



Program: Accelerated Professional Program Modules  
Language: Spanish  
Course: Basic/Advanced Business Correspondence  
Level: Basic for GPP/APP Level 2 and Advanced for GPP/APP Level 3  
Length: 26+ units

### **Program Description**

The Accelerated Professional Program can be enhanced by classes from any of our APP Business Modules. APP Modules are specialized, individually-tailored, non-intensive language courses of typically short duration for students at an intermediate or advanced level who wish to improve specific communication skills with business-oriented language training. We will assess each student's current capabilities, goals, and language learning style in order to develop a course that best meets his or her needs. APP Modules can be taken individually or as a supplement to other inlingua language courses.

### **Course Description**

The Business Correspondence module is designed for students who need to improve their ability to write effective business letters, faxes, or e-mails in Spanish. You will learn the structures, expressions, and procedures commonly used in business writing, as well as how to communicate clearly and effectively through written documents. Sample themes include claim letters, customer relations letters, requesting information, cover letters, collection letters, and providing information. This module is available in both a basic and an advanced format.

### **Learner Outcomes**

After completing Basic/Advanced Business Correspondence, students will be able to:

1. Write e-mails, faxes, and formal and informal letters.
  - Label correspondence for routing and circulation, open and close formal and informal messages, and refer to attachments and enclosures
2. Refer to a subject or previous contact and thank the sender.
  - Confirm business arrangements/discussions/travel arrangements/agreements, describe responsibilities and contingency plans, refer to oral agreements, and invite confirmation of agreement
3. Make and respond to inquiries.
  - Request information or assistance, respond to requests for information, offer assistance, make arrangements for future contact, reply to questions, and request confidentiality
4. Use the right tone and register in correspondence.
  - Draw attention to unsatisfactory circumstances, express concern and dissatisfaction, demand action, make apologies, express regret, describe reasons for problems, describe consequences, give assurances, express pleasure, and express thanks
5. Exert pressure and express authority.
  - Intensify language, refer to earlier correspondence/claims/accusations, highlight problems, give ultimatums, respond with disagreement, emphasize the terms of agreements, link and contrast to build arguments
6. Communicate clearly with appropriate construction and layout of messages.
  - Use abbreviations and abbreviated language, use bullets and headings, and create short and clear messages

### **Informal Assessment**

The instructor will informally assess your progress throughout the duration of the course to ensure that you are meeting the course objectives. Additionally, the instructor will provide feedback regarding your performance and progress on any oral or written components completed during the course.