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Contents chart

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
1 About you	My name is ... I am (I'm) from Berlin. I work for MAT. I am an engineer. My mobile number is 071568243.	<i>a/an</i> The verb <i>to be</i> (<i>am, is, are</i>) Subject pronouns (<i>I, you, he, she, etc.</i>) Titles (<i>Mr, Mrs etc.</i>) Numbers 1–9	Giving your (telephone) number
2 About your job	I work for an insurance company. Do you work in the sales department? I am (I'm) the Assistant Sales Manager. I like my job (it) very much.	The use of <i>the</i> The Simple Present tense Object pronouns (<i>me, him, her, it, etc.</i>)	Spelling names The alphabet
3 About where you work	I work in an office in the centre of town. It is (It's) near the station. There are some good restaurants nearby. My office is on the first floor.	<i>there is/are some/any</i> The verb <i>to have</i>	Giving an address Numbers: cardinal 1–100; ordinal 1st–10th
4 Your business activities	We make parts for computers. We are (We're) in the IT business. We do a lot of business in Western Europe. We're working on a new product. Business is going well.	<i>a lot of/much/many</i> The Present Continuous tense (<i>We're working ...</i>) <i>make/do (make computers, do business, etc.)</i>	Parts of the world (<i>Western Europe, etc.</i>) Percentages (<i>90% of our business</i>)
5 The location of your company	Our engineers' offices are five kilometres west of the city. They are (They're) in Inchon. It is (It's) about 300 kilometres from Pusan. Where are your company's main offices?	Possessive adjectives (<i>my, your, his, etc.</i>) Possessive nouns (<i>the company's offices</i>) Plural nouns	Numbers 100–1000 Compass points (<i>west of, to the south, etc.</i>)
6 The layout of your company	This is the service department. Where is (Where's) the conference centre? It is (It's) behind the main block. Go down here. It's on the left.	Demonstrative adjectives (<i>this, these, those, etc.</i>) Imperatives (<i>Go/Don't go</i>) Prepositions of place (<i>behind, in front of, etc.</i>) Prepositions of direction (<i>to, down, etc.</i>)	Giving directions Signing in
7 Meeting and welcoming	I would (I'd) like to welcome you to KPG. How was your trip? It was fine. This is Bill Smith, our PR Manager. Pleased to meet you.	The Past tense of <i>to be</i> (<i>was, were</i>) <i>a little/a few</i>	Nationalities and languages (<i>French, English, etc.</i>) Introductions

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
8 The first two minutes	How are you? How is (How's) business? How do you like New York? How long are you here for? I hear you are (you're) leaving tomorrow.	The Present Continuous for the future (<i>I'm leaving tomorrow.</i>) <i>I hear, I see, I understand, I believe</i>	Days of the week (<i>Monday, etc.</i>) Parts of the day (<i>this morning, tomorrow afternoon, etc.</i>)
9 Partings and thanks	Call me next week. I will (I'll) call you next week. Give my regards to your wife. Thanks for everything. You are (You're) welcome.	Imperatives for requests (<i>Give my regards to ...</i>) <i>will</i> for promises (<i>I'll call you.</i>) <i>must</i> for inviting (<i>You must visit us.</i>)	Months (<i>January, February, etc.</i>) Seasons (<i>spring, summer, etc.</i>) Festivals (<i>New Year, Independence Day</i>)
10 Setting up a meeting	Are you free tomorrow? Can you make Friday? I will (I'll) see you at four o'clock. I am (I'm) afraid I cannot (can't) make it.	<i>can/can't</i> Prepositions of time (<i>at four o'clock</i>)	Telling the time (<i>3.30, 4.20, etc.</i>) Saying the date (<i>the 26th of April</i>) Ordinal numbers 11th–100th
11 Confirming arrangements	I am (I'm) calling to confirm Tuesday's meeting. Are you still OK for Monday? Can I check the time? Do you know where it is (yet)?	<i>still/yet</i> Embedded/Indirect questions (<i>Do you know where it is?</i>) <i>to/in order to</i> (<i>I'm calling to ...</i>)	Confirming a schedule am/pm
12 Changing plans	The conference room is booked. We will (We'll) have to start earlier. Can we change it to next week? Will the room be free by two o'clock?	<i>will/will not have to</i> <i>why</i> and <i>because</i>	Suggestions (<i>Why don't we ...? and Let's ...</i>)
13 Dealing with the unexpected	I am (I'm) calling to ask if we could postpone the meeting. There is a security alert. The airport is closed. I'm afraid I'm not going to make it. I'm sorry about this. Do not (don't) worry. I can't make it either.	<i>going to</i> (<i>going to be busy</i>) <i>could</i> in requests (<i>Could we call it off?</i>) Phrasal verbs (<i>call off/put off</i>) <i>too/either</i> (<i>I'm ill too.</i>)	Postponing/Cancelling
14 Explaining and apologising	I am (I'm) sorry I missed our appointment yesterday. I had to take my wife to the doctor. She has a cough. I wanted to phone, but I did not (didn't) have your number in my mobile.	The Past tense (regular and irregular verbs) <i>had to</i>	Some family members (<i>husband, wife, etc.</i>) Some common ailments (<i>cough, cold, etc.</i>) Apologies