

Procurement English Course, from Level B1

Here are possible topics for a procurement English course:

Contacts

- At a trade fair: polite forms
- Relationship building: Establishing contact at a trade fair
- Small-talk strategies: Follow-up emails
- Email conventions and phrases

Offers

- A request for proposal letter: Offers, tenders and bids
- The tendering (or bidding) process: Active listening

Negotiations

- Tips for successful negotiations: Discussing terms and conditions
- Agreeing and disagreeing (conditional sentences)
- Negotiating styles: Win-win negotiations
- Starting and ending a negotiation

Orders

- Telephone orders
- An online order
- A change to an order
- Numbers and figures
- Contract terms and phrases

Customer Care

- Dealing with problems over the telephone and in writing
- An online complaint form
- Complaining effectively
- Complaint management with cash
- Letters of complaint and apology

Common European Framework of Reference for Languages (CEF)

ADVANCED LEVEL	C2	At the end of level C2 you can understand and use colloquial and idiomatic expressions and use the language for challenging, academic contexts both orally and in writing.
	C1	At the end of level C1, you can lead complex conversations spontaneously and effortlessly, understand technical articles and technical instructions, express yourself in written form clearly and precisely at an adequate language level.
INTERMEDIATE LEVEL	B2	At the end of level B2 you can follow longer contributions on abstract topics and understand news broadcasts. Orally you can communicate spontaneously and fluently and in writing you can comment on content personally and formally content.
	B1	At the end of level B1 you can understand the essentials of a discussion when clear standard language is used and when familiar, concrete content is used. You can cope with most everyday situations, report on experiences and justify opinions.
ELEMENTARY LEVEL	A2	At the end of level A2 you will be able to understand frequently used expressions, when it has to do with simple information about daily life such as shopping, work, and family. You can describe your circumstances and things in simple terms and describe everyday life.
	A1	At the end of level A1 you will be able to understand and use familiar expressions and simple sentences. You can introduce yourself, communicate information to persons and communicate in a simple way when a partner speaks slowly and is ready to help.