

Contents

	Contents chart	4
	Introduction	9
UNIT 1	About you	12
UNIT 2	About your job	15
UNIT 3	About where you work	18
UNIT 4	Your business activities	22
UNIT 5	The location of your company	26
UNIT 6	The layout of your company	29
UNIT 7	Meeting and welcoming	32
UNIT 8	The first two minutes	35
UNIT 9	Partings and thanks	38
UNIT 10	Setting up a meeting	41
UNIT 11	Confirming arrangements	44
UNIT 12	Changing plans	47
UNIT 13	Dealing with the unexpected	50
UNIT 14	Explaining and apologising	54
UNIT 15	Making contact by phone	57
UNIT 16	Dealing with incoming calls	60
UNIT 17	Leaving and taking messages	63
UNIT 18	Email and telephone problems	66
UNIT 19	Drinks and snacks	69
UNIT 20	Eating out	72
UNIT 21	Outings and sightseeing	75
UNIT 22	Starting a journey	77
UNIT 23	Travelling	80
UNIT 24	Arriving and meeting contacts	83
UNIT 25	Gifts and saying thank you	86
UNIT 26	Checking facilities and information	89
UNIT 27	Shopping	92
UNIT 28	Your colleagues	95
UNIT 29	Your office building	98
UNIT 30	How things work	101
UNIT 31	Requesting information	104
UNIT 32	Staying in a hotel	107
UNIT 33	Booking conference facilities	110
UNIT 34	Organising a trip	113
UNIT 35	Hiring a car	117
UNIT 36	Returning home	120
	Language summaries	123
	Support materials	131
	Tapescripts	134
	List of irregular verbs	149
	Grammar/language index	150
	Word list	152
	Glossary of business-related terms	158