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Introduction

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	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
1 Companies 6-11	Company facts	Present simple	How to ask somebody to repeat information	Making introductions	Make that contact!	<ul style="list-style-type: none"> talk about what companies do talk about your company ask somebody to repeat information introduce yourself and others
2 Contacts 12-17	Describing your job and contacts	Present continuous	How to say phone numbers and spell names	Making and receiving phone calls	Do you work too much?	<ul style="list-style-type: none"> describe your job and the people you work with talk about work activities give phone numbers and spell names make and receive phone calls
3 Products & services 18-23	Describing products and services	Past simple	How to show interest	Giving a research report	Products you can't live without	<ul style="list-style-type: none"> describe a company's products and services talk about inventions show interest in a conversation give a research report
Viewpoint 1 VIDEO A company profile 24-25						
4 Visitors 26-31	Company structure	Asking questions	How to confirm information	Welcoming a visitor	The question game	<ul style="list-style-type: none"> talk about company structure ask questions confirm information welcome a visitor
5 Customer service 32-37	Customer service	Comparisons	How to 'soften' a message	Making and dealing with complaints	The WOW! Awards	<ul style="list-style-type: none"> talk about customer service make comparisons soften a message when complaining make and deal with complaints
6 Employment 38-43	Employment	Present perfect (1)	How to avoid negative answers	Evaluating options	The best companies to work for?	<ul style="list-style-type: none"> talk about employment procedures describe your experience in a job interview turn a negative answer into a positive answer evaluate options
Viewpoint 2 VIDEO The customer journey 44-45						
7 Travel 46-51	Air travel	<i>will/going to/present continuous</i>	How to ask for directions	Arranging to meet	The travel game	<ul style="list-style-type: none"> talk about air travel discuss future plans, arrangements and decisions ask for and give directions make arrangements to meet
8 Orders 52-57	Orders and deliveries	The passive	How to discuss payment terms	Making requests	Comparing payment methods	<ul style="list-style-type: none"> talk about orders and deliveries talk about order processes discuss payment terms make and respond to requests

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9 Selling 58–63	Advertising	Modal verbs (1) – obligation, necessity and permission	How to interrupt and avoid interruption	Controlling the discussion in meetings	Going viral	<ul style="list-style-type: none"> • talk about advertising • talk about obligation, necessity and permission • interrupt and avoid being interrupted • control the discussion in meetings
Viewpoint 3 VIDEO What colour is your logo? 64–65						
10 Environment 66–71	Environmental protection	First conditional	How to ask for clarification	Giving a formal presentation	Nudging	<ul style="list-style-type: none"> • talk about environmental protection • talk about probable future results • ask for clarification • give a formal presentation
11 Entertaining 72–77	Corporate hospitality	Countable and uncountable nouns	How to ask about food on a menu	Inviting and offering	Hospitality or bribery?	<ul style="list-style-type: none"> • talk about corporate hospitality • talk about corporate event facilities • ask about food on a menu • make invitations and offers
12 Performance 78–83	Evaluating performance	Present perfect (2) – with <i>for</i> and <i>since</i>	How to say complex numbers	Describing trends	The performance game	<ul style="list-style-type: none"> • talk about performance • talk about how long and when you have done things • say complex numbers • describe performance trends
Viewpoint 4 VIDEO Green business 84–85						
13 Future trends 86–91	Global issues	Future predictions	How to link ideas	Predicting and forecasting	Cause marketing	<ul style="list-style-type: none"> • talk about global issues • make predictions • link ideas together • make predictions and forecasts
14 Time 92–97	Managing time	Second conditional	How to use time expressions	Negotiating conditions	What happened to our free time?	<ul style="list-style-type: none"> • talk about time management • speculate and discuss consequences • talk about deadlines • negotiate conditions
15 Training 98–103	Personal development and training	Modal verbs (2) – giving advice	How to give positive feedback	Making and responding to suggestions	Ambition!	<ul style="list-style-type: none"> • talk about personal development and training • give advice • give and respond to positive feedback • make and respond to suggestions
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