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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 file
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 communication
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Can we meet to talk about ...? How about tomorrow morning?	Listening practice	Speaking practice	Speaking practice	A good time to meet
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Listening practice Speaking practice	cleaner than ... the cleanest	As you know, ... I'd like to show you ...	Working conditions	
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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 abroad
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I wanted to ... I decided to ...	Listening practice Speaking practice	Should we ...? What about ...?	Decision-making styles	
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There's a problem with our order. I'm sorry to hear that.	Listening practice Speaking practice	There isn't any ... There aren't any ...	Feelings	
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Speaking practice	Speaking practice Listening practice	What are you doing about ...? When did you start ...?	I went there yesterday. I'm staying in ... at the moment.	Hiring procedures
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Reading practice Speaking practice	will definitely / probably may / might	Reading practice Speaking practice	Do you think I should? I'm certain ... will.	Money, money, money
10.3 Company regulations	10.4 Flight advice	10.5 Giving advice	10.6 Culture file	
Reading practice Speaking practice	It's a good idea (not) to ... It's better if you ...	I think he should ... I think he ought to ...	Cultural misunderstandings	
11.3 The shopping mall	11.4 A company website	11.5 Case studies	11.6 Culture file	
Speaking practice	I think that covers the basics. Let's move on to the next topic.	Speaking practice	Negotiating styles	
12.3 Thanking and saying goodbye	12.4 Speeches for different occasions	12.5 An end of course speech	12.6 Culture file	
I'd like to thank you ... I really appreciate ...	Reading practice Speaking practice	Could I have your attention? I'd especially like to thank ...	Client care	