

Programma inglese terze ITE SIA

INTERNATIONAL TRADE

Business in its economic background

Economic systems

Mature and emerging markets

The regulation of international trade

Trading blocks

E-commerce

Types of companies

Five tips to stay safe online

Evaluating e-commerce opportunities and risks

THE BASICS OF BUSINESS COMMUNICATION Writing business: emails and letters

Netiquette

Speaking business

DOCUMENTS IN BUSINESS

The Invoice

Export documents and terms (a certificate of origin, a packing list) Transport

Transport documents

Payment terms

THE INTERNATIONAL BUSINESS TRANSACTION

The Business transaction

Enquiries and replies

Orders and replies

Complaints and replies

ENGLISH-SPEAKING COUNTRIES English around the world

British and American English

Varieties of English

The United Kingdom

Ireland

The USA