

ENGLISH FOR COSTUMER SERVICE

Week 1

Present simple	WH questions _ phone call	Reading
Present continuous	Describing the issue	Listening
Present simple Vs present continuous	Produce questions intonation	Language use
Can and Can't	Suggestions in a workplace	Writing

Week 2

Case study	Receiving a phone call	Speaking / production
Future Going to	Resolving an issue	Reading
Future Will	Offering discounts	Listening
Will Vs Going to	Describing a product	Language use

Week 3

Be able to	Pro and cons of the product	Writing
Case study	Fit the product to the customer	Speaking / production
Simple past was and were	Describe and model a customer service attitude.	Reading
Simple past	Making notes from a Television service issue	Listening

Week 4

Past continuous	Describing an Ad to a customer	Language use
Linking words	Handling hard situations with a customer	Writing
Case study	Managing a mad customer	Speaking / production
Present perfect	Setting an appointment	Reading

Week 5

Present perfect Vs simple past	Calling off an appointment	Listening
Causative	Solving a customer request	Language use
Mid term check	Mid term check	Writing
Case study	Calling a customer to rearrange an appointment	Speaking / production

Week 6

Zero conditional	Tracking up a response	Reading
First conditional	Dealing with details	Listening
Zero Vs first conditional	Discount promises	Language use
Modals verbs 1 Can could, must.	Make suggestions and recommendations by email	Writing

Week 7

Case study	Ending a phone call	Speaking / production
Past perfect	Describing events focused on an issue	Reading
Past perfect Vs simple past	Makin itineraries	Listening
Direct and indirect questions	Checking customer availability	Language use

Week 8

Modals verbs Should, would, might.	Follow up with a customer	Writing
Case study	Setting an technical visit	Speaking / production
Adverbs of degree	Making a sale	Reading
Second conditional 1	Bargaining with the customer	Listening

Week 9

Passive voice	Checking a delivery	Language use
Past modal	Asking for warranty	Writing
Case study	How to make a ale	Speaking / production
Present perfect continuous	Dealing with workmates	Reading

Week 10

Third conditional	How to behave in a office	Listening
Tag questions	Talking to a supervisor	Language use
Final term check	Final term check	Writing
Case study	General feedback	Speaking / production