

1	Introducing yourself	6	5	Telephoning	63
	TOPICS/SKILLS Introducing yourself • Talking about your future profession COMMUNICATING ACROSS CULTURES The German dual training system LANGUAGE AND GRAMMAR Introducing and greeting people LOGISTICS EXPERT A forwarding agent's job • Company organisation • Job titles			TOPICS/SKILLS Appliances • Receiving and redirecting calls • Taking messages / Spelling • Making telephone calls • Leaving a message COMMUNICATING ACROSS CULTURES Telephoning in an English-speaking country LANGUAGE AND GRAMMAR Tricky prepositions LOGISTICS EXPERT Arranging transport • Loading and unloading goods	
2	Taking care of visitors	18	6	Making arrangements	84
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3	The company and its products and services	38	7	Making presentations	100
	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 LOGISTICS EXPERT Different modes of transport • Transport and packaging • Cargo marking			TOPICS/SKILLS Preparing and delivering presentations • Describing graphs LANGUAGE AND GRAMMAR Line graphs VIDEO LOUNGE Lingua TV: Presentations	
4	The office	53	8	Form of written communication	108
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9	Enquiries	128	14	Complaints and adjustments	204
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	LANGUAGE AND GRAMMAR Adjectives, adverbs			COMMUNICATING ACROSS CULTURES	
	VIDEO LOUNGE Lingua TV: General enquiries			Complaining about products or services	
	LOGISTICS EXPERT Dealing with transport enquiries and carnets			LANGUAGE AND GRAMMAR Conditional clauses	
				LOGISTICS EXPERT Cargo insurance	
10	Offers	140			
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	LANGUAGE AND GRAMMAR Some and any				
	LOGISTICS EXPERT Offering a transport service • International packaging regulations • Using Incoterms in logistics				
11	Orders	159			
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	LANGUAGE AND GRAMMAR Capital letters				
	VIDEO LOUNGE BBC: Manufacturing				
	LOGISTICS EXPERT Importing goods				
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	LANGUAGE AND GRAMMAR False friends			LANGUAGE AND GRAMMAR Comparatives and superlatives	
	VIDEO LOUNGE BBC: IT			VIDEO LOUNGE BBC: Retailing	
	LOGISTICS EXPERT Growing transport markets • Handling air freight and maritime transport • Ordering containers • Bill of lading, air waybill, certificate of origin • Trade documentation			LOGISTICS EXPERT Transport and environment • Innovative products in logistics	
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	LANGUAGE AND GRAMMAR How to translate "sollen"			COMMUNICATING ACROSS CULTURES	
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