

Contents

Page	Unit	Content
4	Introduction and strategy review	
6	1 Welcome to the company!	Introducing a colleague Conversation topics Self-introductions Small talk Making introductions
12	2 An important visitor	Starting a presentation Presenting information: Openings / introductions Guiding a visitor: Making suggestions
18	3 What's on the agenda?	Running meetings Meetings and discussions: Opening a meeting Stating a topic Giving and explaining reasons Closing a meeting
24	4 That's a great idea!	Discussing ideas Meetings and discussions: Agreeing and disagreeing Moving through a meeting
30	Review 1–4	
32	5 I'll call you back	Leaving messages Telephoning: Using voicemail Taking / leaving a message
38	6 Can I get there on foot?	Checking in Asking for information Giving directions Non-verbal communication: Understanding gestures
44	7 Best wishes, Thomas Kale	Understanding emails Writing emails Email expressions Email vocabulary
50	8 That's a good question!	Giving a presentation Presenting information: Giving and receiving feedback Delivery (eye contact / voice) Endings / conclusions Dealing with questions
56	Review 5–8	
58	9 What was his major?	Discussing job applications Reading and writing a CV: Supporting opinions Describing experience
64	10 Tell me about yourself	Giving key information Being interviewed: Describing your background Talking about your future Talking about your strengths
70	11 They're too expensive	Discussing gifts Selecting gifts Explaining a problem / mistake Giving and accepting apologies
76	12 I need to work harder	Reviewing performance Responding to feedback and asking for clarification Checking understanding Self-evaluation Discussing performance plans
82	Review 9–12	
110	TOEIC® or BEC practice	
122	Performance language (Review)	125 Wordlist 129 Common irregular verbs

Viewpoints	In business	In business tasks
Breaking the ice	An ice-breaking session	84, 93, 103
Stereotypes and generalisations	An orientation for foreign students	85, 94
Decision making	Redecorating the office	86, 95, 96, 104, 109
Meeting styles	A French hypermarket	86, 95
Automated voicemail	Teleconference guidelines	96, 104, 109
Non-verbal communication	Explaining body language	87, 97, 105
Email	Planning a meeting	88, 98, 106
Presentations	On-the-job use of English	89, 99, 107
CVs	Writing a CV	90, 100, 108
Interviews	Who should we hire?	91, 101
Cultural mistakes	Choosing a wedding gift	92, 102
High and low-context cultures	Evaluating and recommending	–
130 Grammar reference		