

UNIT 1 > WELCOME p.7

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

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

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

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

4.1 > What went wrong? Video: ▶ Problems at work Vocabulary: Past irregular verbs Communicative grammar: Talking about the past: Past Simple Pronunciation: → The <i>-ed</i> ending (p.99) Task: Talking about problems in the past and how you solved them	4.2 > How can I help? Vocabulary: Solutions Listening: On the phone Grammar: ▶ Making offers and promises with <i>will</i> Speaking and writing: Making phone calls at work	4.3 > We are sorry that ... Reading: An email of complaint and a reply Communicative grammar: Using negatives in the past; Asking questions about the past Pronunciation: → 'th' as /θ/ and /ð/ (p.99) Writing: A reply email	4.4 > Work skills: Face-to-face complaints Video: ▶ There is a problem with ... Speaking: Responding to a complaint	4.5 > Business workshop: Can I help you? Speaking: Making phone calls Reading: An email of complaint Writing: 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: → /ɪ/ 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 /i:/ (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 /ɪ/ (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 /ɜ:/ (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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Vocabulary list p. 130