

# Business English Communication

Business English Communication specialises in providing customised programs designed to improve communication and social interaction within the Australian corporate environment.

All programs are tailored to meet the specific language and professional needs of each individual: from basic English orientation to executive communication skills. Language training is delivered on-site or in the home for the convenience of clients.

## PROFESSIONAL BACKGROUND

As the principal, Isabella offers specialist technical expertise in communication training with up-to-date qualifications and a ten-year career spanning the fields of speech and language pathology, English teaching, corporate training and customer service.

Isabella has broad industry experience in the finance, contact centre, IT, construction, travel, health and tertiary education sectors.

With a knowledge of Italian, French and Japanese, Isabella is well equipped to service a variety of communication needs for speakers of languages other than English.

## PROGRAMS OFFERED

- Increasing grammatical accuracy
- Writing letters, reports, e-mails and résumés
- Communicating over the telephone
- Improving pronunciation
- Modifying accent
- Negotiating effectively in meetings
- Making powerful presentations
- Socialising and networking with ease
- Building vocabulary
- Effective listening
- Understanding the Australian dialect
- Using colloquial language
- Using formal and informal language
- Cross-cultural communication
- Using culturally specific phrasing
- Academic English and study skills
- Refining job search skills
- Providing customer service
- Presenting a professional image.

## CLIENTS

Accenture  
Aldi Stores  
Alstom  
ANZ  
Aust Institute of Management  
Currie  
Department of Defence  
Diversiti  
Dept of Education  
Ericsson  
Fisher Recruitment  
Hitachi Data Systems  
Huthwaite  
ITW Hi-Cone  
Medibank Private  
Meiji Dairies  
Melbourne University  
Polyglot HR Solutions  
Porter Novelli  
Tescom  
Toyota  
Victoria University  
Vic Qualifications' Authority  
Westpac  
Winslow Constructions  
WT Partnership



# Isabella Petretich

B.App.Sc.(Speech Path) USyd,  
Cert. (TESOL) UNSW,  
Cert. IV. Assessment & Workplace Training MU  
M.S.P.A.A.  
Communication Consultant / Speech Pathologist / Trainer



## Delivery

### Methodology

Sessions are functional and practical, incorporating role-play and actual workplace interaction.

### Materials

Language training is supplemented by a wide variety of texts and specialised resources.

### Objectives

Learning objectives are developed in consultation to ensure that communication outcomes meet workplace needs.

## Why Choose BEC?

### Customised Programs

Training is tailored to meet the needs of your corporate environment.

### Speech and Language Expertise

As a qualified and experienced Speech Pathologist, trainer and teacher of English, Isabella brings technical expertise to communication training other than English.

### Specialist Business Skills

Isabella's broad experience in sales, customer service and training provides you with communication training that draws on first hand knowledge of the business environment.

### Fees are All-Inclusive

All learning materials are included in the hourly rate. However, clients are also encouraged to contribute relevant material from the workplace.

### On-site Delivery

Training is carried out at your offices or in the home for your convenience.

### Flexibility

Frequency, length and location of training sessions is entirely up to you. Individual, small and large group training is available.

For More Information:

### Isabella Petretich

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## Fee Schedule

### Needs Analysis & Consultation

A comprehensive analysis of client needs including a workplace assessment and customised program design.

..... \$200.00

### Individuals

1:1 training

..... \$150/hr

### Groups

Small groups of three or more individuals

..... \$60/hr per person

### Package Options

• Effective	
10 hours	\$150/hr
• High Impact	
20 hours	\$140/hr
• Proficiency	
40 hours	\$130/hr



Business  
English  
Communication

Contact BEC today!