

MODULE 1: TELEPHONE & EMAIL PAGE 4

- 1A Getting through on the phone
- 1B Messages and voicemails
- 1C Dealing with problems on the phone
- 1D Making arrangements on the phone
- 1E Email – first contact and requests
- 1F Email – enquiries
- 1G Email – following up
- 1H Email – levels of formality

MODULE 2: GUESTS & VISITORS PAGE 12

- 2A Introductions and greetings
- 2B Making small talk **VIDEO**
- 2C Invitations and offers
- 2D Welcoming a visitor
- 2E Understanding a welcome speech
- 2F Asking for and offering help
- 2G Telling an anecdote
- 2H Presenting yourself

MODULE 3: PRESENTING PAGE 20

- 3A A company profile **VIDEO**
- 3B Talking about your company
- 3C Company structure
- 3D Talking about your job
- 3E Talking about products
- 3F Talking about services
- 3G Talking about changes
- 3H Presenting plans **VIDEO**

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MODULE 4: GRAPHS & TABLES PAGE 28

- 4A Describing graphs
- 4B Describing changes
- 4C Comparing visual information
- 4D Explaining cause and effect
- 4E Interpreting financial results
- 4F Reporting on sales figures
- 4G Describing a process
- 4H Using visuals in a presentation **VIDEO**

MODULE 5: BUSINESS WRITING PAGE 36

- 5A Introduction to emails, letters, and memos
- 5B Structuring a letter
- 5C Writing a complaint
- 5D Responding to a complaint
- 5E Placing an order
- 5F Confirming an order
- 5G Responding to an enquiry
- 5H Writing and responding to invitations

MODULE 6: JOB APPLICATIONS PAGE 44

- 6A Job ads and descriptions
- 6B Writing a CV
- 6C Writing a covering letter
- 6D Video CVs **VIDEO**
- 6E Identifying your strengths and skills
- 6F Preparing for an interview
- 6G Going to a job interview (1) **VIDEO**
- 6H Going to a job interview (2)