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	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
1 Companies	Company facts	Present simple	How to ask somebody to repeat information	Making introductions	Make that contact!	<ul style="list-style-type: none"><li>• talk about what companies do</li><li>• talk about your company</li><li>• ask somebody to repeat information</li><li>• introduce yourself and others</li></ul>
2 Contacts	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"><li>• describe your job and the people you work with</li><li>• talk about work activities</li><li>• give phone numbers and spell names</li><li>• make and receive phone calls</li></ul>
3 Products & services	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"><li>• describe a company's products and services</li><li>• talk about inventions</li><li>• show interest in a conversation</li><li>• give a research report</li></ul>
<b>Viewpoint 1</b>  <b>VIDEO</b> A company profile <b>24-25</b>						
4 Visitors	Company structure	Asking questions	How to confirm information	Welcoming a visitor	The question game	<ul style="list-style-type: none"><li>• talk about company structure</li><li>• ask questions</li><li>• confirm information</li><li>• welcome a visitor</li></ul>
5 Customer service	Customer service	Comparisons	How to 'soften' a message	Making and dealing with complaints	The WOW! Awards	<ul style="list-style-type: none"><li>• talk about customer service</li><li>• make comparisons</li><li>• soften a message when complaining</li><li>• make and deal with complaints</li></ul>
6 Employment	Employment	Present perfect (1)	How to avoid negative answers	Evaluating options	The best companies to work for?	<ul style="list-style-type: none"><li>• talk about employment procedures</li><li>• describe your experience in a job interview</li><li>• turn a negative answer into a positive answer</li><li>• evaluate options</li></ul>
<b>Viewpoint 2</b>  <b>VIDEO</b> The customer journey <b>44-45</b>						
7 Travel	Air travel	will/going to/present continuous	How to ask for directions	Arranging to meet	The travel game	<ul style="list-style-type: none"><li>• talk about air travel</li><li>• discuss future plans, arrangements and decisions</li><li>• ask for and give directions</li><li>• make arrangements to meet</li></ul>
8 Orders	Orders and deliveries	The passive	How to discuss payment terms	Making requests	Comparing payment methods	<ul style="list-style-type: none"><li>• talk about orders and deliveries</li><li>• talk about order processes</li><li>• discuss payment terms</li><li>• make and respond to requests</li></ul>



		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9	Selling	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"><li>• talk about advertising</li><li>• talk about obligation, necessity and permission</li><li>• interrupt and avoid being interrupted</li><li>• control the discussion in meetings</li></ul>
Viewpoint 3  VIDEO What colour is your logo? 64–65							
10	Environment	Environmental protection	First conditional	How to ask for clarification	Giving a formal presentation	Nudging	<ul style="list-style-type: none"><li>• talk about environmental protection</li><li>• talk about probable future results</li><li>• ask for clarification</li><li>• give a formal presentation</li></ul>
11	Entertaining	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"><li>• talk about corporate hospitality</li><li>• talk about corporate event facilities</li><li>• ask about food on a menu</li><li>• make invitations and offers</li></ul>
12	Performance	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"><li>• talk about performance</li><li>• talk about how long and when you have done things</li><li>• say complex numbers</li><li>• describe performance trends</li></ul>
Viewpoint 4  VIDEO Green business 84–85							
13	Future trends	Global issues	Future predictions	How to link ideas	Predicting and forecasting	Cause marketing	<ul style="list-style-type: none"><li>• talk about global issues</li><li>• make predictions</li><li>• link ideas together</li><li>• make predictions and forecasts</li></ul>
14	Time	Managing time	Second conditional	How to use time expressions	Negotiating conditions	What happened to our free time?	<ul style="list-style-type: none"><li>• talk about time management</li><li>• speculate and discuss consequences</li><li>• talk about deadlines</li><li>• negotiate conditions</li></ul>
15	Training	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"><li>• talk about personal development and training</li><li>• give advice</li><li>• give and respond to positive feedback</li><li>• make and respond to suggestions</li></ul>
Viewpoint 5  VIDEO A successful partnership 104–105							