

MODULE 11: COMMUNICATING IN FRENCH
CODE: 961 115 Duration: 75 hours

A. Ask for accounting-related information

- Proper etiquette information
- Relevant, clear request
- Accurate interpretation of what was said by the person being addressed

B. Respond to a request for accounting-

- Proper etiquette related information
- Accurate interpretation of speaker's request
- Relevant, clear response
- Correct preparation of voice mail, messages

C. Deal with a complaint.

- Accurate interpretation of complaint
- Formulation of clear, coherent and relevant explanations, objections and arguments
- Formulation of an acceptable solution
- Verification of the satisfaction of the person making the complaint