

\* Curriculum은 강사분과 학습자 일정 계획에 따라 변동 될 수 있습니다.

\* 주 3회 (월, 수, 금, 1시간씩) 수업 가정

\* 학습목표 : Telephoning에 필요한 각종 단어, 표현들을 습득하고 다양한 비즈니스 케이스 스토리를 통해 Telephoning에 필요한 기초 상식을 향상시킨다.

Week	1 Week			2 Week		
Day	1	2	3	4	5	6
Unit	Orientation	Unit 01 Making Calls	Unit 01 Making Calls	Unit 02 Making Connections	Unit 02 Making Connections	Unit 03 Making Excuses
Contents	*Orientation - Ice breaking and getting to know each other - Small discussion about what and how to learn	*Ice breaking *Talking about similar business model to business case on page 18 *Studying Expression&Vocabulary : Is... there at the moment?, insinuate * Reading TP script on page 14, 15	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about similar business case to Violation of Phone Booth Privacy (Business Case on page 28) *Studying Expression&Vocabulary : I'll see if...is in * Reading dialogue on page 24, 25	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about similar business case to Sorry: A Change of Focus (Business Case on page 38) *Studying Expression&Vocabulary : ...has just stepped out of the office * Reading dialogue on page 34, 35
Week	3 Week			4 Week		
Day	7	8	9	10	11	12
Unit	Unit 03 Making Excuses	Unit 04 Taking and Leaving Messages	Unit 04 Taking and Leaving Messages	Unit 05 Case Study I	Unit 05 Case Study I	Evaluation
Contents	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about the big phone company (Business Case on page 48) *Studying Expression&Vocabulary : make sure... gets the message, untenable * Reading dialogue on page 44, 45	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Discuss about the questions on page 54(Q1-Q3) *Studying Expression&Vocabulary : remain out of, respectively	* Reviewing Expression & Vocabulary * Exercise	1. Evaluation for 4 weeks 2. Scoring each area of language
Week	5 Week			6 Week		
Day	13	14	15	16	17	18
Unit	Unit 06 Exchanging Information	Unit 06 Exchanging Information	Unit 07 Asking for Clarification	Unit 07 Asking for Clarification	Unit 08 Communication Difficulties I	Actual Practice & Feedback
Contents	*Talking about the Xiaomi Company's Growth (Business Case on page 64) *Studying Expression&Vocabulary : What can you tell me about...?, problematic * Reading TP script on page 60, 61	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about the Microsoft's potential (Business Case on page 74) *Studying Expression&Vocabulary : clear up with somebody * Reading dialogue on page 70, 71	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about the SKYPE's future (Business Case on page 84) *Studying Expression&Vocabulary : the sound on your end * Reading dialogue on page 80, 81	* Different pronunciation among Indonesia/America/UK(Using video)
Week	7 Week			8 Week		
Day	19	20	21	22	23	24
Unit	Unit 08 Communication Difficulties I	Unit 09 Communication Difficulties II	Unit 09 Communication Difficulties II	Unit 10 Case Study II	Unit 10 Case Study II	Evaluation
Contents	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about the phone inventor (Business Case on page 94) *Studying Expression&Vocabulary : have [get] the wrong number * Reading dialogue on page 90, 91	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Discuss about the questions on page 100(Q1-Q3) *Studying Expression&Vocabulary : a handful of	* Reviewing Expression & Vocabulary * Exercise	1. Evaluation for 4 weeks 2. Scoring each area of language
Week	9 Week			10 Week		
Day	25	26	27	28	29	30
Unit	Unit 11 Making Appointments	Unit 11 Making Appointments	Unit 12 Changing Appointments	Unit 12 Changing Appointments	Unit 13 Making Requests	Actual Practice & Feedback
Contents	*Talking about AT&T company (Business Case on page 110) *Studying Expression&Vocabulary : fit [squeeze] someone in * Reading dialogue on page 106, 107	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about the 'Open office concept' (Business Case on page 120) *Studying Expression&Vocabulary : something has come up, frantic * Reading dialogue on page 116, 117	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about Tesla Motor's (Business Case on page 130) *Studying Expression&Vocabulary : It would be great if..., specification * Reading PT script on page 126, 127 and describing a line graph	*The Taking and Leaving Telephone Messages Activity – uses the dialog above for the first part of the conversation.
Week	11 Week			12 Week		
Day	31	32	33	34	35	36
Unit	Unit 13 Making Requests	Unit 14 Placing an Order	Unit 14 Placing an Order	Unit 15 Case Study IV	Unit 15 Case Study IV	Evaluation
Contents	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about The Price of Paying for Brand Name Clothing (Business Case on page 140) *Studying Expression&Vocabulary : May I take your order?, back order * Reading dialogue on page 136, 137	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Discuss about the questions on page 146(Q1-Q3) *Studying Expression&Vocabulary *Exercise	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	1. Evaluation for 4 weeks 2. Scoring each area of language
Week	13 Week			14 Week		
Day	37	38	39	40	41	42
Unit	Unit 16 Making Complaints	Unit 16 Making Complaints	Unit 17 Conference Call	Unit 17 Conference Call	Unit 18 Conference Call 2	Actual Practice & Feedback
Contents	*Talking about Bank Industry (Business Case on page 156) *Studying Expression&Vocabulary : pull up, reward, etc. * Reading dialogue on page 152, 153	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about weather in business (Business Case on page 166) *Studying Expression&Vocabulary : turn around, momentum, etc. * Reading dialogue on page 162, 163	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about Electric Car Industry (Business Case on page 176) *Studying Expression&Vocabulary : soft copy, classy, etc. * Reading dialogue on page 172, 173	* pairwork with a partner and practice the dialog with your own company information. Call about a problem that would be real for your company. Change partners and
Week	15 Week			16 Week		
Day	43	44	45	46	47	48
Unit	Unit 18 Conference Call 2	Unit 19 Conference Call 3	Unit 19 Conference Call 3	Unit 20 Sony Corporation : A Fall From Glory	Unit 20 Sony Corporation : A Fall From Glory	Evaluation
Contents	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	*Talking about cost for smart phone service (Business Case on page 186) *Studying Expression&Vocabulary : call it a day, foreseeable, etc. * Reading dialogue on page 182, 183	* Reviewing Expression & Vocabulary * Exercise & Mr. Q's Story	* Case study - Sony's downfall *Expression&Vocabulary : come to an end, reign, etc.	*Answering questions on page 192 (listening MP3, electronics industry) *Reviewing Expression & Vocabulary	1. Evaluation for 4 weeks 2. Scoring each area of language