

Contents

	About business	Vocabulary	Grammar	Speaking	Writing	Case study
1 Living abroad PAGE 6	1.1 Working abroad	1.2 Living abroad	1.3 Present simple and prepositions of time	1.4 Making small talk	1.5 Formal and informal emails	1.6 Global Recruit
2 Dealing with customers PAGE 18	2.1 The shopping experience	2.2 Telephoning and customer care	2.3 Countable & uncountable nouns, requests and offers	2.4 Telephoning – handling complaints	2.5 Dealing with an email of complaint	2.6 The Panorama conference
Reviews 1 and 2 PAGES 30–31						
3 Operations PAGE 32	3.1 Lean manufacturing	3.2 Trends and planning	3.3 Present continuous, adverbs, present simple passive	3.4 Presentations – signposts and stepping stones	3.5 Instructions and procedures for an exhibition stand	3.6 ScotAir
4 Success stories PAGE 44	4.1 Business leaders and success stories	4.2 Describing yourself and being successful	4.3 Past simple, past continuous and <i>used to</i>	4.4 Appraisals	4.5 Profiles of business leaders	4.6 The English Academy
Reviews 3 and 4 PAGES 56–57						
5 Selling PAGE 58	5.1 Advertising	5.2 Buying and selling	5.3 Comparatives, superlatives and asking questions	5.4 Negotiating	5.5 Negotiating by email	5.6 Coolhunters
6 The organization PAGE 70	6.1 Entrepreneurs	6.2 Types of companies	6.3 Reported speech	6.4 Interrupting in meetings	6.5 Agendas and action minutes	6.6 Soup kitchen vs Gourmet to go
Reviews 5 and 6 PAGES 82–83						
7 The stock markets PAGE 84	7.1 Keep it in the family	7.2 Dealing with figures	7.3 <i>will and won't, be going to and first conditional</i>	7.4 Negotiations – making offers, agreeing deadlines	7.5 Describing figures	7.6 Trading stocks
8 Going global PAGE 96	8.1 Franchising	8.2 Setting up a franchise	8.3 Past simple and present perfect	8.4 Presentations – handling questions	8.5 Reports of recommendation	8.6 Choosing a franchise
Reviews 7 and 8 PAGES 108–109						
Additional material PAGES 110–117						
Grammar and practice PAGES 118–133						
Recordings PAGES 134–147						
Wordlist PAGES 148–158						
Irregular verb list PAGE 159						
The <i>Wordlist</i> is a module-by-module glossary of all the words in grey in this coursebook.						