

You have been invited by The “**First Class Business Focus Forum Group**” to be involved in a focus group discussion about what **YOU** want from an English Language Institute.

Think about what you want from the moment you decide you want to learn English to the end of your first months’ class.

Things to consider:

1. The Institute’s website

2. The Interior design

3. The timetable / schedule

4. The reception staff’s attitude toward you

5. The type of classes

6. What you want from your teacher / instructor
