

Contents

Introduction

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	Working with words	Business communication skills	Practically speaking	Language at work	Case study / Activity	Outcomes – you can:
1 Working life 6–11	Describing work <i>rewarding, stressful, challenging, etc.</i>	Socializing Introductions and saying what you do	How to express interest	Present simple review Frequency adverbs	Case study Speed networking VIDEO	<ul style="list-style-type: none"> talk about your work and responsibilities introduce yourself and others express interest in conversations talk about routine activities
2 Projects 12–17	Projects <i>ahead of schedule, meet the deadline, teamwork, resources, etc.</i>	Meetings Updating and delegating tasks VIDEO	How to start and end phone calls	Present simple and continuous	Case study Planning a launch party	<ul style="list-style-type: none"> talk about projects update and delegate tasks start and end phone calls talk about current activities
3 Leisure time 18–23	Work-life balance <i>take time off, work flexitime, relaxing, etc.</i> VIDEO	Exchanging information Talking about leisure Exchanging contact details	How to end a conversation	Past simple and present perfect	Activity Corridor conversations	<ul style="list-style-type: none"> talk about your work-life balance talk about your likes and dislikes exchange contact details end conversations politely talk about past experiences
4 Services & systems 24–29	Service <i>convenient, user-friendly, it allows me to ..., etc.</i>	Presenting Explaining how something works Comparing new with old VIDEO	How to introduce information	Comparative forms	Case study Improving systems	<ul style="list-style-type: none"> talk about services and systems explain how something works introduce information make comparisons
5 Customers 30–35	Customer service <i>expectations, satisfaction, evaluate needs, etc.</i>	Exchanging information Getting information Making and changing arrangements	Starting a conversation on the phone	Present simple and continuous for future use	Case study Managing customer feedback VIDEO	<ul style="list-style-type: none"> talk about customer service get information make and change arrangements start a conversation on the phone talk about the future manage customer feedback
6 Guests & visitors 36–41	Business travel <i>hospitality, venue, check in, etc.</i>	Socializing Welcoming visitors	How to make and respond to offers	Obligation, necessity, and prohibition	Case study Solving an intercultural problem VIDEO	<ul style="list-style-type: none"> talk about business travel welcome visitors make and respond to offers talk about work rules and regulations
7 Security 42–47	Security at work <i>safeguard against, prevent ... from, security breach, etc.</i>	Presenting Explaining and asking about changes VIDEO	How to introduce and respond to news	Present perfect simple and continuous Connectors	Case study Improving data security	<ul style="list-style-type: none"> talk about security in the workplace explain and ask about changes introduce and respond to news talk about change and consequences at work
8 Working together 48–53	Teamwork and partnerships <i>join forces, complementary skills, etc.</i> VIDEO	Meetings Presenting and discussing plans	How to encourage people	Talking about the future – <i>going to, will, and modal verbs</i>	Case study Creating a plan for effective teamwork	<ul style="list-style-type: none"> talk about working in teams present and discuss plans encourage people talk about your future goals

VIDEO : This section of the unit has a video clip linked to the topic.

	Working with words	Business communication skills	Practically speaking	Language at work	Case study / Activity	Outcomes – you can:
9 Logistics 54–59	Logistics and supply chains <i>warehouse, inventory, in / out of stock, etc.</i> VIDEO	Exchanging information Placing and handling orders	How to leave a voicemail message	Reported speech	Case study Solving a logistics problem	<ul style="list-style-type: none"> talk about logistics and supply chains place and handle orders leave a voicemail message report problems or disagreements
10 Facilities 60–65	Describing a place of work <i>well-equipped, cramped, etc.</i> VIDEO	Meetings Making suggestions and recommendations	How to link ideas	Nouns and quantifiers	Case study Organizing a cause marketing event	<ul style="list-style-type: none"> describe your place of work make suggestions and recommendations link ideas talk about work facilities
11 Decisions 66–71	Decision-making <i>put forward an idea, avoid confrontation, etc.</i>	Meetings Participating in a discussion VIDEO	How to be persuasive	First and second conditionals	Activity The decision game	<ul style="list-style-type: none"> talk about decision-making participate in a discussion be persuasive talk about future possibilities
12 Innovation 72–77	Innovation and new ideas <i>come up with, concept, prototype, etc.</i>	Presenting Giving a formal presentation VIDEO	How to respond to difficult questions and comments	Superlative forms	Case study Presenting innovative products	<ul style="list-style-type: none"> talk about innovative ideas give a formal presentation respond to difficult questions and comments talk about extremes
13 Breakdown 78–83	Breakdowns and faults <i>let someone down, incompatible, unreliable, etc.</i> VIDEO	Exchanging information Discussing problems	How to check someone understands	Advice and recommendation <i>too and enough</i>	Case study Managing a breakdown in service	<ul style="list-style-type: none"> talk about breakdowns and faults discuss problems and offer advice check someone understands advise and recommend
14 Processes 84–89	Processes <i>basic procedure, first of all, having done ..., etc.</i>	Socializing Planning future contact VIDEO	How to get someone's attention	Passive forms	Case study Introducing new processes	<ul style="list-style-type: none"> talk about processes make and change future plans get someone's attention describe processes
15 Performance 90–95	Personal qualities <i>enthusiastic, dependable, creative, etc.</i> VIDEO	Meetings Appraising performance and setting objectives	How to give feedback	Past continuous and past perfect	Case study Giving a successful presentation	<ul style="list-style-type: none"> talk about personal qualities appraise performance and set objectives give feedback tell a story talk about past events
16 Success 96–101	Fact-finding and achievement <i>a significant breakthrough, a real triumph, etc.</i>	Meetings Reporting back	How to generalize	Contrasting language	Case study Acting on research VIDEO	<ul style="list-style-type: none"> talk about achievements report back on and evaluate research generalize use contrasting language

Practice files 102–133

Information files 135–146

Irregular verb list 134

Audio scripts 147–159