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Syllabus Guide

Business English Courses



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British English Level 2

Unit	Module	Content
1 – Business communication	People and conferences	<p>Reading an email about conference details.</p> <p>Practising the present tense of the verb 'to be' in a conversation at a conference. Practising the affirmative, negative and interrogative forms of 'there is' and 'there are' in a conversation about a conference venue.</p> <p>Listening to a conversation between two people who meet again at a conference. Listening to a man dictating an email about conference details.</p>
	Telephone conversations	<p>Listening to someone trying to make a phone call. Listening to a conversation about mobile phone numbers.</p> <p>Practising phrases that you might hear if you phone a company or organization and ask to speak to a particular person. Practising words and expressions used on the phone.</p> <p>Practising the use of 'can' to make polite requests.</p>
	Telephone message	<p>Practising the use of 'will', 'going to' and the present simple to talk about the future.</p> <p>Listening for mood and tone of voice in telephone messages. Listening to a businesswoman's message to her secretary about her activities for the week.</p> <p>Reading a phone message.</p>
	Courses and presentations	<p>Listening to the introduction to a presentation. Listening to the introduction to a training course. Listening to a product presentation.</p>

	Customers and complaints	<p>Listening to a phone conversation between a company manager and a customer. Listening to someone complaining about a jacket they bought. Listening to advice about handling complaints at work.</p> <p>Reading a letter of complaint.</p>
2 – Away from home	Business travel	<p>Practising words used to talk about airports.</p> <p>Listening to two people at the airport going on a business trip. Listening to five people identifying their bags at the airport.</p> <p>Practising the imperative in a list of things to do before a business trip. Practising comparative and superlative adjectives in descriptions of planes.</p> <p>Reading a text about what travellers do at airports.</p>
	Small talk	<p>Practising questions you may ask people when you meet them in a business context. Practising words and phrases commonly used when travelling on business. Practising words to describe weather.</p> <p>Listening to two business people make small talk when they first meet. Listening to weather reports.</p> <p>Contrasting 'Do you' and 'Are you' in a conversation between a taxi driver and a passenger.</p>
	Company visitors	<p>Listening to a phone conversation between a company administrator and someone who will visit the company. Listening to a phone call about arrangements for a business trip. Listening to a man introducing his work colleagues. Listening to short company advertisements.</p>
	Hotels	<p>Writing a fax booking a hotel room and looking at a model answer and comments.</p> <p>Listening to two women checking in at a hotel. Listening to two guests calling room service and ordering food.</p> <p>Practising 'yes'/'no' questions and short answers in conversations between staff and guests in a hotel.</p> <p>Practising vocabulary associated with hotels.</p>

	Restaurants	<p>Practising the use of 'do' as an auxiliary verb in a conversation about ordering a pizza.</p> <p>Practising words and phrases used in restaurants.</p> <p>Listening to a woman booking a table at a restaurant. Listening to someone ordering food in a restaurant. Listening to people talking about breakfast habits in different places.</p>
3 – Companies	Business buildings and departments	<p>Listening to directions in an office.</p> <p>Practising words used to talk about departments, places and people. Describing the functions of the different departments in a company. Practising words and phrases connected with business buildings and what is in them. Practising verbs and prepositions used to give directions in a building.</p>
	Office equipment and supplies	<p>Practising words related to people and things that are part of the business world. Practising words used to describe offices supplies and services. Practising words that describe various types of paperwork commonly used in business.</p> <p>Practising definite and indefinite articles in a description of an office.</p> <p>Reading the description of an office. Reading the description of an office supplies shop.</p>
	Business tips	<p>Practising words related to running a business.</p> <p>Practising adverbs of frequency in sentences about a market research interview.</p> <p>Reading an article about tips for running your own business. Reading a market research interview. Visiting an external website to read about how a credit card company markets its services.</p> <p>Listen to a radio broadcast about negotiating.</p>
	Businesses and financial institutions	<p>Listening to a radio report about a new football stadium.</p> <p>Reading a report about a new football stadium. Visiting an external website to read about the New York Stock Exchange. Visiting an external website to read about the European Central Bank and the euro.</p> <p>Practising phrases that describe businesses.</p>

	Business news	<p>Practising words used in newspaper headlines.</p> <p>Listening to five headlines from the latest business news.</p>
4 – People	Looking for a job	<p>Reading an extract from a letter applying for a job. Reading a reference letter. Visiting an external website to read about working at the International Monetary Fund.</p> <p>Writing a report describing a pie chart about reasons for looking for a new job and looking at a model answer and comments.</p> <p>Practising phrases used when applying for a job. Practising the difference between active and passive verbs in a reference letter.</p>
	Job interviews	<p>Writing an email inviting someone for an interview and looking at a model answer and comments. Writing an email explaining that an interview candidate has not been offered a job and looking at a model answer and comments.</p> <p>Practising phrases used when talking about jobs and job interviews.</p>
	Jobs and tasks	<p>Practising words describing people's jobs. Practising words for tasks people do at work.</p> <p>Practising question words in questions extracted from a job interview. Practising the present perfect in a text about people working in a department store.</p> <p>Listening to an interview about somebody's work.</p> <p>Reading a text about the people working in a department store.</p>
	A typical day	<p>Practising short answers to present simple questions about somebody's job. Practising the prepositions of time: 'on', 'at', 'in'. Practising the use of the present simple and the present continuous. Practising regular and irregular past simple forms in a description of a busy day.</p> <p>Reading about a manager's day. Reading about an employee's day. Reading an article about a new job from a company magazine. Reading a description of a busy day at work.</p>
	Do's and don'ts in the workplace	<p>Practising the use of 'must' and 'have to' to express obligation and necessity.</p> <p>Writing a report on banning smoking in the workplace and looking at a model answer and comments.</p>

British English Level 3

Unit	Module	Content
1 – Business communication	Personal information	<p>Practising the use of 'some', 'any' and their compounds in a conversation about a conference. Practising the present perfect simple to talk about personal experiences.</p> <p>Listening to someone booking a place on a training course. Listening to someone registering and checking in at a business conference.</p>
	Phone calls and messages	<p>Practising the use of future forms in telephone messages.</p> <p>Practising making phone calls. Practising words and phrases often used in phone calls.</p> <p>Listening to someone leaving a recorded message.</p>
	Appointments and arrangements	<p>Practising the use of future forms.</p> <p>Listening to a telephone conversation between two people organizing a business appointment. Listening to a telephone conversation about two people meeting. Listening to someone talking about changed arrangements.</p>
	Emails and memos	<p>Listening to someone giving advice on how to deal with lots of email messages.</p> <p>Practising words and phrases used in informal business emails. Practising phrases with 'do' and 'make' that are commonly used in business contexts. Practising verbs used in phrases that are common in work and business.</p> <p>Writing an email to a colleague and looking at model answers and comments.</p>

	Effective meetings	<p>Practising the use of reported speech in statements that can be used in meetings.</p> <p>Listening to a meeting about introducing flexi-time at work.</p> <p>Practising words and phrases used to talk about meetings.</p>
2 – Away from home	Company visitors	<p>Listening to two colleagues talking about arrangements for a group of visitors to their company. Listening to a telephone conversation between the booking department of a museum and a company representative.</p> <p>Practising phrases used when receiving visitors or when arriving as a visitor.</p>
	Cultural literacy	<p>Listening to someone talking about places in a town.</p> <p>Practising language used in restaurants when eating out with clients or contacts. Practising responding to things people commonly say in social situations.</p>
	Business travel	<p>Practising words related to travel.</p> <p>Listening to a businessman talking about business travel. Listening to a businessman talking about Bermuda. Listening to someone talking about a working holiday.</p>
	Requests	<p>Practising ways of making requests.</p> <p>Listening to a client making a complaint and to the service provider requesting information.</p> <p>Practising making offers and requests. Practising the modals 'can', 'could' and 'may'.</p>
	Shopping	<p>Visiting external websites to read about high street stores in the UK.</p> <p>Listening to conversations between shop assistants and customers.</p> <p>Practising expressions that are useful when shopping.</p> <p>Practising the use of the regular and irregular past tense and the present perfect in a letter of complaint.</p>

3 – Companies	Describing jobs	<p>Practising words and phrases used to describe what somebody does at work.</p> <p>Listening to a talk about team-working.</p> <p>Practising the use of '-ing' forms and infinitives in a conversation about somebody's job.</p> <p>Practising the use of the present perfect and the past simple in somebody's diary about their first day on a new job.</p>
	Job satisfaction	<p>Writing a report describing a pie chart about reasons why people want to change their jobs and looking at a model answer and comments.</p> <p>Listening to two interviews about people's working lives.</p> <p>Practising words and phrases used when talking about jobs.</p>
	Describing businesses	<p>Listening to three people describing their businesses. Listening to a radio interview with a company representative in which he describes the services the company offers.</p>
	Business challenges	<p>Practising terms used in marketing.</p> <p>Listening to a conversation about the consequences of an ageing workforce. Listening to two travel agents talking about customer complaints.</p>
	Business results	<p>Reading business news on two external websites.</p> <p>Listening to a presentation about an annual general meeting. Listening to a world report.</p> <p>Practising the use of adjectives and adverbs to describe developments in financial markets.</p> <p>Writing a report describing a graph about variations in the price of a product and looking at a model answer and comments.</p> <p>Practising words and phrases used to describe information in graphs.</p>
4 – People	Applications	<p>Listening to an employer leaving a telephone message for a job applicant.</p> <p>Practising words and phrases commonly used in letters of application.</p>

	<p>Selection processes</p>	<p>Practising words and phrases used to talk about skills and qualifications.</p> <p>Listening to two colleagues talking about interviews they are organizing. Listening to a conversation about how people are selected for job interviews.</p>
	<p>Job interviews</p>	<p>Practising phrases often used in interviews.</p> <p>Practising the past simple and the present perfect in scripts of job interviews. Practising question formation.</p>
	<p>Appraisals</p>	<p>Listening to a discussion about a forthcoming performance appraisal. Listening to an interview between a manager and an employee. Listening to a boss complaining politely to an employee about his clothes. Listening to a boss asking an employee to do a task again.</p>
	<p>People and Negotiations</p>	<p>Listening to a woman negotiating with her boss. Listening to a conversation about how to deal with disagreements amongst staff. Listening to a woman asking for a pay rise.</p> <p>Writing an analysis of a problem and looking at a model answer and comments.</p> <p>Practising the use of the zero and the first conditional.</p>

British English Level 4

Unit	Module	Content
1 – Business communication	Meeting arrangements	<p>Practising verbs commonly used in business. Practising common collocations in business language.</p> <p>Reading an email about arrangements for a marketing meeting.</p>
	In a meeting	<p>Practising verbs followed by the '-ing' form or an infinitive in an article about effective meetings. Practising modals in sentences about polite behaviour in meetings and other business situations.</p> <p>Listening to eight people in a meeting giving their opinion about a proposal.</p> <p>Reading an article about how to have effective meetings.</p>
	Conference arrangements	<p>Writing a letter about arrangements for a conference and looking at a model answer and comments.</p> <p>Listening to people discussing arrangements for the conferences they are organizing. Listening to colleagues discussing a venue they would like to book for their company's annual conference.</p> <p>Practising words used to talk about conference arrangements.</p>
	At a conference	<p>Listening to the introductory speech at a conference. Listening to eight different announcements at a conference. Listening to eight extracts from conversations at a conference. Listening to two travel agents discussing the programme for a conference they are going to.</p>

	Presentations	<p>Listening to a conversation between a person who will be giving a presentation and his PA.</p> <p>Listening to two people planning a presentation.</p> <p>Listening to a conversation about a presentation that one of the speakers attended.</p> <p>Listening to a representative from a training company giving a presentation about his company.</p> <p>Listening to part of a presentation about mobile phone and Internet users.</p>
2 – Away from home	Getting ready for visitors	<p>Listening to someone leaving a message about the arrival of a visitor.</p> <p>Listening to a reservations desk clerk leaving a message about a booking for a business visitor.</p> <p>Listening to a telephone conversation about some business guests.</p> <p>Listening to three people talking about arrangements for a group of business visitors.</p>
	Socializing with visitors	<p>Practising question tags.</p> <p>Listening to a conversation with a business visitor who has just arrived.</p> <p>Listening to a conversation with a visitor.</p> <p>Listening to someone inviting a business visitor out for the evening.</p>
	Going on a trip	<p>Listening to two people talking about the precautions they take before going on a trip.</p> <p>Listening to an aircraft announcement.</p> <p>Listening to a telephone call about a business trip and reimbursement of expenses.</p> <p>Listening to a conversation about holiday problems.</p> <p>Practising phrases with 'go' and 'get' in a text about a holiday.</p> <p>Visiting external websites to find information about Vancouver, Canada.</p> <p>Practising phrasal verbs in an article about the holidays of people who work in companies.</p>
	Staying in a hotel	<p>Listening to two people ordering food from their hotel room.</p> <p>Listening to a woman who is away from home.</p> <p>Reading hotel rules.</p> <p>Practising the passive voice in sentences about hotel rules.</p>

	Going shopping	<p>Practising phrases you might need while shopping.</p> <p>Reading an article about reasons why prices change.</p> <p>Practising comparative and superlative adjectives and adverbs in supermarket reviews. Practising compound nouns in an article about reasons why prices change.</p>
3 – Companies	Starting up	<p>Practising common collocations in business language.</p> <p>Listening to a meeting between three people who are setting up a restaurant. Listening to a conference call between two managers who are discussing the opening of a new factory.</p> <p>Practising adjectives ending in '-ed' and '-ing' and the prepositions that follow them.</p> <p>Reading an article about women who want to start their own businesses.</p>
	Management	<p>Practising words associated with management. Practising words associated with international trade and customs.</p> <p>Practising countable and uncountable nouns in sentences related to an article about virtual businesses.</p> <p>Listening to four people discussing production plans.</p> <p>Reading an article about virtual businesses.</p>
	Marketing	<p>Practising the use of articles in a text about marketing strategies. Practising reported speech in statements about advertising techniques.</p> <p>Practising words associated with marketing.</p> <p>Reading a business report about an exhibition. Reading a short text about marketing strategies.</p>
	Sales	<p>Reading terms and conditions to return merchandise. Visiting external websites to find information about surveys to measure customer satisfaction.</p> <p>Practising different forms of the passive in sentences about the process of buying goods.</p> <p>Practising words associated with terms and conditions.</p>

		<p>Listening to someone ordering goods over the phone. Listening to two people talking about a late delivery. Listening to nine extracts from telephone conversations between customers and suppliers.</p> <p>Writing a letter to a supplier complaining about a service provided and looking at a model answer and comments.</p>
	Performance	<p>Practising words associated with statistics. Practising words associated with business competition.</p> <p>Listening to the CEO of a company giving a presentation to shareholders about the company's performance and the company's future plans.</p> <p>Reading a memo about a new product and competition. Reading a news story about corporate competition.</p> <p>Practising linking words in sentences about an article on corporate competition.</p>
4 – People	Before the interview	<p>Listening to a man telephoning about a letter he has received inviting him to a job interview. Listening to two people talking about arrangements for an interview. Listening to two people talking about a job applicant.</p> <p>Reading a letter applying for a job.</p> <p>Practising prepositions following verbs, nouns and adjectives in job advertisements.</p> <p>Writing a letter to a recruitment agency asking them to find candidates for a vacant position.</p> <p>Practising phrasal verbs associated with making phone calls. Practising words associated with recruiting in a conversation about a new post that has been created. Practising common collocations in business language.</p>
	The interview	<p>Listening to a hotel manager interviewing a woman who has applied for a job as a hotel receptionist. Listening to part of a job interview in which the applicant is being asked to give details about his previous jobs. Listening to people giving advice about job interviews.</p>

		<p>Practising asking interview questions. Practising reporting interview questions. Practising the first, second, and third conditionals in sentences about how to succeed at interviews.</p> <p>Reading an article about tips on how to succeed at an interview.</p>
	After the interview	<p>Listening to some colleagues talking about four interviews with different applicants. Listening to a conversation between two managers who are discussing job applicants they have interviewed.</p> <p>Practising words associated with jobs.</p>
	Duties at work	<p>Writing a description of your company for a training course assignment and looking at a model answer and comments.</p> <p>Practising words associated with IT.</p> <p>Listening to a man comparing his current and previous jobs. Listening to a telephone message about arranging training sessions.</p> <p>Practising the use of modal verbs in sentences about human resources issues.</p>
	Challenges at work	<p>Practising words associated with human resources issues.</p> <p>Practising time expressions in sentences related to an article about asking for a pay rise. Practising the use of connecting words in a memo about a member of staff.</p> <p>Writing a memo to staff about changes in the company and looking at a model answer and comments.</p> <p>Reading an article about asking for a pay rise. Reading a confidential memo about a member of staff. Visiting external websites to find information about the subject of office politics.</p>

British English Level 5

Unit	Module	Content
1 – Business communication	Conferences	<p>Listening to somebody registering for an eco-tourism conference. Listening to people having a discussion during a conference workshop about Internet fraud. Listening to a conference participant complaining.</p> <p>Practising the use of 'will' for expressing assumptions in a dialogue about a colleague who is away at a conference.</p>
	Presentations	<p>Reading an article about giving presentations.</p> <p>Practising verb collocations in an article about giving presentations.</p> <p>Listening to extracts from eight presentations. Listening to eight people giving advice about giving presentations. Listening to somebody holding a presentation on warehouse management systems trying to persuade people about their value.</p>
	Meetings	<p>Correcting incorrect words in an article about using graphic representations of ideas in meetings.</p> <p>Listening to people booking rooms for meetings. Listening to two colleagues discussing the meetings they have to attend. Listening to eight people giving advice about participating in meetings.</p> <p>Reading an article about mind-mapping techniques in meetings.</p>

	Memos and reports	<p>Practising the use of participles in a report on a meeting. Practising the use of linking words and phrases in formal business contexts.</p> <p>Practising words connected with having new ideas in the business world.</p> <p>Writing a discussion document on how to improve efficiency and looking at a model answer and comments. Writing a report on a meeting about ways of getting new business and looking at a model answer and comments.</p>
	Phone calls	<p>Listening to eight extracts from telephone conversations. Listening to eight people talking about how to deal with phone calls from dissatisfied clients.</p>
2 – Away from home	Travel arrangements	<p>Listening to three conversations between a travel agent and customers booking flights. Listening to two people leaving messages about travel arrangements on an answerphone.</p> <p>Practising comparatives and superlatives in a text about air travel. Practising the connectors 'unless', 'as long as', 'in case' and 'although' in sentences giving advice to a London tourist.</p>
	Socializing with business visitors	<p>Practising the use of 'almost' and 'hardly' in a conversation between a company employee and a visitor to the company. Practising the use of the verbs 'hope' and 'expect' in short conversations between company employees and a visitor to the company.</p> <p>Listening to a telephone conversation between a business visitor, a company representative and his assistant. Listening to people discussing social events after a meeting.</p>
	Cross-cultural business	<p>Listening to a radio interview about doing business with people from other countries. Listening to part of a radio programme on business meals in different parts of the world.</p>
	Restaurants and hotels	<p>Listening to a conversation in a hotel between the receptionist and a new guest. Listening to people talking about their experiences in restaurants.</p> <p>Practising pronoun reference in texts about eating out.</p>

	Places around the world	<p>Forming new words by adding suffixes in a text about a trip to Scotland.</p> <p>Listening to a tour guide on a bus in London talking about different sights. Listening to five clips about American cities. Listening to climate information for various tourist destinations.</p> <p>Visiting external websites to find information about festivals around the world.</p>
3 – Companies	Starting and expanding the business	<p>Reading an article about company expansion. Reading an article about offshoring and outsourcing. Visiting external websites to find information about starting a business.</p> <p>Practising words connected with the money used to pay for projects and companies. Practising words and phrases connected with international trade.</p> <p>Rewriting sentences taken from a text about company expansion. Practising the use of passive phrases in an article about offshoring and outsourcing.</p> <p>Listening to a conference call between two managers and a business consultant who are discussing ways to increase visitor spend at the company's tourist attractions.</p>
	Small, medium and large enterprises	<p>Practising prepositions in an article about small- and medium-sized companies. Practising the use of indefinite articles, the definite article and no article in a text about family businesses. Practising verb forms in an article about a photography company.</p> <p>Practising verbs and nouns related to statistics and the prepositions that follow them.</p> <p>Reading an article about small- and medium-sized companies in the UK. Reading an article about family businesses in Spain. Reading an article about a photography company.</p>
	Marketing and advertising	<p>Practising the infinitive and the '-ing' form in an article about company logos and brands.</p> <p>Practising words and phrases connected with advertising and marketing. Matching words with definitions in an article about shoppers and retail companies.</p>

		<p>Listening to a presentation by an advertising executive about a campaign his agency is planning.</p> <p>Reading an article about people's abilities to recognize company logos and brands. Reading an article about modern developments in marketing and advertising. Reading an article about shoppers and retail companies.</p>
	Marketing and production	<p>Writing an essay on what makes a good manager and looking at a model answer and comments.</p> <p>Visiting external websites to find information about theories of management. Reading an article about a car company.</p> <p>Practising words and phrases connected with manufacturing in an article about a car company.</p> <p>Listening to a CEO giving a presentation about the company's departments to the company's employees. Listening to a presentation about teamwork at a company's manufacturing plant. Listening to a guided tour through a computer manufacturing plant.</p>
	Commitment to society	<p>Practising linking words and phrases in an article about corporate social responsibility. Finding synonyms in an article about companies and the local community.</p> <p>Reading an article about health and safety in the workplace. Reading an article about corporate social responsibility. Reading an article about companies' support for their local community.</p> <p>Practising the correct form of words in an article about health and safety.</p>
4 – People	Recruitment	<p>Listening to an applicant reading out interview questions. Listening to part of a job interview. Listening to two colleagues talking about applicants for a job. Listening to a telephone conversation in which an applicant is told that she has been shortlisted. Listening to a woman making phone calls to tell two job applicants the results of their interviews.</p> <p>Practising the use of the '-ing' form of verbs with 'after' and 'before' by rewriting sentences extracted from job interviews.</p>

	<p>Jobs and tasks</p>	<p>Practising active and passive uses of 'make', 'let' and 'allow' to talk about obligation and permission.</p> <p>Listening to a conference call between three colleagues discussing a project and deciding who will carry out the tasks.</p> <p>Practising words and phrases often used in job advertisements. Practising verbs connected with the duties of an administrative manager.</p>
	<p>Staff-related issues</p>	<p>Practising words and phrases connected with people losing their jobs.</p> <p>Listening to colleagues discussing the agenda for a meeting about staff-related issues. Listening to a discussion between a manager and a staff representative. Listening to a Question and Answer session after a presentation at a Law and Order conference.</p> <p>Writing a letter to a consultancy company that is going to advise your company on staff-related issues.</p>
	<p>Appraisals</p>	<p>Practising words and phrases used for linking parts of a sentence in a conversation between a project manager and a line manager. Practising verb structures for expressing attitudes and opinions in sentences extracted from a speech by a managing director.</p> <p>Writing a report on two candidates for promotion in your department.</p>
	<p>The workplace</p>	<p>Listening to someone talking about working from home.</p> <p>Practising structures used for giving advice to someone who has not been working at a company for long. Practising modals in an article about the role of humour in the workplace. Practising the use of structures with 'would like', 'would love' and 'would hate' in short dialogues between work colleagues.</p> <p>Reading an article about the role of humour in the workplace.</p>

British English Level 6

Unit	Module	Content
1 – Business communication	Meetings	<p>Reading a memo about a meeting.</p> <p>Listening to a manager telling his assistant about a memo he wants her to write.</p> <p>Practising words associated with meetings and agendas.</p>
	Presentations	<p>Listening to a training session about giving presentations. Listening to part of a presentation about a manufacturer.</p> <p>Practising the use of modals in the introduction to a presentation.</p>
	Conferences	<p>Listening to a description of a conference.</p> <p>Listening to a woman talking about a report she is going to write about a conference she attended.</p> <p>Reading a report on a conference.</p>
	Informal messages	<p>Practising the position of 'already', 'yet' and 'just' in email messages between colleagues. Practising phrases used for making requests informally, particularly when the answer is likely to be 'no'.</p> <p>Reading an email describing the progress of a training project.</p> <p>Listening to ten different extracts from phone calls. Listening to ten different phone messages. Listening to a manager asking her assistant to write an email for her. Listening to two colleagues discussing what to write in a report.</p>

	<p>Formal messages</p>	<p>Practising vocabulary connected with legal matters in business.</p> <p>Practising the use of the infinitive or the '-ing' form after certain verbs in sentences taken from legal letters. Practising variations on the first, second and third conditionals in sentences taken from letters responding to complaints. Practising inversions in an official notice about a company's security rules.</p> <p>Reading an official notice about company security.</p>
<p>2 – Away from home</p>	<p>Business hospitality</p>	<p>Listening to a manager explaining what needs to be organized as entertainment for a group of visitors to the company. Listening to part of a presentation about the facilities available for business hospitality. Listening to the tourism officer from the local government talking about services for corporate hospitality.</p>
	<p>Cross-cultural business</p>	<p>Listening to different people talking about using English when travelling on business. Listening to different people talking about socializing and business.</p> <p>Identifying informal and very informal responses.</p> <p>Practising the use of negative question forms for beginning a conversation.</p>
	<p>Travel experiences</p>	<p>Practising comparatives and superlatives in a text about air travel. Practising passive '-ing' forms in a text about going through customs. Practising verbs followed by the gerund or the infinitive in a text about a couple's experience of flying.</p> <p>Distinguishing between formal and informal requests. Practising word stress in sentences in which speakers express strong opinions and feelings.</p> <p>Listening to different people talking about travel.</p> <p>Reading a text about air travel. Reading a text about going through customs. Reading a text about a couple's experience of flying.</p>

	<p>Places around the world</p>	<p>Practising the connectors 'unless', 'as long as', 'in case' and 'although' in sentences giving advice to a London tourist. Practising passive infinitives in an advertisement for a Caribbean holiday. Practising the present subjunctive after reporting verbs, adjectives and nouns.</p> <p>Reading an advertisement for a Caribbean holiday. Reading a letter about a trip to England.</p> <p>Listening to a tour guide on a bus in London talking about different sights. Listening to a radio programme about a quiz on cities around the world.</p> <p>Identifying stressed words in sentences giving advice on European travel.</p>
	<p>Cultures around the world</p>	<p>Practising concession clauses in a text about restaurants in Sydney.</p> <p>Listening to a TV interview about language and culture. Listening to a conversation about lucky charms in different countries.</p> <p>Reading a text about restaurants in Sydney. Visiting external websites to read about regional food in the USA.</p>
<p>3 – Companies</p>	<p>Management</p>	<p>Listening to two colleagues discussing a meeting about their company's spending.</p> <p>Reading a consultant's report on management. Reading a newspaper article about an interview with the head of a company. Reading a memo on a meeting about company spending.</p> <p>Distinguishing between formal and informal statements extracted from a speech given by a manager to his employees.</p> <p>Writing a training session handout on the topic of performance management and looking at a model answer and comments.</p> <p>Practising reported speech with infinitives and '-ing' forms in a newspaper article about an interview with the head of a company. Practising the use of the linking phrase 'as if/as though' for describing impressions.</p> <p>Practising words and phrases used for talking about ways of managing companies and organizations.</p>

	<p>Marketing and advertising</p>	<p>Listening to a colleague explaining the focus of an advertising campaign. Listening to a marketing executive and a head teacher talking about children and advertising.</p> <p>Practising words and phrases in common use in the world of advertising and marketing.</p> <p>Writing a website feature about marketing techniques and looking at a model answer and comments.</p>
	<p>Doing well</p>	<p>Listening to a description of a company. Listening to a business report about a Swiss watchmaker. Listening to an interview with a schoolgirl who has her own successful company.</p> <p>Reading an article about a company that recycles computers.</p> <p>Practising a range of useful business words in an article about an unusual business.</p>
	<p>Doing badly</p>	<p>Reading an extract from a Chief Executive's annual report on company performance. Reading a report on a company that went out of business.</p> <p>Practising connected speech in a conversation about the situation in a company.</p> <p>Practising phrasal verbs in extracts from the minutes of a meeting about a company's terrible situation. Practising reported speech in a report on an emergency meeting. Practising the use of structures after verbs like 'advise', 'recommend' and 'offer' to make suggestions.</p> <p>Practising words and phrases used for describing statistics in business. Practising words and phrases connected with money in business.</p>
	<p>Business news</p>	<p>Practising words associated with how well companies are performing. Practising collocations that are widely used in business. Practising words and phrases often used in connection with different kinds of international trade.</p> <p>Writing a report about sustainability and looking at a model answer and comments. Writing an assignment about ethical investment and looking at a model answer and comments.</p> <p>Understanding phrasal verbs used in headlines for business reports in a newspaper.</p>

<p>4 – People</p>	<p>Job interviews</p>	<p>Listening to a speaker giving advice about job interviews to a group of college students. Listening to ten people talking about job interviews that they have recently conducted.</p> <p>Practising the correct position of 'also', 'too' and 'as well' in sentences taken from letters of application.</p> <p>Listening to people talking about job interviews and practising connected speech.</p>
	<p>Training</p>	<p>Practising phrasal verbs used in titles of seminars being held at a business college.</p> <p>Reading a memo about changes to a company's training arrangements.</p> <p>Practising words and phrases connected with training in a memo about new training arrangements.</p> <p>Listening to different people talking about training. Listening to part of a meeting about the training needs of a company.</p>
	<p>Appraisals</p>	<p>Practising words and phrases connected with how people perform in their jobs in a report by a manager on an appraisal meeting.</p> <p>Practising words and phrases used for linking parts of a sentence in extracts from reports on employees written by their managers. Practising phrasal verbs in emails exchanged between work colleagues.</p> <p>Reading emails about an appraisal meeting. Reading an appraisal report.</p>
	<p>Success at work</p>	<p>Reading a text about being a team leader at work.</p> <p>Practising phrasal verbs in a text about being a team leader at work. Practising the use of the structure 'had better' + infinitive without 'to' for giving advice about how to deal with problems that have arisen at work.</p> <p>Practising words and phrases used to talk about topics for discussion in a meeting of a Human Resources department.</p>

Work and health

Writing guidelines for your company's staff about using their computers properly and looking at a model answer and comments.

Listening to a talk about the work-life balance.

Practising the use of 'No matter what/where/when/etc' in extracts from a text giving advice on attitudes and approaches to work and careers.

In Company 3.0 Starter

Unit	Unit description
<p>1 – Sara, this is Ed</p>	<p>Practising the alphabet. Listening to different people being introduced to each other at a business networking event.</p> <p>Practising the verb 'to be' and subject pronouns. Practising subject pronouns. Checking your knowledge of the form of possessive adjectives. Checking your knowledge of the use of possessive adjectives. Practising possessive adjectives.</p>
<p>2 – I start work at 8 am</p>	<p>Checking your knowledge of the affirmative, interrogative and negative forms of the present simple. Practising present simple questions. Practising the affirmative and negative forms of the present simple.</p> <p>Practising numbers. Listening to conversations about times. Practising different ways of writing the time. Listening to four radio extracts and selecting the correct time of day for each extract.</p>
<p>Survival scenario A: Enjoy your stay?</p>	<p>Practising vocabulary associated with hotels. Completing conversations between staff and guests in a hotel. Listening to a woman checking in at a hotel. Practising understanding and filling in forms.</p>
<p>3 – Where do you work?</p>	<p>Practising numbers 11 - 101. Practising words for jobs and occupations. Listening to six people talking about what jobs they do. Listening and choosing the right job. Practising questions you may ask people when you meet them in a business context.</p> <p>Checking your knowledge of how to use 'wh-' questions. Checking your knowledge of asking questions beginning with 'how'. Checking your knowledge of 'wh-' questions that ask about an object. Practising reading an email from a tourist to her friend and completing the questions. Contrasting 'Do you' and 'Are you' for present simple questions. Practising the present tense of the verb 'to be' by selecting the correct form of the verb to complete a conversation at a conference.</p>

<p>4 – Can I help you?</p>	<p>Practising the use of 'can' to make polite requests. Practising 'can' for requests.</p> <p>Listening to a woman phoning a company to speak to a man who works there. Listening to a man phoning someone at another company. Listening to a conversation about mobile phone numbers. Practising the days of the week. Listening to a young woman talking about a typical week in her life and deciding whether the statements are true or false. Then, choosing the correct day of the week to fill each gap. Listening to people talking about activities and typing in the day of the week that you hear. Reading sentences about the months of the year and choose the correct month to complete the sentences. Practising the months of the year. Practising the prepositions of time 'in', 'at' and 'on'. Listening to telephone messages. Listening to an employee phoning a colleague abroad to invite him to come to a trade fair. Listening to a phone call about arrangements for a business trip.</p>
<p>Survival scenario B: It's very close</p>	<p>Practising giving directions using the imperative. Practising completing a text about a map. Practising prepositions of place. Practising using a map and following some directions to find your location. Practising prepositions of location.</p> <p>Practising understanding and giving directions. Practising words for places in a town.</p>
<p>5 – I'm here to see Jo</p>	<p>Listening to directions in an office. Selecting the correct article to complete a description of an office. Listening to different people introducing themselves to you at business networking events. Watching a conversation between a manager and a new employee about what his new colleagues do at work. Watching a manager and her employee, Susan, welcoming a foreign visitor. Practising words used to talk about departments, places and people.</p> <p>Practising possessive adjectives and selecting the correct word to complete a conversation. Checking your knowledge of prepositions of place. Practising prepositions of place.</p>
<p>6 – Let's make a start</p>	<p>Reading a number of different adverts and matching the descriptions to the correct pictures. Then, matching the product names to the descriptions and matching words to the correct definitions.</p> <p>Practising adverbs of frequency. Checking your knowledge of adverbs of frequency. Checking your knowledge of word order of adverbs of frequency. Checking your knowledge of adverbial expressions of frequency. Checking your knowledge of the word order of expressions of time.</p>
<p>Survival scenario C: Don't mention it</p>	<p>Identifying polite or impolite intonation in requests.</p> <p>Practising 'can' for requests. Rearranging words to make requests. Checking your knowledge of embedded questions.</p>

<p>7 – Business on the move</p>	<p>Checking your knowledge of the past simple use and negative of 'be'. Checking your knowledge of the negative form of the past simple regular. Checking your knowledge of the past simple regular. Practising regular verb endings in the past simple.</p> <p>Practising words and their opposites.</p>
<p>8 – I'd like to talk about ...</p>	<p>Checking your knowledge of the interrogative and affirmative form of the past simple irregular. Checking your knowledge of the use of the past simple irregular. Practising the past simple. Practising questions in the past simple.</p> <p>Listening to a product presentation. Watching a company sales director doing a presentation on a range of products. Practising the words for graphs and charts. Watching a company sales director giving a presentation on a range of products and selecting the correct words to describe the sales figures in his presentation. Listening to the introduction to a presentation.</p>
<p>Survival scenario D:</p>	<p>Writing an email. Listening to a man dictating an email.</p> <p>Practising imperative verbs for instructions. Reading an email.</p>
<p>9 – Where should I stay?</p>	<p>Practising words for food. Watching two people in a restaurant ordering food and ordering your own meal. Practising words and phrases used in restaurants. Listening to someone ordering food in a restaurant. Listening to four conversations about likes and dislikes. Listening to two business people discussing what they are going to order in a restaurant. Watching three colleagues and a foreign visitor deciding where to hold a conference.</p> <p>Practising expressing likes and dislikes. Practising using the imperative with 'Let's'. Practising making offers with 'would'.</p>
<p>10 – Is cash okay?</p>	<p>Checking our knowledge of the negative form of the future with 'will not/won't'. Checking your knowledge of when to use the future with 'will/won't'. Checking your knowledge of when to use the future with 'will/won't'.</p> <p>Listening to a radio broadcast about negotiating. Listening to different customers negotiating the price of services. Listening to different people negotiating the prices of products. Watching a candidate discussing his plans for the future in a job interview.</p>
<p>Survival scenario E: What's Eton mess?</p>	<p>Reading a menu and ordering food. Listening to two people ordering food. Practising words for food and drink. Completing a recipe by putting the missing words into a text. Reading a recipe that tells you how to cook a meal and labelling the ingredients. Then, putting the steps of the recipe in order and defining different words to do with cooking. Listening to people talking about breakfast habits in different places. Practising words for meals.</p>



Unit	Unit description
<p>1 – Who are you?</p>	<p>Practising questions you may ask people when you meet them in a business context. Practising numbers and prices. Listening to letters and numbers and identifying the ones you hear. Listening to two business people make small talk when they first meet. Practising syllable stress in words referring to countries. Practising the use of nationality nouns and adjectives. Practising languages and countries.</p> <p>Practising the present tense of the verb 'to be'. Practising questions and answers with the verb 'to be'. Practising the possessive adjectives: 'my', 'your', 'his', 'her' and 'our'. Practising possessive adjectives.</p>
<p>2 – Anytime, anywhere</p>	<p>Listening to a man phoning someone and completing the conversation with a series of phrases that are useful when making phone calls. Listening to a conversation about mobile phone numbers. Practising words and expressions used on the phone.</p> <p>Checking your knowledge of the use of the present simple. Checking your knowledge of spelling rules for the present simple. Checking your knowledge of negative forms of the present simple. Checking your knowledge of the affirmative form of the present simple. Checking your knowledge of the present simple interrogative. Practising the present simple. Practising the third person singular and plural of verbs in the present simple. Practising the affirmative and negative forms of the present simple. Practising the affirmative, negative and interrogative forms of the present simple.</p>
<p>3 – Daily routine</p>	<p>Practising prepositions of time. Practising present simple questions and answers with the pronouns 'I', 'you', 'we' and 'they'. Practising prepositions of time. Practising short answers to present simple questions. Practising adverbs of frequency. Practising 'wh-' questions in the present simple. Checking your knowledge of the word order of adverbs of frequency.</p> <p>Listening to an interview, deciding if statements are true or false and then completing sentences with the correct form of the present simple. Practising words for tasks people do at work.</p>

<p>4 – Survival skills: Eating out</p>	<p>Choosing the correct form of 'do' to complete a conversation about ordering a pizza.</p> <p>Practising words and phrases used in restaurants. Listening to two people ordering food. Listening to someone ordering food in a restaurant. Listening to a woman booking a table at a restaurant. Listening to a waiter and two business people who are having a meal together in a restaurant.</p>
<p>5 – The conference</p>	<p>Listening to a man dictating an email. Listening to a conversation between two people who meet again at a conference. Listening to colleagues discussing a venue they would like to book for their company's annual conference.</p> <p>'There is' and 'there are'. Reading a letter asking for information about a conference and keying in phrases used in the letter. Practising the use of 'there is' and 'there are'. Checking your knowledge of the affirmative form of 'there is' and 'there are'. Checking your knowledge of the interrogative form of 'there is' and 'there are'. Checking your knowledge of the negative form of 'there is' and 'there are'. Checking your knowledge of the interrogative form of 'have got'. Checking your knowledge of the affirmative form of 'have got'. Checking your knowledge of the negative form of 'have got'.</p>
<p>6 – Can you or can't you?</p>	<p>Practising phrases used when applying for a job. Practising the modal verb 'can/can't' for ability. Checking your knowledge of affirmative, negative and interrogative forms.</p> <p>Practising the phrases used when talking about jobs and job interviews. Practising jobs and their descriptions. Practising words used to talk about jobs. Listening to six people talking about what jobs they do. Listening to telephone messages. Identifying the words 'can' and 'can't' in simple sentences and questions.</p>
<p>7 – Entrepreneurs</p>	<p>Making questions and giving short answers with 'was' and 'were'. Checking your knowledge of the past simple affirmative of 'be'. Checking your knowledge of the past simple negative of 'be'. Checking your knowledge of the past simple interrogative of 'be'. Contrasting the use of 'was' and 'were'. Checking your knowledge of the interrogative form of the past simple regular. Checking your knowledge of the affirmative form of the past simple regular. Checking your knowledge of the negative form of the past simple regular. Checking your knowledge of the use of the past simple regular. Practising questions in the past simple.</p> <p>Practising phrases that describe businesses. Contrasting the different endings for regular verbs in the past simple.</p>

<p>8 – Survival skills: Hotels</p>	<p>Listening to two women checking in at a hotel. Practising 'yes'/'no' questions and short answers in conversations between staff and guests in a hotel. Practising vocabulary associated with hotels. Listening to people talking about breakfast habits in different places. Writing a fax booking a hotel room and looking at a model answer and comments. Listening to someone complaining about a jacket they bought. Listening to a man booking a hotel room. Listening to a customer complaining about a hotel. Listening to a man talking to a company's Customer Service department about a problem with an order.</p>
<p>9 – What happened</p>	<p>Checking your knowledge of the interrogative form of the past simple irregular. Checking your knowledge of the negative form of the past simple irregular. Checking your knowledge of the affirmative form of the past simple irregular. Checking your knowledge of the use of the past simple irregular. Practising the past simple.</p> <p>Practising words and phrases you need to talk about education. Watching three friends discussing childhood memories.</p>
<p>10 – Travelling light</p>	<p>Practising spelling words for clothes. Listening to descriptions of what four people are wearing. Listening to a businessman talking about business travel.</p> <p>Practising the imperative to complete a list of things to do before a business trip. Practising countable and uncountable nouns. Practising the use of 'a', 'some' and 'any'. Checking your knowledge of the use of 'some', 'any', 'no' and 'a/an'. Checking your knowledge of the difference between countable and uncountable nouns.</p>
<p>11 – Weather watch</p>	<p>Practising words related to weather. Listening to weather reports. Practising words related to the weather. Listening to someone talking about his trip to South America.</p> <p>Practising comparative and superlative adjectives. Practising comparatives using -er ... than, 'more ... than' and 'less ... than'. Checking your knowledge of 'more' + adjective. Checking your knowledge of irregular comparatives. Checking your knowledge of superlatives formed by adding 'the most' before the adjective. Checking your knowledge of irregular superlatives.</p>
<p>12 – Survival skills: Car hire</p>	<p>Practising words for different car parts. Practising words you need to talk about office equipment.</p> <p>Reading a letter placing an order for office furniture, looking at phrases from the text and deciding what purpose they serve. Then, selecting the correct words to complete a letter to a stationery supplier. Practising definite and indefinite articles by completing a description of an office.</p>

<p>13 – Getting there</p>	<p>Practising prepositions of place and movement 'into'/'out of', 'onto'/'off', 'over'/'under', 'to'/'from' and 'up'/'down'. Practising prepositions of place and movement 'at', 'on', 'in', 'to' and 'into'. Contrasting the prepositions 'at' and 'to'.</p> <p>Listening to people talking about how they travel to work in Turkey. Practising expressions that are useful when using public transport. Practising words you need to talk about travelling. Practising collocations. Practising words and their opposites. Practising words and phrases commonly used when travelling on business. Practising words for forms of transport.</p>
<p>14 – Trends</p>	<p>Checking your knowledge of the use of the present continuous. Checking your knowledge of the difference between the present simple and the present continuous. Contrasting the present simple and the present continuous. Practising the present continuous.</p> <p>Listening to a boss complaining politely to an employee about his clothes. Listening to a conversation about preferences for colours and clothes. Reading an article about new technology for communication, choosing which words correctly fill gaps in the text, and putting in information to complete a summary of what is stated in the article.</p>
<p>15 – Work and health</p>	<p>Checking your knowledge of 'Wh-' questions that ask about a subject. Checking your knowledge of 'Wh-' questions that ask about an object. Listening to three conversations about different kinds of plans. Checking your knowledge of the different uses of the future with 'going to'. Practising the future with 'going to'.</p> <p>Practising words for different types of health problems. watching a woman talking about yoga, deciding whether statements are true or false, then choosing the correct words to complete sentences. Listening to a woman's thoughts as she waits for the train. Practising suggesting solutions to problems. Listening to advice about three different problems.</p>
<p>16 – Up in the air</p>	<p>Practising words used to talk about airports. Listening to two people at the airport going on a business trip and choosing the correct answer to describe what they've got. Practising words associated with travelling by plane. Listening to a woman booking a plane ticket and matching parts of sentences together. Listening to a guest complaining about the hotel he is staying in. Listening to two travel agents talking about customer complaints.</p>

<p>17 – Success and change</p>	<p>Listening to a boss of a graphic design studio asking an employee to redesign a company logo. Listening to five people talking about their experiences in different restaurants. Listening to a woman talking about her life in another country. Practising the use of adverbs and adjectives to describe developments in financial markets.</p> <p>Checking your knowledge of the use of the affirmative, negative and interrogative forms of the present perfect. Practising the past simple and the present perfect.</p>
<p>18 – It won't work</p>	<p>Checking your knowledge of when to use the future with 'will/ won't'. Checking your knowledge of the affirmative, interrogative and negative forms of the future with 'will'. Checking your knowledge of the use of modifiers. Practising 'will' and 'won't'. Practising future 'Wh-' questions with 'will'.</p> <p>Practising vocabulary related to technology. Practising words you need to talk about information technology.</p>
<p>19 – Who's calling?</p>	<p>Listening for mood and tone of voice in telephone messages. Practising words and expressions used on the phone. Practising making phone calls. Practising phrases that you might hear if you phone a company or organization and ask to speak to a particular person.</p> <p>Practising the use of 'can' to make polite requests. Practising the use of 'will' for promises. Contrasting the uses of 'say', 'tell' and other verbs.</p>
<p>20 – Survival skills: Accidents will happen</p>	<p>Reading an article about health and safety in the workplace. Practising words for different types of health problems. Practising words for parts of the body.</p>
<p>21 – In Company contexts:</p>	<p>Watching an applicant being interviewed for a job. Completing a list of interview questions using language from the video. Matching interview questions with the best answers. Identifying phrases expressing likes and dislikes from the video. Deciding how much each applicant likes his or her job.</p>



Unit	Unit description
<p>1 – Introductions</p>	<p>Practising questions you may ask people when you meet them in a business context. Practising words for jobs and occupations. Practising words and phrases used when talking about jobs. Listening to two people talking about a company. Listening to three people speaking about their businesses.</p> <p>Contrasting the present simple and present continuous. Checking your knowledge of present simple and present continuous use.</p>
<p>2 – Work-life balance</p>	<p>Checking your knowledge of adverbs of frequency. Checking your knowledge of the word order of adverbs of frequency. Checking your knowledge of adverbial expressions of frequency.</p> <p>Practising words for daily activities. Listening to a dialogue about cycling. Watching a video about two colleagues talking about different ways to relax at the weekend. Listening to two interviews about people’s working lives.</p>
<p>3 – Telephone talk</p>	<p>Practising words and phrases often used in phone calls. Practising making phone calls. Listening to someone leaving a recorded message. Listening to a telephone sales person trying to sell an advertisement. Listening to a man leaving a telephone message with a secretary.</p> <p>Checking your knowledge of embedded questions. Practising embedded questions. Listening to a businesswoman dictating an email to her assistant and completing embedded questions to make the email more polite.</p>
<p>4 – People skills: Networking</p>	<p>Practising responding to things people commonly say in social situations. Listening to two business people make small talk when they first meet. Listening to eight extracts from conversations at a conference. Listening to a conversation between two managers who are discussing job applicants they have interviewed. Reading an article about Facebook and then deciding if sentences are true or false.</p>

<p>5 – Internet histories</p>	<p>Checking your knowledge of the use of the past simple of regular and irregular verbs. Listening to people talking about life now and in the past. Practising the past simple. Practising all forms of the past simple. Practising past simple question formation. Reading a text about virtual businesses and selecting the correct statements. Then choosing words or phrases to complete sentences about the text.</p> <p>Practising choosing the correct word for text completion and reading for summary completion. Listening to six people talking about what they do online. Writing a description of your company for a training course assignment.</p>
<p>6 – Orders</p>	<p>Practising words and phrases used in informal business emails. Practising phrases with 'do' and 'make' and phrases used in business contexts. Practising the words and phrases used to describe ordering and supplying goods. Practising verbs used in phrases that are common in work and business. Listening to a man talking about a memo which needs to be circulated. Listening to someone giving advice on how to deal with lots of email messages. Listening to someone ordering goods over the phone.</p> <p>Practising the use of future forms. Practising future 'wh'- questions with 'will'. Practising the future with 'will' and 'won't'.</p>
<p>7 – Hotels</p>	<p>Practising vocabulary associated with hotels. Watching conversations at a hotel reception desk and reviewing your understanding of the hotel facilities that they talk about. Listening to a woman checking in at a hotel. Practising questions and short answers by keying in words to complete conversations between staff and guests in a hotel. Predicting whether phrases from a video will be said by a hotel guest or the receptionist. Rearranging words to form sentences from the video.</p> <p>Practising superlatives. Practising comparatives and superlatives.</p>
<p>8 – People skills: Telling stories</p>	<p>Keying in the correct verb phrases to complete a joke. Practising the present and past simple.</p> <p>Listening to a conversation about seeing a ghost. Listening to someone talking about swimming with a whale. Listening to a man talking about being attacked by a hippo. Listening to a woman talking about a journey across North America.</p>
<p>9 – Spirit of enterprise</p>	<p>Practising words and phrases used to describe information in graphs. Practising the words for graphs and charts. Practising the use of adverbs and adjectives to describe developments in financial markets.</p> <p>Checking your knowledge of the present perfect. Checking your knowledge of 'been' and 'gone'. Practising the present perfect and adverbs of frequency. Practising present perfect questions.</p>

<p>10 – Stressed to the limit</p>	<p>Listening to Alison asking for a rise and deciding if statements are true or false. Then selecting phrases to complete the conversation. Listening to Kathy negotiating with her boss.</p> <p>Checking your knowledge of 'must' and 'have to'. Checking your knowledge of the use of 'have to' to talk about obligation. Checking your knowledge of the use of 'have to' to indicate necessity. Practising the use of 'should'. Practising the use of 'should' and 'shouldn't'. Contrasting the use of 'have to', 'don't have to' for obligation and 'should', 'shouldn't' for advice.</p>
<p>11 – Top jobs</p>	<p>Practising different types of news categories. Listening to a telephone conversation between two advertising people trying to organize a business appointment. Listening to business news. Doing a project on business news.</p> <p>Checking your knowledge of the use of the prepositions of time, 'for' and 'since'. Practising 'for' and 'since' with the present perfect. Practising the prepositions of time 'for' and 'since' and the adverb of time 'ago'. Practising the present perfect with 'ever' and 'never'.</p>
<p>12 – People skills: Conversation gambits</p>	<p>Listening to conversations in different places. Listening to a PA taking a message for her boss on the phone. Listening to two business people who do not know each other well having dinner together. Listening to a conversation and decide if statements are true or false. Watching your boss and two colleagues sharing stories about trips abroad on business.</p>
<p>13 – Air travel</p>	<p>Practising words used to talk about airports. Listening to a conversation at an airport with an immigration officer and a passenger. Listening to an aircraft announcement. Listening to somebody talking about a trip to Bermuda. Listening to a radio broadcast about negotiating.</p> <p>Checking your knowledge of the first conditional. Checking your knowledge of the affirmative form of the first conditional. Checking your knowledge of the interrogative form of the first conditional. Checking your knowledge of the negative form of the first conditional.</p>
<p>14 – Hiring and firing</p>	<p>Practising words and phrases commonly used in letters of application. Practising words and phrases used in letters when applying for a job. Reading a letter and deciding what the purpose of the letter is. Then, completing the letter with missing phrases before matching words to the correct definitions and writing a similar letter of your own. Practising phrases often used in job interviews. Listening to a conversation about how people are selected for job interviews. Listening to two colleagues talking about interviews they are organizing.</p> <p>Checking your knowledge of the use of 'by' + agent in passive sentences. Checking your knowledge of the present simple passive form. Checking your knowledge of the past simple passive form. Checking your knowledge of the present perfect passive form.</p>

<p>15 – Time</p>	<p>Checking your knowledge of the different uses of the future with 'going to'. Contrasting 'will', 'won't' and 'going to'. Practising the use of 'will' and 'going to'. Contrasting 'will' and 'going to'.</p> <p>Listening to a meeting about introducing flexi-time at work. Listening to two colleagues talking about arrangements for a group of visitors to their company. Watching watch a candidate discussing his plans for the future in a job interview.</p>
<p>16 – People skills: Getting things done</p>	<p>Watching a company meeting where they are discussing what to do about the company catalogue, selecting the most polite way of identifying a problem. Then, rearranging the words in a sentence to create polite expressions.</p> <p>Practising identifying polite intonation. Practising making offers and requests. Practising ways of making requests.</p>
<p>17 – Office gossip</p>	<p>Practising reported speech. Practising the use of reported speech. Checking your knowledge of the tense changes used in reported speech. Checking your knowledge of reported speech with past reporting verbs. Checking your knowledge of 'Wh'- reported questions. Checking your knowledge of 'yes/no' reported questions. Checking your knowledge of the verbs 'say' and 'tell'.</p> <p>Listening to a conversation about how to deal with disagreements. Listening to a talk about team-working. Doing a web project on office politics.</p>
<p>18 – E-commerce</p>	<p>Practising the uses of the future with 'will'/'won't'. Practising the future simple. Checking your knowledge of the affirmative, negative and interrogative form of the future with 'will'. Checking your knowledge of when to use the future with will/won't.</p> <p>Practising terms used in marketing. Practising finding the meaning of definitions and reading to extract the main points made in a text. Practising words that relate to shopping online. Reading a formal email to an advertising agency and then matching formal words and phrases used in the email with their meanings. Completing comments on online shopping.</p>
<p>19 – E-work</p>	<p>Practising the affirmative, negative and interrogative form of the second conditional. Practising the uses of the second conditional.</p>

20 – People skills: Working lunch	Listening to a woman booking a table at a restaurant. Listening to extracts from a conversation about international food. Listening to two people in a restaurant ordering food from the waiter. Watching your boss, two colleagues and a foreign visitor deciding where to take the visitor over the weekend. Listening to two business people discussing which restaurant to go to. Watching two people in a restaurant ordering food and listening to questions. Practising the language used in restaurants when eating out with clients or contacts. Practising identifying the main stressed words in sentences and questions.
21 – In Company contexts:	Watching a presentation involving graphs and statistics. Watching a company director giving a presentation about her company. Watching job interviews. Watching a colleague dealing with a complaint from a customer. Watching a colleague taking a telephone order from a customer. Watching a sales negotiation. Watching a company meeting in which a team discusses what to do about the company catalogue. Watching a conference call. Watching a colleague dealing with a complaint.



Unit	Unit description
<p>1 – Making contact</p>	<p>Listening to colleagues discussing a venue they would like to book for their company’s annual conference. Practising words used to talk about conferences. Practising responding to things people commonly say in social situations. Listening to eight extracts from conversations at a conference. Listening to three people speaking about their businesses.</p> <p>Practising the present continuous. Practising the use of the present simple and the present continuous.</p>
<p>2 – Making calls</p>	<p>Practising words and expressions used on the phone. Listening to three very short phone calls. Listening to someone leaving a recorded message. Listening for mood and tone of voice in telephone messages.</p> <p>Practising the simple past. Practising all forms of the simple past. Practising simple past ‘wh-’ questions.</p>
<p>3 – Keeping track</p>	<p>Practising common phrasal verbs. Matching verbs and prepositions to form phrasal verbs. Practising comparatives and superlatives.</p>
<p>4 – People skills: Listening</p>	<p>Listening to eight extracts from telephone conversations. Watching a man from the US arranging to hire a car during a business trip to the UK and focusing on general and specific understanding of the situation. Listening to advice about three different problems. Listening to three people explaining their problems on the telephone.</p>
<p>5 – Business travel</p>	<p>Practising making offers and requests. Identifying polite and impolite intonation in requests. Distinguishing between formal and informal requests.</p> <p>Practising words and phrases used when receiving visitors, arriving as a visitor and travelling on business. Listening to a telephone conversation with a business visitor. Listening to an aircraft announcement. Listening to three conversations about booking flights. Practising giving directions.</p>

<p>6 – Handling calls</p>	<p>Practising the future with 'will' and 'won't'. Practising future 'wh'-questions with 'will'. Practising embedded questions. Watching a woman receive two phone calls. Checking your knowledge of the use of 'would' for polite requests.</p> <p>Practising common collocations used in business. Practising verbs used in phrases that are common in work and business. Listening to telephone conversation between two advertising people trying to organize a business appointment. Listening to eight people talking about how to deal with phone calls from dissatisfied clients. Listening to a telephone conversation about some business guests.</p>
<p>7 – Making decisions</p>	<p>Listening to business news. Listening to a business world report and deciding whether each topic is up, down or stable. Practising words associated with statistics. Listening to part of a meeting in which eight different people are asked for their opinions about a proposal. Listening to part of a meeting about the training needs of a company.</p> <p>Understanding the meaning of conditional sentences. Practising zero, first, second and third conditional sentences. Practising conditional sentences with 'if' and 'unless'.</p>
<p>8 – People skills: Influence</p>	<p>Listening to a telephone sales person trying to sell an advertisement. Watching a two-part video activity of a woman receiving a phone call. Put phrases from the conversation into the correct gaps. Rearrange words to reconstruct phrases from the video. Listening to somebody holding a presentation on Warehouse Management Systems, trying to persuade people about their value. Decide which topics are mentioned, then you decide which items are mentioned</p>
<p>9 – Small talk</p>	<p>Practising the use of the regular and irregular past tense, and the present perfect, to talk about the past. Practising the past simple and the present perfect.</p> <p>Listening to two business people make small talk when they first meet. Listening to a conversation with a business visitor. Listening to people discussing social events after a meeting. Practising conversations at a party.</p>
<p>10 – Email</p>	<p>Listening to someone giving advice on how to deal with lots of email messages. Practising common compound nouns in a text about email. Practising words and phrases used in informal business emails. Writing an email and looking at model answers and comments. Practising words associated with information technology (IT).</p> <p>Practising 'will' and 'going to'. Practising the use of future forms 'will' and present continuous. Practising the use of different future forms.</p>

<p>11 – Presenting</p>	<p>Practising collocations in a text about giving presentations. Listening to the introduction to a presentation. Practising words and phrases used to describe information in graphs. Practising words used to talk about statistics. Listening to the CEO of an American company giving a presentation to shareholders. Listening to a presentation at an annual general meeting.</p> <p>Practising the past simple and the past continuous. Practising the past simple, past continuous and past perfect.</p>
<p>12 – People skills: Impact</p>	<p>Listening to conversations in different places. Listening to a PA taking a message for her boss on the phone. Listening to two business people who do not know each other well having dinner together. Listening to a conversation and decide if statements are true or false. Watching your boss and two colleagues sharing stories about trips abroad on business.</p>
<p>13 – Being Heard</p>	<p>Listening to an interview about cultural differences. Practising words and phrases used to talk about meetings. Reading tips for effective meetings. Listening to two colleagues discussing the meetings they have to attend.</p> <p>Practising the use of modal verbs. Checking our knowledge of modal verbs formed by the infinitive without 'to'.</p>
<p>14 – Snail mail</p>	<p>Listening to someone giving instructions about what to do with different documents. Writing a letter about arrangements for a conference and looking at a model answer and comments. Writing a letter to a supplier complaining about the service provided and looking at a model answer and comments.</p> <p>Practising prepositions in linking phrases used in formal business contexts. Practising verbs followed by certain prepositions. Checking your knowledge of nouns followed by prepositions.</p>
<p>15 – Solving problems</p>	<p>Practising words connected with having new ideas in the business world. Practising words used to talk about new products. Practising verbs used to talk about office procedures. Listening to four people discussing production plans. Playing a problem-solving game that consists of creating a successful business on a new planet. Listening to a woman phoning a company to talk about a problem with an order that her company placed.</p> <p>Practising the first, second and third conditionals. Practising using prefixes to make negative adjectives.</p>
<p>16 – People skills: Collaboration</p>	<p>Reading an article about groups of people involved in business projects, called Super Groups and practising choosing the correct meaning of words. Listening to a presentation about a manufacturing company. Listening to a talk about team-working.</p>

<p>17 – Eating out</p>	<p>Practising different forms of the passive. Practising the language used in restaurants when eating out with clients or contacts. Listening to extracts from a conversation about international food. Listening to someone inviting a business visitor out for the evening. Listening to part of a radio programme on business meals. Listening to five people talking about their experiences in different restaurants.</p>
<p>18 - Telecommunications</p>	<p>Practising reported and direct speech. Practising reporting verbs. Practising phrases with 'do' and 'make' that are commonly used in emails. Listening to someone leaving a recorded message. Listening to people leaving messages on an answerphone. Listening to someone leaving a message about the arrival of an important business visitor. Listening to a telephone message about arranging training sessions.</p>
<p>19 – Negotiating</p>	<p>Practising the use of softening techniques to make statements more diplomatic. Listening to Kathy negotiating with her boss. Listening to Alison asking for a rise. Listening to a boss complaining politely to an employee about his clothes. Listening to a conversation about how to deal with disagreements. Listening to a discussion between a manager and a staff representative. Listening to someone making a complaint.</p>
<p>20 – People skills: Assertiveness</p>	<p>Choosing the correct words to complete a text about dealing with anger at work. Practising identifying attitude by listening to sentence intonation and stress. Listening to descriptions of four people.</p>
<p>21 – In Company contexts: video activities</p>	<p>Watching an applicant being interviewed for a job. Using language from the video to make a list of the applicant's future plans and ambitions. Watching an applicant being interviewed and describing a typical day in her job. Making a record of the applicant's day for a colleague and completing notes about an applicant's routine. Watching a company meeting in which a team discusses where to locate the company's new factory. Completing summaries of your colleagues' opinions and the reasons they give to support them. Selecting the language used to ask for and express opinions. Watching a financial presentation, understanding the meaning of some of the expressions used and identify other expressions that can and can't normally be used during a presentation. Watching a financial presentation and noting down the figures. Understanding the meaning of some of the words used to describe movements and changes in figures. Watching a sales negotiation. Negotiating a sale with a customer.</p>

In Company 3.0 Upper-Intermediate

Unit	Unit description
<p>1 – Business or pleasure?</p>	<p>Practising the use of negative question forms for beginning a conversation or part of one. Practising formal and informal English. Practising the present simple, present continuous, past simple, present perfect simple, present perfect continuous, past continuous and past perfect.</p> <p>Listening to part of a presentation about the facilities available for business hospitality. Listening to a tourism officer from the local government talking about services for corporate hospitality. Listening to a manager explaining what needs to be organized as entertainment for a group of visitors to the company.</p>
<p>2 – Information exchange</p>	<p>Practising vocabulary associated with meetings and agendas. Listening to two colleagues discussing a meeting agenda they are preparing. Listening to two colleagues discussing a meeting about their company's spending. Practising words associated with statistics.</p> <p>Practising conditional sentences. Practising first, second and third conditional. Playing a game and shooting down all the balloons that carry the correct tenses to complete the conditional sentences. Reading a conversation between a couple who are discussing money problems and selecting the correct phrase to complete conditional sentences.</p>
<p>3 – People skills: Rapport</p>	<p>Reading an article about the role of humour in the workplace. Listening to part of a radio programme about the Customs service at an airport. Practising vocabulary about body language and feelings. Identifying attitude by listening to sentence intonation and stress.</p>

<p>4 – Voice and visuals</p>	<p>Practising correcting incorrect words. Practising the use of modals. Practising a variety of modal verbs and the structures that follow them. Practising modals of deduction, 'must' and 'can't', and of possibility, 'might' and 'could'. Practising modals of ability: 'can', 'could', 'be able to'.</p> <p>Listening to part of a training session about giving presentations. Listening to nine people talking about giving presentations. Practising words and phrases used for describing statistics in business. Practising words associated with how well companies are performing. Practising the prepositions used with various common verbs and nouns connected with statistics in the business world. Listening to a presentation by an advertising executive about a campaign his agency is planning for a client.</p>
<p>5 – Problems on the phone</p>	<p>Listening to a businesswoman dictating an email to her assistant. Listening to the interview and deciding if questions are indirect or not, then matching the beginnings and endings of questions. Checking your knowledge of 'Wh-' reported questions. Checking your knowledge of negative questions. Practising question tags and negative questions. Practising structures which are variations on the first, second and third conditionals.</p> <p>Listening to a conference participant complaining. Listening to eight people talking about how to deal with phone calls from dissatisfied clients. Listening to different extracts from phone calls and decide if statements are true or false.</p>
<p>6 – Leading meetings</p>	<p>Listening to a manager telling his assistant about a memo he wants her to write. Listening to two colleagues discussing the meetings they have to attend. Listening to eight people talking about participating in meetings. Practising frequently used words. Practising words and phrases connected with money in business. Practising words connected with the money used to pay for companies and projects.</p> <p>Practising linking words and phrases. Checking your knowledge of connectors of contrast. Practising linking words: 'however', 'since' and 'therefore'. Practising the use of 'although', 'despite' and 'in spite of'. Practising the linkers 'although', 'however', 'furthermore', 'in spite of', 'because' and 'because of'.</p>
<p>7 – People skills: Coaching</p>	<p>Understanding text structure by choosing the correct sentences to complete a text about the changing role of a manager. Choosing the correct word to complete an advert about training courses. Re-writing sentences about a training course. Listening to a telephone message about arranging training sessions.</p>

<p>8 – Promoting your ideas</p>	<p>Practising phrasal verbs. Practising active and passive verbs. Practising impersonal statements.</p> <p>Practising verb forms and reading comprehension. Listening to extracts from eight presentations. Practising words connected with having new ideas in the business world. Writing a report on a meeting held in your company. Practising meanings of phrasal verbs. Helping an inspector put some criminals behind bars by identifying them in a police line-up.</p>
<p>9 – Relationship building</p>	<p>Listening to people discussing social events after a meeting. Listening to different people talking about socializing and business.</p> <p>Practising the use of 'almost' and 'hardly'. Practising verb patterns with 'to' or '-ing'. Practising verbs followed by the '-ing' form or an infinitive. Checking your knowledge of 'about', 'at', 'for', 'from' and 'in'. Checking your knowledge of 'into', 'of', 'on', 'to' and 'with'. Practising prepositions following verbs, nouns and adjectives.</p>
<p>10 – Making decisions</p>	<p>Listening to a lecturer talking about methods of marketing. Listening to an interview about marketing and selecting the correct answer to questions. Practising words and phrases in common use in the world of advertising and marketing today. Practising words and phrases connected with advertising and marketing. Practising vocabulary connected with legal matters in business. Practising expressions connected with making decisions. Practising idiomatic expressions.</p> <p>Matching headings to paragraphs. Practising the use of articles. Writing an essay about marketing techniques. Practising the use of the infinitive or the '-ing' form after certain verbs. Practising comparative adjectives and adverbs. Practising the use of 'a/an', 'the' and the zero article.</p>
<p>11 – People skills: Stress</p>	<p>Listening to people giving advice about job interviews. Keying in the correct sentence letters to complete a text about office work. Reading a text giving university students advice on where to go for help. Listening to someone from the Marriage Guidance Organization talking about the type of problems it helps couples with. Practising words and phrases connected with people losing their jobs.</p>

<p>12 – E-mailing</p>	<p>Listening to a manager asking her assistant to write an email for her.</p> <p>Practising the use of future forms. Practising the position of 'already', 'yet' and 'just' in sentences. Practising phrases used for making requests informally, particularly when the answer is likely to be 'no'. Practising the present simple, the present continuous and 'will'. Practising a variety of future forms. Practising the future perfect and continuous, 'will' and 'going to'. Practising a variety of future tenses for predictions and assumptions. Listening to a news story about future homes. Practising phrases that include prepositions.</p>
<p>13 – Making an impact</p>	<p>Practising words and phrases used metaphorically. Contrasting the positions of adverbial phrases with and without inversion. Practising inversion after negative and limiting adverbials. Completing a rewritten text, which is an official statement made by a politician to the media.</p> <p>Listening to a presentation given by a CEO to the company's employees. Listening to a description of a company. Distinguishing between formal and informal statements in a manager's speech.</p>
<p>14 – Out and about</p>	<p>Listening to a telephone conversation. Completing a text about a couple's experience of flying. Listening to part of a radio programme on business meals. Listening to four stories about people's experiences in restaurants.</p> <p>Practising the past simple, present perfect and present perfect continuous. Practising passive '-ing' forms. Practising a variety of past tenses.</p>
<p>15 – People skills: Delegation</p>	<p>Listening to a lecture about former British Prime Minister Winston Churchill. Practising verbs connected with management. Reading three short texts on management styles and completing a table by typing in words from the texts. Listening to somebody holding a presentation on Warehouse Management Systems, trying to persuade people about their value.</p> <p>Practising phrasal verbs by choosing the correct particles to complete a text about being a team leader at work. Practising words and phrases used for talking about ways of managing companies and organizations.</p>
<p>16 – Teleconferencing</p>	<p>Practising reporting verbs. Practising direct and indirect speech. Practising reported statements.</p> <p>Listening to a conference call between three colleagues discussing a new project. Listening to a conference call between two managers and a business consultant who are discussing ways to increase visitor spend at the company's tourist attractions. Practising words and phrases connected with manufacturing. Listening to a guided tour through a computer manufacturing plant.</p>

<p>17 – Negotiating deals</p>	<p>Listening to Alison asking for a rise and deciding if statements are true or false, then selecting phrases to complete the conversation. Listening to a discussion between a manager and a staff representative. Practising collocations that are widely used in business. Reading for gist and global meaning. Deciding which sentences match each paragraph of a text about conducting negotiations.</p> <p>Practising the use of linking words and phrases in formal business contexts. Practising compound adjectives used to describe people. Practising structures used with 'prefer' and 'would rather'.</p>
<p>18 – People skills: Mediation</p>	<p>Practising phrasal verbs by keying in phrasal verbs to complete emails exchanged between work colleagues.</p> <p>Practising words and phrases connected with how people perform in their jobs. Writing a report on two candidates for promotion in your department. Practising asking questions during a job interview. Choosing the correct words to complete a text about dealing with anger at work. Listening to five people talking about problems at work.</p>
<p>19 – In Company contexts: video activities</p>	<p>Watching a company director giving a presentation about her company. Filling in the correct words to complete a summary of the presentation's structure. Choosing the word the presenter uses to signal the parts of her presentation. Using language from the video to complete a summary of the company's structure. Using language from the video to complete a series of key statements. Choosing the correct adjectives to write a summary of a company presentation. Watching a company meeting in which a team discusses what to do about the company catalogue. Deciding whether or not your colleagues express their opinions strongly or weakly. Matching the beginnings and endings of sentences to create a list of your colleagues' opinions. Selecting the most polite way of identifying a problem. Rearranging the words in a sentence to create polite expressions. Identifying the words used in the video to talk about problems. Completing a summary of the participants' opinions by selecting the correct preposition.</p>

