



BUSINESS ENGLISH COURSE

仕事で日々英語を使われる方、海外出張や海外赴任する方、上司あるいは部下と英語でコミュニケーションをとる環境にいる方、会議、プレゼン、交渉などで高い英語のスキルを求められる方など、目安としては中級レベル以上の方のためのコースです。貿易や金融業界で活躍する方だけでなく、さまざまな分野で海外進出する方や、起業して海外と取引する方にもお勧めします。

CONTENTS – BUSINESS ENGLISH – LEVEL 1 - MAKING SMALL TALK		
1.	Introducing your colleagues	He heads up our China operations <i>It's with great pleasure that...</i>
2.	Introducing yourself	Care if I join you? <i>I thought as much.</i>
3.	Meeting a customer at the airport	So, what do you think of our weather? <i>How's your stay in Tokyo going?</i>
4.	Saying farewell to a colleague	Ah, anyway, what's the question? <i>Well, I'd better be off.</i>
5.	Chatting with a co-worker	Oh, actually I don't touch alcohol, I mean, I don't drink. <i>I'd appreciate it if you could...</i>
6.	Having a client dinner	I think I'll have the salmon. <i>Would you care for some wine?</i>
7.	Saying hello to a co-worker	You'll get stuck in a rut and burn out. <i>He got picked for the development team.</i>
8.	Saying good-bye to a co-worker	Off you go. <i>Take that well-earned rest!</i>

CONTENTS – BUSINESS ENGLISH LEVEL 2 – MANAGING EXTERNAL COMMUNICATION		
9.	Making an appointment	Can we set up a meeting next week? <i>I can't make it on Tuesday.</i>
10.	Visiting a business Associate	I'm here to see Ms. Scott <i>It occurred to me that if we could...</i>
11.	Placing a phone call	Would you care to hold? <i>I'm calling to find out if...</i>
12.	Answering a phone call	How may I help you? <i>I'm due for a meeting.</i>

13.	Making a complaint	I'm calling about an error on an invoice. <i>Consider it done!</i>
14.	Responding to a complaint	I'm sorry to hear that. <i>Can I get a refund ?</i>
15.	Preparing interview questions	Why do you want to change jobs. <i>Was there ever an occasion when...?</i>
16.	Answering interview questions	What interests you most about this job? <i>I'm a detail person and ...</i>

CONTENTS – BUSINESS ENGLISH		
LEVEL 3 – MANAGING INTERNAL COMMUNICATION		
17.	Making requests	If it wouldn't be too much trouble... <i>I wish I could, but I'm unable to...</i>
18.	Giving instructions	I want you to activate our on-call translators <i>You're not required to...</i>
19.	Explaining the payment process	Let me explain the overall framework framework for... <i>Timewise, the order fulfillment process...</i>
20.	Reviewing the process	What appear to be the key issues? <i>What's wrong with the current set-up?</i>
21.	Using other people's skills	Can I pick up your brain? <i>The upside and the downside.</i>
22.	Assigning work	First comes determining the tasks. <i>When is it due?</i>
23.	Exchanging information with the organization	I wanted to give you head-ups about... <i>This doesn't leave this room.</i>
24.	Reporting up and down the Management Hierarchy	Supposing we detect a case of embezzlement... <i>Please convey our concern to...</i>
25.	Managing business risks	The purpose is to minimize exposure to risk Diversify risk!
26.	Dealing with contingencies	Let's walk through the evacuation procedure Abandoning a plan

CONTENTS – BUSINESS ENGLISH
LEVEL 4 – THE LANGUAGE OF MEETINGS

27.	Opening a meeting	We're here today to... <i>Shall we take that up at another meeting?</i>
28.	Eliciting information and interacting with others	Can you tell us something about your experience? <i>Could you run through that again?</i>
29.	Opening a discussion	May I just say something? <i>Don't hold me to this.</i>
30.	Questioning at meetings	Don't you think they'd readily say yes to...? <i>Could you go into more detail about...?</i>
31.	Expressing agreement	I fully support what Sara's saying. <i>I think we're in agreement on that.</i>
32.	Expressing disagreement	That may be. But... <i>You have a point there, yes...but...</i>
33.	Summarizing and recapping	I think we've just covered the main areas. <i>So, that's it then.</i>
34.	Making resolutions	Is there a motion to fix...? <i>All those in favor, please rise.</i>

CONTENTS – BUSINESS ENGLISH
LEVEL 5 – THE LANGUAGE OF NEGOTIATIONS

35.	Agreeing procedure	I'm wondering if we can now agree on... <i>How does that sound to you?</i>
36.	Bringing up a topic	Now, what I'd like to propose is... <i>Here's what we'd like to suggest...</i>
37.	Getting it started	Can I just check something about...? <i>FOB / CIF</i>
38.	Making your case effectively	What matters is shipment control. <i>But cost takes precedent over...</i>
39.	Finding points of disagreement	How do you plan to meet your purchase requirements? <i>That'd depend on various factors.</i>
40.	Getting a clearer picture	May I ask what makes you think so? <i>Would it be correct to say that...</i>
41.	Bargaining for a deal	This means that if we...then, we have a deal. <i>We should have equal say...</i>
42.	Settling and closing	We'll draw up a draft agreement. <i>Let's call it quits.</i>

CONTENTS – BUSINESS ENGLISH
LEVEL 6 – THE LANGUAGE OF PRESENTATIONS

43.	Understanding presentations	I'll begin by describing the background of... <i>One-on-one presentation</i>
44.	Preparing for presentations	First of all, I'd like to look at our sales... <i>Before I finish, I'd like to run through...</i>
45.	Describing corporate structures	We're split into three operational divisions. <i>Stocks / Bonds / M&A</i>
46.	Describing a business	ABC provides a broad spectrum of products and services. <i>Client assets / Securities</i>
47.	Describing good corporate performance	Total revenues grew 47% <i>Our sales soared to 17 trillion yen.</i>
48.	Describing disappointing Corporate Performance	We were stunned with a quarter loss of... <i>Sales dipped 1% in August.</i>
49.	Describing degree of change	Net sales declined sharply after peaking at... <i>Process of M&A</i>
50.	Presenting a real-life example	Profits have been recovering gradually. <i>XYZ had lower earnings on higher sales.</i>
51.	Presentation for a Company's Clients (1)	That eats away at margins and earnings. <i>Investments</i>
52.	Presentation for a Company's Clients (2)	The numbers are generally within expectations. <i>It's worth noting that...</i>