

Map of the book

Singapore, São Paulo, Delhi, Mexico City

	Unit	Reading	Listening
Company profiles	1 The working day 10–13	<ul style="list-style-type: none"> Changing places: job swapping at work 	<ul style="list-style-type: none"> Being a PA
	2 Online communication 14–17	<ul style="list-style-type: none"> The power of word of mouse: an article on the power of online customer opinions 	<ul style="list-style-type: none"> Email addresses
	3 Company growth 18–21	<ul style="list-style-type: none"> Haier: an article about the history of a Chinese company An article about how to think of good business ideas 	<ul style="list-style-type: none"> Growing pains: an interview with a business consultant about company growth
	4 Corporate culture 22–25	<ul style="list-style-type: none"> What kind of company culture would suit you?: reading and answering a quiz 	<ul style="list-style-type: none"> Describing changes in a company: a conversation on the phone
Grammar workshop 1 (Units 1–4) 26–27 Present simple and present continuous; Position of time phrases; Past simple and past continuous			
Production and selling	5 Describing equipment 28–31	<ul style="list-style-type: none"> Problems with equipment: emails and headings on a form 	<ul style="list-style-type: none"> Describing dimensions of products: conversations with colleagues and suppliers The gizmo game: listening to the uses of a gadget
	6 Processes and procedures 32–35	<ul style="list-style-type: none"> Waratah: an article on an Australian clothing company Short texts: notices, notes and messages 	<ul style="list-style-type: none"> Chanel No. 5: an interview about a production process
	7 Distribution and delivery 36–39	<ul style="list-style-type: none"> Selling your product abroad: an article Workplace signs and notices 	<ul style="list-style-type: none"> Telephone conversations: information about orders and deliveries
	8 Advertising and marketing 40–43	<ul style="list-style-type: none"> Descriptions of advertising media Singapore Airlines: an article on the branding of an airline 	<ul style="list-style-type: none"> Description of how a product is advertised
Grammar workshop 2 (Units 5–8) 44–45 Passive forms; Modal verbs; <i>because</i> and <i>so</i>			
Business travel	9 Making arrangements 46–49		<ul style="list-style-type: none"> Making and changing appointments: voicemail messages and phone conversations; Future intentions and predictions; Short extracts
	10 Transport 50–53	<ul style="list-style-type: none"> Travel arrangements: notices and short messages; Eurostar: an article on train travel 	<ul style="list-style-type: none"> A travel anecdote
	11 Working holidays 54–57	<ul style="list-style-type: none"> Netflix: an article about a company's holiday policy; Thinking outside the box: an article on offsite meetings 	<ul style="list-style-type: none"> Half holidays: a conversation between two employees
	12 Conferences 58–61	<ul style="list-style-type: none"> Short texts: feedback on conferences 	<ul style="list-style-type: none"> Discussing possible venues for a conference: a conversation between colleagues; A welcome speech at a conference
Grammar workshop 3 (Units 9–12) 62–63 Future forms; Contrast words; Comparatives and superlatives			

Writing	Speaking	Vocabulary	Grammar
	<ul style="list-style-type: none"> Describing jobs; asking other people about their job 	<ul style="list-style-type: none"> Job titles and describing jobs; names of company departments 	<ul style="list-style-type: none"> present simple and present continuous; time expressions; state verbs
<ul style="list-style-type: none"> Set phrases for emails and letters Writing emails: formal and informal styles 		<ul style="list-style-type: none"> Computer terms; email and website terms 	
	<ul style="list-style-type: none"> Asking about the history of a company: past simple questions 		<ul style="list-style-type: none"> Past simple: regular and irregular verbs and spelling of past simple forms; Past continuous
<ul style="list-style-type: none"> An all staff email 	<ul style="list-style-type: none"> Asking questions about companies and jobs 	<ul style="list-style-type: none"> Finding and recording collocations 	
	<ul style="list-style-type: none"> Describing objects 	<ul style="list-style-type: none"> Vocabulary to describe objects: component parts, shapes, dimensions, materials; Describing problems with equipment 	
<ul style="list-style-type: none"> An email to your manager 	<ul style="list-style-type: none"> Passive forms: guessing true and false sentences 	<ul style="list-style-type: none"> Verbs to describe processes 	<ul style="list-style-type: none"> The present passive
	<ul style="list-style-type: none"> Role-play: a telephone call to a supplier 		<ul style="list-style-type: none"> Modal verbs of obligation
<ul style="list-style-type: none"> A promotional letter 	<ul style="list-style-type: none"> Describing a product and how it is advertised 	<ul style="list-style-type: none"> Vocabulary to talk about advertising and marketing; Language to describe cause and effect 	<ul style="list-style-type: none"> Words to describe causes and effects
	<ul style="list-style-type: none"> Role-play: making an appointment; Role-play: planning a sales event 	<ul style="list-style-type: none"> Language for making appointments 	<ul style="list-style-type: none"> Present continuous for future arrangements; <i>will</i> and <i>going to</i> future forms
<ul style="list-style-type: none"> A letter responding to an invitation 		<ul style="list-style-type: none"> Vocabulary for air travel 	<ul style="list-style-type: none"> Contrast words
	<ul style="list-style-type: none"> Discussion: how to make decisions 		<ul style="list-style-type: none"> Comparatives: <i>as...as</i> structures
<ul style="list-style-type: none"> <i>grateful</i> and <i>pleased</i>: an email confirming a booking 	<ul style="list-style-type: none"> Role-play: finding out about conference facilities 		<ul style="list-style-type: none"> Superlatives

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Business relationships	13 New places, new people 64–67	• Career advice: letters to an advice column	• An interview with someone who has changed career
	14 Corporate gift-giving 68–71	• Promotional gifts: an article	• An interview about corporate gift giving
	15 Teamwork 72–75	• Descriptions of team building events; Kaizen: an article	• Creating good teams: a presentation
	16 Thinking globally 76–79	• Global HR management: an article	• Working in an international team: short extracts
Grammar workshop 4 (Units 13–16) 80–81 Present perfect and past simple; <i>a/an</i> and <i>some</i> ; Articles; Quantity expressions; Word			
Finance	17 Describing statistics 82–85	• Interpreting bar charts	• Listening to statistical information: short extracts
	18 Company finances 86–89	• Café Coffee Day: an article on the growth of the Indian coffee shop	• An interview with the employee of a company that helps failing businesses
	19 Investments 90–93	• Shares and the stock exchange: a web page; Short articles from the financial news; Men and women's investments: an article	• An interview with someone who works in investor relations
	20 Starting up 94–97	• Teenage entrepreneurs: reading and comparing two articles; Kalido: an article on funding	• Radio interview: the marketing director of a business support service
Grammar workshop 5 (Units 17–20) 98–99 Adjectives and adverbs; Reference words; <i>which</i> , <i>what</i> and <i>that</i> ; Prepositions			
Human resources	21 Job applications 100–103	• Writing your CV: a book extract	• An interview with a careers adviser
	22 Recruitment 104–107	• Preparing for an interview: extract from a book giving advice; Interview questions: an article	• An interview with someone who works for a recruitment agency
	23 Staff development 108–111	• Advertisements for training courses: a memo and an advert; Sport and business: an article	• 360 degree feedback: a radio interview
	24 Employee productivity 112–115	• A business report	• An extract from a meeting; Radio interview of work situations: short extracts
Grammar workshop 6 (Units 21–24) 116–117 Conditionals; Infinitive and <i>-ing</i> forms			
Communication activities		118	
Writing reference section		121	
Word lists		129	
EXAM SKILLS AND EXAM PRACTICE		137–177	
Contents of exam section		137	
Answer key		178	
Transcripts		194	

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<ul style="list-style-type: none"> A thank you letter to a business host 			<ul style="list-style-type: none"> Countable and uncountable nouns; Articles
	<ul style="list-style-type: none"> Discussion: planning a team building event 	<ul style="list-style-type: none"> Suffixes: word building 	
<ul style="list-style-type: none"> An email requesting information 	<ul style="list-style-type: none"> Promoting a city: giving a speech 	<ul style="list-style-type: none"> Global management 	<ul style="list-style-type: none"> Expressions of quantity
<ul style="list-style-type: none"> A description of a line graph 	<ul style="list-style-type: none"> Describing figures and trends 	<ul style="list-style-type: none"> Describing trends 	<ul style="list-style-type: none"> Adjectives and adverbs
	<ul style="list-style-type: none"> Discussing company information 	<ul style="list-style-type: none"> Finance vocabulary 	<ul style="list-style-type: none"> Pronouns and reference words
		<ul style="list-style-type: none"> Stocks and shares 	
<ul style="list-style-type: none"> Writing a letter to express an interest in a new product 	<ul style="list-style-type: none"> Giving a summary of an article 	<ul style="list-style-type: none"> Collocation sets: time and money 	<ul style="list-style-type: none"> <i>which/who/that/where</i> clauses
<ul style="list-style-type: none"> Letter inviting a candidate for interview; Letter giving the result of an application; Letters giving good and bad news 		<ul style="list-style-type: none"> Headings for CVs; Describing application procedures 	
<ul style="list-style-type: none"> An email to a recruitment agency 	<ul style="list-style-type: none"> Discussing qualities needed in candidates for a job vacancy 	<ul style="list-style-type: none"> Employment vocabulary 	<ul style="list-style-type: none"> First and second conditionals
<ul style="list-style-type: none"> Filling in a form; An email to book a place on a course 		<ul style="list-style-type: none"> Sports vocabulary in business 	
<ul style="list-style-type: none"> Completing a business report 	<ul style="list-style-type: none"> Ways to improve employee productivity 		<ul style="list-style-type: none"> Infinitive and <i>-ing</i> forms; Grammar revision