

# Contents

Introduction 4–7

1 Working life 8–12

2 Work-life balance 13–17

3 Projects 18–22

**Viewpoint 1 Sharing a workspace 23–24**

4 Services & systems 25–29

5 Customers 30–34

6 Guests & visitors 35–39

**Viewpoint 2 Cultural communication 40–41**

7 Working online 42–46

8 Finance 47–51

9 Logistics 52–56

**Viewpoint 3 Cybercrime 57–58**

10 Facilities 59–63

11 Decisions 64–68

12 Innovation 69–73

**Viewpoint 4 The Falkirk Wheel 74–75**

13 Breakdowns 76–80

14 Processes 81–85

15 Performance 86–90

**Viewpoint 5 Green appeal 91–92**

**Practice file answer key 93–96**