

Contents

Introduction

4–5

1 Working life

6–11

2 Work–life balance

12–17

3 Projects

18–23

4 Services & systems

26–31

5 Customers

32–37

6 Guests & visitors

38–43

7 Working online

46–51

8 Finance

52–57

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
	Describing work	Present simple and present continuous	How to show interest	Networking	Speed networking	<ul style="list-style-type: none"> talk about yourself and your work give a short personal presentation show interest during conversations network with groups of people
	Work–life balance	<i>to</i> + infinitive and <i>-ing</i> form	How to say ‘yes’	Exchanging contact details	Corridor conversations	<ul style="list-style-type: none"> talk about work–life balance say ‘yes’ in different ways exchange contact details
	Projects	Present perfect and past simple	How to give short answers	Updating and delegating tasks	Scenario planning	<ul style="list-style-type: none"> talk about projects talk about the progress of a project give short answers update and delegate tasks
Viewpoint 1  VIDEO Sharing a workspace 24–25						
	Services and systems	Comparative forms and modifiers	How to be approximate	Explaining features and benefits	Stack ranking	<ul style="list-style-type: none"> talk about services and systems make comparisons talk about approximate numbers talk about features and benefits
	Customer service	Present tenses for future reference	How to say ‘sorry’	Making and changing arrangements	Upside down management	<ul style="list-style-type: none"> talk about customer service talk about schedules and future arrangements say ‘sorry’ in different ways make and change arrangements
	Business travel	Articles	How to address people	Welcoming visitors	Cultural expectations	<ul style="list-style-type: none"> talk about business travel schedules use articles find out how to address people welcome visitors and talk about their journey
Viewpoint 2  VIDEO Cultural communication 44–45						
	Online security	Obligation, prohibition and permission	How to sequence an explanation	Teleconferencing	Online, but are you working?	<ul style="list-style-type: none"> talk about online security at work talk about rules explain clearly take part in a teleconference
	Finance and money	Talking about the future	How to use <i>will</i>	Presenting visual information	Investment opportunities	<ul style="list-style-type: none"> talk about how to finance a new business idea talk about future predictions use <i>will</i> in different ways give a presentation with visual information

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9 Logistics 58–63	Logistics and supply chains	Direct and indirect questions	How to use <i>say</i> and <i>tell</i>	Placing and handling orders	Shadow work	<ul style="list-style-type: none"> talk about logistics and supply chains ask direct and indirect questions use <i>say</i> and <i>tell</i> correctly place and handle orders
Viewpoint 3  VIDEO Cybercrime 64–65						
10 Facilities 66–71	Describing a place of work	Quantifiers	How to use <i>too</i> and <i>enough</i>	Making suggestions and recommendations	The Hawthorne Effect	<ul style="list-style-type: none"> describe a place of work and its facilities use quantifiers use <i>too</i> and <i>enough</i> make suggestions and recommendations
11 Decisions 72–77	Decision-making	First and second conditionals	How to use <i>if</i>	Negotiating	The Decision Game	<ul style="list-style-type: none"> talk about decision-making talk about future possibilities use <i>if</i> in different ways negotiate an agreement
12 Innovation 78–83	Innovation	Superlative forms	How to praise and thank people	Presenting new ideas	Music to your online ears	<ul style="list-style-type: none"> talk about innovative ideas talk about extremes praise and thank people formally and informally present new ideas
Viewpoint 4  VIDEO The Falkirk Wheel 84–85						
13 Breakdowns 86–91	Breakdowns and faults	Relative pronouns	How to check someone understands	Discussing and solving problems	A breakdown in public relations	<ul style="list-style-type: none"> talk about breakdowns and faults use relative pronouns check someone understands discuss and solve problems
14 Processes 92–97	Processes	Passive forms	How to explain a process	Dealing with questions	Lean Coffee™	<ul style="list-style-type: none"> talk about, describe and explain processes use passive forms to describe processes deal with questions after a presentation
15 Performance 98–103	Personal qualities	Past continuous and past perfect	How to generalize or be specific	Appraising performance and setting objectives	Extroverts, introverts and ambiverts	<ul style="list-style-type: none"> talk about different personal qualities talk about past events in your life generalize and be specific take part in a performance review
Viewpoint 5  VIDEO Green appeal 104–105						

Practice files **106–135**

Audio scripts **144–158**

Communication activities **136–143**

Irregular verb list **159**