



WELCOME

Business English Course B2

What we're doing today

- **Introductions**
- **Course methodology and schedule**
- **Assessment system**
- **Classroom etiquette**

INTRODUCTION

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ADMINISTRATION- COURSE METHODOLOGY

- Communicative style
- Lots of interaction and speaking
- Pair and group work

ASSESSMENT SYSTEM

- ◎ Class participation - 20 points
- ◎ My English Lab - 10 points
- ◎ Homework - 20 points
- ◎ Mid-term exam - 15 points
- ◎ Presentation - 5 points
- ◎ Final exam - 30 points

Benchmark for each component is 41% of the allocated point

CLASS PARTICIPATION

- ◎ Those students who attend less than 20 lessons, will not be assessed in class participation component.
- ◎ Students need to write consolidation tests for each unit.

MY ENGLISH LAB

91–100 % (10 points)

81–90 % (9 point)

71 – 80% (8 point)

61–70 % (7 point)

51–60 % (6 point)

41 – 50 % (5 point)

31- 40 % (4.1 points)

0 – 31 % (0 point)

HOMEWORK

- ◎ 5 written assignments - 2 points for each
- ◎ 5 reading assignments - 2 points for each

Note

Students have to submit written assignments within the deadline. In case the student wants to improve the point, he/she can resubmit it once.

MID TERM EXAM

- ◎ Students write mid- term exam in the seventh week.

Note

Student can resit mid- term exam, in case they provide necessary documentation at the end of the term. The administration is in charge of organizing re-sit exams.

PRESENTATION

- ◎ Presentation should be made in the fifteenth Week.
- ◎ The topic of the presentation should be chosen and negotiated with the teacher two weeks prior to the presentation date.

FINAL EXAM

- ◉ Final exam is in the sixteenth week.
- ◉ All four skills will be tested

Reading

Listening

Writing

speaking

COURSEBOOK

- ◎ **Market Leader -Upper Intermediate**
- ◎ **Book shop: English Book in Georgia, Tbilisi
14 Chavchavadze Ave.**

CLASSROOM ETIQUETTE

- Do not use mobile phones at the lesson
- Do not be late
- Do HOMEWORK
- Respect your peers
- Listen to your peers
- Participate in classroom activities !!!
- Do not leave any garbage after your class !

COUNSELLING AND FEEDBACK

- ◉ **Complaints Procedure:**
- ◉ Who to contact if you have a problem
- ◉ How to make a complaint
- ◉ How to provide feedback
- ◉ **Counselling procedure**
- ◉ When do I receive counselling?
- ◉ **Questionnaires and Focus Groups:**
- ◉ We conduct regular questionnaires and focus groups throughout the Semester in order to improve your courses!

A good way to learn English is...

1. In class with a professional English teacher.
2. In a café with a native speaker of English (not necessarily a teacher)
3. Living in a country where people speak English.
4. Doing business in English.
5. Watching films and TV in English.
6. Repeating what the teacher says in class.
7. Keeping a notebook of new words.
8. Doing some English homework (writing or reading) very often.
9. Having lots of tests in class to help us remember.
10. Using a bilingual dictionary all the time.
11. Reading in English.
12. Speaking English with other students in the class.

Customer Service Adviser

Rosella Bank has several customer service roles available. Successful applicants will play a key role in our efficient customer-facing team, ensuring that our customers always have their banking issues resolved professionally and promptly, and have an overall positive banking experience.

Passionate about customer service, you'll listen to customers' needs and goals and offer guidance to steer them towards appropriate solutions. You will be attentive, positive and committed to clear communication.

You'll draw upon your banking sales and service experience, advising on products to our customers – including bank accounts, deposit products, unsecured lending, and insurance and home loan products, referring more complex needs to specific product specialists.

Demonstrated experience providing excellent customer service, professionalism and drive, exceptional communication skills and a proven ability to work as a member of a cohesive team, are essential. Additionally, experience gained in a financial services/banking environment and fluency in another language are desirable.

You may also have the opportunity to coach other team members or move into specific product specialties.

If you are interested in working with a dynamic and successful team, please send your current CV and expression of interest to Stephanie Rogers on Stephanie.rogers@example.com or call 07 1111 1111.

Thanks for attention!