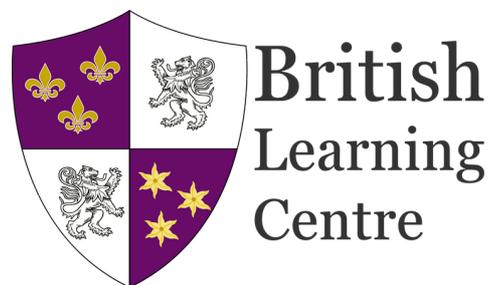


# TEAM



# BUILDING

## FOR BUSINESSES



Our Team Building for Businesses course is tailored to meet the specific language and team development needs of professionals working in any field. With a combination of engaging activities and business English workshops delivered by experienced, well-qualified course leaders, your team will be more effective than ever.

# LEARN ENGLISH



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## OUR TEAM BUILDING FOR BUSINESSES COURSE IS THE PERFECT SOLUTION FOR PROFESSIONALS LOOKING TO IMPROVE THEIR OWN OR THEIR TEAM'S ENGLISH LANGUAGE SKILLS AND OPTIMISE THEIR WORKING RELATIONSHIPS.

Empower your staff to stand out in their industry by delivering the very highest levels of service through English language. Build strong, productive, long-lasting professional relationships within your team. Succeed in satisfying more customers, delivering exemplary service and fulfilling the needs of your customers.

The British Learning Centre is offering bespoke courses which combine team building, leadership and English language development for professionals.

English is the language of international communication, Our tailored courses will help prepare you to read, write and speak English. We will provide your staff with the skills they need to thrive in the modern, competitive market place.

Our course leaders have decades of combined experience in leading activity camps and training - The British Learning Centre is the best choice for your team.

***"As a restaurant manager, my English language skills have helped me to communicate effectively with suppliers and understand menu items from different cultures." - K. Chayanan, Restaurant Manager***

# BESPOKE COURSES

NO MATTER YOUR ABILITY, WE  
WILL GET YOU TO WHERE YOU  
NEED TO BE!



Whatever your ambitions, our build-your-own courses will help you to achieve your personal goals, exceed your expectations and succeed in taking those exciting next steps in business..

- Interact with clients on the phone, face to face and in writing
- Describe services offered
- Maintaining strong working relationships
- Handling complaints
- Listen to and respond to customer requests
- Develop the confidence and resilience of your team.

***"English is the language of international tourism and it is essential for anyone working in the hospitality industry to speak it fluently." - K. Supachai, Tour Guide***

# CHALLENGE YOURSELF

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The team building element of our course is designed to move through three distinct phases:

- **Overcome and thrive**
- **Memorable moments**
- **Building bonds**

## **Overcome and thrive**

Participants will be encouraged to take on and overcome new and exciting challenges, building their self-esteem, confidence and resilience.

Activities include:

- High ropes courses and zip-lining
- ATV safari
- Jungle trekking
- Sailing
- Indoor climbing

# BUILD YOUR TEAM

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## Memorable moments

When building authentic relationships, nothing takes the place of shared experience. Through this phase of the course, participants will engage in activities that will inspire and enthuse them, and make memories with their colleagues that will last a lifetime.

Activities include:

- Feeding and washing rescued elephants
- Volunteering with a local children's charity
- Horseback riding
- Boat trips with fishing and snorkeling.

## Building bonds

The final phase will bring your team together by encouraging them to work with shared drive and purpose. Activities include:

- Paintballing
- Cooking in a real, working restaurant kitchen
- Scavenger hunts
- Sports afternoons.

# WHO IT IS FOR...



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Our Team Building for Businesses package is specifically designed to meet the needs of professionals working in the in a wide variety of industries, in particular those who interact with customers directly or who work in teams.

Whether you are a hotel manager, front desk staff, a sales manager or a real estate agent, our package will help you develop the English language and team-working skills necessary to succeed in your field. With a focus on industry-specific terminology, real-life scenarios and overcoming exciting challenges, our package will help you communicate effectively with international colleagues and customers, while forging positive relationships.

# EXAMPLE TIMETABLE

Day	Activities	Specific Objectives
1	<p>High-ropes course and ziplining</p> <p>Visit to Golden Buddha Mountain</p>	<p>9am to 9:15am</p> <ul style="list-style-type: none"> <li>• Introduction and explanation</li> <li>• Depart for Tarzan Adventure Pattaya</li> </ul> <p>10am to 11am</p> <ul style="list-style-type: none"> <li>• High-ropes course and ziplining</li> <li>• Depart for Golden Buddha Mountain</li> </ul> <p>11:15am</p> <ul style="list-style-type: none"> <li>• Visit Golden Buddha Mountain</li> </ul> <p>11:45am</p> <ul style="list-style-type: none"> <li>• Depart for hotel</li> </ul> <p>12:15pm to 1:30pm</p> <ul style="list-style-type: none"> <li>• Lunch and free time</li> </ul> <p>1:30pm to 2:30pm</p> <ul style="list-style-type: none"> <li>• Assessment for learning</li> <li>• Formal and informal greetings</li> <li>• Cultural sensitivity and conventions</li> </ul> <p>2:30pm to 2:45pm</p> <ul style="list-style-type: none"> <li>• Break</li> </ul> <p>2:45pm to 3:45pm</p> <ul style="list-style-type: none"> <li>• Enquiring as to a client's well-being</li> <li>• Appropriate and inappropriate topics for 'small talk'</li> <li>• Telephone vs. face-to-face conversations</li> </ul> <p>3:45pm to 4pm</p> <ul style="list-style-type: none"> <li>• Refreshments</li> </ul> <p>4pm to 5pm</p> <ul style="list-style-type: none"> <li>• Recap the use of quantifiers like 'much', 'many' and 'enough'</li> <li>• Reading hotel reviews and asking appropriate questions.</li> <li>• Explore the use of phrasal verbs.</li> </ul> <p>5pm</p> <ul style="list-style-type: none"> <li>• Feedback and review</li> </ul>
2	<p>Visit Elephant Jungle Sanctuary Pattaya</p>	<p>7am</p> <ul style="list-style-type: none"> <li>• Depart for Elephant Jungle Sanctuary Pattaya</li> </ul> <p>7:45am to 12:30pm</p> <ul style="list-style-type: none"> <li>• Arrive at Elephant Jungle Sanctuary Pattaya and take part in activities such as feeding the elephants and the famous 'Mud Spa. Lunch will be eaten at the Sanctuary</li> </ul> <p>12:30pm</p> <ul style="list-style-type: none"> <li>• Depart Elephant Jungle Sanctuary Pattaya for hotel</li> </ul> <p>1:15pm to 2pm</p> <ul style="list-style-type: none"> <li>• Free time</li> </ul> <p>2pm to 3pm</p> <ul style="list-style-type: none"> <li>• Discussing and confirming appointments</li> <li>• Managing client expectations</li> <li>• Making apologies and seeking solutions: formal and informal, written and verbal</li> </ul> <p>3pm to 3:15pm</p> <ul style="list-style-type: none"> <li>• Refreshments</li> </ul> <p>3:15pm to 4pm</p> <ul style="list-style-type: none"> <li>• Explain the abilities and skills of yourself, your team and your company</li> <li>• Discuss future potentials and opportunities</li> <li>• Utilise discourse markers to ease and direct the flow of conversation</li> </ul> <p>4pm to 4:15pm</p> <ul style="list-style-type: none"> <li>• Break</li> </ul>

# EXAMPLE TIMETABLE

Day	Activities	Specific Objectives
2		<p>4:15 to 5pm</p> <ul style="list-style-type: none"> <li>• Structure formal and informal emails</li> <li>• Discuss strategies for maintaining client relationships</li> </ul> <p>5pm</p> <ul style="list-style-type: none"> <li>• Feedback and review</li> </ul>
3	Visit Pattaya Paintball Park	<p>9am</p> <ul style="list-style-type: none"> <li>• Depart for Pattaya Paintball Park</li> </ul> <p>9:30am to 11am</p> <ul style="list-style-type: none"> <li>• Paintball games</li> </ul> <p>11am</p> <ul style="list-style-type: none"> <li>• Depart for Na Jomtein Beach</li> </ul> <p>11:20am to 12:20pm</p> <ul style="list-style-type: none"> <li>• Team building challenges and games on the beach.</li> </ul> <p>12:20pm</p> <ul style="list-style-type: none"> <li>• Depart for hotel</li> </ul> <p>12:30pm to 1:30pm</p> <ul style="list-style-type: none"> <li>• Lunch and free time</li> </ul> <p>1:30pm to 2:30pm</p> <ul style="list-style-type: none"> <li>• Use 'can', 'may', 'might' and 'must' appropriately when explaining rules and regulations</li> <li>• Understand how to use modal verbs to form polite requests</li> <li>• Develop understanding of work place idioms: role play scenarios</li> </ul> <p>2:30pm to 2:45pm</p> <ul style="list-style-type: none"> <li>• Break</li> </ul> <p>2:45pm to 3:45pm</p> <ul style="list-style-type: none"> <li>• Understand how to use quantifiers to add clarity to sentences</li> <li>• Reporting quantities with accuracy: role play scenarios</li> <li>• Recognise the difference between closed and open questions: role play scenarios</li> </ul> <p>3:45pm to 4pm</p> <ul style="list-style-type: none"> <li>• Refreshments</li> </ul> <p>4pm to 5pm</p> <ul style="list-style-type: none"> <li>• Using phrasal verbs</li> <li>• Appropriate use of social media</li> <li>• Three-word phrasal verbs.</li> </ul> <p>5pm</p> <ul style="list-style-type: none"> <li>• Feedback and review</li> <li>• Course ends</li> </ul>

# PROGRAMME OF ENGLISH STUDY

AN OVERVIEW OF OBJECTIVES.

Our course objectives will be formed in line with the needs of each business on an individual basis after discussion. An example of learning goals for our general programme of study is shared below.

By the end of the course students will have progressed towards the following learning goals:

- be confident during initial interactions with clients
- be able to describe a hotel stay and read /respond to reviews
- be able to book appointments and make plans, make apologies and discuss changes
- be able to offer advice and suggestions to clients
- be able to keep clients informed and appropriately use informal communication with clients and colleagues
- explain health and safety requirements, rules and regulations
- be able to report what people and said, what people have asked and report quantities with clarity
- to be able to welcome visitors and discuss conferences
- be able to listen to client requests and respond appropriately
- be able to describe processes and check information
- be able to recognise and exploit networking opportunities
- be able to make travel arrangements and ask for directions
- be able to discuss tasks and targets
- be able to discuss your own and your company's history with confidence
- use dates and times accurately while talking about your plans
- emphasize your opinion in a productive manner
- be able to discuss conditions with a client
- be able to discuss problems.



# METHODOLOGY

## OUR APPROACH TO TEACHING AND LEARNING.

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English language skills will be taught within the context of business English with a particular emphasis on skills needed within the customer service sector in Thailand. Vocabulary will be delivered within this context and enforced with frequent retrieval practice activities and spaced practice (the Leitner system). Course books will be used to support the development of grammatical skills and understanding. Comprehension and discussion skills will be developed using business related articles, as will listening skills. The course will begin with a brief assessment for learning, from which the content and level of the subsequent sessions can be adapted to suit the learning needs of the students. A final review and assessment will demonstrate progress and offer insight into next steps for future training.

### Course texts and resources

English for Everyone, Business English, Course Book 1 and 2 – DK Penguin Random House, 2017.  
<https://learnenglish.britishcouncil.org/>



# MEET OUR TEAM



## **MR ASHLEIGH BIGNALL**

Founder & Head of School

Ashleigh is a passionate and dedicated teacher who has been teaching for 10 years. He is highly experienced in offering his students deep and meaningful learning moments that inspire and guarantee progression within the subject.

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## **MR JAMES KEMP**

Deputy Head of School

James has been teaching for 13 years as both an English and humanities teacher having taught students of many different nationalities. He has a wealth of experience in leading residential and day activity camps as well as a training facilitator.

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## **MR LEE CAVE**

SENCO & Teacher

Lee has been teaching for over 15 years and has taught at all levels. Lee is also our schools special educational needs co-ordinator and brings a wealth of experience which enables him to best assist all learners despite their individual challenges.

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## **MR SIMON WHARTON**

Teacher

Simon has 6 years of teaching experience. He is our lead teacher for delivering Read, Write inc & Fresh Start to students who have English as an additional language. Simon is highly skilled at delivering differentiated English learning to student of all levels and ages in both small groups and private sessions.

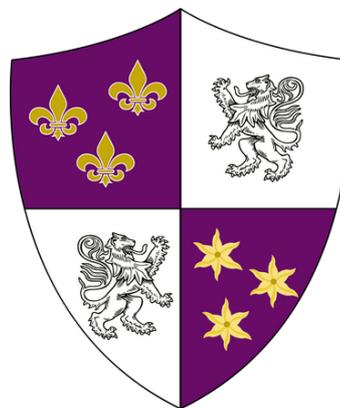
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