



English Competencies (Personal and professional)

Acquired In Progress Not Acquired

- Answer the phone: take and leave messages
- Make a phone call (ask for information, directions, make and appointment)
- Introduce yourself
- Introduce others
- Explain who you
- Explain what you do
- Welcome a guest / visitor
- Write an email
- Write a business letter
- Write a report; meeting minutes
- Participate in a meeting

**English Competencies
(Personal and professional)**

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- Facilitate a meeting

- Put together a presentation

- Visit another location / site

- Promote a product or service

- Negotiate

- Organize a trip and unexpected happenings (plane cancellations, etc)

- Express your opinions at length about different topics

- Comment on trends, figures, results, etc