

Contents

.....

My job

1	My curriculum vitae	4
2	My job description	6
3	Away on business	8
4	Personal finance	10
5	Problems and solutions	12
6	Socialising 1: order and pay for food in a restaurant	14
7	My phone calls	16
8	My presentations 1: present information	18
9	My presentations 2: propose and persuade	20
10	Socialising 2: make and extend conversations	22
11	Difficult calls	24
12	On time	26
13	The job interview	28
14	My communications	30

My business

15	My organisation	32
16	Our products and services	34
17	Processes and procedures	36
18	Socialising 3: get to know people	38
19	Our new product	40
20	Graphs and charts	42
21	Our sales	44
22	Sales performance	46
23	The marketing mix	48
24	Social networking	50
25	Meetings 1: give opinions, agree and disagree	52
26	Socialising 4: develop fluency	54
27	SWOT analysis	56
28	Appraisals	58
29	Profit and loss	60
30	Meetings 2: lead and structure meetings	62
31	Recruitment	64

The bigger picture

32	Future business	66
33	Contingency planning	68
34	Outsourcing	70
35	The economy	72
36	The environment	74
37	The competition	76
38	Cross-cultural communication	78
39	Virtual teamwork	80
40	The stock-market game	82

	Activity files	84
	Audio scripts	87
	Answer key	97
	CD track list	103
	Teachers' feedback sheet	104