

Inhalt des Lehrerhandbuches

Vorwort	4
Unit 1 Meeting colleagues	6
Unit 2 Products and services	9
Unit 3 Customers	13
Unit 4 Money	18
Unit 5 At the department store	21
Unit 6 Sales promotion	25
Unit 7 Special sales situations	29
Unit 8 After-sales services	34
Unit 9 Getting goods delivered	39
Unit 10 Job hunting	45
KMK-Prüfungssätze (Stufe I und II)	51
Activity pages	55
Klassenarbeiten 1 – 6	56
Lösungen zu den Klassenarbeiten	76
Inhaltsverzeichnis der Audio-CDs	80