

Theme	Toolbox	Business topics	Anforderungssituation NRW *
1 Job perspectives			8
<ul style="list-style-type: none"> > introducing myself > meeting people > writing a profile 	<ul style="list-style-type: none"> > simple present, > present continuous > simple past > future plans 	1 Jobs and duties in the wholesale trade 2 Job profile – events manager 3 Living and working abroad VIDEO At reception	1.1, 1.2, 1.3, 1.7, 1.8
2 Job applications and interviews			22
<ul style="list-style-type: none"> > layout of a formal letter > letter of application and CV > a job interview 		CULTURE SPOTLIGHT Meeting and greeting VIDEO Company visitors	1.4, 1.5, 1.6, 1.8, 2.5, 3.5
3 Managing business situations (1)			32
<ul style="list-style-type: none"> > greeting a visitor > describing companies 	<ul style="list-style-type: none"> > relative clauses 	1 Famous companies 2 The history of a company 3 Types of companies VIDEO What do you do?	2.1, 2.2., 2.3, 2.4, 2.5
4 The language of emailing			46
<ul style="list-style-type: none"> > everyday office emails > netiquette > survey of electronic communication > advantages and disadvantages of email, fax, letter 		CULTURE SPOTLIGHT Softeners VIDEO Making visitors feel welcome	2.5, 4.1

*Vgl. Lehrplan Höhere Handelsschule Nordrhein-Westfalen (2013): z.B. 1.4 = Anforderungssituation 1. Zielformulierung 4.

Theme	Toolbox	Business topics	Anforderungs-situation NRW *
5 Managing business situations (2)			56
<ul style="list-style-type: none"> > office phone calls > a typical working day > making arrangements > booking flights and hotels > answerphone messages 	<ul style="list-style-type: none"> > future: present continuous > future continuous > simple present 	<ul style="list-style-type: none"> 1 Choosing a hotel 2 On the phone again! 3 Flying on business <p>VIDEO Small talk</p>	2.5, 4.2, 5.1, 5.2, 5.5, 5.7
6 Enquiries			70
<ul style="list-style-type: none"> > layout of a business letter > a typical working day > written enquiries > telephone enquiries 		<p>CULTURE SPOTLIGHT English telephone manners</p> <p>VIDEO Introductions</p>	3.3, 4.1, 4.2, 5.5
7 Marketing and the media			88
<ul style="list-style-type: none"> > describing products and services > writing a sales letter/ mailshot > writing a protest letter 	<ul style="list-style-type: none"> > adjectives, adverbs 	<ul style="list-style-type: none"> 1 Rebranding 2 Consumer protection 3 Advertising and the (new) media <p>VIDEO Welcome back</p>	3.1, 3.2, 3.4, 3.5, 3.7
8 Offers and orders			94
<ul style="list-style-type: none"> > contracts of sale in international trade > incoterms > writing offers, orders and acknowledgements > telephone offers and orders > describing processes 		<p>CULTURE SPOTLIGHT Holidays and hours of work</p> <p>VIDEO Plans</p>	3.4, 3.8, 4.1, 4.3, 4.4

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9 Ecology and technology			106
<ul style="list-style-type: none"> > alternative forms of energy > freight transport and the environment 	<ul style="list-style-type: none"> > the passive > conjunctions 	<ul style="list-style-type: none"> 1 Green business in Sweden 2 Green cars 3 Business and technology <p>VIDEO A change of plan</p>	2.1, 2.3, 2.5, 3.1, 3.6
10 Complaints			120
<ul style="list-style-type: none"> > making a complaint > dealing with a complaint > writing a letter of complaint > dealing with letters of complaint 		<p>CULTURE SPOTLIGHT Complaining politely</p> <p>VIDEO How was your visit?</p>	4.1, 5.5, 6.1, 6.2, 6.3
11 Industry, service and trade (1)			130
<ul style="list-style-type: none"> > the service sector > describing changes > writing a report 	<ul style="list-style-type: none"> > tenses > more/less/fewer/most > rise/fall/increase/decrease 	<ul style="list-style-type: none"> 1 Flexible working 2 Corporate culture 3 Changes in the workplace <p>VIDEO What can I do for you?</p>	2.1, 2.3, 2.4, 3.6, 5.3, 5.6
12 Reminders			144
<ul style="list-style-type: none"> > a written reminder > a telephone reminder > agreeing on different terms of payment > helping customers in difficult situations > late payment and the law 		<p>CULTURE SPOTLIGHT Visiting Germany</p> <p>VIDEO Goodbye</p>	4.1, 5.5, 6.1, 6.2, 6.4, 6.5

*Vgl. Lehrplan Höhere Handelsschule Nordrhein-Westfalen (2013): z.B. 1.4 = Anforderungssituation 1. Zielformulierung 4.

Theme	Toolbox	Business topics	Anforderungssituation NRW *
13 Industry, service and trade (2)			154
> tourism and leisure > making a presentation > organising a meeting > writing the minutes of a meeting	> reported speech	1 Tourism and the environment 2 Organising a meeting 3 Writing the minutes of a meeting VIDEO Starting a video conference	2.1, 5.1, 5.2, 5.3, 5.4
14 Messages			168
> taking a message > leaving a message > passing on a message > solving conflicts at work		CULTURE SPOTLIGHT Working in the USA VIDEO Discussing problems	4.2, 5.2, 5.5, 5.7, 6.1, 6.3
15 Challenges of a global economy			178
> globalisation > world experts talking > make a radio programme > asking for and giving information		1 India's call centres 2 Sweatshops 3 Fairtrade VIDEO Finding solutions in the video conference	1.3, 2.4, 6.6
16 Commerce in action			192
> revision of commercial correspondence > advantages and disadvantages of video conferences		CULTURE SPOTLIGHT Culture quiz VIDEO Ending the video conference	4.1, 6.1
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