

	DISCUSSION	TEXTS	LANGUAGE WORK	SKILLS	CASE STUDY
UNIT 1 INTRODUCTIONS → page 6	Introduce yourself	Listening: An interview with a consultant Reading: From small town to global leader	Nationalities <i>to be</i> <i>a/an</i> with jobs <i>wh-</i> questions	Introducing yourself and others	A job fair in Singapore: Decide on the successful candidate for a job Writing: e-mail
UNIT 2 WORK AND LEISURE → page 14	Discuss what people want from work	Reading: Business diary: Eugene Kaspersky – <i>Financial Times</i> Listening: An interview with Ros Pomeroy	Days, months, dates Leisure activities Present simple Adverbs and expressions of frequency	Talking about work and leisure	Hudson Design Inc.: Resolve issues with unhappy staff Writing: e-mail
UNIT 3 PROBLEMS → page 22	Talk about problems at work	Listening: An interview with a specialist in change leadership Reading: call-centre interviews	Adjectives <i>too/enough</i> Present simple: negatives and questions <i>have</i> <i>some and any</i>	Telephoning: solving problems	High-Style Business Rentals: Respond to negative customer feedback Writing: e-mail
WORKING ACROSS CULTURES: 1 EATING OUT					→ page 30
REVISION UNIT A					→ page 32
	DISCUSSION	TEXTS	LANGUAGE WORK	SKILLS	CASE STUDY
UNIT 4 TRAVEL → page 36	Talk about business travel	Listening: An interview with a business traveller Reading: Hilton Tokyo – hotel description	Travel details <i>can/can't</i> <i>there is / there are</i>	Making bookings and checking arrangements	The Gustav Conference Centre: Coordinate the needs of three different companies Writing: e-mail
UNIT 5 FOOD AND ENTERTAINING → page 44	Discuss food from different countries	Reading: India likes fast-food chains – <i>Financial Times</i> Listening: An interview with a specialist in change leadership	Eating out <i>some/any</i> Countable and uncountable nouns	Making decisions	Which restaurant? Choose the right place to eat for some important clients Writing: e-mail
UNIT 6 BUYING AND SELLING → page 52	Talk about buying different products	Reading: Uniqlo: a global success story Listening: An interview with a management consultant	Choosing a product Choosing a service Past simple Past time references	Describing a product	NP Innovations: Decide on a new product Writing: e-mail
WORKING ACROSS CULTURES: 2 COMMUNICATION STYLES					→ page 60
REVISION UNIT B					→ page 62
WRITING FILE → page 126					ACTIVITY FILE → page 130

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UNIT 7 PEOPLE → page 66	Talk about how you like to work	Listening: Interview with a management consultant Reading: Women at the top: Andrea Jung – <i>Financial Times</i>	Describing people Past simple: negatives and questions Question forms	Dealing with problems	Tell us about it: Give advice on problems at work Writing: reply to a problem message
UNIT 8 ADVERTISING → page 74	Do an advertising quiz	Reading: Volkswagen's Black Beetle ad – <i>Financial Times</i> Listening: An interview with an organisation development consultant	Advertising and markets Comparatives and superlatives <i>much / a lot, a little / a bit</i>	Participating in discussions	Excelsior Chocolate Products: Devise an advertising campaign Writing: product launch plan
UNIT 9 COMPANIES → page 82	Do a companies quiz	Listening: An interview with a specialist in change leadership Reading: New markets for Gamesa	Describing companies Present continuous Present simple or present continuous	Starting a presentation	Presenting your company: Prepare a short presentation Writing: company profile
WORKING ACROSS CULTURES: 3 DOING BUSINESS INTERNATIONALLY					→ page 90
REVISION UNIT C					→ page 92
	DISCUSSION	TEXTS	LANGUAGE WORK	SKILLS	CASE STUDY
UNIT 10 COMMUNICATION → page 96	Do a communications quiz	Listening: An interview with a management consultant Reading: I'm a fan of Facebook, but not of video calls – <i>Financial Times</i>	Internal communication Talking about future plans <i>will</i>	Making arrangements	Blakelock Engineering: Decide who should leave a company Writing: e-mail
UNIT 11 CULTURES → page 104	Look at some tips for doing business in another country	Listening: Three people talk about cultural mistakes Reading: Lessons in cultural difference – <i>Financial Times</i>	Company cultures <i>should/shouldn't could/would</i>	Identifying problems and agreeing action	The wind of change: Assess ideas for changing a company culture Writing: action minutes
UNIT 12 JOBS → page 112	Discuss jobs	Listening: An interview with an organisation development consultant Reading: profile on a professional networking site	Skills and abilities Present perfect Past simple and present perfect	Interview skills	Nelson & Harper Inc.: Interview candidates for a job Writing: letter
WORKING ACROSS CULTURES: 4 TEAM WORKING					→ page 120
REVISION UNIT D					→ page 122
GRAMMAR REFERENCE → page 145					AUDIO SCRIPTS → page 158
					GLOSSARY → page 168