Contents

		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
1	You **4–9**	Introducing yourself | Jobs	*I'm / you're / Are you …?*	Spelling	Meeting people	Meeting people at a conference	• introduce yourself • talk about jobs • ask about names and jobs • spell • meet people
2	Company **10–15**	Companies and countries	*is / isn't*	Numbers 0–9	Starting a phone call	The company game	• talk about companies and countries • ask about people and companies • say numbers 0–9 • start a phone call
3	Workplace **16–21**	Your company	*We / They are | Wh-* questions	Email and website addresses	Sending email requests	What's the answer?	• talk about your company • ask questions • say email and website addresses • email a request
4	Departments **22–27**	Responsibilities and departments	Present simple: *I / you / we / they*	*there is / there are*	Taking and leaving a message	Voicemail messages	• talk about responsibilities and departments • ask about people and departments • describe departments • take and leave a message

Viewpoint 1 ▶ VIDEO People in business **28–29**

		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
5	Products **30–35**	Company types and activities	Present simple: *he / she / it*	Big numbers	Ordering	The question game	• talk about company types and activities • ask about company products • say big numbers • order a product
6	Entertaining **36–41**	Food and drink	*can / can't*	Days and times	Inviting, accepting and declining	Making conversation in the restaurant	• talk about food and drink • talk about ability • say days and times • invite, accept and decline
7	Technology **42–47**	Office technology	Possessive adjectives	*this / that / these / those*	Giving instructions	Guess the technology	• talk about office technology • talk about what's in your office • give instructions
8	Travel **48–53**	Transport and travel	*was / were*	Months and dates	Arranging a meeting	When can we meet?	• talk about transport and travel • talk about the past • say months and dates • arrange a meeting

Viewpoint 2 ▶ VIDEO Describing businesses **54–55**