

Spoken Arabic for Everyday Work and Service Training Course

11 – 15 April 2027
Johannesburg

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Ref: 2089_253108 **Date:** 11 – 15 April 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Spoken Arabic for Everyday Work and Service Training Course is a one-week foundation course for adult non-Arabic speakers who leave with an Everyday Arabic Conversation Toolkit. Participants practice Arabic pronunciation for beginners, practical Arabic vocabulary, workplace Arabic conversation, daily service interactions, and listening and clarification strategies. Short modeled exchanges and supervised role plays build usable responses without claiming dialect mastery, literacy, or proficiency certification. Agile Leaders Training Center delivers this course in spoken Arabic for work and service.

Who Should Attend

- Employees responsible for greeting Arabic-speaking colleagues or visitors
- Service staff responsible for short face-to-face customer exchanges
- Administrative teams responsible for confirming names, numbers, times, and locations
- Community-facing personnel responsible for giving simple directions and assistance
- Adult learners responsible for handling routine workplace conversations in Arabic

The course assumes no prior Arabic study and leaves out writing mastery, advanced grammar, translation, formal interpreting, dialect certification, and proficiency assessment.

Departments and Industries

The course supports teams that use short spoken exchanges in workplace and public-facing settings.

- Customer service and visitor reception
- Hospitality and travel services
- Healthcare administration and patient reception
- Retail and facilities support
- Education and community services

Learning Objectives

By the end of this course, participants will be able to:

- Apply a sound-and-phrase method to common Arabic pronunciation.
- Use greetings, introductions, courtesy phrases, numbers, and time expressions.
- Build short exchanges for workplace and service situations.
- Analyze key words in slow, supported spoken messages.
- Use repetition, confirmation, and clarification strategies.

- Evaluate and improve a role-play conversation with a checklist.

Course Agenda

Day 1: Build Sound and Greeting Foundations

- Arabic Sound Discrimination Listening Grid
- Pronunciation Place and Manner Cue Chart
- Greeting and Courtesy Phrase Bank
- Personal Introduction Sentence Frame
- Listen-Repeat-Compare Practice Cycle

Day 2: Exchange Essential Details

- Number Recognition and Response Card
- Clock Time and Schedule Phrase Map
- Name and Contact Detail Confirmation Steps
- Question Word Selection Table
- Accuracy Check-Back Method

Day 3: Navigate Places and Services

- Location Vocabulary Picture Map
- Direction Sequence Phrase Strip
- Request and Offer Response Pattern
- Service Counter Exchange Template
- Polite Refusal and Alternative Phrase Set

Day 4: Listen and Clarify at Work

- Key-Word Listening Capture Sheet
- Context and Gesture Meaning Clues
- Repeat-Slow-Confirm Clarification Ladder
- Workplace Task Exchange Script
- Conversation Self-Check Rubric

Day 5: Practice Everyday Conversations

- Suggested Exercise: Conduct a Greeting and Introduction Exchange
- Suggested Exercise: Confirm a Time and Location
- Suggested Exercise: Give Simple Directions
- Suggested Exercise: Resolve a Service Request with Clarification
- Capstone Exercise: Complete an Everyday Arabic Role-Play Circuit

Practical Exercises

The course uses suggested activities with short modeled exchanges, visual prompts, and supervised role play.

- Suggested activity: hear and repeat selected sounds, then compare pronunciation with a cue chart.
- Suggested activity: exchange names, roles, numbers, and appointment times with a confirmation checklist.
- Suggested activity: guide a visitor between familiar locations using a picture map and direction phrases.
- Suggested activity: identify key words in a service request and use a clarification ladder before responding.

FAQs

Who suits spoken Arabic for work and service, and what does it assume?

Adult non-Arabic speakers handling routine workplace or service exchanges suit the course. Spoken Arabic practice assumes no prior study and begins with supported sounds, phrases, and short interactions.

How does spoken Arabic for work and service differ from a general Arabic language course?

Spoken Arabic for work and service focuses on oral phrases, listening, clarification, and routine interactions, while a general language course may give substantial time to reading, writing, grammar, and broader language development.

Which form of Arabic supports everyday workplace conversation?

Shared Modern Standard Arabic phrases support a common foundation, while everyday spoken usage varies by region and speaker. The course practices widely understood foundation language without claiming mastery of a particular dialect.

How can beginners clarify meaning in spoken Arabic?

Beginners can clarify meaning by asking for repetition, requesting slower speech, checking a key word, restating a number or place, and confirming the intended action.

How should beginners practice Arabic pronunciation?

Beginners should practice Arabic pronunciation by listening to one sound or phrase, observing a clear articulation cue, repeating in short cycles, comparing the result, and applying it in a meaningful exchange.

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Conclusion

Participants take back an Everyday Arabic Conversation Toolkit. It combines pronunciation cues, phrase banks, number and time cards, direction maps, service scripts, clarification prompts, and a role-play review. The toolkit helps participants prepare for routine exchanges and choose a structured response when they need to greet, confirm, direct, request, or clarify.