

UNIT 1

4

Procedures for special events

You will learn

- ▶ To discuss wedding hairstyles
- ▶ To discuss the wedding dress code
- ▶ The difference between the past continuous and past simple tense

UNIT 2

18

Beyond hairstyling

You will learn

- ▶ About the Czech and Slovak Republics
- ▶ To use the phrase *to have something done*
- ▶ To talk about health and safety
- ▶ To talk about film/TV looks

UNIT 3

36

Customer service

You will learn

- ▶ To deal with customers' complaints
- ▶ To make a reservation in a hotel
- ▶ To revise the tenses

UNIT 4

52

Addressing customers

You will learn

- ▶ To promote products and services
- ▶ To use different communication methods to reach the customer
- ▶ To design your own promotional material
- ▶ To use the passive form

UNIT 5

66

My future career

You will learn

- ▶ To talk about your dream job
- ▶ To reply to a job advertisement
- ▶ To use first conditional time clauses

UNIT 6

82

Applying for a job

You will learn

- ▶ To write your own curriculum vitae
- ▶ To write a motivation letter
- ▶ To describe your emotions

APPENDIX

97

- ▶ Irregular verbs
- ▶ Vocabulary (EN)
- ▶ Vocabulary (CZ)
- ▶ Vocabulary (SK)
- ▶ Keyphrases