

# CONTENTS

Unit and topics	Communication skills	Reading and listening texts	Language links
<b>01</b> <b>Who are you?</b> p6	Introducing yourself and making small talk Talking about figures and numbers Spelling acronyms and place names	<b>Reading</b> Article about Deloitte's Football Money League Article about billionaire businessmen <b>Listening</b> Conversations at airports and conferences Numbers Spelling names	Present Simple of <i>to be</i> Subject and possessive pronouns Greetings Countries and nationalities Numbers Spelling
<b>02</b> <b>I'm on the train</b> p13	Giving information over the phone Asking and answering questions Discussing attitudes towards phone use	<b>Reading</b> Quiz about mobile phone etiquette Technology blog about the iPhone <b>Listening</b> Mobile phone conversations	Present Simple Mobile phone technology
<b>03</b> <b>Daily routine</b> p20	Talking about personal space at work Asking about people's daily routines Discussing attitudes towards e-mailing	<b>Reading</b> Article about hot desking Description of businessperson's daily routine Article about e-mail use <b>Listening</b> Survey about sharing office space	Adverbs of frequency Present Simple – questions Daily routine collocations Word building
<b>04</b> <b>Eating out</b> p27	Discussing business lunches Describing favourite food Making conversation in a restaurant	<b>Reading</b> Tips for a successful business lunch <b>Listening</b> Conversations in a restaurant	
<b>Case Study:</b> <b>Virtual working solutions</b> p30	Discussing the advantages and disadvantages of teleworking Selecting the ideal candidate for pilot teleworking project	<b>Reading</b> Survey about attitudes towards flexible working	
<b>05</b> <b>The conference</b> p32	Discussing the important features of a conference centre Comparing different conference centres Describing your desk and your office	<b>Reading</b> Conference centre brochure Article about desks and personality E-mails about a business trip <b>Listening</b> Conversation about a conference centre's facilities	<i>There is/there are</i> <i>Have got</i> Conference centre facilities
<b>06</b> <b>Can you or can't you?</b> p38	Talking about abilities Describing permitted and prohibited activities Discussing who one can or can't trust Using formal language in job application correspondence	<b>Reading</b> Article about identity theft Article about popular faith in corporate bosses <b>Listening</b> A job interview Description of services available at an airport Opinions about corporate bosses	<i>Can/can't</i> for ability <i>Can/can't</i> for permission Airport services Formal business correspondence
<b>07</b> <b>Franchises</b> p45	Talking about the past Asking and answering questions about a company's history	<b>Reading</b> Profile of Body Shop entrepreneur, Anita Roddick Company histories of Starbucks and Ikea <b>Listening</b> Questions and answers about a company's history	<i>Was/were</i> Past Simple – regular Parts of speech
<b>08</b> <b>Hotels</b> p53	Talking about healthy eating Making a complaint in a hotel	<b>Reading</b> Article about the importance of breakfast <b>Listening</b> Problems at a hotel	
<b>Case Study:</b> <b>Incentives</b> p56	Discussing and choosing different types of incentive schemes for a company	<b>Reading</b> Article about incentive schemes	
<b>09</b> <b>A good day?</b> p58	Talking about the kind of day you had Describing a business trip Talking about an experience in the past	<b>Reading</b> Article about a man's bad travel experience <b>Listening</b> A couple talking about what they did that day Description of a business trip	Past Simple – irregular Air travel Business trips
<b>10</b> <b>Carry on travel</b> p64	Discussing the advantages of carry-on travel Asking about items in a shop	<b>Reading</b> Guide to bundle wrapping clothes <b>Listening</b> Advice on how to prepare for a business trip Conversations in a shop	Countable and uncountable nouns <i>a, some</i> and <i>any</i> Quantifiers Clothes and travel items Business travel
<b>11</b> <b>The weather</b> p71	Talking about attitudes to weather Comparing weather conditions in different cities Describing one's last holiday	<b>Reading</b> Article about insurance against bad weather <b>Listening</b> Conversations about the weather Description of a holiday	Comparatives and superlatives Weather <i>Like</i> as a preposition

Unit and topics	Communication skills	Reading and listening texts	Language links
<b>12</b> <b>Car hire</b> p78	Discussing the advantages and disadvantages of hiring a car Describing problems with a hire car and finding solutions	<b>Reading</b> Car hire company webpage describing different cars Webpage with advice about hiring a car <b>Listening</b> Conversation at a hire car desk Problems with a hire car	Parts of a car
<b>Case Study:</b> <b>Office design</b> p82	Deciding on a new office design	<b>Reading</b> Article about the advantages and disadvantages of open and closed office designs.	
<b>13</b> <b>Getting there</b> p84	Discussing the disadvantages of commuting by rail Talking about rail and bus services Describing your journey to work Summarising information	<b>Reading</b> Article about the stress of commuting Train timetable Article about commuting and time <b>Listening</b> Someone describing their journey to work	Verbs and prepositions of movement Transport Commuting
<b>14</b> <b>Trends</b> p92	Describing what people are wearing Discussing social, business, technology and fashion trends	<b>Reading</b> Report on how people use their time Article about social trends in Britain <b>Listening</b> Conversations about what's happening now	Present Continuous Clothes Daily activities
<b>15</b> <b>Work and health</b> p99	Discussing absenteeism Deciding on company policies to reduce absenteeism	<b>Reading</b> Article about absenteeism Article about the advantage of having a mother <b>Listening</b> Employees phoning in sick	<i>Going to</i> + verb Subject and object questions Health
<b>16</b> <b>Air travel</b> p107	Talking about common air travel problems Discussing airport facilities	<b>Reading</b> Article about problems with a new airport terminal <b>Listening</b> Airport announcements Complaints about air travel	
<b>Case Study:</b> <b>TOIL</b> p110	Discussing overtime and 'time off in lieu' policies	<b>Listening</b> Conversation about overtime Explanation of company policy on overtime	
<b>17</b> <b>Achievement and change</b> p112	Discussing business personalities you admire Talking about product placement in films Describing changes in company logos Talking about life changes Talking about a company's performance	<b>Reading</b> Article about Amancio Ortega Article about product placement in James Bond movies Balance sheet <b>Listening</b> Conversations about recent events	Present Perfect Rounding off numbers The retail trade
<b>18</b> <b>It won't work</b> p120	Talking about attitudes to technology Discussing possible future economic situations	<b>Reading</b> Predictions about the year 2030 Article about the future of the Internet <b>Listening</b> People discussing predictions Interview about using the Internet to sell products	<i>Will</i> for future predictions Zero and First Conditional Computers and the Internet
<b>19</b> <b>Who's calling</b> p127	Discussing phone calls and stress Answering questions about phone use Checking and confirming information Writing e-mails from phone messages	<b>Reading</b> Report on survey about telephone use <b>Listening</b> Woman describing her job as a telephonist Telephone numbers Trying to call someone Recorded phone messages	Reported speech with <i>say</i> and <i>tell</i> <i>Will</i> for promises Telephone phrases Feelings Language for checking detail
<b>20</b> <b>Accidents will happen</b> p135	Giving advice to travellers to your country Describing health problems and offering advice	<b>Reading</b> Article about health insurance for business travel <b>Listening</b> Conversations about health problems	Health problems
<b>Case Study:</b> <b>Induction</b> p138	Discussing induction programmes Planning an induction programme	<b>Reading</b> Article about easyJet's induction programme. <b>Listening</b> easyJet manager talking about their induction programme	
<b>Additional material</b> p140			
<b>Listening scripts</b> p146			
<b>Case Studies glossary</b> p156			