

UEH COURSE OUTLINE - SPEAKING (PRE-INTERMEDIATE)

| Week | Lesson | Learning outcomes | Assessment Methods /Activities | Lesson outline |
|------|---|--|---|---|
| 1 | Lesson 1 (Speaking): About the UEH | <ul style="list-style-type: none"> - To be able to use past simple and present perfect, - To able to talk about the UEH history and report on UEH changes, | <ul style="list-style-type: none"> - Class worksheets - Conversation Practice | <ul style="list-style-type: none"> - Reviewing past simple and present perfect tense, * Structure, * Usage, - Reviewing some vocabularies, - Reading the story of the UEH in textbook, - Working in pairs and talking about the history of the UEH by asking and answering, - Suggested questions: <ul style="list-style-type: none"> + Who were the founders of the UEH? + Which aspect is the UEH working for?... - Working in pairs, discussing what the UEH has changed. |

| | | | | |
|---|---|---|---|---|
| | Lesson 1 (Listening) About the UEH | - Listening to the UEH change, and its characteristics. | - Worksheet, - Practise with exercises | - Reviewing some vocabularies relating to business, industry, - Reviewing the simple past and past perfect tense, - Listening to Audio 1, - Practising with numbering the pictures an order as hearing them (The Apple 1, iMac, Steve Jobs, 1984, April 1st - attached pictures), - Listening to Audio 2, - Practising with completing the table in workbook (name, duties, number of workers,...) |
| 2 | Lesson 2 (Speaking): Making a Reservation | - To be able to ask about Hotels. requests using forms of this. - To be able to reserve hotel, a flight. | - Worksheets - Grammar Practice - Speaking. | - Reviewing using May/ Can/ Could ...? - Reviewing some words and phrases relating to reservation, + May I help you?/ Can I have your name?... + Book in advance, check in, double occupancy... - Working in pairs and practising making reservations for a hotel, a flight... |
| | Lesson 2 (Listening): Making a Reservation | - To be able to use "want to...", "would like to..." comfortably, - To be able to reserve an airline ticket, | | - Working in groups and discussing what we need prepare for the trip, - Listening to Audio 1 - Completing the booking form in workbook, - Listening to Audio 2, - Filling the missing words in the passage in workbook, |

| | | | | |
|---|--|--|---|---|
| 3 | Lesson 3 (Speaking): Getting around | <ul style="list-style-type: none"> - To be able to give directions. - To be able to guide ways to use transportation, | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking | <ul style="list-style-type: none"> - Reviewing some words and phrases relating to: + Moving: take a bus, a taxi/ get on - get off/... + Direction: turn right - left, go across,... - Working in pairs, practising giving directions with the map, - Working in pairs, practising partners how to get somewhere. |
| | Lesson 3 (Listening): Getting around | <ul style="list-style-type: none"> - To able to make an appointment, - To able to ask how to get somewhere, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing some phrases and words relating to ways to ask how to get somewhere, - Listening to Audio 1, - Using the suitable words and phrases to fill in the blanks for each conversation in workbook, - Listening to Audio 2, - Using information from Audio 2 to complete the tables in workbook, |
| 4 | Lesson 4 (Speaking): Making the Business Call | <ul style="list-style-type: none"> - To be able to communicate on telephone, - To know how to connect to someone, leave a message. | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing present simple, present continuous, - Giving some phrases and phrasal verbs of telephoning in situation: + Introducing/ Answering... + Connecting someone/ Leaving a message... + Ending the conversation, - Working in pairs and practising talking through telephone, arranging to meet. |

| | | | | |
|---|---|--|---|--|
| | Lesson 4 (Listening): Making the Business Call | <ul style="list-style-type: none"> - To be able to use the telephone to call new contacts, - To be able to get information from phone call, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing telephone vocabularies and phrases, - Listening to Audio 1, - Answering the questions in workbook: <ul style="list-style-type: none"> + Who does Ravi want to speak to? + Is he successful? Why?... - Listening to Audio 2, - Checking the reasons that the callers give for calling. |
| 5 | Lesson 5 (Speaking): Email | <ul style="list-style-type: none"> - To cover verbal acceptances and refusals, - To able to know the roles of email in business, - To know what a business formal email is. | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing phrases needed in a formal email, phrases of acceptance and refusal, - Types of email in business: <ul style="list-style-type: none"> + Marketing emails, + Notification emails, + Transactional emails, - Working in pairs, discussing the importance of email in business, - Working in groups, discussing what makes an email unprofessional and impolite, - Working in groups, disscussing how to write an formal email, |

| | | | | |
|--|--|---|---|---|
| | Lesson 5 (Listening): Email | <ul style="list-style-type: none"> - To know the benefits of an polite email, - To know what the good email is. | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing some words of email, - Listening to Audio 1, - Completing exercises in workbook, determining the statements about politeness in email are true or false, - Listening to Audio 2, - Working in pairs and inferring the information from audio, telling what the good email is. |
|--|--|---|---|---|

| | | | | |
|---|---|--|---|---|
| 6 | Lesson 6 (Speaking): Technology in the future (Social Network) | <ul style="list-style-type: none"> - To able to use suitable tenses for working purpose - To able to use vocabularies to describe things in the future. - Apply mind map technique in developing ideas. | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing past simple, present simple and future simple. - Talking about how the technologies have developed these days. - Debating about the advangtages and disadvangtes of using technology in workplace. - Working in groups, discussing which technologies can be invented in the future to support working. (Facebook) |
|---|---|--|---|---|

| | | | | |
|---|--|--|---|--|
| | Lesson 6 (Listening): Technology in the future (Social network) | <ul style="list-style-type: none"> - To be awareness of the importance of technologies, - to know some changes in the workplace in the future, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing some words relating to the work and technologies in the future, - Listening to Audio 1, - Working in pairs, completing the slide in workbook, - Listening to Audio 2, - Working in pairs, discussing what our work will change in the future, (Facebook) |
| 7 | Lesson 7 (Speaking): Make an appointment | <ul style="list-style-type: none"> - To be able to use telephone vocabulary in workplace. - To be able to use the correct time expressions when making an appointment. - To be able to make the listener feel comfortable on talking. - To be able to make arrangements to meet. | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing present simple, present continuous and present future, - Giving some phrases and phrasal verbs of telephoning, making an appointment. - Discussing some short ways, familiar symbols to take note when talking on phone. - Working in pairs and practising to arrange a meeting on phone. |
| | Lesson 7 (Listening): Make an appointment | <ul style="list-style-type: none"> - To be awareness of some important points when making an appointment, - To be able to make an appointment, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing some words and phrases relating to making appointments, - Listening to Audio 1, - Answering question in workbook, - Listening to Audio 2, - Working in pairs, discussing what important points needed to refer to when making an appointment, |

| | | | | |
|---|---|--|---|--|
| 8 | Lesson 8 (Speaking): Product/Service | <ul style="list-style-type: none"> - To be able to use comparative and superlative comfortably, - To be able to describe processes and product/services. - To be able to compare two objects. - To be able to make a short presentation about a typical product/services | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing comparative and superlative, - Giving some words and phrases relating to products/services' characteristics. - Students are divided into 2 groups and choose 2 products/services from 2 competitor companies. + Making short presentations about the chosen products/services (UEH program) + Arguing to find out which one is the best choice for customers |
| | Lesson 8 (Listening): Product | <ul style="list-style-type: none"> - Be able to know characteristics about products/services of a UEH, - Be able to compare two products/services | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing comparison of equality, - Giving some vocabularies relating to software products, commerce... - Listening to Audio 1, - Working in pairs and answering questions: + What is the brand image of Multifarm software? + Who uses Multifarm products?... - Listening to Audio 2, - Filling the table in workbook these information: + Product/service name, (UEH Program) + Type of product//service... (UEH Program) |

| | | | | |
|---|---|--|---|---|
| 9 | Lesson 9 (Speaking): Dealing with customers (UEH students) | <ul style="list-style-type: none"> - To be able to get the information from customers (feedback, complaints) - To be able to brainstorm about the solution quickly | <ul style="list-style-type: none"> - Worksheets - Grammar Practice - Speaking. | <ul style="list-style-type: none"> - Reviewing some words and phrases to use when getting feedbacks and complaints from customers, - Knowing ways to deal with customers' complaints effectively - Students practise talking in pairs (one is customers and one is customer service carer) for these situations: <ul style="list-style-type: none"> + Customer gets angry about the service provided by UEH, which does not meet their requirements. + Customer wants to reduce the price of the service. - Students inform the teachers about the problems their customers had and received suggestions for each. |
| | Lesson 9 (Listening): Dealing with customers/UEH students | <ul style="list-style-type: none"> - Be able to know how to do first when the customers complain, - Be able to know how to talk with angry customers, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing some words and phrases relating to complaining, - Listening to Audio 1, - Answering the questions in workbook, + What is the problem with products? + How does the receptionist solve this problem? - Listening to Audio 2, - Determining the statements are true or false, |

| | | | | |
|----|---|--|--|--|
| 10 | Lesson 10 (Speaking): Around the office | <ul style="list-style-type: none"> - To be able to distinguish between countable and uncountable nouns. - To be able to use the correct present/future tense, - To be able to use correct words in workplace, | <ul style="list-style-type: none"> - Class Worksheets - Conversation practices | <ul style="list-style-type: none"> - Reviewing how to ask for support or help. - Students work in 2 small groups to find out some problems they can meet in workplace. - Teachers ask students to write all problems on board and the group can list more will be the winner. - The winner group can ask any member in another group to give the suggestions and solve their problems. |
| | Lesson 10 (Listening): Around the office | <ul style="list-style-type: none"> - Be able to identify some problem occurring to your work, - Be able to accept criticism and feedback in appropriate ways, | <ul style="list-style-type: none"> - Worksheet, - Practise with exercises | <ul style="list-style-type: none"> - Reviewing vocabularies of complaining and apologizing, - Listening to Audio 1, - Filling the table in workbook with information inferred from Audio 1, - Listening to Audio 2, - Working in groups, discussing what two things are wrong with the invoices and what actions the supplier takes? |