
Everyday English for Customer Service

Trainer: Mark Edwards

Duration: 2 days

Languages: English only



Increasingly, skills in spoken and written English are becoming necessary in everyday life in Germany.

In an interactive and relaxed atmosphere, increase your confidence in speaking and understanding English. With the guidance of an approachable, friendly and patient native speaker, improve your level of fluency and gain hours of valuable practice.

This is a workshop-style course with many exercises and chances to practice speaking and listening. It is fun and playful, but filled with useful information.

Over the two days we will work with:

- Understanding levels of formality
- Asking personal questions
- Taking details from customers and clients
- Numbers, spelling and website details
- Welcoming & greeting
- 'Small talk'
- Making requests
- Dealing with questions
- Telephone technique
- Writing everyday e-mails
- Networking skills
- Intercultural competence

Please note that this course is suitable for a wide variety of levels of ability. However, the course is taught completely in English, and so may not be suitable for absolute beginners.