

### Product description

The language training is tuned to practical situations at your company. You will learn what is needed to maintain good relations with your contacts abroad.

The training can focus on:

- Listening and speaking according to a certain method.
- Practising authentic situations by means of role-plays: presentation of your product and company, meeting people, negotiating, discussing, giving a guided tour, acquisition, making a quotation, ordering, gaining information, dealing with complaints, the language of meetings, purchasing and selling.
- Telephoning with the aid of simulation equipment, acquiring conventional telephone skills.
- Reading, writing or speaking trade jargon.
- Exchanging technical information, providing information on products and processes.
- Socialising and dining with customers.
- Writing e-mails, letters, quotations, invoices, brochures, reports.
- Expansion of vocabulary with, for instance, logistic or legal terms.

You can enrol for whichever type of training you wish. E.g. only telephoning, writing or speaking. These range from a Flex training of just a few hours a week to an Intensive language training of 20 to 40 hours a week, of a telephone training of one or more days.

### Professional approach

You will take part in an initial interview and be given a written test. These will establish which skills must be dealt with in the training. The initial level and the desired final level will be determined. In the case of a group training, the student will be assigned on the basis of his/her language level. For this purpose we employ the Common European Framework of Reference for Languages (CEFR), with 6 levels of language proficiency.

Basic User		Independent User		Proficient User	
A1	A2	B1	B2	C1	C2
breakthrough	waystage	threshold	vantage	effective operational proficiency	mastery

About 40 hours of language training are usually needed to move up one level. The programme, course days and times of the training are decided together with the client. We plan and organize the training ourselves. That lessens the work load for you. An evaluation is made half way through and at the end of the training. The client will be informed about the result attained. Commerce Talen guarantees that the student(s) will reach the desired level in the period agreed upon, provided a reasonable effort has been made. The time required for homework is roughly double the training time. A certificate showing the level attained will be issued to the student on completion of the training.

### Customized language training

The content of the training is tuned to the use of the language in your company and to the position and course aims of the student. The training material is made to measure, based on authentic material and information acquired from your company. We regard all your company information as confidential and not to be used for other purposes.

Our trainers are native speakers and very experienced in giving language training to company personnel. You don't learn just the language, attention is also paid to the local culture and customs in the business world abroad.

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