



INGLÉS TÉCNICO PARA LOGÍSTICA

DURACIÓN: 30 horas

CRÉDITOS ECTS: 0

OBJETIVOS

This course aims to prepare the learner with the basic tools to carry out tasks in international work environments in English, with knowledge of the most common formal and everyday expressions. By the end of the course the learner will have studied the language necessary to feel confident when discussing the most important technical details of international logistics management.

PROGRAMA CONTENIDOS

Unit 1: Formal and everyday expressions in logistical operations

Using different registers in business relationships

Grammar - Courtesy, making requests, interrupting, confirming

Using the appropriate register in different areas of business

General areas of business / Grammar and vocabulary related to business situations

Logistics vocabulary

Test exercises

Unit 2: Document management in international trade

Giving instructions

International commercial transactions

Proof of delivery & Fax

Purchasing order

Administration. Bills and Invoices

Requesting payment

Buying and selling from catalogues / Writing a cheque

Test exercises

Unit 3: Customer service

Terminology related to international operations

Exchanging information & Correspondence

Making an order

Administration. Taking messages

Useful expressions and vocabulary

Management. Complaints

Test exercises

Unit 4: Commercialisation of logistics services

Do's and Don'ts of International Business

Sales meeting - Specific vocabulary

Negotiation with providers and professionals: Problems with Delivery Suppliers

Describing a product

The right media to promote your business

Test exercises

Unit 5: Formal written communication

Written Correspondence

Informal e-mails

Formal e-mails and letters

Writing a report

Presentations

Test exercises

Unit 6: Managing the internationalisation of logistics services

Global English

Cultures around the world

Incoterms

International Logistics Services - Documentation

Import and export - A company and its service

Departures, Arrivals & Useful Terms 1

Test exercises