

Business Writing

This course presents the most common forms of business correspondence. Starting with a very specific focus on emails, the difference between formal and informal registers when writing as well as the more traditional format of letter writing, typical expressions as well as the correct layout.

The course also covers the written aspects of arranging a meeting, with a lesson on the correct way to set out and organise an agenda and the typical vocabulary used in these situations as well as for AGMs and with an example of how to write a personal statement or cover letter. Later in the course, learners will also see two important aspects of business administration: memos and reports where they will review connectors as well as have the chance to listen to examples.

Bills and invoices are another type of writing used in business. In this course students will see the typical format of these documents as well as see examples. There are examples of letters to request payments, as well as an introduction to import and export procedures.

Enquiries and orders also form a part of business writing and there are examples of situations dealing with ordering from a catalogue, requesting and giving information as well as dealing with complaints in the course. There are a variety of examples from different situations with varying registers.

Introduction to business correspondence

- 1 Written Correspondence
- 2 Informal e-mails
- 3 Formal e-mails and letters

Arranging meetings

- 4 Administration. Meetings
- 5 Grammar and vocabulary related to business situations
- 6 Grammar - Courtesy, making requests, interrupting, confirming
- 7 Organising an agenda
- 8 AGM
- 9 Writing a Personal Statement / Adverbs of time

Bills and invoices

- 10 Administration. Bills and Invoices
- 11 Requesting payment
- 12 Import and export - A company and its service

Enquiries and orders

- 13 Administration. Asking for information
- 14 Making an order
- 15 Buying and selling from catalogues / Writing a cheque
- 16 Management. Complaints

Memos and reports

- 17 Administration. Memo

- 18 Administration. Writing a report
- Frequent errors and false friends
- 19 False friends and misunderstandings
- Revision
- 20 Business correspondence
- 21 Arranging a meeting
- 22 Bills and invoices
- 23 Enquiries and orders
- 24 Memos and reports
- 25 Abbreviations