

CONTENTS

CONTENTS.....	3
UNIT 1 TELEPHONING	7
UNIT 2 NEGOTIATING.....	15
UNIT 3 BANKING AND FINANCIAL PRODUCTS	29
UNIT 4 GOVERNMENT AND TAXATION	51
UNIT 5 REPORTS AND GRAPHS	71
UNIT 6 INTERNATIONAL TRADE	83
UNIT 7 CORPORATE SOCIAL RESPONSIBILITY.....	105
ADDITIONAL MATERIAL.....	124
NUMBERS.....	128
INDEX	132