

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	to + infinitive and -ing 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 will	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 will 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**Communication activities **136–143**Audio scripts **144–158**Irregular verb list **159**