

Unit 1 Introducing yourself and your place of work

6



Topics / Skills
Talking about yourself
Talking about your work
Helping foreign customers
Language and grammar:
Introducing yourself
Simple past and present perfect

Communication across cultures
Greeting people
Floors (GB / USA)

Unit 2 Telephoning

22



Topics / Skills
Receiving and redirecting calls
Taking messages
Making telephone calls
Leaving messages on an answering machine
Language and grammar:
will-future

Communication across cultures
Politeness on the phone

Unit 3 Presentations

38



Topics / Skills
Preparing presentations
The language of presentations
Delivering a presentation
Language and grammar:
Describing pie charts

Communication across cultures
Presentations

Unit 4 Meetings and negotiations

54



Topics / Skills
Making an appointment
Preparing agendas, meetings and conferences
Taking the minutes
Negotiating
Language and grammar:
Present continuous

Communication across cultures
Tips for visitors to the UK
Cross-cultural negotiations

Unit 5 Business correspondence

70



Topics / Skills
Business letter formats
Writing business letters
Writing e-mails
Language and grammar:
Typical mistakes in business correspondence

Communication across cultures
The tone of English business correspondence

Unit 6 Banks and insurance companies – organisation and structure

84

Topics / Skills

Types of banks
Changes and innovation in financial services
Drawing organisational charts

Language and grammar:

Tricky prepositions

Communication across cultures

Forms of business organisations in Britain and the US

**Unit 7 Banks**

96

Topics / Skills

Working in a bank
Tasks and services of retail banks
Financial Intermediation
Tasks of the European Central Bank
Alternative models of banking

Language and grammar:

False friends

Communication across cultures

Writing and talking about sums of money

**Unit 8 Insurance**

108

Topics / Skills

Managing risk
The insurance industry
Insurance fraud
Quote, choice, claim

Language and grammar:

Agreeing and disagreeing

Communication across cultures

Complaining

**Unit 9 Job application**

124

Topics / Skills

Looking for a job
CV / Résumé
Writing a letter of application
Preparing for a job interview

Language and grammar:

Use of capital letters

Communication across cultures

Job applications

**Unit 10 Globalisation and global markets**

138

Topics / Skills

How do companies globalise?
Global financial markets and their risks
The subprime crisis
A perspective on globalisation

Language and grammar:

Conditional clauses

Communication across cultures

Cross-cultural misunderstandings

**Appendix**

150

Role cards

Chronological vocabulary / Alphabetical vocabulary