

Veranstalter	Annette Deutschendorf
Thema	Exploring methods and activities for teaching customer-oriented communication
Art der Veranstaltung	Wirtschaftsenglisch E [ENG-22]
Veranstaltungsnummer	53-640
Zeit	2st. Fr 10-12
Raum	Phil 701
Beginn	10. April 2015

### Course description:

In this course we will work on materials and activities for teaching customer-oriented communication in emails, phone calls, and conversations with customers/guests/patients etc.

Based on the requirements of the *Rahmenplan Fachenglisch an Berufsschulen*, you should develop at least two lessons which should each emphasize a different skill, for example, a lesson training listening skills, a reading skills lesson, a lesson focusing on discussing a customer's requirements etc. You are welcome to pick authentic materials related to your own professional background or the school where you are doing your Kernpraktikum. Part of the challenge will be to adapt these materials for mixed-ability groups, if necessary, and to incorporate a language focus (grammar/vocabulary) into the lessons, and we are going to explore different options for this. We are also going to look at Internet-based resources which can help teachers to use their time more effectively.

---

*The seminar is aimed at students of "Lehramt Oberstufe Berufliche Schulen" with English as a subject.*

### Course requirements:

- regular attendance and active participation (including homework)

Sprechstunde während der Vorlesungszeit:	Freitags 12-13 Uhr, Phil 1151
Sprechstunden während der vorlesungsfreien Zeit:	Nach Vereinbarung per e-mail