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Where are you from? Who do you work for?	We manufacture We produce	We should meet again sometime. It was good to see you again.	Reading practice Writing practice	Gestures
2.3 Leaving a message	2.4 Voicemail messages	2.5 Taking a message	2.6 Where's John?	2.7 Culture fi
He's away from his desk. Can I take a message?	Reading practice Listening practice	Reading practice Speaking practice	Hello, is this extension? Can I speak to?	Business communicatio
3.3 Making an appointment	3.4 A busy schedule	3.5 Rescheduling a meeting	3.6 Finding a free day	3.7 Culture fil
Can we meet to talk about ? How about tomorrow morning?	Listening practice	Speaking practice	Speaking practice	A good time to meet
4.3 Numbers	4.4 Comparing information	4.5 Presenting information	4.6 Culture file	
Listening practice Speaking practice	cleaner than the cleanest	As you know, I'd like to show you	Working conditions	
5.3 Talking about company activities	5.4 Talking about services	5.5 Visiting a client	5.6 Password	5.7 Culture fil
What's your company called? What line of business are you in?	Listening practice Speaking practice	Would you like a coffee? Where should we start?	What's it made of? What's it for?	Living and working abroa
6.3 Business decisions	6.4 Explaining decisions	6.5 Franchises	6.6 Culture file	
wanted to decided to	Listening practice Speaking practice	Should we? What about?	Decision-making styles	
7.3 Dealing with a complaint	7.4 Complaints and solutions	7.5 Hotel problems	7.6 Culture file	
There's a problem with our order. 'm sorry to hear that.	Listening practice Speaking practice	There isn't any There aren't any	Feelings	
3.3 Giving an update	8.4 A new business	8.5 Updates and future plans	8.6 A business trip	8.7 Culture fil
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10.3 Company regulations	10.4 Flight advice	10.5 Giving advice	10.6 Culture file	
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1.3 The shopping mall	11.4 A company website	11.5 Case studies	11.6 Culture file	

Speaking practice

12.5 An end of course speech

Could I have your attention? I'd especially like to thank ...

Negotiating styles

12.6 Culture file

Client care

I'd like to thank you ...

I really appreciate ...

Speaking practice

12.3 Thanking and saying goodbye

I think that covers the basics.

Let's move on to the next

12.4 Speeches for different occasions

Reading practice

Speaking practice