

Contents

MODULE 1 WORLD OF WORK

pages 4–15

This module looks at work around the world and at some of the things that almost everyone has to deal with: meetings, projects and working as part of a team.

	Grammar	Vocabulary	On the line	Writing
1 A working day	present continuous	work situations	when people are not available	
2 I spend all my time in meetings	present simple: <i>do/does</i>	ways of working	dealing with interruptions	
3 We're behind schedule	past simple	schedules and budgets	reassuring people about progress	
4 Are you a team player?	patterns with <i>-ing</i>	working styles	communication breakdowns	letting people know
Grammar review and development 1–4				

MODULE 2 THE BUSINESS OF LEISURE

pages 16–27

Here we look at how people spend money on their homes, and at some of the leisure possibilities when they go out.

	Grammar	Vocabulary	On the line	Writing
5 Staying in	count and uncount nouns	design and style	ordering, exchange and refunds	
6 Museums and exhibitions	present perfect and past simple	museums as entertainment	making a booking for an exhibition	
7 Family entertainment		opinions	interrupting and disagreeing	an investment decision
8 Leisure in 2050	<i>will and might, may, could</i>	future trends	obtaining information; showing interest	
Grammar review and development 5–8				

MODULE 3 DON'T OVERDO IT!

pages 28–39

This module deals with employee fitness, considers the pressures that many people at work are under, and looks at the balance between life at work and outside.

	Grammar	Vocabulary	On the line	Writing
9 Getting fit	comparatives and superlatives	describing facilities	prices and discounts	
10 Asleep on the job?		how people feel	a research interview	a report about working habits
11 Dealing with stress	<i>must and should</i>	health and stress	phoning to say you can't come to work	
12 Work-life balance	present perfect with <i>for</i> and <i>since</i>	job applications	an invitation to an interview	an e-mail job application
Grammar review and development 9–12				

MODULE 4 NEW PRODUCTS, NEW MARKETS

pages 40–51

This module looks at some new products and services and the secrets of their success. Two of the companies in the units are relatively new; two have been in existence for longer, but are innovating to reach new markets.

	Grammar	Vocabulary	On the line	Writing
13 Low-cost airlines	past simple with <i>ago</i>	company development	changing a booking	
14 Bright ideas	past continuous	product development and finance	obtaining a meeting	
15 Consumer electronics	first conditional	product features	negotiating an order	order confirmation
16 Cosmetics and pharmaceuticals	passive	research, production and distribution	getting through	
Grammar review and development 13–16				

MODULE 5 TRAVEL AND COMMUNICATIONS

pages 52–63

This module looks at some of the problems of people travelling to work, and asks if people need to travel at all in order to work or to have meetings.

	Grammar	Vocabulary	On the line	Writing
17 I'm running late	second conditional	traffic and jams; adjective opposites	delays	
18 Are you considerate?	<i>should/shouldn't</i>	driving adjectives	saying you phoned earlier	
19 New ways of working		remote working; trends	mobile phone problems	
20 Why travel?	verbs + prepositions and particles		a conference call	a follow-up e-mail

Grammar review and development 17–20

MODULE 6 GOING GLOBAL

pages 64–75

This module looks at some of the issues and trends affecting the world today – manufacturing in developing countries, the growth of tourism, and business and the environment.

	Grammar	Vocabulary	On the line	Writing
21 Today's trends	present continuous for trends	linking words; graph language	showing that you understand	a graph description
22 Made in Cambodia	present perfect with <i>already</i> and <i>yet</i>	brands and manufacturing	asking about progress	
23 Tourists are everywhere	verb patterns: <i>ask, tell, etc.</i>	customer delight and dissatisfaction	dealing with unhappy customers	
24 Eco-friendly business		<i>raise, increase, decrease, lower;</i> the environment	ending calls	a memo about a company's environmental policies

Grammar review and development 21–24

MODULE 7 WRITING RESOURCE

pages 76–91

25 A delayed project	a company memo		an informal e-mail exchange	
26 Consumer complaints	a letter of complaint		a reply to a letter of complaint	a company memo
27 A new opening	sending, accepting and declining invitations			
28 Finding an agent	a fax exchange			
29 Remote working	a company memo		an exchange e-mail	
30 A world trip	a text message		an informal e-mail	a postcard

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