

- 1** Introducing yourself 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
OFFICE EXPERT Job profiles in offices • Streamlining office procedures
- 2** Taking care of visitors 18
- 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 Corporate entertainment • Preparing a conference
- 3** The company and its products and services 38
- 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
- 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 Office suite applications • Working with spreadsheets
- 5** Telephoning 63
- TOPICS / SKILLS** Appliances • Receiving and redirecting calls • Taking messages / Spelling • Making telephone calls • Messages for the answering machine
COMMUNICATING ACROSS CULTURES Telephoning in an English-speaking country
LANGUAGE AND GRAMMAR Tricky prepositions
OFFICE EXPERT Using mobile phones
- 6** Making arrangements 84
- 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
- 7** Making presentations 100
- 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 Structuring presentations • Drawing graphs

8	Form of written communication	112	13	Payment and reminders	180
	TOPICS / SKILLS Layout / Components of business correspondence • Writing e-mails, faxes, letters			TOPICS / SKILLS Invoice • Means and terms of payment • Reminders and replies	
	COMMUNICATING ACROSS CULTURES			LANGUAGE AND GRAMMAR How to translate "sollen"	
	The tone of English business correspondence			OFFICE EXPERT Handling money • Writing a reminder	
	LANGUAGE AND GRAMMAR Typical mistakes in business correspondence				
	OFFICE EXPERT Word processing • E-mail flood in the office				
9	Enquiries	132	14	Complaints and adjustments	196
	TOPICS / SKILLS Making enquiries • Discounts			TOPICS / SKILLS Making / Adjusting complaints	
	LANGUAGE AND GRAMMAR Adjectives, adverbs			COMMUNICATING ACROSS CULTURES	
	VIDEO LOUNGE Lingua TV: General enquiries			Complaining about products or services	
				LANGUAGE AND GRAMMAR Conditional clauses	
				OFFICE EXPERT Key account management • The copy machine • Licence agreements	
10	Offers	142	15	Marketing products and services	215
	TOPICS / SKILLS Making offers in writing and by phone • Comparing options • Incoterms® 2010			TOPICS / SKILLS Product life cycle and market research • Distribution channels • Advertising and public relations	
	LANGUAGE AND GRAMMAR Some and any			LANGUAGE AND GRAMMAR Comparatives and superlatives	
	OFFICE EXPERT Office supplies fairs • Comparing offers for office furniture			VIDEO LOUNGE BBC: Retailing	
				OFFICE EXPERT Purchasing incentives • Ergonomics in the office • Costs and calculations	
11	Orders	159	16	Job applications in Germany and the EU	229
	TOPICS / SKILLS Placing orders			TOPICS / SKILLS Job ads • Letters of application, CVs and job interviews • Employment in the EU	
	LANGUAGE AND GRAMMAR Capital letters			COMMUNICATING ACROSS CULTURES	
	VIDEO LOUNGE BBC: Manufacturing			Job applications	
	OFFICE EXPERT Ordering business cards			VIDEO LOUNGE BBC: Travel and Tourism	
				OFFICE EXPERT Internship training abroad • Job fairs • Europass • Starting your own business	
12	Transport and logistics	171		Appendix	252
	TOPICS / SKILLS Modes of transport • Packing • Dispatch advice			Role cards 252	
	LANGUAGE AND GRAMMAR False friends			Alphabetical word list • Glossary • Acronyms • False friends • Countries, nationalities and languages • World map 257	
	VIDEO LOUNGE BBC: IT			Unitbegleitendes Vokabular und Glossar zum Herunterladen über Online-Link 808261-0000	