

Contents

Introduction

4–5

1 Companies

6–11

2 Contacts

12–17

3 Products & services

18–23

4 Visitors

26–31

5 Customer service

32–37

6 Employment



38–43

7 Travel

46–51

8 Orders

52–57

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
	Company facts	Present simple	How to ask somebody to repeat information	Making introductions	Make that contact!	<ul style="list-style-type: none"> talk about what companies do talk about your company ask somebody to repeat information introduce yourself and others
	Describing your job and contacts	Present continuous	How to say phone numbers and spell names	Making and receiving phone calls	Do you work too much?	<ul style="list-style-type: none"> describe your job and the people you work with talk about work activities give phone numbers and spell names make and receive phone calls
	Describing products and services	Past simple	How to show interest	Giving a research report	Products you can't live without	<ul style="list-style-type: none"> describe a company's products and services talk about inventions show interest in a conversation give a research report
Viewpoint 1  VIDEO A company profile 24–25						
	Company structure	Asking questions	How to confirm information	Welcoming a visitor	The question game	<ul style="list-style-type: none"> talk about company structure ask questions confirm information welcome a visitor
	Customer service	Comparisons	How to 'soften' a message	Making and dealing with complaints	The WOW! Awards	<ul style="list-style-type: none"> talk about customer service make comparisons soften a message when complaining make and deal with complaints
	Employment	Present perfect (1)	How to avoid negative answers	Evaluating options	The best companies to work for?	<ul style="list-style-type: none"> talk about employment procedures describe your experience in a job interview turn a negative answer into a positive answer evaluate options
Viewpoint 2  VIDEO The customer journey 44–45						
	Air travel	<i>will/going to/present continuous</i>	How to ask for directions	Arranging to meet	The travel game	<ul style="list-style-type: none"> talk about air travel discuss future plans, arrangements and decisions ask for and give directions make arrangements to meet
	Orders and deliveries	The passive	How to discuss payment terms	Making requests	Comparing payment methods	<ul style="list-style-type: none"> talk about orders and deliveries talk about order processes discuss payment terms make and respond to requests

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9 Selling 58–63	Advertising	Modal verbs (1) – obligation, necessity and permission	How to interrupt and avoid interruption	Controlling the discussion in meetings	Going viral	<ul style="list-style-type: none"> talk about advertising talk about obligation, necessity and permission interrupt and avoid being interrupted control the discussion in meetings
Viewpoint 3 VIDEO What colour is your logo? 64–65						
10 Environment 66–71	Environmental protection	First conditional	How to ask for clarification	Giving a formal presentation	Nudging	<ul style="list-style-type: none"> talk about environmental protection talk about probable future results ask for clarification give a formal presentation
11 Entertaining 72–77	Corporate hospitality	Countable and uncountable nouns	How to ask about food on a menu	Inviting and offering	Hospitality or bribery?	<ul style="list-style-type: none"> talk about corporate hospitality talk about corporate event facilities ask about food on a menu make invitations and offers
12 Performance 78–83	Evaluating performance	Present perfect (2) – with <i>for</i> and <i>since</i>	How to say complex numbers	Describing trends	The performance game	<ul style="list-style-type: none"> talk about performance talk about how long and when you have done things say complex numbers describe performance trends
Viewpoint 4 VIDEO Green business 84–85						
13 Future trends 86–91	Global issues	Future predictions	How to link ideas	Predicting and forecasting	Cause marketing	<ul style="list-style-type: none"> talk about global issues make predictions link ideas together make predictions and forecasts
14 Time 92–97	Managing time	Second conditional	How to use time expressions	Negotiating conditions	What happened to our free time?	<ul style="list-style-type: none"> talk about time management speculate and discuss consequences talk about deadlines negotiate conditions
15 Training 98–103	Personal development and training	Modal verbs (2) – giving advice	How to give positive feedback	Making and responding to suggestions	Ambition!	<ul style="list-style-type: none"> talk about personal development and training give advice give and respond to positive feedback make and respond to suggestions
Viewpoint 5 VIDEO A successful partnership 104–105						

Practice files 106–135

Audio scripts 144–158

Communication activities 136–143

Irregular verb list 159