

Department	English Language Center	Major	Administration Technology				
Course Title	General English	Code	ENG 105				
Prerequisite	None						
Course Description: This course provides administration technology students with a solid foundation of basic sentence form and function. It concentrates on grammatical structures, vocabulary expressions often used in business and social contexts.		Semester	1	2	3	4	5
		Credit hr/w	4				
		Contact hr/w	6				
General Goal: The course aims to consolidate student's previous knowledge of English, and bring it up to a pre-intermediate level which enables them continue courses related to their particular majors.							
Objectives : By the end of the course, trainees will demonstrate their abilities to do the following : <ul style="list-style-type: none"> • Communicate using social and major-related business terms and vocabulary. • Understand simple dialogues in simple business and social situations. • Increase their confidence in using English in areas such as telephoning, ordering, making reservations,...etc • Write short guided texts using relevant vocabulary, basic sentence structure, reasonably correct spelling, and, punctuation. 							

L = Lecture Hours, W = Workshop/Laboratory Hours, T = Tutorial Hours, WB = Workbook, Ex = Exercise

Textbook:	Knight O'Neil Hyden. (2004) <i>Business Goals 1</i> .
Additional Readings and Teaching Aids.	<ol style="list-style-type: none"> 1. Course Book Audio CD. 2. Workbook with Audio CD
References:	Oxford Word Power Dictionary

SYLLABUS

Hrs	Contents	Instructional Objectives
		Students will learn and practice the following Language forms and functions:
4	Unit 1: New Faces Part A: Introducing yourself Part B: Introducing other people	<ul style="list-style-type: none"> • Practice introducing themselves • Introducing other people • Read and understand business cards • Identify social titles to address other people e.g. Mr. Mrs. • Talk about friends and job
4	Unit 2: Around the Office Part A: In the office Part B: Workplaces and Location	<ul style="list-style-type: none"> • Talk about things in the office • Identify office objects • Describe office objects function • Use prepositions to describe location of objects • Compare different pictures • Describe where places are • Identify cities and location on map • Write e-mail explaining locations. • Use "would like to" in questions
4	Unit 3: Products and Services Part A: Describing Products and Services Part B: Comparing Products and Services	<ul style="list-style-type: none"> • Listen to people describing products and services • Describe products and services • Write short guided sentences using relevant vocabulary • Listen to texts comparing between products or services • Read about different products and services • Talk in pairs about personal preferences vis-à-vis products and services
2	Review 1: Trainees will review and practice form, meaning, and use of the instructional content of units 1, 2 & 3.	

4	Unit 4: Time Zones Part A: Telling the Time Part B: Planning Schedules	<ul style="list-style-type: none"> • Ask questions about time • Compare the time in three different places through using written questions • Read a very short text about culture differences in terms of working weeks • Fill in the gaps while listening to people describing their working weeks • Get involved in a conversation about telling the time
		<ul style="list-style-type: none"> • Read an e-mail about a business person visiting another company • Plan a schedule for that business person • Learn relative collocations • Write and compare schedules with other students • Write a reply to the business person with planned schedule
4	Unit 5: On the Phone Part A: Answering the Phone Part B: Calling for Information	<ul style="list-style-type: none"> • Listen to different phone calls and identify the caller of each call • Role play some phone calls available in the book • Read a very short text about culture use of mobile phones
		<ul style="list-style-type: none"> • Listen to telephone conversations and complete a relative form • Take different turns in phone calls
4	Unit 6: Placing an Order Part A: Ordering what you Need Part B: Dealing with problems	<ul style="list-style-type: none"> • Talk about different ways of ordering things on personal level, and identify good and bad points for each way • Listen to text related to buying and selling products • Listen and fill in missing information • Role play ordering and taking orders over the phone • Discuss questions and photos about cultural differences in terms of work clothes and uniforms

		<ul style="list-style-type: none"> • Brainstorm problems that might arise with orders • Listen to problems with invoices • Write short action-points in a form • Locate mistakes with different invoices • Complain about mistakes in invoices
2	<p>Review 2:</p> <p>Trainees will review and practice form, meaning, and use of the instructional content of units 4, 5 & 6.</p>	
4	<p>Unit 7: Making a Reservation</p> <p>Part A: Making a Booking</p> <p>Part B: Choosing a Service</p>	<ul style="list-style-type: none"> • Brainstorm some questions that a hotel receptionist could ask customers about • Arrange mixed words to make questions • Listen to different conversations about reservations • Role play a hotel receptionist or a customer making a flight reservation
		<ul style="list-style-type: none"> • Look at pictures and fill in the blanks • Role play a customer/agent in rent-a-car agency in the UK • Learn some cultural differences in saying and writing dates • Listen and fill in the gaps/answer questions about someone reserving a rental car at Gatwick airport • Take notes, fill in a reservation form, and role play a customer/agent • Report personal preferences about choosing a particular service/agency
4	<p>Unit 8: Getting Around</p> <p>Part A: Getting around Town</p> <p>Part B: Arriving for an Appointment</p>	<ul style="list-style-type: none"> • Read an e-mail including directions for the company's location • Fill in the gaps of a conversation exercise • Listen to people giving directions and takes notes for each one • Look at a map and role play someone who needs/gives directions
		<ul style="list-style-type: none"> • Listen to a conversation and fill in the gaps • Read two mixed up conversations, rearrange their order, and role play them • Explore cultural differences regarding some business practices • Role play a receptionist/visitor

4	<p>Unit 9: About the Company</p> <p>Part A: Taking about a company's history</p> <p>Part B: Reporting on company changes</p>	<ul style="list-style-type: none"> • Use the past tense to talk about company history • Order information according to importance • Practice taking notes • Use notes to talk about a company • Use the present perfect when there is no past reference • Write reports about company changesS
2	<p>Review 3:</p> <p>Trainees will review and practice form, meaning, and use of the instructional content of units 7, 8 & 9.</p>	
4	<p>Unit 10: Routines</p> <p>Part A: Routines and past evens</p> <p>Part B: Comparing routines</p>	<ul style="list-style-type: none"> • Associate verbs with pictures • Guess action from picture • Use present continues to describe pictures • Order pictures according to story • Use adverbs of frequency • Ask questions with how often • Use <i>but</i> to compare two things • Compare data using <i>longest/shortest</i>
4	<p>Unit 11: Small talk</p> <p>Part A: Breaking the Ice</p> <p>Part B: Keeping a conversation going</p>	<ul style="list-style-type: none"> • Use greeting phrases in informal social chats when meeting for first time • Identify topics from listening • Learn small talks etiquette • Listen and identify good small talks • Give "<i>answer plus</i>" to questions • Tell the time • Write a reply to letters

4	<p>Unit 12: Getting personal</p> <p>Part A: Talking about your career</p> <p>Part B: taking about your experiences</p>	<ul style="list-style-type: none"> • Practice talking about careers • Identify career from listening • Associates dates with career • Use preposition of time talk about career • Practice talking about experience • Listen and identify job interview • Use the present perfect to talk about some time/an exact time in the past • Use the past simple to talk about some time/ an exact time in the past • Use ever/ at any time
2	<p>Review 3:</p> <p>Trainees will review and practice form, meaning, and use of the instructional content of units 10, 11 & 12.</p>	
4	<p>Final Exam</p>	