

Vorwort	6
Gebrauchsanweisung	7
Wegweiser	8
1 How it all began	11
2 Mr Brain places an advert	19
3 Defusing the angry customer	27
4 Suggestions and good advice	35
5 Screening off the boss	43
6 Getting around receptionists and secretaries	51
7 Through to the boss	59
8 A happy message	67
9 A job interview on the phone	73
10 Appointment with a potential customer	79
11 A ticket to Scotland	85
12 Can I take a message?	91
13 Shark is keen on Lizzy	97
14 Booking a room in Glasgow	103
15 Dinner for two	109
16 Andrew spreads his wings	115
17 Robot or Fussy – that is the question	121
18 Heading for the centre of the world	127
19 Straight into the lion’s den	133
20 Robots to Germany	141
21 Robot runs riot	147
22 Epilogue: turning over a new leaf	155
The complete thematic list of telefunctions	159
Learning in pairs	188
Global test	190
Key to the exercises	194