

EFFECTIVE BUSINESS CORRESPONDENCE



Date: 09 March 2012

Venue: SmartLife Solutions Training Centre
22, Spyrou Kyprianou Avenue
3070 Limassol
Cyprus

Duration: 6 hours

EFFECTIVE BUSINESS CORRESPONDENCE

Course date: 09 March 2012

Venue:

SmartLife Solutions Training Centre
22, Spyrou Kyprianou Avenue
3070 Limassol
Cyprus

Duration of course:

6 hours

Trainer:

Ms. Despo Kyprianou

Participants:

Maximum 16

Fees:

€ 182 +VAT per participant

*Group discounts available upon request

Bank Name: ALPHA BANK

Beneficiary: SmartLife Solutions Ltd.

Account: 518-101-004544-2

IBAN code: CY06009005180005181010045442

*Please state name of company/participants and course title in payment details

Qualification:

Certificate of participation

Level of Competence:

Intermediate level of competence.

Course Objective:

This short course aims at providing participants with a step by step guide on how to improve English business correspondence skills. It explores key areas such as style, format and register.



SmartLife

Solutions... "Aspiring to inspire"

COURSE OUTLINE TIMETABLE

EFFECTIVE BUSINESS CORRESPONDENCE

TRAINER: DESPO KYPRIANOU

DATE: 09 MARCH 2012

TOTAL TEACHING HOURS: 6 HOURS

FROM	TO	COURSE CONTENT
09:30	11:00	<p>An Introduction to Business Correspondence – The importance of effective business correspondence is discussed. The main steps to successful business writing are identified.</p> <p>Formatting – Participants learn about the various layouts of a business letter. The elements of a standard business letter are examined.</p>
11:00	11:15	Coffee Break
11:15	12:15	<p>Styles of Writing – Various writing styles are analysed. Distinctions are made between formal, semi-formal and informal styles. Appropriateness is discussed and participants learn how to determine the tone which should be used. Differences between letters, e-mails, live chat.</p>
12:15	13:00	<p>Types of Letters – Various types of letters are presented. Useful beginnings and endings, as well as expressions corresponding to each type of letter are assessed.</p>
13:00	14:00	Lunch Break
14:00	15:30	<p>Exercise – A multiple choice exercise to be completed by all participants. Answers discussed.</p>
15:30	15:45	Coffee Break
15:45	17:00	<p>Summarise key learning points – Key learning points are summarized with questions, answers and application examples.</p>

REGISTRATION FORM

COURSE NAME: EFFECTIVE BUSINESS CORRESPONDENCE

DATE: 09 March 2012

DELEGATE INFORMATION

Name:

Company/Organization:

Position:

Department:

Address:

City:

Business Phone:

Fax:

Mobile Phone:

E-mail:

METHODS OF PAYMENT

FEES: €182 + VAT per participant

CREDIT CARD:

Visa
 MasterCard
 American Express

Card Holder:

Card number: _____ Exp Date: ---/---/----

Signature:

Date:

BANK TRANSFER

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BOOKING TERMS & CONDITIONS

- Acknowledgement of your registration will be communicated to you upon receipt of completed registration form.
- All courses are payable in advance at time of booking.
- SmartLife Solutions Ltd reserves the right to change the details of this event without notice.
- In case of course cancellation, SmartLife Solutions Ltd. will be obliged to refund any fees paid.
- SmartLife Solutions Ltd is not liable for any consequential loss.

CANCELLATION POLICY

- Cancellations must be received in writing in order for refunds to be processed
- A full refund of amount paid to SmartLife Solutions Ltd will be paid for cancellations received in writing at least 7 days before the course.
- Cancellations after the seven day deadline will receive a 50% refund.
- No shows will be charged at the full rate.

SmartLife Solutions Ltd

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