

Contents

1	Meeting people	4	1.1 Meeting for the first time Pleased to meet you. Well, why don't we get going?	1.2 Introductions I don't think we've met. My name's ...
2	Telephoning	11	2.1 Calling contacts He's on another line. May I have your name, please?	2.2 Making a call Could I speak to ... ? Could you put me through to ... ?
3	Schedules and appointments	18	3.1 Talking about schedules What's Diane doing at 9:30? She's giving a presentation.	3.2 Days, dates, and times next Monday on Tuesday
4	Company performance	25	4.1 Presenting figures Sales rose slightly. Sales remained constant.	4.2 Describing graphs What happened to ... ? To be exact ...
	Review	31		
5	Products and services	32	5.1 Product features How long does the battery last? How much does it cost?	5.2 Asking about products What's it called? What does it do?
6	Talking about decisions	39	6.1 An industry history Demand was high. Companies increased production.	6.2 Cause and effect Because ... So ...
7	Complaints and problems	45	7.1 Receiving a complaint I'm afraid I have a complaint about ... We'll take care of it right away.	7.2 Making a complaint I'd appreciate that. The items are the wrong size.
8	Checking progress	51	8.1 Travel arrangements Have you ... yet? Yes, I have.	8.2 Getting an update How's the work going? How are ... doing?
	Review	58		
9	Future prospects	59	9.1 Forecasting Unemployment will rise. The price of gas will fall.	9.2 Predicting trends Do you think ... ? People will / won't want ...
10	Regulations and advice	66	10.1 Job requirements Do you have to ... ? Yes, you do.	10.2 Traveling by plane You have to ... You don't have to ...
11	Meetings and discussions	72	11.1 Suggestions Why don't we ... ? I think we should ...	11.2 Discussing ideas Are we ready to start? I'd like to discuss ...
12	Speaking in public	78	12.1 How to give a presentation I'm going to talk about ... Now I'd like to ...	12.2 A short presentation Reading practice Speaking practice
	Review	84		
	Information gap	85		
	TOEIC practice	95		
	Listening scripts	115		

1.3 Developing a conversation	1.4 Talking about a company	1.5 Finishing a conversation	1.6 At a reception	1.7 Culture file
Where are you from? Who do you work for?	We manufacture ... We produce ...	We should meet again sometime. It was good to see you again.	Reading practice Writing practice	Gestures
2.3 Leaving a message	2.4 Voicemail messages	2.5 Taking a message	2.6 Where's John?	2.7 Culture file
He's away from his desk. Can I take a message?	Reading practice Listening practice	Reading practice Speaking practice	Hello, is this extension ...? Can I speak to ...?	Business communication
3.3 Making an appointment	3.4 A busy schedule	3.5 Rescheduling a meeting	3.6 Finding a free day	3.7 Culture file
Can we meet to talk about ... ? How about tomorrow morning?	Listening practice	Speaking practice	Speaking practice	A good time to meet
4.3 Numbers	4.4 Comparing information	4.5 Presenting information	4.6 Culture file	
Listening practice Speaking practice	cleaner than ... the cleanest	As you know, ... I'd like to show you ...	Working conditions	

5.3 Talking about company activities	5.4 Talking about services	5.5 Visiting a client	5.6 Password	5.7 Culture file
What's your company called? What line of business are you in?	Listening practice Speaking practice	Would you like a coffee? Where should we start?	What's it made of? What's it for?	Living and working abroad
6.3 Business decisions	6.4 Explaining decisions	6.5 Franchises	6.6 Culture file	
I wanted to ... I decided to ...	Listening practice Speaking practice	Should we ...? What about ...?	Decision-making styles	
7.3 Dealing with a complaint	7.4 Complaints and solutions	7.5 Hotel problems	7.6 Culture file	
There's a problem with our order. I'm sorry to hear that.	Listening practice Speaking practice	There isn't any ... There aren't any ...	Feelings	
8.3 Giving an update	8.4 A new business	8.5 Updates and future plans	8.6 A business trip	8.7 Culture file
Speaking practice	Speaking practice Listening practice	What are you doing about ...? When did you start ...?	I went there yesterday. I'm staying in ... at the moment.	Hiring procedures

9.3 Instant decisions	9.4 Financial advice	9.5 Long-term future	9.6 Wall Street	9.7 Culture file
Reading practice Speaking practice	will definitely / probably may / might	Reading practice Speaking practice	Do you think I should? I'm certain ... will.	Money, money, money
10.3 Company regulations	10.4 Flight advice	10.5 Giving advice	10.6 Culture file	
Reading practice Speaking practice	It's a good idea (not) to ... It's better if you ...	I think he should ... I think he ought to ...	Cultural misunderstandings	
11.3 The shopping mall	11.4 A company website	11.5 Case studies	11.6 Culture file	
Speaking practice	I think that covers the basics. Let's move on to the next topic.	Speaking practice	Negotiating styles	
12.3 Thanking and saying goodbye	12.4 Speeches for different occasions	12.5 An end of course speech	12.6 Culture file	
I'd like to thank you ... I really appreciate ...	Reading practice Speaking practice	Could I have your attention? I'd especially like to thank ...	Client care	