

Table of contents

1	Welcome	A	Introducing yourself.....	8
		B	Your first day at work	13
		C	Talking about your job	21
2	Dealing with customers	A	Customer types.....	30
		B	Products and services	35
		C	Giving directions.....	42
3	Money and time	A	Money and numbers.....	62
		B	Talking about prices and packaging units	78
		C	Talking about the time	88
4	Sales situations	A	Dealing with the exchange of goods.....	96
		B	Dealing with complaints	103
	Vocabulary and useful phrases			114