



Job Talk in *English Elements*

More and more people are taking English courses these days, either right from scratch or at an appropriate higher level, because they need – or think they will soon need – English at work. Some may be in the process of applying for a job and have been told that their English language skills will have to be improved; others may be working for a national company which is about to be taken over by an international organisation, and suddenly English is going to be relevant at all levels; a third large group of potential learners are women returning to work after a break devoted to family care.

Most of these learners will probably not be required to put their English to use in the field of negotiations, giving talks or chairing meetings. It is more likely that their language needs will revolve around everyday work situations including telephoning, preparing, carrying out and reporting back on business trips, socialising, welcoming and taking care of visitors to the company, making use of electronic media, etc.

One of the special features of the *English Elements* series is providing learners with appropriate language and skills to be used in just such everyday work situations. Right from real beginners' level each unit contains a focus on the job-related kind of English they will need in the office, on the phone, on business trips and so on. The **Job Talk** feature of each unit is closely linked to the structural language focus of that unit to show learners at all levels of language-learning that so-called 'Business English' contains many elements of general English and is therefore an easily acquired additional language skill within the framework of a general English language course.

The following overviews are intended to support you, the teacher, in courses where the aspect of **Job Talk** is of particular interest.

Job Talk in <i>English Elements</i> – Basic Course	
Unit 1	Saying hello before a business meeting
Unit 3	Greeting a visitor to the company
Unit 5	Small talk in an office
Unit 6	Cancelling a meeting
Unit 7	Complaining and confirming on the phone
Unit 8	Small talk over lunch
Unit 10	Talking about a trip to head office and a meeting
Unit 11	Language on the phone
Unit 12	Saying good-bye; talking about travel arrangements



Job Talk in *English Elements* 1

Unit 1	Checking in at a hotel
Unit 2	Designing a business card
Unit 3	Going to a meeting; introducing colleagues
Unit 4	Telephoning – making contact
Unit 5	Welcoming guests and offering drinks
Unit 7	Talking about a business trip
Unit 8	Asking for help; job-sharing; working mothers
Unit 9	Reading e-mails to check arrangements
Unit 10	Arranging to meet
Unit 11	Asking for help with office equipment
Unit 12	Asking for permission

Job Talk in *English Elements* 2

Unit 1	Filling in a registration form for a language course
Unit 2	Describing a business partner
Unit 3	Explaining the menu to a business partner
Unit 4	Checking for information on the phone
Unit 5	Checking dates for a business trip
Unit 6	Correcting a diary entry; listening to and leaving a message on an answerphone
Unit 7	Completing a fax to report in sick
Unit 8	Putting in a holiday request
Unit 9	Polite / impolite responses in office situations
Unit 10	Checking flight bookings and complaining
Unit 11	Integration of everyday language into office talk
Unit 12	Checking arrangements for a business meeting



Job Talk in *English Elements*

Job Talk in *English Elements* 3

Unit 1	Writing a short letter: correct openings and endings
Unit 2	Using telephone expressions
Unit 3	Checking facilities; completing a fax to book accommodation
Unit 4	Exchanging information about company regulations; writing an internal memo
Unit 5	Asking for information in e-mails; writing an e-mail answer
Unit 6	Listening to messages on a mail box and checking a diary; writing short text messages
Unit 7	Completing extracts from business letters
Unit 8	Exchanging / checking facts to complete an itinerary
Unit 9	Discussing and problem-solving
Unit 10	Responding in different business / social situations
Unit 11	Listening to a product description and completing notes
Unit 12	Taking notes at a press conference and passing on information in an e-mail

Job Talk in *English Elements* 4

Here the Job Talk component has been extended to five independent double-paged units, thus providing even more coverage of business-related language, skills and situations.

Job Talk 1	Formal and informal business introductions; welcoming a visitor; discussing a journey; making small talk; reading for specific information on business cards; conference role-play
Job Talk 2	Listening for detail, giving directions and asking for clarification in a phone conversation; checking for information; describing food; making polite requests and responding to requests
Job Talk 3	Listening for specific information in a recorded telephone message; giving instructions; selective reading of job advertisements; talking about what's important in a job
Job Talk 4	Gaining awareness of the component parts of a telephone conversation; taking telephone messages; being friendly on the phone; dealing with problems in telephone conversations; asking for, granting and refusing permission
Job Talk 5	Listening for specific information in a phone conversation; checking phone phrases; making entries in a calendar; planning a farewell party; revision of small talk topics