

Inhalt

Unit 1
Layouts 5

Unit 2
Enquiries 17

Unit 3
Offers 33

Unit 4
Orders 51

Unit 5
Acknowledgements 67

Unit 6
Delivery 83

Unit 7
Payment 101

Unit 8
Complaints 119

Secretarial Activities

Telephoning 144

Making Appointments 148

Travel Arrangements 154

Room Reservations 162

Invitations 170

Visitors to the Company 177

Vocabulary List Secretarial Activities 186

Appendix
Vocabulary List A–Z 189

Documents 204

Game 212