

## UNIT 1 > WELCOME p.7

▶ **Videos:** 1.1 What's your name? 1.4 Welcoming a visitor

<b>1.1 &gt;</b> Nice to meet you	<b>1.2 &gt;</b> Can you fill this in, please?	<b>1.3 &gt;</b> My company	<b>1.4 &gt; Work skills:</b> Welcoming a visitor	<b>1.5 &gt; Business workshop:</b> Your first day
<b>Video:</b> ▶ What's your name? <b>Vocabulary:</b> Countries and nationalities <b>Communicative grammar:</b> Introductions <b>Task:</b> Meeting others and making introductions	<b>Vocabulary:</b> Personal details <b>Pronunciation:</b> → The alphabet (p.96) <b>Reading and listening:</b> Filling in forms <b>Grammar:</b> ▶ <i>my, your, his, her, its, our, their</i> <b>Speaking:</b> Completing a new employee registration form	<b>Listening and reading:</b> Buildings, departments and facilities <b>Communicative grammar:</b> Describing your company <b>Pronunciation:</b> → Plural -s (p.96) <b>Writing:</b> A description of a company or workplace	<b>Video:</b> ▶ Welcoming a visitor <b>Speaking:</b> Workplace visits	<b>Speaking:</b> Meeting human resources and other team members <b>Writing:</b> Completing your employee profile

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## UNIT 2 > WORK p.17

▶ **Videos:** 2.1 I work in Sales 2.4 Small talk at work

<b>2.1 &gt;</b> What do you do?	<b>2.2 &gt;</b> What does the company do?	<b>2.3 &gt;</b> A week in the life	<b>2.4 &gt; Work skills:</b> Small talk	<b>2.5 &gt; Business workshop:</b> At a conference
<b>Video:</b> ▶ I work in Sales <b>Vocabulary:</b> The work we do <b>Communicative grammar:</b> Talking about work <b>Task:</b> Where I work and what I do	<b>Vocabulary:</b> What companies do <b>Pronunciation:</b> → Numbers (p.97) <b>Reading and listening:</b> Company information <b>Grammar:</b> ▶ <i>a/an</i> <b>Writing:</b> Describing a company	<b>Reading:</b> Two different routines <b>Communicative grammar:</b> Talking about routines <b>Pronunciation:</b> → Questions (p.97) <b>Writing:</b> A short blog post for a company intranet	<b>Video:</b> ▶ Small talk at work <b>Grammar:</b> ▶ Using 's and s' <b>Speaking:</b> Making conversation	<b>Reading:</b> A conference website <b>Listening:</b> ▶ Small talk at a conference <b>Speaking:</b> Networking

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## UNIT 3 > WHAT? WHEN? WHERE? p.27

▶ **Videos:** 3.1 I can work flexible hours 3.4 A progress meeting

<b>3.1 &gt;</b> We're very busy in December	<b>3.2 &gt;</b> Requests	<b>3.3 &gt;</b> I am writing to complain ...	<b>3.4 &gt; Work skills:</b> We have a problem	<b>3.5 &gt; Business workshop:</b> A problem with a client
<b>Video:</b> ▶ I can work flexible hours <b>Vocabulary:</b> Months and seasons <b>Communicative grammar:</b> Talking about ability and possibility; <i>at, in, on, from ... to ...</i> <b>Pronunciation:</b> → <i>can</i> and <i>can't</i> (p.98) <b>Task:</b> Asking and talking about your partner's work	<b>Vocabulary:</b> Ordinal numbers and dates <b>Pronunciation:</b> → Ordinal numbers (p.98) <b>Reading and listening:</b> Can I have some time off? <b>Grammar:</b> ▶ <i>Can ... ? / Could ... ?</i> <b>Speaking:</b> Talking about taking time off	<b>Reading:</b> Complaints <b>Communicative grammar:</b> Talking about the past <b>Writing:</b> An email to describe a problem and request action	<b>Video:</b> ▶ A progress meeting <b>Speaking:</b> A progress meeting	<b>Reading:</b> A customer complaint <b>Speaking:</b> A problem-solving meeting; A phone call

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## UNIT 4 > PROBLEMS AND SOLUTIONS p.37

▶ **Videos:** 4.1 Problems at work 4.4 There is a problem with ...

<b>4.1 &gt;</b> What went wrong?	<b>4.2 &gt;</b> How can I help?	<b>4.3 &gt;</b> We are sorry that ...	<b>4.4 &gt; Work skills:</b> Face-to-face complaints	<b>4.5 &gt; Business workshop:</b> Can I help you?
<b>Video:</b> ▶ Problems at work <b>Vocabulary:</b> Past irregular verbs <b>Communicative grammar:</b> Talking about the past: Past Simple <b>Pronunciation:</b> → The <i>-ed</i> ending (p.99) <b>Task:</b> Talking about problems in the past and how you solved them	<b>Vocabulary:</b> Solutions <b>Listening:</b> On the phone <b>Grammar:</b> ▶ Making offers and promises with <i>will</i> <b>Speaking and writing:</b> Making phone calls at work	<b>Reading:</b> An email of complaint and a reply <b>Communicative grammar:</b> Using negatives in the past; Asking questions about the past <b>Pronunciation:</b> → 'th' as /θ/ and /ð/ (p.99) <b>Writing:</b> A reply email	<b>Video:</b> ▶ There is a problem with ... <b>Speaking:</b> Responding to a complaint	<b>Speaking:</b> Making phone calls <b>Reading:</b> An email of complaint <b>Writing:</b> Replying to a complaint

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**UNIT 5 > OFFICE DAY TO DAY p.47**
**Videos:** 5.1 What are they doing? 5.4 Can you help me?

**5.1 >** What are you working on?

**Video:** What are they doing?  
**Vocabulary:** Word pairs  
**Communicative grammar:** Talking about things happening now  
**Pronunciation:** → /ŋ/ and the Present Continuous (p.100)  
**Task:** Writing about what people are doing now

**5.2 >** Are you free at two?

**Vocabulary:** Word pairs  
**Listening:** Organising meetings  
**Speaking:** Arranging and postponing meetings

**5.3 >** Can we meet to discuss ... ?

**Reading:** Emails arranging, accepting or changing a meeting  
**Communicative grammar:** Talking about future arrangements  
**Pronunciation:** → /ɪ/ and /iː/ (p.100)  
**Writing:** An email arranging a meeting

**5.4 > Work skills:** Can I ask a favour?

**Video:** Can you help me?  
**Speaking:** Doing favours

**5.5 > Business workshop:** The meeting is at 3 p.m.

**Writing:** An email to arrange a meeting to discuss a problem  
**Speaking:** Postponing a meeting

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**UNIT 6 > AN OFFICE MOVE p.57**
**Videos:** 6.1 An office move 6.4 A presentation about office equipment

**6.1 >** It's cheaper and better

**Video:** An office move  
**Vocabulary:** Descriptions  
**Communicative grammar:** Comparing two things  
**Pronunciation:** → The vowel /ə/ (p.101)  
**Task:** Choosing a warehouse

**6.2 >** Which is better?

**Vocabulary:** Orders  
**Speaking and reading:** Supplier quotes  
**Grammar:** → *good - better - best/bad - worse - worst*  
**Writing:** Describing different options

**6.3 >** Which is the best?

**Reading:** An email about changing a mobile phone contract  
**Communicative grammar:** Making proposals with *if*  
**Pronunciation:** → /æ/ and /ʌ/ (p.101)  
**Writing:** An email comparing two offers

**6.4 > Work skills:** As you can see on the slide, ...

**Video:** A presentation about office equipment  
**Speaking:** Talking about presentation slides

**6.5 > Business workshop:** The office move

**Reading:** An email from the boss  
**Writing and speaking:** Comparing two offices  
**Speaking:** Presenting your choice

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**UNIT 7 > PROCEDURES p.67**
**Videos:** 7.1 Paying suppliers 7.4 A new workflow

**7.1 >** What's the procedure?

**Video:** Paying suppliers  
**Vocabulary:** Describing a procedure  
**Communicative grammar:** Talking about obligation  
**Task:** Explaining a procedure

**7.2 >** Workflow

**Vocabulary:** Descriptions  
**Reading and listening:** A workflow problem  
**Pronunciation:** → /aɪ/ and /eɪ/ (p.102)  
**Speaking:** Improving a workflow

**7.3 >** A manual

**Reading:** A manual  
**Communicative grammar:** Instructions  
**Pronunciation:** → /l/ and /r/ (p.102)  
**Writing:** Instructions for creating an invoice

**7.4 > Work skills:** Changing a workflow

**Video:** A new workflow  
**Speaking:** Making and responding to suggestions

**7.5 > Business workshop:** How can we improve it?

**Reading:** Identifying problems in a workflow  
**Speaking:** Discussing solutions; Responsibilities in a new workflow

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**UNIT 8 > MANAGING PROJECTS p.77**
**Videos:** 8.1 Making cars at The Morgan Motor Company 8.4 Feedback in the office

**8.1 >** How long does it take?

**Video:** Making cars at The Morgan Motor Company  
**Vocabulary:** Production  
**Communicative grammar:** Revision of the present  
**Task:** Explaining information on a database

**8.2 >** Reducing costs

**Vocabulary:** Saving money  
**Reading:** An online interview  
**Communicative grammar:** Revision of the past  
**Pronunciation:** → Pronouncing the letter 'o' (p.103)  
**Writing:** Actions and results

**8.3 >** Planning projects

**Reading:** Scope statements  
**Communicative grammar:** Revision of the future  
**Pronunciation:** → The vowel /ɜː/ (p.103)  
**Writing:** Scope statements

**8.4 > Work skills:** Giving feedback

**Video:** Feedback in the office  
**Speaking:** Giving feedback

**8.5 > Business workshop:** Updates and feedback

**Reading:** A team update email  
**Writing:** Replying to an update  
**Speaking:** Giving feedback

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Pronunciation p.95

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