

Contents

	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
1 Introductions p4							
Pleased to meet you	be – present simple positive sentences Possessive adjectives <i>my, your, his, her, our, their</i>			Registering for a conference Meeting a friend at a conference	Three profiles: Karen Wood, Yuji Kamasaki & Santiago Ramos	Asking for and giving personal details Introductions	Profile of a friend or colleague
Where are they from?	be – present simple negative and question forms	Countries and nationalities The alphabet and spelling	Word stress – countries and nationalities The alphabet	Three conversations: hotel reception, passport control, phone		Countries and nationalities Spelling the names of people and places	
Arriving and leaving	Greetings and goodbyes Exchanging contact details	Numbers 0–100 Email addresses	Numbers 0–100	Greetings and goodbyes Four telephone conversations		Exchanging phone numbers and email addresses	
Scenario: Finding Mr Wu Some people meet up at an international conference, but where is Mr Wu?							
2 Work p12							
My job	Present simple <i>I, you, we, they</i> – positive and negative sentences	Talking about jobs				Talking about jobs	
My week	Present simple <i>I, you, we, they</i> – questions and short answers	Days, months, seasons	Months and seasons	Two people talk about their work life	Working hours	Talking about your working week	
Staying in touch	Telephoning	Phone numbers		Two phone conversations		Making a call	
Scenario: A desk of my own Ana starts a new job on Monday, but is there enough room for her to have her own desk?							
3 A day in the life p20							
Busy days	Present simple <i>he, she, it</i> – positive and negative sentences, questions and short answers	Saying the time	Present simple -s endings		The routines of two top business people	Talking about your day	
Free-time activities	<i>love, like, hate, enjoy</i> + verb + <i>-ing</i> or noun	Leisure time activities		What do you like doing in your free time?	The leisure time activities of two top business people	Talking about what you like doing in your free time	
Time for lunch	Ordering food and drink	Money and prices	Words that are linked	Five people talk about what they have for lunch Five people order food		Ordering food and drink	
Scenario: Work or family? Nick has a lot to do this week both for his job and his personal life.							
4 A great place to be p28							
Around town	<i>there is, there are</i>	Places in a city		Asking about places in a city	Two emails giving information and directions	Giving directions	
Extreme cities	Comparatives and superlatives	Adjectives for describing places		Descriptions of four cities	Descriptions of four cities	Talking about cities	
Hotels	Booking a hotel	Hotel facilities Dates		Three people describe their hotel needs Two people make hotel bookings	Three hotels in Barcelona	Booking a hotel	
Scenario: Which hotel? Colin and Paula need to find hotel rooms for three important visitors.							
5 Food p36							
My diet	Countable and uncountable nouns <i>a/an, some, any</i>	Food items		Describing dishes		Describing dishes	
The business of food	Countable and uncountable nouns <i>much, many, a lot of</i>	The restaurant business			Gastón Acurio: the man taking Peruvian food to the world	Talking about business	
Table talk	Opinions and offers – <i>I'd like</i> and <i>I like</i> Polite requests		Polite requests and responses	Four conversations in a restaurant Small talk		Making small talk	
Scenario: Trouble at the restaurant What can the Morettis do to make their family restaurant business more successful?							

Writing emails p44



More practice = more practice available on the digital and print Workbook

LEVEL A2

	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
6 Getting around p56							
It's quicker to walk	Present continuous	Travel		Four people talk about how they travel to work Three people talk about why they are late	Four people talk about what they're doing this week	Talking about what you do every week and what you're doing this week	
Travel arrangements	Present continuous for future arrangements	Air travel	s at the end of a word	Larry talks about his business trip	An email about a business trip	Talking about your plans for the weekend	
On the move	Travelling by plane and train	Air and train travel		Three conversations at the airport Three conversations at the train station		At the airport At the train station	
Scenario: When and where? Marek, Magda and Rosie need to meet to discuss a new café.							
7 Shopping p64							
A career in retail	Past simple – <i>be</i> and regular verbs	Career and education	Past simple – regular verbs		A company description	Talking about the past	
Getting a bargain	Past simple – irregular verbs	Shopping			Three texts about shopping	Talking about what you did at the weekend	
Buying gifts	Shopping			Three people shopping in a department store	Gifts around the world	Shopping in a department store	
Scenario: A good location Christina and Paul want to start a business selling only British food.							
8 Getting it right p72							
Getting it wrong	Past simple – negative forms	Success and failure		Dal LaMagna's business successes and failures	Dal LaMagna – an American entrepreneur	Talking about mistakes	
The secret of my success		Characteristics for business success		Temi talks about success in business		Talking about successes	
Successful meetings	Meetings Suggesting, giving opinions, agreeing and disagreeing	Talking about meetings		A meeting	Successful meetings	Suggesting, giving opinions, agreeing and disagreeing	
Scenario: A dysfunctional team Alex and Zafira put together a new team to develop and launch a new product.							
9 Best practice p80							
Company rules and dress code	<i>can</i> and <i>can't</i> , <i>have to</i> and <i>don't have to</i>	Company rules		Company rules		Talking about rules in your company	
Working conditions	Question forms with <i>can</i> and <i>have to</i>		<i>can</i> and <i>can't</i>	A supermarket manager talks about his working conditions	Two people talk about their working conditions	Talking about your job	
Email etiquette	Formal and informal emails	Starting and finishing an email			A formal and an informal email Dos and don'ts of email etiquette		A formal and an informal email
Scenario: Problems at reception Youssef needs to sort out the problems at reception.							
10 A helping hand p88							
Making decisions	<i>will</i> for spontaneous decisions and promises			Lia talks to her mentor, José	Mentors	Making decisions	
Team building		Team roles			Creating a team	Discussing a team's strengths and weaknesses	
Suggestions and offers	Suggestions and offers			Three conversations where people make suggestions and offers A phone call discussing suggestions	Emails making suggestions		A formal email
Scenario: In need of help Abdulrahman needs to arrange a team building exercise.							

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LEVEL B1

	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
1 Time p4							
Time in your life	Present simple Adverbs of frequency	Describing routines			Four people's answers to a time questionnaire	Talking about how often you do different things	
What are you doing at the moment?	Present continuous	Social media and networking			Social media	Talking about what you are doing at the moment	
Is that the time?	Beginning and ending conversations	Telling the time	Sentence stress	Two conversations	How to make successful small talk	Keeping a conversation going	
Scenario: A question of time Can a language school sort out its timetable problems?							
2 Meeting people p12							
The right person	Present simple and present continuous	Describing people	s at the end of words	Looking for someone in a crowded room	Business cards	Describing people	
The right impression		Describing your job		Two first conversations	First impressions	Making a good first impression	
Let's talk about it over lunch	Offering and accepting food and drink Talking about likes and dislikes	Talking about food		A business lunch	Business lunches	Offering and accepting food and drink	
Scenario: Visitors Mikael has to meet three visitors, but can he find them?							
3 Companies p20							
My first job	Past simple	Pay and conditions		Two people talk about their first jobs		Talking about pay and conditions Talking about your first job	
Company history		Describing companies	Saying dates		Two of the oldest companies in the world	Presenting your company history	
Speaking in public	Structuring a presentation			A presentation about a company	Tips for public speaking	Making a short presentation	
Scenario: The worst company in the world? Can Leviathan Steel improve its public image?							
4 Great ideas p28							
Luck?	Past simple and past continuous			Three people talk about old and new jobs	Great business ideas	Talking about decisions you've made	
Where were you when ...?		Describing past trends			Events in three decades	Describing graphs	
Selling your idea	Getting heard in meetings	Expressions for putting forward your views and ideas	Intonation – interrupting and offering your opinion	A short meeting	Selling your ideas in a meeting	Discussing workplace ideas	
Scenario: Still popular? Can a fairtrade company improve its performance?							
5 Advice p36							
The life coach	Advice and obligation – <i>should</i> and <i>shouldn't</i> , <i>must</i> and <i>mustn't</i>	Verbs for advice and targets	Word stress – giving advice or talking about obligation	A life coach talks about her work	Life coaches	Giving advice	
Experts at work	Obligation and permission – <i>have to</i> and <i>don't have to</i> , <i>can</i> and <i>can't</i>	Help and problems		The IT helpdesk deals with phone calls	Does anyone like the IT department?	Talking about obligations	
Asking for help	Asking for help			Five people ask for help and advice	Asking for help at work	Asking for help and giving advice	
Scenario: A terrible job Nasouh is unhappy. Should he apply for another job?							
Writing emails p44							

Language				Skills			
Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing	
6 Pressure p56							
Under pressure	Present perfect with <i>ever</i>	Budgets, schedules and deadlines		A man talks about pressure at work	Pressure at work	Discussing how you manage pressure at work	
Have you done it yet?	Present perfect with <i>yet</i> and <i>already</i>			What have they done?		Six things to do before you die	
Getting things done	Polite requests and reminders	Word-building			Top tips for successful time management Three emails	Polite requests and reminders	An email reminder
Scenario: The Pressurehead tour Organising a tour schedule and the budget							
7 Careers p64							
Qualified for success?		Education and training Academic qualifications			Three Brazilian brothers talk about their qualifications and training		Your education and training
Stages in a career	Present perfect with <i>for</i> and <i>since</i>	Career development	Word stress	A designer talks about her career		Talking about career development	
Selling yourself	Job interviews	Job skills and qualities		Three people answer job interview questions	Seven ways to flunk a job interview	Interviewing your partner for your job	
Scenario: The promotion Who will Anu promote in her department?							
8 Planning p72							
Being organised	<i>be going to</i> and the present continuous for plans and intentions		Intonation in questions	Three people talk about going on a time management course	A messy success	Talking about your plans and intentions	
I must do it!	<i>will</i> and <i>be going to</i> – spontaneous decisions and predictions			Two people talk about their work situation	Spontaneity at work	Making spontaneous decisions	
Let's make it Wednesday instead	Making arrangements			A phone call to make arrangements	Emails making arrangements	Arranging meetings	An email to confirm arrangements
Scenario: Chaos Making arrangements for international visitors							
9 Products p80							
Best-sellers	Present and past passives	Product development			How to create a best-selling product	Talking about your 'objects of desire'	A description of a product
Design features		Design features Product life cycle		New products		Launching a new product	
I'm afraid I disagree	Agreeing and disagreeing	Direct and indirect cultures	Tone and intonation for agreeing and disagreeing	A boss and her employee disagree	Diplomacy and directness	Discussing topics, agreeing and disagreeing	
Scenario: Cerulean Sky A company is involved in a lawsuit							
10 Selling p88							
Extra money	First conditional	Selling goods or services		Advice on selling on auction sites	Making extra money	Talking about making and saving money	
Consumer choice	Second conditional			Three people talk about what they're thinking of doing	Consumer types	Imaginary situations	
Negotiating a price	Negotiating	Negotiating		Three price negotiations	Four golden rules for negotiating the price	Negotiating with your partner	
Scenario: A good deal Should a supermarket stock a new product line?							

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LEVEL B1+

	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
1 My world of work p4							
A day in the life of ...	Present simple for routines Present continuous for now			A cycle courier talks about his work	The life of a supermodel	Talking about regular tasks and temporary projects	
Company structure		Company structures and organisation		Jan describes the company he works for	Oticon, a new organisational structure	Describing your job	
Communicating at work	Telephone phrases		Intonation in requests	Telephone calls	Take the stress out of phoning	Leaving and taking messages on the phone	
Scenario: New boss Richmond Design Solutions has a new administration manager, but will his changes work?							
2 Motivation p12							
Think success	Past simple review				Think and grow rich	Talking about successful events in your life	
It's all about the money	Past continuous	Job attributes		Three people talk about why they left their job	Employee job satisfaction	Talking about previous jobs	
Climbing the ladder		Career-related vocabulary Talking about skills and strengths	Word stress	A job appraisal		Talking about your strengths and weaknesses	
Scenario: Staff morale Arco is having trouble with staff motivation. How can they improve?							
3 Decision making p20							
How do you decide?		Decisions	ei, oi, ai sounds		Types of decision makers	Talking about making decisions	
Which one?	Comparatives and superlatives	Conferences		Two people discuss a conference	The biggest conference in the world	Talking about going to conferences	
Making your mind up	Giving your opinion Agreeing and disagreeing			Three people discuss which hotels to recommend	Managing conflict	Giving your opinion, agreeing and disagreeing	
Scenario: The best option What's the best option for a book launch?							
4 Careers p28							
Working conditions		Working conditions			Worth the money?		A description of your current job
Experience	Past simple and present perfect	Staff recruitment	-ed past simple endings	A description of working for a company	Two job applications	Talking about three events in your working life	
First impressions	Meeting and greeting people Making small talk			Three conversations with introductions		Meeting and greeting Making small talk	
Scenario: The right person for the job Who would be the best hotel manager?							
5 Visitors p36							
What can I do?	Modal verbs for advice, obligation and necessity – <i>must</i> and <i>mustn't</i> , <i>have to</i> and <i>don't have to</i> , <i>should</i> and <i>shouldn't</i>			Alain gives Lars advice on doing business in Argentina	An email about working in Argentina	Giving advice about doing business in your country	
So much to do, so little time	Making suggestions	Cities		Making suggestions	Rio de Janeiro	Asking for and giving suggestions	
Presenting	Features of and structuring a presentation			Features of a good presentation	Entrepreneurship	Making a presentation	
Scenario: A job abroad Who's the best person to give a presentation?							



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Writing emails p44

	Language			Skills			
	Grammar / Functions	Vocabulary	Say it right	Listening	Reading	Speaking	Writing
6 Customer care p56							
Customer satisfaction	Present perfect simple and continuous	Adjectives to describe people		Three customers make complaints	Improving customer service	Providing good customer service	
Measuring customer satisfaction		Describing change		A marketing manager talks about changes to customer service	Generation Y	Describing graphs	
Complaints	Making and dealing with complaints		Sentence stress	Three complaints	Complaining on Twitter	Complaining and dealing with a complaint	A Twitter complaint
Scenario: How rude! What can a mobile phone company do to improve customer service?							
7 The future of work p64							
Making predictions	<i>will</i> and <i>be going to</i> – predictions			Two people discuss predictions	The end of gender	Discussing predictions for your company or sector	
Organising yourself	Future forms – present simple, present continuous and <i>be going to</i>	Organising yourself		Three meetings about organisational problems Fehim's week	Work smarter, not harder	Talking about your plans and intentions	
Emailing	Opening and closing emails			People say what they don't like about email			Formal and informal emails Correcting errors in emails
Scenario: The world's getting smaller Can an insurance company work successfully across time zones?							
8 Striking a deal p72							
If ...	Zero and first conditional			Two sports stars negotiate contracts	Unusual bonuses	Negotiating a contract	
Show me the money	Second conditional				What would you do if you could name your own salary?	Discussing what you would do in different work situations	
Negotiating	Negotiating			Two negotiations	Negotiating in India	Holding negotiations	
Scenario: A tough deal Can you get the best deal on company cars?							
9 Responsibility p80							
What went wrong?	Past perfect	Making mistakes		Three people talk about mistakes made on projects	The mistakes three people made on projects	Talking about mistakes you've made	
Compensation culture	Past perfect, past simple and past continuous			Three people describe accidents	Compensation culture	Discussing an accident	
Say sorry!	Explaining and apologising		Saying sorry	Four conversations where something has gone wrong	What to do when you've made a mistake	Explaining and apologising	
Scenario: Supply problems Can Alto Café get its supply of coffee beans?							
10 Environment p88							
Carbon footprint		Good intentions and ethics		Marcus Dowse talks about a 'go-green' initiative in his company	Three green ideas	Discussing which green initiatives would work in your workplace	
Buy local	Passives		Words with differing stress		Italian products	Discussing products made in your country	
Tell me	Asking for and reporting information			A customer survey on going green	Going green	Discussing the results of a survey	
Scenario: Going green Choosing a green policy							

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LEVEL B2

	Language			Skills			
	Grammar / Functions	Vocabulary	Fluency	Listening	Reading	Speaking	Writing
1 People p4							
Partners	Past tense review	Describing relationships			Two famous partnerships	Talking about relationships	
First impressions	Present perfect	Describing people		Candidates for a sales job	Five surprising ways to make a good first impression	Forming impressions of job candidates Interviewing your partner	
Making contact	Starting and maintaining conversations		Sentence stress	Five short conversations	An introductory email	Starting and maintaining conversations	Introducing yourself by email
Scenario: The right judges Finding candidates for a literary judging panel							
2 The best way to work p12							
Working too hard?	Articles	Describing a typical day		A typical day in the life of two product designers	Work/life balance questionnaire	Discussing work/life balance	
How efficient are you?	Words that are used before nouns	Talking about productivity		Two product designers discuss how they keep productive at work	The Slow Movement	Discussing your strengths and weaknesses in productivity	
How have I done?	Giving effective feedback on work			An HR consultant discusses ways of giving feedback	Performance reviews: good or bad?	Discussing performance reviews and effective feedback Giving feedback	
Scenario: Downsizing Which staff should be promoted, kept and let go?							
3 The future p20							
Planning ahead	<i>be going to</i> and present continuous for future arrangements	Planning and managing change		Two business people discuss their attitudes towards planning for the future	Futurescaping	Discussing plans and arrangements Futurescaping	
The uncertain future	Making predictions			The changing future of four industries	Future challenges	Making predictions about certain events	
The future of communication	Digital communication	Using social media		Four extracts from video or phone conferences	How digital media has changed the way business professionals communicate	Presenting advice on how to phone-/video-conference successfully	
Scenario: Facing the future How can an arts centre turn its fortunes around?							
4 Getting a job p28							
Career jumpers	Question forms	Describing jobs		Two career jumpers describe their old and new jobs	Two career jumpers	Interviews about career changes made	A profile of a career jumper
What employers look for in you		Describing positive professional qualities Word families	Fillers	An HR manager talks about recruitment tests	A personality test	Analysing and giving feedback on personality test results	
Getting the job	Improving your interview technique Dealing with difficult questions			Six answers from a job candidate	The psychology of interviews	Asking and answering interview questions	
Scenario: Arctic venture Who should manage a new outdoor clothing store in the Arctic?							
5 New products and services p36							
Appropriate technology	Passive	Describing a product		The 'free wheelchair'		Presenting an appropriate technology product	
Giving customers what they want	Verb forms related to the passive	Describing changes to buildings and rooms		How a service was improved	Customer reviews on a consumer website	Planning a new business venture	
Presenting	Key presentation phrases Planning a presentation		Linking words	A conversation about a bad presentation		Tips for presenting Planning a presentation	
Scenario: Eco-activity centre Choosing a site for a new holiday centre							



	Language			Skills			
	Grammar / Functions	Vocabulary	Fluency	Listening	Reading	Speaking	Writing
6 Meetings p56							
My worst meeting		Describing and organising meetings		Unconventional ideas for improving meetings	My worst meeting	Best practice for meetings	
He said, she said	Reported speech Reporting verbs	Reporting verbs		Two meetings to investigate a complaint against an employee		Reporting what someone said	Minutes of a meeting
Getting heard	Making your point assertively			Four meeting extracts	How to get heard in a meeting	The interrupting game	
Scenario: Meeting mayhem Can the Zhou Foundation improve its meetings?							
7 Culture p64							
Culture shock in California		Cultural values Communication styles			Culture shock in California	Discussing working styles in business culture	
Cultural sensitivity	Second and third conditional			The Hermes project		Discussing cross-cultural misunderstandings	
When things go wrong	Apologising	Making mistakes and apologising	Tone of voice	Five apologies	What to do when you 'screw up' spectacularly	Apologising	
Scenario: Losing Luis Lima Can an American hockey team persuade their Brazilian star to return?							
8 Marketing and selling p72							
Legalised lying?	Comparatives and superlatives	Marketing and advertising			Three ingenious marketing campaigns	Discussing marketing and advertising	
Why the brand matters	Extreme adjectives	Brands and branding		Five famous brands	Why the brand matters	Discussing different marketing techniques	
The art of persuasion	Persuasive presentations Rhetorical techniques	Powerful words	Emphatic stress	Five sales presentation techniques		Preparing an introduction for a persuasive presentation	
Scenario: Rebranding Ibiza Joy Can a holiday company find a new market?							
9 Problems and solutions p80							
Creating	Verb patterns			An interview with an inventor	Inspiration or perspiration	Talking about entrepreneurs	
Adapting		Phrases using prepositions		An economy expert talks about adapting to different markets	Mirroring your customers	Deciding how to adapt and market a product in different countries	
Group problem-solving	Suggesting and agreeing solutions			A group reaches a decision about an end-of-term party	Groupthink	Making a group decision about a fund-raising idea	
Scenario: Breaking into America Can a UK supermarket break into the US market?							
10 The rules of work p88							
Office relations	Modal verbs	Honesty and responsibility	Weak and strong forms	A radio show about a dilemma	An email about a workplace dilemma	Discussing workplace dilemmas	
Whistleblowing	Past form of modals	Unethical work practices		A whistleblower tells his story		Re-telling and discussing the story of a whistleblower	
The right rules	Expressing rules and expectations	Describing sanctions		Two people talk about rules in different workplaces	Trust me, I'm an employee	Discussing workplace rules	
Scenario: Environmental dilemma What should be done about a polluting chemical company?							