeting: checking availability, giving preferences, etc. Use the functions above to organize a meeting of four people Write an email confirming the details of a meeting Identify the importance of different agenda items in a meeting Identify different ways of getting feedback from customers Identify the different expressions used when discussing a topic in a meeting
6	Unit 10 Negotiating: Part A: Negotiating with colleagues Part B: Business negotiations	<ul style="list-style-type: none"> Recognize the purpose of negotiation Take notes from a listening conversation Practice using if in conditional sentences Negotiate with colleagues the different roles to be taken by each one to achieve a certain task Vocabulary: match the language used in advertisements with definitions/explanation

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Hours	Contents	Instructional Objectives Students will learn and practice the following Language forms and functions:
6	Unit 11 Money: Part A: Exchanging money Part B: Payment methods	<ul style="list-style-type: none"> Identify the concept of currency and the purpose of using it Match different currencies with their countries Practice reading large amounts of money Practice changing currencies and calculating the exchange rates Vocabulary: Identify words related to credit cards Identify the necessary information needed to make bank transactions Practice making questions and polite requests when making bank transactions Complete business bank forms by asking and answering questions Discuss advantages and disadvantages of different payment methods
2	Review 2: Trainees will review and practice forms, meaning, and use of the instructional content of unit 9, 10, and 11	
6	Unit 12 Marketing: Part A: Ways of marketing Part B: Talking about websites	<ul style="list-style-type: none"> Discuss the different ways of marketing Identify the advantages and disadvantages of different forms of marketing Take notes on a business talk Grammar: gerunds and infinitives Make questions and answers about marketing a certain product Design a marketing campaign according to product and suitable way of marketing Identify different words related to websites Discuss the functions of different headings in websites: Home, Contact us, etc. Identify the different features that make a good website

SYLLABUS		
Hours	Contents	Instructional Objectives Students will learn and practice the following Language forms and functions:
6	Unit 13 Networking: Part A: Meeting people and making contacts Part B: Following up	<ul style="list-style-type: none"> Identify the good places to meet people from other companies socially Discuss the advantages of networking Vocabulary: networking, personal networking, contacts, etc Identify different steps to better networking Take notes from a listening conversation Practice introducing business people and making contacts Practice following up a meeting with a phone call or email Write an email thanking someone for help
2	Review 3: Trainees will review and practice forms, meaning, and use of the instructional content of unit 12 and 13	
4	Unit 14 Trends: Part A: Talking about changes and trends Part B: Describing and predicting performance	<ul style="list-style-type: none"> Match percentages to fractions Vocabulary: Numbers, percentages, fractions, charts, graphs, etc Take notes from a listening conversation Practice describing graphs Practice talking about changes and trends Grammar: past simple, present perfect, and present continuous Identify the verbs, adverbs, and adverbial phrases used in describing trends and predictions
4	Unit 15 Presenting Information: Part A: Giving a progress report Part B: Giving a presentation	<ul style="list-style-type: none"> Identify the purpose and advantages of a progress report Recognize the right order of the progress report stages Practice using already, still, and yet Recognize the difference between done, not done, or in progress stages practice giving a progress report Identify the features that make a good presentation

SYLLABUS		
Hours	Contents	Instructional Objectives Students will learn and practice the following Language forms and functions:
		<ul style="list-style-type: none"> Practice giving presentations Identify the structure of a presentation, be familiar with the most common words and phrases used in each part
2	Review 4: Trainees will review and practice forms, meaning, and use of the instructional content of unit 14 and 15	
2	Final Exam	
64	Total	

Textbooks	Gareth Knight, Mark Oneil, Bernie Hayden, (2008) Business Goals 2.
Additional Readings and Teaching Aids.	1. Course Book Audio CD. 2. Workbook with Audio CD
References:	Oxford Word Power Dictionary