CONTENTS

1	MEETING PEOPLE	talking about people and companiesaction and state verbsshort answers	5
2	BUSINESS PARTNERS	describing companies and processestalking about the pastmaking small talk	10
3	PLANS AND SCHEDULES	 talking about plans infinitives and -ing forms career plans and job interviews active and passive forms 	15
4	A SUCCESS STORY	 expressing opinions, agreeing and disagreeing work and leisure infinitives and -ing forms past tenses 	20
5	A CHANGING WORLD	 the present perfect continuous, the present perfect and used to future possibilities participles as adjectives 	24
6	PROBLEM-SOLVING	 if-sentences type 1 and 2 if vs when making suggestions 'meeting' verbs 	28
7	INFORMATION	adjectives and adverbstelephoningreported speechgiving a presentation	33
8	E-COMMERCE	 expressions with a preposition and -ing dealing with complaints emphatic do, does and did used to doing/used to do 	37
9	AN INTERNATIONAL PROJECT	 the future continuous and the future perfect promoting services meetings adverbs with two forms 	42
.0	A PROGRESS REPORT	 wish + past perfect should have + past participle if-sentences type 3 progress reports 	46
	Key to the exercises		50
	Useful phrases		56