|  |  |
| --- | --- |
| **Minor Award Name** | Business English  |
| **Minor Award Code** | 4N1108 |
| **Level** | 4 |

If you have suggested additions, or you find that some links are not working, please email resourcelist@fess.ie

**Suggested resources to support delivery:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| **Internal/External Business Communication**  | Website | Essential reading- Distinguishes between internal and external business communication to include written telephone messages, electronic communications, memoranda and letters | Business com | <http://thebusinesscommunication.com/differences-between-internal-and-external-communication/> |
| **Internal/External Business Communication** | Book | Essential reading- Business and Communication Systems Following the latest specifications for the business and communication systems module, this text has been specifically designed to meet students' requirements. It integrates key aspects of the business environment with the practical use of ICT applications, including word processing | Glynis Frater | <https://books.google.ie/books?id=lsO4iN6oVOwC&dq=internal+and+external+communications&source=gbs_navlinks_s> |
| **Internal/External Business Communication** | Online Video | Successful companies use a balance of both internal and external workplace communication to inform, persuade and educate their constituents on business, product or service information. Find out some specific examples in this lesson on workplace communication | Jennifer Lombardo | <http://study.com/academy/lesson/internal-and-external-workplace-communication.html> |
| **Internal/External Business**  | Website/Case study | Essential reading- How the business communication applies to a business. It facilitates the learner to communicate information to the customer  | Business Case Studies | <http://businesscasestudies.co.uk/unison/using-effective-communications/internal-and-external-communication.html>  |
| **Internal/External Business** | Online Video/case study | The internal and external Communications of Gap Corporation | Jasmin Bridges | <https://www.youtube.com/watch?v=Dg6uRsQWrgY> |
| **Formal & Informal English Language** | Online Document | Essential reading- Distinguishes between formal and informal English language structures in written and spoken language | Creative Commons Attribution | <https://www.ecu.edu/cs-acad/stepp/upload/M7L1-PPT-Transitioning-between-Informal-and-Formal-Communication-Styles.pptx> |
| **Formal & Informal English Language** | Book | Contemporary Business Reports: This text is a step-by-step guide to creating all types of simple and complex reports, such as trip reports, status reports, feasibility studies, proposals, analytical reports, and more. Starting with writing fundamentals, readers will work through the processes of planning, drafting, revising, editing, and producing a variety of simple reports | Shirley Kuiper, Dorinda Clippinger | <https://books.google.ie/books?id=dDrTGwbTsR8C&dq=formal+and+informal+language+business&source=gbs_navlinks_s> |
| **Formal & Informal English Language** | Online Video | Formal and informal language describe two different ways of speaking. This short video lesson helps you learn the difference between the two | Help Teaching | <https://www.youtube.com/watch?v=0LmhIu3phqk> |
| **Key Business Vocabulary** | Online Document | Gives examples of business vocabulary and how to apply them to different scenarios. The learner will become aware of the structure of spoken communication | Josef Essberger | <https://www.englishclub.com/download/PDF/EnglishClub_Top-20-Business-Vocabulary.pdf> |
| **Business Vocabulary** | Book | Business Vocabulary in Use: Intermediate with Answers and CD-ROM | Bill Mascull | <https://books.google.ie/books?id=u5SMoe415_gC&dq=business+vocabulary&source=gbs_navlinks_s>  |
| **Job-specific Vocabulary** | Online Document | Gives examples of job-specific vocabulary and how to apply them to different scenarios | Frengp | <http://www.frengp.cz/sablony/22_Cizi_jazyk_Anglicky_jazyk_Pichova/Sada1/vy_22_inovace_Angjazyk_24.pdf> |
| **Business Telephone Language** | Website | A website that uses language effectively and appropriately in responding to business phone calls | Talk English | <http://www.talkenglish.com/lessonpractice.aspx?ALID=483> |
| **Business Telephone Language** | Book | Business and Service Telephone Conversations: Varcasia describes and defines conversational strategies used by speakers of the three languages when responding to requests, considering the different response formats and their grammatical configuration | Cecilia Varcasia | <https://books.google.ie/books?id=kdPRAQAAQBAJ&dq=business+telephone+language&source=gbs_navlinks_s>  |
| **Dealing with inquiries from the public** | Online Document | An article which deals with a guide on how to handle customer enquiries appropriately | Author: Hannah Potter | <http://hannahpotter.com/wp-content/uploads/2013/07/JAN_2_3_198_200_handlingenquiries.pdf> |
| **Business Communication** | Internet Document | A document which details the range of communications for business purposes | British Business Professional Skills Development  | <http://www.bbpsd.co.uk/wp-content/uploads/2010/11/Business-Communications.pdf> |
| **Business Communication** | Book | Essentials of Business Communication:  As students learn basic writing skills, they are encouraged to apply these skills to a variety of e-mails, memos, letters, reports, and resumes. Redesigned, updated model documents and extensively updated exercises and activities introduce students to the latest business communication practices | Mary Ellen Guffey, Dana Loewy | <https://books.google.ie/books?id=y9stBQAAQBAJ&dq=business+communication&source=gbs_navlinks_s>  |
| **Business Documents** | Online Document | The document outlines the different templates used for developing business document which include notices and agenda’s etc. | Rob Nightingale | <http://www.makeuseof.com/tag/24-google-docs-templates-will-make-life-easier/> |
| **Business Documents** | Book | The AMA Handbook of Business Documents: takes the guesswork out of preparing first class written pieces of every type. Packed with dozens of sample documents and practical tips, this handy guide is everything you need to create | Kevin Wilson, Jennifer Wauson | <https://books.google.ie/books?id=S-8qlITrm3gC&dq=business+documents&source=gbs_navlinks_s>  |
| **Drafting Documents** | Website | Facilitates the learner in drafting a notice or agenda through meeting the relative criteria | Slide share | <http://www.slideshare.net/seyam2/noticeagendaminutes>  |
| **Business Documents** | Website | A website that quiz learners & explore with the learner the various types of business documents, for example, memo, fax, email, report, etc.  | Will Marks | <http://www.allthetests.com/quiz30/quiz/1362590589/Different-Types-of-Business-Documents>  |
| **Proofreading Business Language** | Online Document | This give a great introduction into proofreading business documents accurately to include spelling, punctuation, grammar and syntax, vocabulary etc. | University of Oxford | <https://www.learning.ox.ac.uk/media/global/wwwadminoxacuk/localsites/oxfordlearninginstitute/documents/pdg/managingyourself/1_guide-to-editing-and-proofreading.pdf> |
| **Proofreading Business Language** | Book | Easy Editing and Proofreading:  It inspires students to practise careful reading and writing by highlighting the importance of drafting, editing and proofreading written work. The students are asked to identify a number of errors in short sentences and in longer texts and are encouraged to rewrite the texts correctly | Margaret Warner | <https://books.google.ie/books?id=jmLcA6jO9jkC&dq=proofreading&source=gbs_navlinks_s>  |
| **Proofreading Business Language** | Website | Shows the learner the standard of proofreading and editing symbols make it easier to show where changes are needed in a piece of writing. | Allison Mackley | <http://www.slideshare.net/amackley/proofreading-and-editing-symbols-55995346?qid=f3148b34-74b6-402e-9975-e273c5c9c22d&v=&b=&from_search=5>  |
| **Business Administration** | Book | Business Administration: Updated edition of this popular and well-established business textbook, written in an easy to understand style and incorporating recent changes in business methods and administration | Arlene Douglas | <http://www.gilleducation.ie/business-/business-/business-administration>  |
| **Office Technology** | Book | Modern Office Technology & Administration: Fully revised edition of this popular and well-established textbook, which reflects the requirements of the Information and Administration and Reception and Frontline Office Skills | Joan Gallagher and Siobhán Creedon | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration>  |

**Useful Organisations:**

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Local Enterprise Office | <https://www.localenterprise.ie> |
| Enterprise Ireland | <http://www.enterprise-ireland.com/en/> |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie) |
| Quality and Qualifications Ireland (QQI) | [www.qqi.ie](http://www.qqi.ie) |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| Slideshare | <http://www.slideshare.net/>  |

|  |
| --- |
| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start dates | <https://www.mooc-list.com/><http://www.cmit.ie/>[www.dbs.ie](http://www.dbs.ie) |