

# Contents

	Introduction	4-7			
<b>1</b>	Working life	8-12	<b>9</b>	Logistics	47-51
<b>2</b>	Projects	13-17	<b>10</b>	Facilities	52-56
<b>3</b>	Leisure time	18-22	<b>11</b>	Decisions	57-60
<b>4</b>	Services & systems	23-27	<b>12</b>	Innovation	61-65
<b>5</b>	Customers	28-32	<b>13</b>	Breakdown	66-70
<b>6</b>	Guests & visitors	33-37	<b>14</b>	Processes	71-75
<b>7</b>	Security	38-42	<b>15</b>	Performance	76-80
<b>8</b>	Working together	43-46	<b>16</b>	Success	81-85
				Progress tests and Speaking tests	86-117
				Progress test answer key	118-121
				Practice file answer key	122-125
				Needs analysis form	126-127
				DVD worksheets	128-133
				DVD worksheets answer key	134-135