ISTITUTO PARITARIO SANDRO PERTINI

ISTITUTO TECNICO ECONOMICO

Indirizzo: AMMINISTRAZIONE, FINANZA E MARKETING

Materia: INGLESE Classe: QUARTA

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

Rules for changing indirect to direct speech					х		
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Linkers and connectors					х		
Expressing likelihood and probability					х		
International trade						х	
Incoterms						х	
Relative clauses and modal verbs review						х	
The American judicial system						х	
The invoice and customs clearance documents							х