

Contents

Introduction 4–7

1 Jobs 8–13

2 Products & services 14–19

3 Location 20–24

4 Technology 25–29

5 Communication 30–34

6 Contacts 35–39

7 Departments 40–44

8 Employment 45–49

9 Competition 50–54

10 Teamwork 55–60

11 Travel 61–66

12 Schedules 67–71

Progress tests and
Speaking tests 72–95

Progress test answer key 96–98

Practice file answer key 99–103

DVD worksheets 104–109

DVD worksheets answer key 110–111