



## ATENCIÓN AL PÚBLICO A2

### OBJETIVOS

Adquirir el vocabulario necesario que le permitirá tratar con la vida diaria de un puesto de trabajo en el que la atención al público sea un elemento importante, ya sea de manera presencial o vía telefónica, comprendiéndose la bienvenida al cliente, la comunicación con el mismo, la conversación telefónica, la comunicación escrita, y la gramática más adecuada a utilizar en este proceso de comunicación.

### CONTENIDOS

#### MODULE I: ASKING FOR INFORMATION

1. Asking for information
2. Replying to requested information
3. Saying no
4. Present simple

#### MODULE II: SUGGESTIONS AND REQUESTS

1. Suggestions
2. Request
3. Present continuous

#### MODULE III: USER SERVICE

1. Face-to-face attention
2. Past simple

#### MODULE IV: PHONE ATTENTION

1. Phone attention
2. Present perfect simple
3. Phrasal verbs: look, get, go

#### MODULE V: DEALING WITH COMPLAINTS

1. Dealings with complaints
2. Future - will

## ATENCIÓN AL PÚBLICO B1

### OBJETIVOS

Adquirir el vocabulario necesario que le permitirá tratar con la vida diaria de un puesto de trabajo en el que la atención al público sea un elemento importante, ya sea de manera presencial o vía telefónica, comprendiéndose la bienvenida al cliente, la comunicación con el mismo, la conversación telefónica, la comunicación escrita, y la gramática más adecuada a utilizar en este proceso de comunicación.

### CONTENIDOS

#### MODULE I WELCOMING THE COSTUMER

1. Addressing the costumer
2. Asking for information



## **MODULE II: FACE-TO-FACE ATTENTION**

1. Face-to-face attention
2. Past simple vs past continuous

## **MODULE III: ASKING FOR AND GIVING DIRECTIONS**

1. Asking for and giving locations in a building
2. Asking for and giving directions in the street
3. Asking for and giving directions
4. Place prepositions
5. At, in, on
6. Present perfect tense

## **MODULE IV : DEALING WITH COMPLAINTS**

1. Dealing with complaints
2. Past simple vs present perfect simple
3. Linkers and connectors

## **MODULE V: SUGGESTIONS AND REQUESTS**

1. Suggestions
2. Requests
3. Future tenses: will vs. going to
4. British english vs. american english

# **ATENCIÓN AL PÚBLICO B2**

## **OBJETIVOS**

Adquirir el vocabulario necesario que le permitirá tratar con la vida diaria de un puesto de trabajo en el que la atención al público sea un elemento importante, ya sea de manera presencial o vía telefónica, comprendiéndose la bienvenida al cliente, la comunicación con el mismo, la conversación telefónica, la comunicación escrita, y la gramática más adecuada a utilizar en este proceso de comunicación. Entendiendo la conversación máti proceso de comunicación.

## **CONTENIDOS**

### **MODULE I: PHONE ATTENTION**

1. Phone attention
2. Verb tenses review

### **MODULE II: FACE-TO-FACE ATTENTION**

1. Useful phrases
2. Make vs do
3. Emphatic "do"
4. Avoiding the use of very



### **MODULE III: DEALING WITH COMPLAINTS**

1. Dealing with complaints
2. Impersonal pronouns
3. Phrasal verbs
4. Linkers and connectors

### **MODULE IV: ASKING FOR AND GIVING DIRECTIONS**

1. Asking for and giving locations in a building
2. Asking for and giving directions in the street
3. Asking for and giving directions
4. Place prepositions
5. At, in, on
6. Modal verbs: certainty and possibility
7. Infinitives and gerunds

### **MODULE V: SUGGESTIONS AND REQUESTS**

1. Suggestions
2. Requests
3. Modals: obligation and prohibition
4. Have something done
5. Phrasal verbs

## **ATENCIÓN AL PÚBLICO C1**

### **OBJETIVOS**

Acquire the necessary vocabulary to deal with the daily life of a position in which customer care has a big importance, either in person or via phone, including welcoming the customer, communicating with them, phone conversation, written communication, and useful grammar to use during the communication process.

### **CONTENIDOS**

#### **MODULE I: DEALING WITH COMPLAINTS**

1. Dealing with complaints
2. Passive voice

#### **MODULE II: SUGGESTIONS AND REQUESTS**

1. Suggestions
2. Requests
3. Reported speech
4. British english vs. American english



### **MODULE III: ASKING FOR AND GIVING DIRECTIONS**

1. Asking for and giving locations in a building
2. Asking for and giving directions in the street
3. Asking for and giving directions
4. Place prepositions
5. Adjectives
6. Comparison of adjectives
7. Avoiding the use of very
8. At, in, on

### **MODULE IV: FACE-TO-FACE ATTENTION**

1. Face-to-face attention
2. Modal verbs: certainty & possibility
3. Infinitives and gerunds
4. Phrasal verbs

### **MODULE V: PHONE ATTENTION**

1. Phone attention
2. Modals: obligation and prohibition
3. Have something done

## **ATENCIÓN AL PÚBLICO C2**

### **OBJETIVOS**

Acquire the necessary vocabulary to deal with the daily life of a position in which customer care has a big importance, either in person or via phone, including welcoming the customer, communicating with them, phone conversation, written communication, and useful grammar to use during the communication process.

### **CONTENIDOS**

#### **MODULE I: FACE-TO-FACE ATTENTION**

1. Face-to-face attention
2. Concession clauses

#### **MODULE II: DEALING WITH COMPLAINTS**

1. Dealing with complaints
2. Inversion after negative adverbs
3. Cleft sentences
4. Ellipsis

#### **MODULE III: PHONE ATTENTION**

1. Phone attention
2. Other adverbial linking expression
3. Linking sentences and clauses
4. Pronouns: both, neither & either



#### **MODULE IV : ASKING FOR AND GIVING DIRECTIONS**

1. Asking for and giving locations in a building
2. Asking for and giving directions in the street
3. Asking for and giving directions
4. Place prepositions
5. Words after infinitive
6. Adjective patterns
7. Gradable/ non-gradable adjectives
8. Phrasal verbs