



Unit	Theme	Toolbox	Workshop	Business topics	Page
1	 <b>Preparing for the world of work</b> <ul style="list-style-type: none"> <li>introducing myself</li> <li>working in a different country</li> <li>Europe and the EU</li> </ul>	simple present, present continuous, future plans, simple past	introducing myself	<b>1</b> The European Union <b>2</b> Working and living abroad	<b>6</b>
2	 <b>A letter of application</b> <ul style="list-style-type: none"> <li>job advertisements</li> <li>writing a letter of application</li> <li>writing a CV</li> </ul>			<b>Skills</b> Reading a text 13 <b>Culture Spotlight</b> Language and culture 14	<b>18</b>
3	 <b>Managing basic business situations (1)</b> <ul style="list-style-type: none"> <li>greeting a visitor</li> <li>describing companies</li> <li>famous companies</li> </ul>	relative clauses	describing your company to a visitor	<b>1</b> Famous companies <b>2</b> The history of a company	<b>24</b>
4	 <b>The language of emailing</b> <ul style="list-style-type: none"> <li>writing everyday office emails</li> <li>summarising emails in German</li> <li>writing an email from German notes</li> </ul>			<b>Culture Spotlight</b> Greeting people 24 <b>Skills</b> Listening 32	<b>36</b>
5	 <b>Managing basic business situations (2)</b> <ul style="list-style-type: none"> <li>office phone calls</li> <li>arranging business trips</li> <li>leaving messages on an answerphone</li> <li>booking hotels</li> </ul>	future: present continuous, future continuous, simple present	arranging a meeting	<b>1</b> Choosing a hotel <b>2</b> On the phone	<b>42</b>
6	 <b>A letter of enquiry</b> <ul style="list-style-type: none"> <li>B2B commerce</li> <li>understanding advertisements</li> <li>writing letters of enquiry</li> </ul>				<b>54</b>
7	 <b>Marketing and the media</b> <ul style="list-style-type: none"> <li>describing products and services</li> <li>consumer protection</li> <li>writing a sales letter</li> <li>writing a protest letter</li> </ul>	adjectives, adverbs	writing a sales letter (mailshot)	<b>1</b> The new faces of advertising <b>2</b> Consumer protection	<b>60</b>
8	 <b>Offers and orders</b> <ul style="list-style-type: none"> <li>contracts of sale in international trade</li> <li>incoterms</li> <li>writing offers, orders and acknowledgements</li> <li>telephone orders</li> </ul>			<b>Skills</b> Writing a protest letter 69	<b>72</b>

## Medien-DVD

### Audio-Pool

- Schülerbuch-Audios (MP3)
- chronologische Vokabeln als Talking vocabulary (MP3)
- Hörverständnistexte (PDF)

### Video-Pool

- 6 Original-BBC-Videos (Video-Format)
- BBC** Motion Gallery
- alle Videotexte (PDF)

### Dokumenten-Pool

- Vokabellernlisten mit Lautschrift (Word)
- Grundwortschatz (Word)
- Dokumentvorlagen (Word)
- Satzbausteine (PDF)

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 9	 <b>Ecology and technology</b> <ul style="list-style-type: none"> <li>• alternative forms of energy</li> <li>• modes of freight transport and their impact on the environment</li> <li>• high-tech technologies and business</li> <li>• agreeing and disagreeing</li> </ul>	the passive, conjunctions	comparing modes of freight transport	<b>1</b> Green cars <b>2</b> Nanotechnology  <b>Culture Spotlight</b> Distances and other measures in the USA 86 <b>Skills</b> Giving your opinion; Agreeing, disagreeing 89	<b>80</b>
 10	 <b>Complaints</b> <ul style="list-style-type: none"> <li>• writing a letter of complaint</li> <li>• dealing with complaints</li> </ul>				<b>92</b>
 11	 <b>Industry, service and trade (1)</b> <ul style="list-style-type: none"> <li>• expansion of the service sector</li> <li>• changes in the workplace</li> <li>• corporate culture</li> <li>• writing a report</li> </ul>	tenses more / less / fewer / most, rise / fall / increase / decrease	writing a report on the service sector	<b>1</b> Changes in the workplace <b>2</b> Corporate culture  <b>Skills</b> Using charts 103 <b>Culture Spotlight</b> Blue chip companies 105	<b>98</b>
 12	 <b>Reminders</b> <ul style="list-style-type: none"> <li>• writing reminder letters</li> <li>• explaining late payment</li> <li>• late payment and the law</li> </ul>				<b>110</b>
 13	 <b>Industry, service and trade (2)</b> <ul style="list-style-type: none"> <li>• tourism, leisure and sport</li> <li>• the effect of tourism on the environment</li> <li>• making a presentation</li> </ul>	reported speech	evaluating different types of holiday	<b>1</b> Tourism and the environment <b>2</b> The sport industry  <b>Culture Spotlight</b> The first tourists 119 <b>Skills</b> Making a presentation 121	<b>116</b>
 14	 <b>Taking messages</b> <ul style="list-style-type: none"> <li>• taking messages</li> <li>• leaving phone messages</li> <li>• telling my boss what happened</li> </ul>				<b>128</b>
 15	 <b>Challenges of a global economy</b> <ul style="list-style-type: none"> <li>• globalisation</li> </ul>	asking for and giving information	conducting an interview about globalisation	<b>1</b> Sweatshops <b>2</b> Fairtrade  <b>Culture Spotlight</b> Be polite! 137 <b>Skills</b> Interviews 139	<b>134</b>
 16	 <b>Commerce in action</b> <ul style="list-style-type: none"> <li>• revision: enquiries, offers, orders, complaints, reminders</li> </ul>				<b>146</b>

## Anhang

Reading for your exam	<b>152</b>
Grammar summary	<b>168</b>
Partner files	<b>186</b>
Incoterms	<b>190</b>

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