

# CURSOS MODULARES AREA PROFESIONAL

PROGRAMA

## **E**nglish **C**ommercial **R**eal **E**state



# ENGLISH COMMERCIAL REAL ESTATE

## SPEAKING

### Scripted Calls

- Getting clients' details and needs
- Accepting a client referral
- Convincing an American client to make a decision

### Role Plays

- Agent showing a house to a Japanese man
- Meeting potential clients who are Chinese
- Filling in a complaint form/Making a formal complaint
- Meeting a couple from Saudi Arabia

### Formal and Informal English

- Introduction
- Practice
- Role play situations

### Presentations

- Introduction
- The main part

### Situations

- After Sales

## READING

### Contracts

- Pre-contract advice
- Pre-contract information
- The Contract
- Problems

### Treaty of Lisbon text

### Anti - Money Laundering

### Consumers

- Determined Commission Action Ensures Timeshare
- Protection in all EU Countries

### New EU Rules on Consumer Rights to Enter into Force

### Tips for Writing a Summary

### Estate Agents Marketing

### Examine the Property's Physical Features

## WRITING

A Brief Introduction

Formal business letters

- Rules
- Content
- Layout
- Standard Phrases

Emails

- General Tips
- Structure
- Formal and Informal Vocabulary
- Making arrangements

Enquiries

- Making an Enquiry
- Answering an Enquiry

Complaints

- Tips
- Making a Complaint
- Dealing with a Complaint

Invoices

- What and When
- Sample Invoice

Receipts

Orders

Practice Situation

## CROSS CULTURAL

Introduction to Cross Cultural Business

Different Cultures, Different Sales Techniques?

What are Spaniards like?

Chinese vs Japanese

Japanese and Chinese Business Customs

Arabs and Muslims

India and the United States of America

Mexico and Argentina

Greetings in Other Languages

## Surge Centro de Estudios

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