

COURSE OUTLINE - ESL 131 (Business English)
Winter, 2011

Instructor: Nancy Branch
Email: t_rose2003@hotmail.com
Office Hours: Tuesday (5:30-6:20)

Office: N 211/Staff Lounge
Mail Box: 2510

Business English is a basic course designed for high-intermediate students of English as a second language who wish to improve their written and spoken business communication skills. The course focuses on level-appropriate grammar, introduces vocabulary specific to various business domains, and familiarizes students with the finer points of business etiquette and business correspondence.

MARKS for the course are based on the following criteria:

Participation* & Improvement	10%
Homework & Assignments	15%
Telephone Assignment	15%
Oral Presentation/Written Text	20%
Final Exam	40%
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	100 %

*In addition to a general willingness to speak and offer opinions in the course, **PARTICIPATION** includes the following:

1. **Regular class attendance** – You may miss no more than 2 classes without a legitimate excuse. Illness, death in the family, and work commitments qualify as legitimate excuses; vacations or hockey game attendance do not. Please notify me (at the email address above or in person) *before* the day of an anticipated absence, especially if you will be missing a quiz or the oral presentation. You must also be on time for class each evening. If you are more than 10 minutes late, you will be marked absent for the entire class. Failure to attend class regularly or frequent tardiness will mean automatic loss of your participation mark.
2. **Prompt completion of all readings/assignments** - Late assignments will be accepted without penalty only in cases of legitimate absences and *only if the student has contacted me in advance regarding the reasons for the late assignment*. If you miss a class, you must get previous class material from one of your student contacts.
3. **Speaking English in class at all times** – Frequently speaking a language other than English will mean automatic loss of your participation mark. Make sure to speak English even during small-group or paired activities.

COURSE CONTENT: The course will be composed of most or all of the following subjects, depending on the amount of class time available. The professor reserves the right to add or delete subjects according to class needs.

Introduction Protocol & Meeting People in Business
The Importance of Politeness in Business – Structures and Expressions of Politeness
Asking Questions (Embedded Question Structure)
The Present perfect Tense (in the context of the job interview)
The Basics of Customer Service
Techniques to Calm an Angry Customer
Getting Back on the Good Side of an Injured Customer
Powerful Presentation Skills
How to Say Negative Things in a Positive Way
Editing for Agreement in Business Writing
Professional Telephone Etiquette
Taking and Leaving Messages
Parallelism in Business Writing
Parts of a Business Letter
Guidelines for Business Letters & Email
Claim and Adjustment Letters
Various Idioms/Expressions/Vocabulary Related to Business
General Punctuation Review (Commas, Capital Letters, and other punctuation, as needed)

TEXT: The text for the course will be the booklet of photocopied material I will hand out in class next week. The cost for the course booklet is \$ _____.

EXAMS: There will be a final exam in the course worth 40% of your final mark. The date of the final exam will be announced as soon as it is released by the Registrar's Office.

****Note:*** According to University regulations, instructors reserve the right to deny students admission into a course if they are “already proficient in English” and to reassign students to different levels/courses “should in-class performance be inappropriate for the level of instruction.” Thus, English second language students who have successfully completed EWP or are enrolled in third- or fourth-year courses with English as the language of instruction will not be permitted to remain in ESL 131.

*****Note:*** The use of cell phones, laptops, iPods, Blackberries, iPads and all other electronic devices are strictly prohibited in this class.

CLASS SCHEDULE
ESL 131- N 211
Winter 2011

Tuesday, January 11

Tuesday, January 18

Tuesday, January 25

Tuesday, February 1

Tuesday, February 8

Tuesday, February 15

Tuesday, February 22

Tuesday, March 1

Reading Week (no classes)

Tuesday, March 8

Telephone Assignment

Tuesday, March 15

Tuesday, March 22

Oral Presentation

Tuesday, March 29

Written Text for Oral Presentation

Tuesday, April 5

Note: The date for the final exam will be given to you as soon as the information is released by the Registrar's Office. Typically, if no exam conflicts exist, the final exam is scheduled for the Tuesday (April 12) following the end of the Winter Semester, April 8, 2011.