

# Inhalt des Lehrerhandbuches

<b>Vorwort</b>	<b>4</b>
<b>Erläuterungen zur KMK-Zertifikatsprüfung</b>	<b>7</b>
<b>Unit 1</b> Introducing yourself	<b>9</b>
<b>Unit 2</b> Taking care of visitors	<b>21</b>
<b>Unit 3</b> The company and its products and services	<b>35</b>
<b>Unit 4</b> The office	<b>49</b>
<b>Unit 5</b> Telephoning	<b>61</b>
<b>Unit 6</b> Making arrangements	<b>75</b>
<b>Unit 7</b> Making presentations	<b>95</b>
<b>Unit 8</b> Form of written communication	<b>103</b>
<b>Unit 9</b> Enquiries	<b>115</b>
<b>Unit 10</b> Offers	<b>123</b>
<b>Unit 11</b> Orders	<b>143</b>
<b>Unit 12</b> Transport and logistics	<b>157</b>
<b>Unit 13</b> Payment and reminders	<b>181</b>
<b>Unit 14</b> Complaints and adjustments	<b>201</b>
<b>Unit 15</b> Marketing products and services	<b>221</b>
<b>Unit 16</b> Job applications in Germany and the EU	<b>235</b>
<b>Inhaltsverzeichnis der Audio-CDs</b>	<b>255</b>