

**ACCION FORMATIVA: INGLES ATENCION AL PUBLICO****CONTENIDOS****MODULO I**

- Comunicación telefónica
- Tomar nota de un mensaje, concertar una cita
- Saber reformular, saber precisar ideas y opiniones
- Redacción de documentos en inglés (correos electrónicos, informes...)
- Tomas notas en inglés
- Cultura de empresa anglosajona

**MODULO II. Welcome. Nice to meet you**

- Good evening, I'm Ann
- I'm 30 years old
- What is he like?

**MODULO III. It's time to go on**

- There is some milk in the fridge
- Take the first turn on the left
- Have you got anything in blue?

**MODULO IV. Starting Business**

- The Situation
- Travel Arrangements
- Good Commercial Letter
- At a Trade Fair
- Every Problem is an Opportunity
- Culture Differences

**MODULO V. A Company Come True**

- A Business Couse
- Solving some Mistakes
- Money Matters
- Dealing with Complaints
- An offer from an Agency