

## 1 Introducing yourself 6

Lernfelder 1, 2, 7

**TOPICS / SKILLS** Introducing yourself • Talking about your (future) profession

### COMMUNICATING ACROSS CULTURES

Introducing and greeting people • The German "dual training" system

**LANGUAGE AND GRAMMAR** Introducing yourself

**OFFICE EXPERT** Job profiles in offices •

Streamlining office procedures

## 2 Taking care of visitors 18

Lernfelder 1, 2, 7, 12

**TOPICS / SKILLS** Greeting visitors • Making conversation • Giving directions • Taking foreign visitors to a restaurant

### COMMUNICATING ACROSS CULTURES

Small talk • Describing German dishes • Going to restaurants in Britain

**LANGUAGE AND GRAMMAR** Will-future

**OFFICE EXPERT** Organising corporate

entertainment • Preparing a conference

## 3 The company and its products and services 38

Lernfelder 1, 3, 11, 13

**TOPICS / SKILLS** Describing a firm and its history • Describing products and services

### COMMUNICATING ACROSS CULTURES

Joint stock companies in the USA and Britain

### LANGUAGE AND GRAMMAR

Simple past and present perfect • Since and for

**VIDEO LOUNGE** BBC: Sport and leisure

**OFFICE EXPERT** Presenting your company online

## 4 The office 51

Lernfelder 1, 2, 11

**TOPICS / SKILLS** Describing the office / Computer terms • Catering in the office • Describing departments and responsibilities

### COMMUNICATING ACROSS CULTURES

Addressing people

**LANGUAGE AND GRAMMAR** Infinitive and gerund

**OFFICE EXPERT** Handling stressful situations

• Office suite applications • Working with spreadsheets

## 5 Telephoning 63

Lernfeld 7

**TOPICS / SKILLS** Appliances • Receiving and redirecting calls • Taking messages / Spelling • Making telephone calls • Messages for the answering machine

### COMMUNICATING ACROSS CULTURES

Telephoning in English-speaking countries

**LANGUAGE AND GRAMMAR** Tricky prepositions

**OFFICE EXPERT** Using mobile phones

## 6 Making arrangements 84

Lernfelder 2, 12, 13

**TOPICS / SKILLS** Booking flights, hotel rooms and exhibition stands / Hiring cars • Making appointments • Preparing a meeting • Taking the minutes

### COMMUNICATING ACROSS CULTURES

Tips for visitors to the UK

**LANGUAGE AND GRAMMAR** Continuous form

**VIDEO LOUNGE** BBC: Hospitality

**OFFICE EXPERT** Handling schedules • Arranging transportation and describing the way

## 7 Making presentations 100

Lernfeld 1

**TOPICS / SKILLS** Preparing and delivering presentations • Describing graphs and diagrams

**LANGUAGE AND GRAMMAR** Line graphs, bar charts, pie charts

**VIDEO LOUNGE** Lingua TV: Presentations

**OFFICE EXPERT** The structure and design of presentations • Presentation about your company

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