

# English Certificate - Topics

## - in general

- small-talk
- presenting your company or products of your company
- on the phone
- business letters (e.g. enquiries, offers, orders, complaints)
- doing business abroad / cultural aspects

## - special English for trainees in trade, shipping and forwarding agencies

- Incoterms
- logistics and transport (e.g. containers, transport documents (b/l), shipping, insurance)
- forms of payment (e.g. letter of credit, d/a, d/p)
- current issues (e.g. globalisation, environment)