



Module 3

Module 3.1. Vocabulary

Education

I. Education is the process of teaching or learning in a school or college, or the knowledge that you get from this. Here are the most common words and expressions related to education:

Educational system: Educational systems are established to provide education and training, often for children and the young.

Educational background: Past experience in education. To become an engineer in Electronics you need to have a scientific educational background.

School subject: A course or area of study: mathematics, English, French, physics...are school subjects.

School year: The school year starts in September and ends in June.

School uniform: It is obligatory that students wear school uniforms in some schools.

Private lessons: Some students need private lessons to keep up with their mates in learning some school subjects.

Private schools: Students who go to private schools pay fees.

University graduate: A person who holds a university or college degree. University graduates find difficulties getting jobs these days.

University degree: An academic title given by a college or university to a

student who has completed a course of study:

Learning strategies: Learning strategies (or study skills) are techniques used to proceed in your own learning.

Adult education: Adult education is the practice of teaching and educating adults. It has become common in many countries. It takes on many forms, ranging from formal class-based learning to self-directed learning.

Formal education: Formal education results from a program of instruction in an educational institution leading to a qualification / certification.

Informal education: Informal education occurs in daily work, leisure or family.

Non-formal education: Non-formal education results from a program but it is not usually evaluated and doesn't lead to certification.

Basic Education: Basic education refers to the whole range of educational activities taking place in various settings (formal, non-formal and informal), that aim to meet basic learning needs.

Primary Education: Primary (or elementary) education consists of the first years of formal, structured education. In

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general, primary education consists of six or seven years of schooling starting at the age of 5 or 6, although this varies between, and sometimes within, countries.

Secondary Education: Secondary education is the stage of education following primary education.

Higher education: Higher education, also called tertiary, third stage, or post-secondary education is non-compulsory

educational level that follows the completion of a school providing a secondary education, such as a high school, secondary school. Colleges and universities are the main institutions that provide tertiary education.

II. Below is a list of common school subjects/ university majors (specialties).
Which ones did you study at school/university?

<p>Art</p>	<p>Medicine</p>	<p>Biology</p>
<p>Business</p>	<p>Business Administration</p>	<p>Chemistry</p>
<p>Computer Science</p>	<p>Criminal Justice</p>	<p>Economics</p>
<p>English</p>	<p>Linguistics</p>	<p>History</p>
<p>Mathematics</p>	<p>Music</p>	<p>Nursing</p>
<p>Philosophy</p>	<p>Physics</p>	<p>Political Science</p>

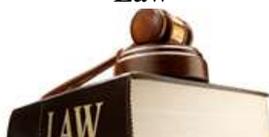
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Psychology

Law

Sociology



Exercise:

Link the institutions to the vocabulary

Kindergarten

School

University

a/ children

e/ classmate

i/ professor

b/ faculty

f/ toddler

j/ seminar

c/ exams

g/ textbook

k/ toys

d/ subjects

h/ lecture

l/ playground

Personal characteristics

I. Here are some commonly used words when describing a person. You can use them at job interviews, business, or informal conversation.

Words to describe appearance:

tall

obese

smart

short

well-built

scruffy

slim

overweight

good-looking

thin

medium height

attractive

fat

well-dressed

beautiful

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handsome

ugly

old

young

middle-aged

bald

bald-headed

beard

moustache

long hair

short hair

straight hair

curly hair

fair-haired

blond-haired

brown-haired

dark-haired

ginger-haired

blonde

brunette

redhead

Words to describe how people feel:

happy

sad

miserable

worried

depressed

excited

bored

pleased

delighted

surprised

astonished

disappointed

enthusiastic

relaxed

stressed

anxious

tired

weary

exhausted

annoyed

angry

furios

disgusted

Words describing emotional characteristics:

confident

sensitive

calm

impulsive

cheerful

generous

kind

mean

crazy

sensible

serious

dis/honest

bad-tempered

moody

hard-working

lazy

clever

un/intelligent

arrogant

snobbish

un/happy

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stupid
outgoing
cautious
adventurous
shy
intro/extroverted
easy-going
rude

bad-mannered
emotional
im/polite
funny
boring
im/patient
sophisticated
crude

cheeky
un/friendly
modest
brave
cowardly
talented
dis/obedient
corrupt

Exercise: *Select which words describe the person on the picture:*



- | | | |
|---------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> blonde | <input type="checkbox"/> straight-haired | <input type="checkbox"/> sad |
| <input type="checkbox"/> fat | <input type="checkbox"/> dark-haired | <input type="checkbox"/> professional |
| <input type="checkbox"/> obese | <input type="checkbox"/> old | <input type="checkbox"/> relaxed |
| <input type="checkbox"/> plump | <input type="checkbox"/> middle-aged | <input type="checkbox"/> serious |
| <input type="checkbox"/> pretty | <input type="checkbox"/> overweight | <input type="checkbox"/> angry |
| <input type="checkbox"/> young | <input type="checkbox"/> smart | <input type="checkbox"/> furious |
| <input type="checkbox"/> curly-haired | <input type="checkbox"/> friendly | |

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Module 3.2. Grammar

Verb tenses – Asking questions

It is very important to know how to ask questions in English – it is helpful in everyday business and informal conversations. Asking questions in English is similar to Verb tense tells you when the action happens. In Module 2, you learned how to ask general questions.

Now we will focus on the specific or Wh- questions. Wh-questions begin with what, when, where, who, whom, which, whose, why and how. We use them to ask for information. The answer cannot be yes or no:

Example:

When do you finish college?

Next year.

Who is your favorite actor?

George Clooney for sure!

You use **what** when you are asking for information about something.

You use **when** to ask about the time that something happened or will happen.

You use **where** to ask questions about place or position.

You use **which** when you are asking for information about one of a limited number of things.

You use **who** or **whom** when you are asking about someone's identity.

You use **whose** to ask about possession.

You use **why** to ask for a reason.

You use **how** to ask about the way in which something is done.

We usually form *wh*-questions with *wh*- + an auxiliary verb (*be*, *do* or *have*) + subject + main verb.

Who will pay the bill?
Why did you call me?
When are you calling?
Where have you put the folder?



When we ask about who/what did something, we do not use an auxiliary verb:

Who told you this?
What fell on the ground?
Who is going on a business trip?

Wh-questions ask for information and we do not expect a yes-no answer to a wh-question. We expect an answer which gives information:

Where's the coffee machine?
It's in the room next to the reception.
How old is your daughter?
She's ten.

Exercise 1: *Link the questions to the answers:*

1. What is your name?
2. Where do you live?
3. How do you travel to work?
4. What did you give me?
5. Where is the meeting?

- a/ The meeting is at 9.
- b/ I live in London.
- c/ I travel by car.
- d/ My name is Mandy.
- e/ I gave you my business card.

Exercise 2: *Fill in with the correct wh- word:*

- a/ _____ (when, why, where) did we meet at your office?
- b/ _____ (who, what, why) told you this?
- c/ _____ (who, why, when) was the last time you travelled abroad?
- d/ _____ (when, why, who) is the train arriving?

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Module 1.3. Usage

Phone calls, presentations

Conversation 1



Assistant: Hello, Business X, this is Peter speaking. How may I be of help to you today?

Ms Anderson: Yes, this is Ms Anderson calling. May I speak to Mr. Franks, please?

Assistant: I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?

Ms Anderson: Uhm... actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?

Assistant: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions.

Ms Anderson: Great, I'd love to see this problem resolved as quickly as possible.

Assistant: Well, we still haven't received the shipment that was supposed to arrive last Tuesday.

Ms Anderson: Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that its will be delivered by tomorrow morning.

Assistant: Excellent, I'm sure Mr. Franks will be pleased to hear that.

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Ms Anderson: Yes, the shipment was delayed from Germany. We weren't able to send along your shipment until this morning.

Assistant: I see. Mr. Franks also wanted to schedule a meeting with you later this week.

Ms Anderson: Certainly, what is he doing on Thursday afternoon?

Assistant: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

Ms Anderson: Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

Assistant: No, it looks like he's free then.

Ms Anderson: Great, should I come by at 9?

Assistant: Well, he usually holds a staff meeting at nine. It only lasts a half an hour or so. How about 10?

Ms Anderson: Yes, 10 would be great.

Assistant: OK, I'll schedule that. Ms Anderson at 10, Friday morning... Is there anything else I can help you with?

Ms Anderson: No, I think that's everything. Thank you for your help... Goodbye.

Assistant: Goodbye.

Useful expressions in phone calls

Introducing yourself

Good morning/afternoon/evening. This is Mike at (company name)/Mike from (department name). Could I speak to (person you're calling for)? [If you are calling to speak to a specific person]

Good morning/afternoon/evening. This is Mike at (company name)/Mike from (department name). I'm calling about/because.... [If you are calling for a specific reason but not to talk to a specific person]

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When the person you want to speak to is unavailable

Can I leave a message for him/her?

Could you tell him/her that I called, please?

Could you ask him/her to call me back, please?

Okay, thanks. I'll call back later.

Dealing with bad connections

I think we have a bad connection. Can I call you back?

I'm sorry, we have a bad connection. Could you speak a little louder, please?

I'm sorry, could you repeat that please?

Ending the call

Thank you very much. Have a good day.

Thanks for your help. Have a good day.

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Receiving Phone Calls

Answering the phone

- Company ABC, this is Mike. How may I help you?
- Good morning/afternoon, Company ABC. How may I help you?
- Purchasing department, Frank speaking.

Note: If we are taking an external call and talking to a customer, “How may I help you?” is common. If we are taking an internal call, we normally do not say “How may I help you?” For internal calls, saying your name and your department is usually sufficient.

Getting the name of the caller if he/she doesn't give it to you

- May I have your name please?
- Who am I speaking with?
- May I ask who's calling?

Responding to a caller's request

- Sure, let me check on that.
- Let me see if she's available.
- Sure, one moment please.

Asking someone to wait on the line

- Can I put you on hold for a minute?
- Do you mind holding while I check on that (or “handle that for you,” “check to see if he's available,” etc)

Taking a message

- He's/she's not available at the moment. Would you like to leave a message?
- He's/she's out of the office right now. Can I take a message?

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Dealing with bad connections/wrong numbers

- I'm sorry, we have a bad connection. Could you give me your number and I'll call you right back?
- I think we have a bad connection. Could you speak a little louder, please?
- I'm sorry, could you repeat that?
- I'm sorry, you have the wrong number.

Ending the call

- Is there anything else I can help you with? Okay, thanks for calling. Have a great day. [used during external calls with customers]
- Is there anything else I can do for you? Okay, have a good day. [more casual, used more for internal phone calls or phone calls that are not customer service calls]

Business Presentations

Knowing the basic rules for business presentations is important at work. Here are the most important phrases for business presentations:

Introduction

- On behalf of the company would like to welcome you here today. My name is Kate Willson and I am the CFO of ABC.
- Hi, I'm Kate and I am the head of marketing of ABC.
- Good morning/afternoon/evening ladies and gentlemen. My name is Kate Willson and I am delighted to be here today to talk to you about...
- I'd like to introduce my colleague Kate Willson.
- Hi everyone, I'm Kate from Accounts and today I'd like to talk to you about...

Introducing the topic

- Today I am here to talk to you about...
- As you all know, today I am going to talk to you about...
- I would like to take this opportunity to talk to you about...
- I am delighted to be here today to tell you about...
- Today I would like to outline...

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Structuring the presentation

- My talk is divided into x parts.
- I'll start with / Firstly I will talk about... / I'll begin with then I will look at ...
- next...
- and finally...
- I will be glad to answer any questions that you may have at the end.

Beginning the presentation

- I'll start with some general information on...
- I'd just like to give you some background information about...
- Before I start, does anyone know...?
- As you are all aware / As you all know...

Changing the topic/speaker

- Right, let's move on to...
- This leads me to my next point, which is...
- I'd now like to look at / consider...
- Now I will pass you over to /hand over to Max Mustermann.
- Does anyone have any questions before I move on?

Summary

- To sum up...
- So to summarise the main points of my talk...
- Just a quick recap of my main points...

Inviting questions

- Does anyone have any questions?
- I will be happy to answer your questions now
- If you have any questions, please don't hesitate to ask
- If you have any further questions, I will be happy to talk to you at the end.

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Conclusion

- I'd like to conclude by...
- That brings me to the end of my presentation, thank for listening / for your attention.
- Thank you all for listening, it was a pleasure being here today.
- Well that's it from me. Thanks very much.

Exercise: *Link the phrases to the groups above:*

Overviews – begining of presentation	Moving to the next slide	Referring to visuals	Summarizing

1. "My presentation is in three parts."
2. "My presentation is divided into three main sections."
3. "As I said at the beginning..."
4. "Please feel free to interrupt me if you have questions."
5. "That's all I have to say about..."
6. "I'd be grateful if you could ask your questions after the presentation."
7. "This graph shows you..."
8. "This leads me to my next point..."
9. "That brings me to the end of my presentation. I've talked about..."
10. "Now I'd like to look at..."
11. "This chart illustrates the figures..."
12. "Thank you. So you would like further clarification on our strategy?"

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