

# Level B1- Syllabus

## Business English – General Programme

### B1 - Level

**TOPICS COVERED:**



GRAMMAR ..... 1

VOCABULARY TOPICS ..... 2

FUNCTIONS ..... 3

LEXICON ..... 4

# GRAMMAR

- As / like / such as
- Connectors
- If, when, unless
- Indirect questions with know, wonder etc.
- Look / look like, feel / feel like, sound / sound
- Like, taste / taste like, smell /smell like
- Modals: may / might (possibility), drawing conclusions in the present (must / can't / might / could), obligation (have to / to be obliged to/to be supposed to / need to), permission (can /to be allowed to)
- general ability in the past (could / couldn't), when something was possible on a specific occasion in the past (was / were able to, meaning managed to), general ability and specific occasions (couldn't)
- Reflexive pronouns
- Relative clauses (defining/non-defining or extra information clauses)
- Reported speech (requests / reporting verbs and their various patterns e.g. agree to, remind someone to, suggest that, accuse of, deny + ing, refuse to, etc.)
- So (do I) / neither / nor (do I).
- Tenses:

- conditionals (zero, first (review) and second/introducing third conditional\*)
- future: simple, going to, present continuous
- past simple / continuous
- present simple / continuous
- present perfect simple / continuous
- present perfect simple vs. present perfect continuous
- past perfect simple and continuous
- passive (present simple, past simple, present perfect, future simple)
- Verb structures:
  - be/get used to + ing
  - gerunds and infinitives
  - had better (with plain infinitive)
  - make, do and let
  - subject and object questions
  - verbs with two objects
  - wish (wish + past simple regrets about now)
  - would you mind/like + -ing?

## VOCABULARY TOPICS

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- Business environment
- Collocations
- Commuting
- Companies
- Competition
- Complaints
- Customers
- Entertainment
- Health
- Interests and free time

- Internet language
- Nationality
- Pollution and the environment
- Products
- Retailers
- Sports
- Town and country life
- Travel
- Work
- World of work

## FUNCTIONS

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- Apologising
- Agreeing and disagreeing
- Criticising and complaining
- Describing:
- Education, qualifications and skills
- Describing products
- Describing trends
- Workplaces
- Discussing advantages / disadvantages
- Drawing simple conclusions and making simple recommendations
- Expressing opinions
- Getting information
- Giving advice and instructions
- Giving simple talks and presentations
- Imagining and hypothesizing
- Introducing, greeting and welcoming
- Negotiating

- Ordering
- Offering, inviting, refusing
- Socialising
- Social conventions in English speaking
- Countries
- Talking about:
  - ability in the past
  - business trips
  - company history
  - likes and dislikes
  - obligations, possibility and ability
  - past events and experiences
  - personal qualities
  - plans and future goals
  - processes
  - projects
  - teamwork
  - trends
  - work and responsibilities
  - work rules and regulations
- Taking and passing on routine messages
- Taking part in interviews / routine meetings, etc.
- Telephoning and leaving messages
- Writing simple letters / emails (both formal and informal)

## LEXICON

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- **Applying:** academic qualifications; applicant; application form; covering letter; CV / resumé; experience; headhunting; shortlist
- **Appointments:** put off; (be) tied up; What time would suit you?

- **Business activities and organisation:** accounting; advertising; after-sales service; centralisation; centralised; chain of command; code of conduct; consultation; co-operative; corporate image; customer care / satisfaction / service; decentralised; job sharing; marketing, organisational chart;
- **Collocations:** (bank / current / deposit) account; annual report; availability of labour / raw materials; balance sheet; career opportunities; code of practice; common knowledge; core business; corporate culture / responsibility; customer loyalty; economic recession; face-to-face; high productivity; (good / bad) idea; in control; interested in; interest rate; job security / satisfaction; labour costs; market leader; pie chart; social interaction; state of the economy; style of management; time management; under pressure; working conditions / environment
- **Companies:** (un)limited company; multinational (parent / holding company; subsidiary); partnership
- **Company history:** establish; event; experience; found / founder; introduce; key date; merge; set up
- **Competition:** compete / competitor; global market place; market leader; market share; open market
- **Communication:** bar chart; body language; clarify information; group culture; line graph; multimedia; pie chart
- **Compound nouns:** background; blue-chip; breakdown; break-through; back-up; chatroom; copyright; drawback; headline; headquarters; JIT (just-intime); know-how; overseas; paperwork; password; payroll; sell-by date; sightseeing; takeover; telemarketing; trademark; turnover
- **Computing:** anti-virus; browse; computer (il)literacy / (il)literate; download; e-commerce; firewall; hacker; hardware / software; homepage; log on / off; mailing list; spam; surfer; worm virus
- **Connectors:** although; as a result; as well as; because of; despite; due to; even though; for example; however; in case; in other words; in spite of; so; so that; such as; that is to say; therefore
- **Education and training:** graduate; in-house training; paper qualifications; skill (semi-skilled / unskilled)
- **Email language:** arrangements: endings: All the best (informal); I look forward to hearing from you (formal); I am looking forward to hearing from you (informal); Kind / Best regards / wishes (informal); Speak to you soon (informal); Yours faithfully / sincerely (formal) etc. // making and answering inquiries: Any information you could give us would be appreciated; As requested, I am sending ...; Could you possibly ...? Further to our conversation of yesterday ...; I would like to know ...; Please do not hesitate to contact us if ...; Please note that ...; Regarding your inquiry ...; We would like to point out that ...; With reference to ... // reason for writing: Just to let you know that ...; I would like to inform you ... , etc. // sending,

receiving and attachments: I confirm ...; May we remind you we are still awaiting your reply .... (formal); Please acknowledge / confirm receipt ...; Please find attached ...; // etc. etc.

▪ **Finance:** asset; balance sheet; bank loan; bill; break even; broker; capital; cashflow; copyright; (direct / fixed / indirect) costs; cover costs; creditor; debt; debtor; deficit; direct costs; dividend; expenditure; financial institutions; fixed capital; forecast; go bankrupt; go into liquidation; ledger; (current / long-term) liabilities; loan; loss; overdraft; overheads; overspend; pay off a debt; overheads; (gross / net) profit; refund; revenue; share(holder); stock (exchange); trade credit; turnover; write off a debt

▪ **Hiring and firing, etc.:** lay off / fire / sack / dismiss(al) / make redundant; quit / resign(ation) / hand in notice; take on / hire / recruit; CV; references; retire(ment)

▪ **Industries:** e.g. car / film industry; e-commerce; fashion industry; information technology; telecommunications

▪ **Marketing:** competitive advantage; market research; market share; public relations; sales promotion

▪ **Meetings / presentations:** agenda; audiovisual equipment; brainstorm; chairperson; flip chart; videoconference

▪ **Retailing:** consumer; goods; profit margin; outlet

▪ **Retailing outlets:** chain store; department store; hypermarket; shopping centre / mall; specialist retailer; supermarket // direct sale: cash and carry; door-to-door sales; the Internet; mail order; TV sales

▪ **Work:** accept / make / refuse an offer; acknowledge; benefit; clock on / off; core activity; (meet) deadline; deal with; dress code; fire / hire; flexitime; fulltime; handle; incentive; in charge of (+noun / -ing); involve; networking; nine-to-five; offshore; out of work; outsource; oversee; overtime; part-time;