UNIT Title	Content	Language & skills	Grammar	KMK exam		
1 Getting started	Office assistant trainees Office tasks and activities Telephoning in English	Making introductions Describing daily routines Saying telephone numbers, email and Internet addresses	The simple present and the present progressive	Hörverstehen Interaktion	Small talk	6
2 Making arrangements	Business emails Arranging business meetings Changing arrangements	Using formal and informal language Apologizing Making suggestions	Future forms	Produktion Produktion	"Subject-is-the- email" messages	15
3 Starting to write letters	Office stationery and equipment The parts and layout of a business letter	Writing and saying dates Writing business letters Using paragraphs correctly	Modal verbs and , their substitutes	Hörverstehen Mediation	Business letters	26
4 Describing a company	Forms of business organization Company history and structure Office layouts	Welcoming visitors to the company Describing a company layout Giving directions	The simple past and the present perfect	Produktion Mediation	An online retailer	35
5 Making enquiries and offers	Enquiries Offers Incoterms® 2010 rules	Finding information about suppliers Writing enquiries Writing offers	Conditionals 1 and 2	Produktion Mediation	International trade	44
6 Placing and acknowledging orders	Orders Acknowledgments Methods of payment in international trade	Placing orders (by telephone) Discussing prices Describing size and dimensions	Adjectives and adverbs	Produktion Produktion	Intelligent recycling of used electronic equipment	53
7 Preparing for meetings	Different types of business meeting Formal and informal invitations Agendas	Writing invitations to meetings Preparing an agenda Opening a meeting	Gerund (-ing form) or infinitive after verbs	Produktion Produktion	Taking minutes	61
8 Giving a presentation	Business presentations Equipment for a presentation Figures and graphs	Language of presentations Describing graphs Talking about figures	Comparatives and superlatives	Produktion Produktion	How to give a successful presentation	69
9 Making and adjusting complaints	Reasons for complaints Polite telephone language Office memos	Writing letters of complaint Complaining by telephone Replying to complaints	Since, for and ago	Interaktion Produktion	Golden rules for telephoning	78
10 Dealing with delays in payment	Delays in payment Reminders Replies to reminders	Writing first and second reminders Using formal language Replying to reminders	Passives	Produktion Produktion Leseverstehen	A credit enquiry	89
11 Attending a trade fair	Trade fairs and exhibitions Exhibition stands Hotels and travel arrangements	Enquiring about trade fairs Making travel arrangements Booking accommodation	at, on, in with dates, days and times	Produktion Hörverstehen	The Aid and Trade Fair – working for humanitarian relief	98
12 Applying for a job	Job adverts CVs and covering letters Telephone interviews Job interviews	Writing a CV Writing a covering letter Preparing for an interview	Relative pronouns	Produktion Interaktion	Finding a job abroad	107
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