

1	My Business	1.1 Meeting People	7
		1.2 Inside the Company	10
		1.3 Business Correspondence	19
2	Warehouse Safety	2.1 Dangers at Work	30
		2.2 Safety Issues	33
		2.3 Health and Safety Hazards	40
		2.4 Safety Signs and Safety Clothing	43
		2.5 Business Correspondence	46
3	Receiving and Storing Goods	3.1 Receiving Goods	55
		3.2 Registration of Goods Receipt	60
		3.3 Storing Goods	64
		3.4 Correct Storage	66
		3.5 Storage Systems	68
		3.6 Hazardous Goods	70
		3.7 Business Correspondence	71
4	Order Picking and Packing Goods	4.1 Order Picking	82
		4.2 Packing Goods	87
		4.3 Business Correspondence	99
5	Transport and Logistics	5.1 European Countries	108
		5.2 Organising a Transport	110
		5.3 Going Global	112
		5.4 Modes of Transport	116
		5.5 Material Handling Equipment for Internal Transport	121
		5.6 Documents in National and International Trade	124
		5.7 Innovations in Warehousing and Logistics	126
		5.8 Business Correspondence	131
	Appendix	Phonetic Alphabet	
		Word Banks	
		Alphabetical Word List	
		Irregular Verbs	
		Summary of English Tenses	
		Picture Credits	