

Margaretha Dharmayanti H, S.Pd, M.Hum

# ENGLISH FOR BUSINESS COMMUNICATION



**International Program of Accounting**  
**Universitas Muhammadiyah Yogyakarta**  
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**LEMBAR PENGESAHAN  
BAHAN AJAR NON ISBN**

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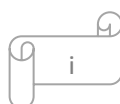
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Ketua Program Studi

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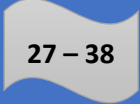
# **ENGLISH FOR BUSINESS COMMUNICATION**





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UNIT	BUSINESS COMMUNICATION	OBJECTIVE	VOCABULARY	LANGUAGE AT WORK	PRACTICE SPEAKING	SOURCE
1. BUSINESS SITUATION  1 – 10	<b>SOCIALIZING</b> Welcoming visitors at the airport	- Welcoming visitors at the airport and the office - Talking about different culture of meeting and greetings	Colleagues, vacations, language, jobs	Present Simple	How to open and close conversation	Business Plus Level 1 Communicating in English
2. COMPANIES  11 – 18	<b>SOCIALIZING</b> Introducing oneself and others	- Talk about what companies do - Introduce yourself and others - Talk about your job - Make polite request	Produce, specialise in, head office, employee, competitor	Present Simple	How to introduce yourself and other	Business Result Pre-intermediate
3. JOB CONTACTS  19 – 26	<b>TELEPHONING</b> Making and receiving telephone calls	- Describe your job and the people you work with - Talk about work activities - Make and receive phone calls	Describing your job and job contacts: <i>take part in, colleagues, etc.</i>	Present continuous	How to say phone numbers and spell names	Business Result Pre-intermediate
4. TELEPHONING  27 – 38	<b>CONNECTING</b> Opening and closing a conversation	- Saying numbers - Making and receiving telephone calls using voicemail - Leaving and taking telephone messages	Available, put through, take your call, leave a message, take a message	Reported sentences	How to open and close a conversation on the phone	English telephone  Communicating in Business

UNIT	BUSINESS COMMUNICATION	OBJECTIVE	VOCABULARY	LANGUAGE AT WORK	PRACTICE SPEAKING	SOURCE
5. DEPARTMENTS 	<b>PRESENTING</b> Visual information	-Talk about company structure -Ask questions -Welcome visitors -Present visual information	Company Structure <i>In charge of, responsible for, sales and marketing, human resources</i>	Asking questions	How to present visual information	Business Result Pre-intermediate
6. INNOVATIVE PRODUCTS 	<b>MEETINGS</b> Giving a report	-Talk about new products and the stages in their development -Talk about the development of products -Show interest -Give a report	The development processes <i>Launch, do market research, do product trials, economical, practical</i>	Past simple	How to show interest	Business Result Pre-intermediate
7. SALES AND ADVERT 	<b>MEETINGS</b> Controlling the discussion	-Talk about sales and advertising -Interrupt and avoid being interrupted -Control the discussion in meetings	Sales and advertising <i>Enter a market, improve market share, advertising campaign, word-of-mouth, etc.</i>	Modal verbs for obligation, necessity, and permission	How to interrupt or avoid interruption	Business Result Pre-intermediate
8. PRESENTING 	<b>PRESENTING</b> Talking about trends	-Make introduction of a presentation -Make body of presentation -Handle questions -Present visual information -Make conclusion	Phrases for presentation: <i>I'd like to talk about, today's topic is, I'll begin with...etc.</i>  Signposting	Past simple and present perfect	How to talk about company's performance	English Presentations  Communicating in English



# 1 | Business Situation

## Learning objectives:

- Welcoming visitors at the airport
- At the office
- Different culture of meeting and greeting

## WELCOMING VISITORS



*What happens when a visitor arrives to visit a company?*

*What are the typical stages of the first meeting? What conversations take place?*

Source: Sweeney, S. (n.d.). *Communicating in Student's Book*.

### A. At the airport

#### Starting Point

~ *When you meet someone for the first time, what will you say?*

~ *Do you know different culture of meeting and greeting?*