



foreign language services

Over 25 years
of excellence & expertise

Language solutions
for the corporate world



The right course for you



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Introduction

YOU never studied Italian but always wanted to. You used to speak French fairly well but forgot it all. You need a confidence boost for a presentation in German. You are thinking of a total immersion in Spanish for a South American assignment. You've often dreamt of speaking Arabic...just for the fun of it. You have come from abroad and want to improve your Business English.... One of our courses is right for you.

Fast-track tuition

Our tutors are familiar with most training methods but predominantly use the 'Communicative Approach' as it incorporates a wide range of techniques and materials and has proved the most successful. They create a learning atmosphere in which teaching strategies are adapted to your abilities and requirements, making the learning process fast and enjoyable.

Passionate about languages

- All our tutors are native speakers.
- They have university degrees.
- They have been trained in teaching their own language.
- They are familiar with most teaching strategies and able to apply them according to your needs.
- They have teaching experience at all levels from beginner to advanced.
- They have experience of teaching business language to business executives.
- They have the right personality and level of maturity to be able to deal with adults.
- They are passionate about languages.

For a complimentary in-house assessment

phone: 0845 52 131 52 or **email:** info@foreignlanguageservices.com

or **register on-line at:** www.foreignlanguageservices.com



Benefits to you



Why should you use us?

FLS have a large database of qualified and experienced language tutors. We can provide you with the exact fit for the student, such as Brazilian Portuguese, Latin American Spanish or Gulf Arabic.

“You get the right tutor for the right language”

We provide fully flexible courses – tailor made and structured to meet your needs and start from 12 hours.

“The course covers your needs at your own pace ”

Our speciality is one-to-one and small group tuition aimed at businesses and individuals who seek the benefits of a personalised course.

“Personal tuition delivers true value for money ”

We offer complimentary initial assessments and on-going reports to confirm that objectives are being met.

“Your investment in training is assured by our approach”

We train at your premises, at any time you chose.

“Saving you travel time means more time for business”

We also provide various additional services such as translations and cultural briefings.

“FLS have a service for all your language needs”

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Training made easy



We take a straightforward business approach to training

We ***fully administer*** all courses, relieving you of the administrative burden.

Before the end of each course a ***report is submitted*** showing what has been achieved in all areas of learning and giving a brief summary of the next step, where appropriate.

The main activities to initiate and monitor each course are as follows.

- Step 1 ***Pre-course assessment*** to establish needs. A senior tutor will meet the candidate at a convenient time to determine level and ability and design the right course.
- Step 2 ***Proposal*** – confirm level and outline objectives. Assessment and Proposal will be sent to the manager for approval.
- Step 3 ***Course initiation***, with early ***feedback*** to confirm the course is going in the right direction. Both student and tutor are contacted to find out how the course is taking shape.
- Step 4 ***Progress Report*** – monitor for achievement and feedback adjustment.

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FLS

clients:



FLS have been established for over 25 years and have many satisfied blue chip clients:

Amnesty International

Air France KLM

Barclays Africa & Indian Ocean

Bentleys, Stokes & Lowless

Cafédirect plc

DVB Bank AG

DZ Bank

E D & F MAN Holdings Ltd

ENI

Gard (UK) Ltd

Greenpeace

Guardian & Observer Newspapers

HM prisons

Major League Baseball

Manning Gottlieb OMD

Marsh Ltd

Metropolitan Police

Millennium BCP

Mitsui & Co Europe Plc

Orion Clinical Services

Procter & Gamble

Schlumberger

SMBC

Tate Britain and Tate Modern

Tishman Speyer

UK Trade & Investment

Vizards Wyeth

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Client endorsements:



Our clients include...

...some of the **largest institutions** in the **City of London**: companies from the world of **Banking, Insurance, Legal, News, Oil Exploration** and **Commodities Trading**. We also provide services to the **Hospitality Industry** and to two of the most respected **human rights organisations** in the world.

Sent: Thursday, January 04, 2007 8:10 AM
Subject: Feedback

Morning Marina, a quick email just to say thank you very much for the **excellent services** I received with organizing my Portuguese classes.

I was very impressed with the **professionalism**. Eric who helped organize the lessons was **proactive and quick to respond**. He accommodated all my requirements, as well as kept me updated with the process. He made it very **easy for me** and gave me the **confidence** that I was dealing with a **professional organization**.

Working with my tutor Nilceia was excellent. She made the **classes interactive, relaxed, and enjoyable**. She paced the lessons according to **my needs**. I had a great time learning Portuguese.

I will **recommend Foreign Language Services** to my colleagues interested in learning a new language. Many thanks for all your assistance,

Kind Regards,
Akila Ghumra
Africa Integration Programme
Barclays Africa & Indian Ocean

*"We chose **Foreign Language Services** to provide training for our staff because of their excellent reputation. We have not been disappointed. The quality of the teachers is impressive and this has been combined with efficient management of the many courses we run."*

Jo Confino – Editor-in-Chief – **Guardian and Observer Newspapers**

It has been great working with you since I started working here in 1993. I doubt I will find another language school which provides such quality language training and demonstrates real professionalism in dealing with the needs of their clients. It made my job easier as I could trust your judgement and knew you would meet the requirements of staff fully.

D.M. – Training Officer – **International Human Rights Organisation**

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Competitive rates:



Tuition Rates are per hour, inclusive of:

- Dedicated web registration /email self-assessment for group tuition
- Pre-course face-to-face assessment or self/assessment if preferred for 1-to-1 tuition
- Course design time
- Delivery of training
- All relevant course & home-study material for 1-to-1 courses of 24 hours or more
- Travel charge in the central London area, zones 1 & 2 (all other zones and regions: from £5.00 per visit)
- End-of-course progress reports
- Quarterly face-to-face reviews

Languages

English, French, German, Italian, Portuguese & Spanish

All other languages

1-to-1	2 students	3 to 5 students
£39.00	£43.00	£49.00
£43.00	£49.00	£59.00

Exclusive of vat, charged at current rate (*no vat on English language tuition*) & exam enrolment fees, if any.

CORPORATE DISCOUNTS AVAILABLE

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Appendix I

Portfolio of courses



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The courses outlined here are the actual courses we run, but can be altered to suit. We would be **happy** to **design something** especially **for you**, if required.

Flexible bookings: All lessons are arranged at mutually convenient days and times between tutor and student and can usually be booked at short notice.

Cancellations can be made either directly with the tutor or FLS and must be received at least 24 hours in advance. Failing that, the lesson will be counted as taken.

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Level 1

Beginner's Course



IS THIS THE RIGHT COURSE FOR YOU?

“Breaking the ice”

This short language awareness course is perfectly suited for all beginners. It will give you a **basic grounding** and a taste for the language. It will also equip you with those **vital phrases** which can often tip the balance in your favour. The Beginner's Course can provide managers with a fast and **cost-effective opportunity** to assess their staff's commitment to language learning, either on a one-to-one basis or as a group, before embarking on long-term training.

Entry requirements	None
Recommended weekly format	2 lessons of 1½ or 2 hours
Duration	1 month
Number of hours	12

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Level 2

Refresher Course



IS THIS THE RIGHT COURSE FOR YOU?

“Meeting & greeting”

You studied the language some time in the past but you feel you forgot it all, or you simply never learnt it properly. The Refresher Course is for you, as it will give you the knowledge and courage to meet & greet. You will be surprised at how much you already know and how easy it is to **communicate in very simple terms**. You will also put into place the fundamental building blocks upon which all future progress will depend. Last but not least, you will also realise that any fears of making a fool of yourself were totally unfounded.

Entry requirements	Level 1 (To be confirmed after pre-course assessment)
Recommended weekly format	2 lessons of 1½ or 2 hours
Duration	6 to 8 weeks
Number of hours	24
Skills	Targets
Telephone	To be able to make contact and ask for the required person. Once you have broken the ice the rest of the conversation should be held in English.
Meetings & presentations	To greet and make polite and extremely simple conversation in the target language. To present arrangements and time schedules simply.
Negotiations	To enquire politely as to the wishes of other participants but resort to English for the actual negotiating processes.
Writing	To be able to complete basic forms and accompanying letters with the assistance of a trusted native speaker.
Routine work	To describe the major steps in your career history and present your basic tasks at work simply and clearly.
Socialising	To initiate two-way interaction using familiar and simple phrases. You should also be able to exchange basic pleasantries.

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Level 3

The Survival Kit



IS THIS THE RIGHT COURSE FOR YOU?

“Basic communication”

Now that you are familiar with the basic building blocks of the language, you need to get up to speed and **boost your confidence**. When you have completed this course your command of the language will still be limited. However, you will be able to contribute to polite verbal exchanges, obtain survival information and use **simple though effective** sentences in order to report on past and present events. You will also understand and be able to produce simple written works such as memos or emails.

Entry requirements	Level 2 (To be confirmed after pre-course assessment)
Recommended weekly format	2 lessons of 1½ or 2 hours
Duration	2 to 3 months
Number of hours	36
Skills	Targets
Telephone	To be able to give previously prepared information over the phone and take simple messages.
Meetings & presentations	To understand the gist of a presentation if given with the help of clear, non-verbal graphics.
Negotiations	To be able to give basic information about your responsibilities and those of your department.
Writing	To write standard letters using set phrases.
Routine work	To be able to make appointments, greet visitors & manage basic transactions.
Socialising	To converse in a limited manner on routine topics e.g. the weather or basic travel arrangements.

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Level 4

Elementary Communication



“Getting-by in most everyday situations ”

You are by no means a beginner but you want to sustain some **work-related** or semi-formal conversations and **socialise** more effectively with friendly “aliens”. In addition to this, the Elementary Language course will teach you how to maintain a fairly consistent level of confidence so that you can give and receive **straightforward instructions**. Socialising in the language will also become easier although you should still be prepared to fall back on your mother tongue.

IS THIS THE RIGHT COURSE FOR YOU?

Entry requirements
Recommended weekly format
Duration
Number of hours
Skills
Telephone
Meetings & presentations
Negotiations
Writing
Routine work
Socialising

Level 3 (To be confirmed after pre-course assessment)
2 lessons of 1½ or 2 hours
3 to 4 months
36

Targets

- Ability to handle simple conversations despite having difficulty dealing with problems.
- To be able to follow the main points and issues in a meeting and make limited contributions. Also to understand the main parts of a presentation.
- To be able to follow the main points and issues in a negotiation but only make limited contributions, some in English.
- To be capable of writing simple letters requesting routine information.
- To describe the structure of your department and interview a client at a basic level in order to establish their needs.
- To be able to make limited conversation on a range of topics of general interest despite inaccuracies.

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Level 5 Business Efficiency



IS THIS THE RIGHT COURSE FOR YOU?

Entry requirements

Level 4 (To be confirmed after pre-course assessment)

Recommended weekly format

2 lessons of 1½ or 2 hours

Special weekly features

1 phone call in the language

Duration

4 to 6 months

Number of hours

2 modules of 36 hours

Skills

Targets

Telephone

To be able to discuss simple problems and offer solutions. Also, to obtain and clarify detailed information.

Meetings & presentations

To be able to express opinions, agree and disagree with other participants although you may feel inhibited about interrupting. To have the confidence to present facts and figures. Answering questions adequately may be a problem.

Negotiations

Ability to describe a negotiating position but probing into a counterpart's position may present a challenge.

Writing

To understand routine letters and compose suitable replies with some help.

Routine work

To describe the main features of familiar products & services and match them with a client's needs.

Socialising

To sustain a conversation and give an opinion on a range of everyday topics.

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Level 6

Business Operational



**IS THIS THE
RIGHT COURSE
FOR YOU?**

“Taking the initiative”

You now wish to boost your command of the language and level of confidence so that you can **take the initiative**. You need to **respond spontaneously** to some stressful situations such as **business-related** telephone conversations, meetings, complaints, misunderstandings & disagreements. Although some prompting may be necessary, major errors will be rare and handling of detailed information, both verbal & written, will be good after this course.

Entry requirements	Level 5 (To be confirmed after pre-course assessment)
Recommended weekly format	2 lessons of 1½ or 2 hours
Special weekly features	1 phone call in the language
Duration	6 to 8 months
Number of hours	2 modules of 48 hours
Skills	Targets
Telephone	Confidence to hold detailed conversations and express ideas & arguments but difficulty in fully understanding a client’s position.
Meetings & presentations	To be able to interrupt and make suggestions with confidence but not always tactfully. To present facts & figures and answer questions on prepared topics.
Negotiations	Confidence to ask probing questions in order to fully define a client’s needs.
Writing	To write business letters with specific content and take the minutes of a meeting without much assistance.
Routine work	To know how to build up a good rapport with clients and make a quite a favourable impression. To be able to express conclusions drawn from facts & figures.
Socialising	To be assertive enough to hold detailed and unpredictable conversations but not always using the correct register. Limited command of idiomatic language.

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Level 7

Advanced Business Operational



“Effective Communication”

You now need to reach a level of **confidence** whereby communication is **effective** and easily restored when difficulties arise. After this course you should feel confident to resolve problems with a clients or **handle argumentative** native speakers. You will also improve your skills to adapt language to the occasion, to discuss and express opinions and to deliver prepared presentations.

IS THIS THE RIGHT COURSE FOR YOU?

Entry requirements	Level 6 (To be confirmed after pre-course assessment)
Recommended weekly format	2 lessons of 1½ or 2 hours
Special weekly features	2 phone call in the language
Duration	6 to 8 months
Number of hours	2 modules of 48 hours
Skills	Targets
Telephone	To hold detailed conversations and give advice. Confidence level is high but you are still likely to feel uncomfortable when dealing with complaints or aggressive native speakers.
Meetings & presentations	To have the required confidence to interrupt and to be able to fall back on the correct register to present solutions and handle native speakers in a helpful and tactful manner. To be fluent and assertive enough to deliver prepared presentations and to answer most questions with ease.
Negotiations	To be able to put forward alternatives as a basis for compromise and negotiate the basic points of a contract fairly independently.
Writing	To describe a tense situation tactfully but replying to a complaint might be a challenge.
Routine work	To be capable of fully establishing a client’s needs and make recommendations. To present and analyse figures routinely.
Socialising	To feel comfortable with the language and communicate with ease in most social situations. To have some command of familiar expressions used in “small talk” and handle humour without running much risk of offending guests or hosts.

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Level 8

Business Professional



**IS THIS THE
RIGHT COURSE
FOR YOU?**

“Taking control”

You wish to play a full part in **meetings and business negotiations**. This course will help you build up your **authority** so that you can **control** conversations with native speakers to your own satisfaction. Most important of all, you should now start to feel much more comfortable with them as they will gradually cease to regard you as a foreigner.

Entry requirements

Level 7 (To be confirmed after pre-course assessment)

Recommended weekly format

2 lessons of 1½ or 2 hours

Special weekly features

2 phone call in the language

Duration

6 to 8 months

Number of hours

2 modules of 48 hours

Skills

Targets

Telephone

To be able to hold detailed conversations with confidence & authority and deal with complaints effectively.

Meetings & presentations

To show no hesitation in chairing a discussion and preventing unwanted interruptions. To give a well-structured presentation and respond to unexpected questions.

Negotiations

To lead negotiations in a firm yet flexible manner as the situation demands.

Writing

To know how to confront a complaint, apologise and present relevant solutions with the required authority and confidence. To be able to write clear and detailed reports.

Routine work

Ability to maintain a good relationship with clients, react immediately to unexpected client requests, explain and negotiate contract details.

Socialising

To interact confidently and fluently in most social situations. To have at your disposal a wide lexical range. A good command of colloquialisms and humour to assist you effectively with “small talk” and unpredictable conversations.

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Level 9

Advanced Business Professional



IS THIS THE RIGHT COURSE FOR YOU?

“Near-native speaker”

This is the *ultimate* language course, as your fluency will approach that of a native-speaker. You can *ad-lib* with flair in very stressful and difficult situations. You understand accents, bad pronunciation and common colloquialisms. Confidence is no longer an issue; you are completely *at ease in a language* that you no longer regard as foreign.

Entry requirements	Level 8 (To be confirmed after pre-course assessment)
Recommended weekly format	2 lessons of 1½ or 2 hours
Special weekly features	2 phone call in the language
Duration	6 to 8 months
Number of hours	2 modules of 48 hours
Skills	Targets
Telephone	To be so confident in your language skills that you can negotiate the basic terms and conditions of a contract as well as carry out elementary negotiations.
Meetings & presentations	No hesitations in chairing a meeting, bringing in participants tactfully, controlling discussions and providing adequate summaries where necessary. To be able to deliver off-the-cuff presentations and handle complex questions confidently.
Negotiations	To steer negotiations effectively to a successful conclusion.
Writing	To write persuasive, correct & tactful letters which achieve the required response.
Routine work	To be able to carry out a client interview in a controlled manner and sell a complex product to a client by giving sound and clear advice.
Socialising	To be able to interact in all social situations confidently in the correct register and appreciate different aspects of the language including humour and accents.

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Crash COURSE



IS THIS THE RIGHT COURSE FOR YOU?

“For busy people”

This is an **intensive course** which is designed **for busy people** who cannot commit themselves to long-term training. You will receive tuition every day for 8 hours with a break for lunch. A very challenging type of tuition which is most beneficial to those who are already familiar with the basics of the language.

Entry requirements

Levels 3 to 9 (To be confirmed after pre-course assessment)

Fixed weekly format

10 lessons of 4 hours

Duration

1 week

Number of hours

40

Cancellations must be made directly with FLS and must be received at least 7 days in advance.

Targets

One 40-hour module to take you to levels 4 or 5 and two 40-hour modules to take you to levels 6, 7, 8 or 9. Please see corresponding levels for respective targets.

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Special ASSIGNMENT



**IS THIS THE
RIGHT COURSE
FOR YOU?**

“A high impact programme”

This is a **high impact programme** which combines **five types** of **daily activities**:

Formal tuition to broaden your language base;

A **“business lunch”** to polish up your socialising skills and prepare you to handle unpredictable conversations;

A mock **business meeting** with two tutors to boost your confidence when in a stressful situation and to expose you to different accents and tones of voice;

A **telephone call** in the target language as this skill requires additional confidence;

And finally, regular input of **cultural information** in order to introduce you to local business and social customs as well as basic facts pertaining to religious & political life.

The Special Assignment course gives you the ultimate opportunity to think in the language –and possibly to dream in it too...

Entry requirements

Levels 4 to 8 (To be confirmed after pre-course assessment)

Fixed weekly format

5 non-stop sessions of 8 hours

Special daily features

1 mock business lunch of 1½ hours
1 mock business meeting of 1½ hrs
2 formal lessons of 2½ hours
1 telephone call in the target language

Duration

1 week

Number of hours

40

Cancellations must be made directly with FLS and must be received at least **7 days** in advance.

Targets

One 40-hour module to take you to level 5 and two 40-hour modules to take you to levels 6, 7, 8 or 9. Please see corresponding levels for respective targets.

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Executive SELECTION



IS THIS THE RIGHT COURSE FOR YOU?

“Keeping fit”

You are quite happy with your current level but your problem at the moment is lack of opportunity to **practice** a skill for which you have worked so hard. You may also be **pressed for time** and can only spare a couple of hours every week. The Executive Selection was designed for you.

A **weekly session** held at your office and sometimes over **lunch**, with one or two tutors for extra challenge will keep your language skills in very good shape.

Entry requirements

Levels 5 to 9 (To be confirmed after pre-course assessment)

Recommended weekly format

1 session of 2 hours

Special monthly features

1 mock business lunch of 2 hours
1 mock business meeting of 2 hrs
2 formal lessons of 2 hours

Duration

3 months

Number of hours

24

Targets

To revive and maintain your present level of fluency.
To polish-up your socialising and basic business skills in the target language.

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Telephone TUITION



IS THIS THE RIGHT COURSE FOR YOU?

“Lessons on the go”

You need absolute **flexibility** and because each lesson is so **easy to schedule** you may often be able to book them at very short notice. Half-an hour twice a week is the right amount of time to ensure **continuity** and is a better **value for money** formula than the odd 1-hour face-to-face lesson.

You will also find that as you are used to work on the telephone this kind of tuition will become a natural extension of your work pattern. Being in your own environment will also contribute to making you feel **relaxed and receptive**. A winning language solution for busy people on the go!

Entry requirements

Levels 4 to 9 (To be confirmed after pre-course assessment)

Recommended weekly format

2 sessions of 1/2 hour

Duration

3 months

Number of hours

12

Targets

To develop your present level of fluency and improve your pronunciation.
To polish-up your socialising and basic business skills in the target language.

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Exam PREPARATION



**IS THIS THE
RIGHT COURSE
FOR YOU?**

For internationally recognised qualifications

FLS will request the latest documentation for you from the relevant centre and will take care of all the administration involved.
Please contact us to know about options available to you.

Entry requirements

Levels 3 to 9 (To be confirmed after pre-course assessment)

Recommended weekly format

2 lessons of 1½ or 2 hours per week

Duration

6 to 8 months

Number of hours

40

Targets

As per official literature.

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Language CLUB



IS THIS THE RIGHT COURSE FOR YOU?

“Learning for fun”

Any training makes employees feel valued. However, training as a perk can primarily help staff better themselves with **new skills** and give them a more **positive feeling** towards their company. This is the main objective of the Language Club. It is also an extremely **cost-effective** way of **training a large number of employees**, especially if each participant is charged a nominal fee as a means of boosting personal commitment.

Entry requirements

Levels 1 to 9 (To be confirmed after pre-course assessment)

Fixed weekly format

1 lesson of 1½ hours

Special features

Self-assessment & on-line registration

Duration

10 weeks

Number of hours

15

All lessons are fixed to one day a week to suit all participants.

Here, the accent is on fun, whatever the level of the group. An informal yet structured approach to learning allows all participants to practice the language in a congenial environment.

The syllabus is flexible and homework kept to an absolute minimum.

From MD to Office Junior, the Language Club brings together all employees, irrespective of their jobs, seniority or department.

Regular weekly sessions are intended to build team spirit within an enjoyable environment.

Such positive attitude should eventually overflow into the workplace thus helping to create a better working atmosphere that will lead to greater productivity.

Targets

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Mini

CULTURAL BRIEFING



**IS THIS THE
RIGHT COURSE
FOR YOU?**

“The Do’s & the Don’ts”

Held over **3 days**, consecutive or not, this informative and **activity-based** programme introduces you to the “Do’s and the Don’ts” of a specific culture. **Role-play** will teach you how to meet and greet in the language. You will also learn about the main pit falls of **going “cross-culture”** so that you do not offend, or take offence.

Your own professional and personal interests will also be taken into account.

Entry requirements	None
Fixed weekly format	3 sessions of 4 hours
Special features	Role-play & Hand outs
Duration	3 days
Number of hours	12

Cancellations must be made directly with FLS and must be received at least **7 days** in advance.

The programme is aimed at executives, personal assistants, secretaries and other members of staff who are in regular contact with “friendly aliens”. Whatever their level of responsibility they need to bridge the cultural gap that separates them from foreign visitors or hosts. These range from business people to the “man-in-the-street”. Though in many cases educated, coming from another culture, their style and degree of sophistication can differ quite dramatically from ours.

Our coach is native to that particular culture and, as such, will provide delegates with an understanding and an insight into those behavioural characteristics and customs which can cause so much misunderstanding.

By the end of the 3 sessions, all delegates should feel more confident and positive when approaching foreign visitors, either face-to-face or over the telephone. They will understand how to be courteous and avoid offending, thus raising the company’s profile as well as their own.

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The present that speaks for itself...



WHAT IS THIS COURSE ABOUT?

“A TASTE OF”

Mini-Survival Kit

“A taste of **French**”, “A taste of **Spanish**”, “A taste of **Italian**” and “A taste of **German**” are a series of specially designed language courses which make original and exclusive presents. All lessons are **one-to-one** and take place at the recipient’s chosen address. All our tutors are native speakers, have university degrees and are passionate about languages.

Entry requirements	Beginners
Fixed weekly format	1 sessions of 1½ hours
Special features	A complimentary box of chocolates
Duration	4 weeks
Number of hours	6

Here, the accent is on fun, right from the start. An informal yet structured approach to learning allows you to learn the language in a conversational and enjoyable way.

The syllabus has been kept flexible and covers key areas like **meeting & greeting, making a simple booking, ordering food & drinks and asking for basic information.**

This mini-language course will equip you with those vital phrases, which will make all the difference.

You will also develop a taste for the language as well as basic confidence in your own language skills.

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Appendix II

Policy statements:

We deliver our services in accordance with the following 3 policies:

Equal Opportunities

Health & Safety

Environmental

Copies of all 3 documents are available upon request.

Appendix III

FLS code of conduct:

We shall make every reasonable effort to ensure consistently high quality in our language services.

Only employ professional staff competent to manage or deliver the language training, consultancy & translations which we provide.

Have a general duty of fair dealing towards our clients.

Give a fair & accurate account of our organisation and its services in all our information, promotion and advertising material.

Maintain helpful & efficient administration, which can provide accurate information on services & costs.

Conduct our business activities so as to enhance the credibility & good standing of business language training.

Carry appropriate professional indemnity insurance.

Operate our business in accordance with the laws, regulations and local by-laws of the United Kingdom

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Faramoor Limited ● Foreign Language Services ● Registered in England No. 191 1531 ● VAT No. 4213960 73

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info@foreignlanguageservices.com ● www.foreignlanguageservices.com



Appendix IV

Terms & Conditions of Business

1. All clients utilising the Company's language tuition and tutorial services should note the Company requires that all fees be paid not less than seven days before the commencement of the course. Where an arrangement has been made with the Company for periodical payments, each payment falls due seven days before the ensuing period of instruction.
2. Students should note that they are required by the Company to make their personal arrangements with the Company directly and that they will be held to be the contracting party in each and every case. Where their fees are to be paid by a third party then the authority of that third party for the tuition to proceed and a written undertaking signed by a responsible officer to pay all fees and costs arising from the course must be received by the Company before such instruction commences.
3. No employee, agent or servant of the Company has any right to vary the terms and conditions of business as set out here-in.
4. All estimated numbers of hours suggested in the Course Profile or otherwise are based on experience of the 'average' learner and should be used as a guideline only, as they may vary considerably from student to student. Accordingly we can accept no responsibility whatsoever of such estimates.
5. No refund of fees will be made after the course has started and the credit of tuition has to be taken within twelve months unless otherwise agreed with the Company.

The terms and conditions of business shall be interpreted in accordance with English law.

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