

ISTITUTO PARITARIO SANDRO PERTINI

ISTITUTO TECNICO ECONOMICO

Indirizzo: AMMINISTRAZIONE, FINANZA E MARKETING

Materia: **INGLESE** Classe: **QUARTA**

MESI	SETT	OTT	NOV	DIC	GEN	FEB	MAR	APR	MAG	GIUG
ARGOMENTI										
The world of enquiries	X									
Write a business letter	X									
Enquiring about services	X									
Present simple and present continuous review		X								
How to promote business		X								
Focus on quotations		X								
How to reply to a business enquiry letter		X								
Rules for answering phone enquiries		X								
Past simple and past continuous review			X							
Introducing orders			X							
Placing an order			X							
Six secrets of great customer service			X							
Present perfect and present perfect review				X						
Defining customer service				X						
How to reply to orders				X						
Past perfect and past perfect continuous review					X					
Steps for resolving customer complaints					X					
Writing a letter of complaint					X					
Replying a letter of complaint					X					
Golden rules of politeness						X				
Modal verbs review						X				
Tips for a job interview						X				
Cover letter							X			
Future forms review							X			
How to write a CV							X			
Recruitment process							X			
Conditional forms								X		

