#### Other features

In addition to the eight main units, the Student's Book contains the following:

#### Reviews

These units can be used in three ways: to consolidate your work on the units, to catch up quickly if you have missed a lesson, and to revise before tests or exams.

## Additional material

This section contains all the extra materials you need to do pair or group work activities.

## Grammar and practice

This section gives a very useful summary of rules with clear examples, but also provides further practice of the essential grammar points in this level of the course.

## Recordings

Full scripts of all the audio recordings are given, allowing you to study the audio dialogues in detail. However, try not to rely on reading them to understand the listenings – very often, you don't need to understand every word, just the main ideas.

#### Wordlist

In the modules, words which you may not know are in grey; you will find definitions in the wordlist, often with examples. Words in red are high-frequency items, which you should try to learn and use. The others, in black, are words you just need to understand.

## The DVD-ROM

The DVD-ROM is designed to help you continue improving your English on your own, away from the classroom. It includes an interactive workbook which, like the Review units in the Student's Book, can be used in three ways: to improve your listening, grammar, vocabulary and pronunciation; to catch up on lessons you have missed; to revise for tests and exams.

#### Interactive workbook

This includes everything you would normally find in a workbook, and more; activities for vocabulary, grammar, pronunciation, writing and listening practice.

#### Video

Each unit includes an episode of a mini-drama illustrating the communication and people skills practised in each unit, with exercises to practise the functional language used in the video.

#### **Business dilemmas**

There are four problem-solving games to allow you to review and practise functional language from the Student's Book. Try doing these with a partner to practise discussing problems and solutions.

#### Tests

Four tests, one for every two units, allow you to check your progress through the DVD-ROM. If you do well on a test, you get 'promoted'; if you do well on all four tests, you become CEO!

#### **Business documents**

There is a model document for each unit, including letters, invoices, CVs, etc. Each document includes annotations explaining the structure and key phrases, and a follow-up activity tests understanding of this.

## **Grammar reference**

You can refer to this section any time for helpful grammar rules and examples.

#### Class audio

This section of the DVD-ROM contains all the audio recordings from the Student's Book, together with scrollable scripts.

## **Downloadables**

The DVD-ROM includes a set of downloadable files for use outside the DVD-ROM or away from your computer. There is a downloadable and printable PDF of the answers to the Student's Book exercises; a Word file containing the text of each Business document; and MP5 files of all the Student's Book audio that you can transfer to your MP3 player or iPod for listening on the move.

We sincerely hope you will enjoy working with *The* Business. Good luck!

John Allison Paul Emmerson

# Contents

	About business	Vocabulary	Grammar
1 Corporate culture PAGE 6	1.1 Work culture and placements	1.2 Work organization and responsibility	1.3 Past tenses and advice structures
2 Customer support PAGE 18	2.1 Call centres	2.2 Customer service and telephoning	2.3 Asking questions and giving instructions
Reviews 1 and 2	PAGES 30-31		
3 Products and packaging PAGE 32	3.1 Packaging	3.2 Specifications and features	3.3 Articles, relative clauses and noun combinations
4 Careers PAGE 44	4.1 Career choices	4.2 Careers, personal skills and qualities	4.3 Present tenses
Reviews 3 and 4	PAGES 56-57		
5 Making deals PAGE 58	5.1 E-tailing	5.2 Negotiating and e-tailing	5.3 Conditionals and recommendations
6 Company and community PAGE 70	6.1 Corporate social responsibility	6.2 Meetings, ethical behaviour and social performance	6.3 The passive and reported speech
Reviews 5 and 6	PAGES 82-83		
7 Mergers and acquisitions PAGE 84	7.1 Risks and opportunities in M&A	7.2 Business performance	7.3 Future forms and expressing likelihood
8 International trade	8.1 Export sales and payment	8.2 International deals and payments	8.3 Prepositions
PAGE 96 Reviews 7 and 8	PAGES 108-109		
TENENS FOR O			
Additional materia	al PAGES 110–117		
Grammar and prac	ctice PAGES 118-133		
Recordings	PAGES 134-147		
Wordlist	PAGES 148-159		

# Contents

	About business	Vocabulary	Grammar
1 Corporate culture PAGE 6	1.1 Work culture and placements P6-7	1.2 Work organization and responsibility P8-9	1.3 Past tenses and advice structures P10-11
2 Customer support PAGE 18	2.1 Call centres P18-19	Customer service and telephoning P20-21	2.3 Asking questions and giving instructions P22-23
Reviews 1 and 2	PAGES 30-31		
Products and packaging	P32-33	Specifications and features P34-35	Articles, relative clauses and noun combinations P36-37
4 Careers FAGE 44	Career choices P44-45	4.2 Careers, personal skills and qualities P46-47	Present tenses P48-49
Reviews 3 and 4	PAGES 14-57		
5 Making deals PAGE 58	E-tailing P58-59	Negotiating and e-tailing P60-61	5.3 Conditionals and recommendat P62-63
6 Company and community PAGE 70	6.1 Corporate social responsibility P70-71	Meetings, ethical behaviour and social performance P72-73	6.3 The passive and reported speech P74-75
Reviews 5 and 6	PAGES 82-83		
7 Mergers and acquisitions PAGE 84	7.1 Risks and opportunities in M&A P84-85	7.2 Business performance P86-87	7.3 Future forms and expressing likelihood P88-89
8 International trade PAGE 96	8.1 Export sales and payment P96-97	8.2 International deals and payments P98-99	8.3 Prepositions P100-101
Reviews 7 and 8	PAGES 108-109		
Additional materi	al PAGES 110-117		
Grammar and pra	ctice PAGES 138-133		
Recordings	PAGES 134-147		
Wordlist	MAGES 148-159		

peaking	Writing	Case study
4	1.5	1.6
eetings – one-to-one	A placement report	Counselling
4	2.5	2.6
ealing with problems by telephone	Formal and informal correspondence	Cybertartan Software
4	3.5	3.6
esentations – structure	A product description	Big Jack's Pizza
4	4.5	4.6
b interviews	A CV	Gap years and career breaks
4	5.5	5.6
egotiations – bargaining	A proposal	St John's Beach Club
4	6.5	6.6
eetings – teamwork	Reports and minutes	Phoenix
4	7.5	7.6
esentations – visuals	Presentation slides	Calisto
4	8.5	8.6
egotiations – diplomacy	Requests and reminders	Jeddah Royal Beach Resort

1.4 Meetings - one-to-one P12-13	1.5 A placement report P14-15	1.6 Counselling P16-17
Dealing with problems by telephone P24-25	2.5 Formal and informal correspondence P26-27	2.6 Cybertartan Software P28-29
3.4 Presentations - structure P38-39	3.5 A product description P40-41	3.6 Big Jack's Pizza P42-43
Job interviews P50-51	<sup>4.5</sup> P52-53	4.6 Gap years and career breaks P54-55
5.4 Negotiations – bargaining P64-65	5.5 A proposal P66-67	5,6 St John's Beach Club P68-6
6.4 Meetings - teamwork P76-77	6.5 Reports and minutes P78-79	P80-81
7.4 Presentations – visuals P90–91	7.5 Presentation slides P92-93	7.6 Calisto P94-95
8.4 Negotiations – diplomacy P102-103	Requests and reminders P104-105	8.6 Jeddah Royal Beach Resort P106-107

The Wordlist is a module-by-module glossary of all the words in grey in this coursebook