



Contents

INTRODUCTION	6	8 Types of work	22
		A Jobs and work	
		B Stopping work	
		C I work with ...	
LEARNER TRAINING		9 Work and numbers	24
1 Talking about language	8	A How many employees are there?	
A Grammar words used in this book		B Sites	
B Understanding notes in this book			
C Understanding instructions in this book			
2 Learning vocabulary	10	10 Getting to work	26
A Word combinations		A Ways of getting to work	
B Learn words in families		B Commuting	
C Pictures and diagrams			
3 Using a dictionary	12	11 Who's the boss?	28
A What dictionaries do I need?		A Managers and employees	
B What information does a dictionary give?		B Managing departments	
C How should I use my dictionary?			
NUMBERS		12 Getting to the top	30
4 Numbers and years	14	A Getting to the top 1	
A Zero to ninety-nine		B Getting to the top 2	
B Larger numbers			
C Years			
5 Ordering numbers, parts of numbers	16	13 Skills	32
A Ordering numbers		A Are you good with computers?	
B Decimals, fractions and percentages		B Skills	
		C Skilled and unskilled workers	
WORK		14 Qualifications and training	34
6 Jobs	18	A Qualifications	
A Your job		B Training	
B Other jobs			
C Dream jobs			
7 Places, departments and industries	20	TIME	
A Places		15 Numbers and time	36
B Departments		A Talking about the time	
C Industries		B Start and finish times	
		C Morning, afternoon, evening and night	
		16 Timetables	38
		A Timetables	
		B Talking about travel times	
		17 Days and dates	40
		A Months and seasons	
		B Days and dates	
		C Public holidays	

18	Time expressions	42
A	Early or late?	
B	Word combinations with 'time'	
C	Adverbs of frequency	
19	Do you have time?	44
A	I don't have time	
B	Are you free on Friday?	
20	Free time and holidays	46
A	Free time	
B	Word combinations with 'have' and 'take'	
C	Going on holiday	
MONEY		
21	Numbers and money	48
A	Amounts of money 1	
B	Amounts of money 2	
C	Approximate amounts	
22	Prices	50
A	Talking about prices	
B	Tax	
C	'Value' and 'worth'	
23	Notes and coins	52
A	Currency	
B	Changing money	
24	Can I afford it?	54
A	It's so expensive	
B	Careful with money	
C	Loans	
25	Pay and benefits	56
A	Wages	
B	Salaries	
26	Banks	58
A	Accounts	
B	Cards	

PRODUCTS AND SERVICES		
27	Product details	60
A	Dimensions	
B	Features	
28	Service companies	62
A	A service company	
B	Talking about services	
29	Where's it made?	64
A	Manufactured products	
B	Food products	
30	Where's it sold?	66
A	Shops and stores	
B	Direct sales	
31	Where was it developed?	68
A	The first PC	
B	Where were the first PCs produced?	
32	Product instructions	70
A	Follow the instructions	
B	Press the button	
33	Problems with products	72
A	Faults	
B	Guarantees	
SOCIALIZING		
34	Socializing 1: nice to meet you	74
A	At the airport	
B	At the office	
C	Saying goodbye	
35	Socializing 2: at the restaurant	76
A	Choosing and ordering	
B	Small talk	
C	Thanking	

TELEPHONING

36	Telephoning 1: starting and ending	78
A	Starting informal calls	
B	Starting formal calls	
C	Ending calls	
37	Telephoning 2: spelling and numbers	80
A	Telephone alphabet	
B	Spelling	
C	Numbers	
38	Telephoning 3: checking information	82
A	Showing understanding	
B	Checking and confirming information	
39	Telephoning 4: messages	84
A	Useful expressions	
B	Leaving a message	

EMAILS, FAXES AND LETTERS

40	Emails, faxes and letters 1: business writing	86
A	Ways of communicating	
B	Formal and informal	
C	Beginnings	
D	Endings	
41	Emails, faxes and letters 2: the message	88
A	Starting the message	
B	Future action	
C	Enclosures and attachments	
42	Emails, faxes and letters 3: emails	90
A	Email language	
B	Informal emails	
C	Beginnings and endings	

PRESENTATIONS

43	Presentations 1: getting started	92
A	Preparation	
B	Introduction	
44	Presentations 2: the main part	94
A	Sections	
B	Slides and handouts	
C	Ending and questions	
45	Presentations 3: charts and graphs	96
A	Pie charts	
B	Graphs and bar charts	
46	Presentations 4: site tours	98
A	Company sites	
B	Introduction to the tour	
C	Guided tour	

MEETINGS

47	Meetings 1: organizing a meeting	100
A	Word combinations with 'meeting'	
B	Agendas	
C	Apologies and minutes	
48	Meetings 2: chairing a meeting	102
A	Chairing	
B	Interrupting and stopping interruptions	
49	Meetings 3: opinions and explanations	104
A	Opinions, agreeing and disagreeing	
B	Suggesting and explaining	

Pronunciation of the alphabet	106
Verbs	107
Answer key	114
Index	134