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ESP Resources**



## ESP Resources

ESP area	Topic	Title	Subhead	Content type	British English ID Number	American English ID Number
Corporate Finance	Forecasting	Projecting revenue	Common financial terms	Reading	BEM-RA020001	AEM-RA020001
Corporate Finance	Forecasting	Preparing the forecast	A meeting to set a forecast	Listening	BEM-LA020002	AEM-LA020002
Corporate Finance	Forecasting	Making a forecast	Talking about changes to costs and sales	Speaking	BEM-SA020003	AEM-SA020003
Corporate Finance	Budgeting	Budget cuts	Budget terminology	Reading	BEM-RA020004	AEM-RA020004
Corporate Finance	Budgeting	Cutting the budget	Verbs and expressions to discuss budget reductions	Listening	BEM-LA020005	AEM-LA020005
Corporate Finance	Budgeting	Explaining budget cuts	Writing an email outlining budget reductions	Writing	BEM-WA020006	AEM-WA020006
Corporate Finance	Managing payments	Payment reminders	A payment reminder email	Reading	BEM-RA020007	AEM-RA020007
Corporate Finance	Managing payments	Following up outstanding payments	A telephone call requesting payment	Listening	BEM-LA020008	AEM-LA020008
Corporate Finance	Managing payments	Requesting payment	Chasing up a client by email	Writing	BEM-WA020009	AEM-WA020009
Corporate Finance	Reporting financial information	Financial statements	Budget terminology	Reading	BEM-RA020010	AEM-RA020010
Corporate Finance	Reporting financial information	Presenting financial results	Explaining budget changes	Listening	BEM-LA020011	AEM-LA020011

Corporate Finance	Reporting financial information	Discussing a budget	Reporting financial performance	Speaking	BEM-SA020012	AEM-SA020012
Corporate Finance	Interim Results	Reporting a variance	Describing differences and variances	Reading	BEM-RA020013	AEM-RA020013
Corporate Finance	Interim Results	Corrective action	A meeting about corrective action	Listening	BEM-LA020014	AEM-LA020014
Corporate Finance	Interim Results	Explaining budget changes	Explaining the cause of a budget variance	Writing	BEM-WA020015	AEM-WA020015
Corporate Finance	Business development	Discussing strategy	A strategy map	Reading	BEM-RA020016	AEM-RA020016
Corporate Finance	Business development	Raising finance	Discussing how to raise finance	Listening	BEM-LA020017	AEM-LA020017
Corporate Finance	Business development	Discussing company performance	Creating a strategy map	Speaking	BEM-SA020018	AEM-SA020018
Corporate Finance	Financial services and advice	Tax strategy	Banking and tax expressions	Reading	BEM-RA020019	AEM-RA020019
Corporate Finance	Financial services and advice	Tax planning	A meeting giving tax advice	Listening	BEM-LA020020	AEM-LA020020
Corporate Finance	Financial services and advice	Giving financial advice	Tax advice for a new business	Writing	BEM-WA020021	AEM-WA020021
Corporate Finance	Auditing	Dealing with misstatement	Describing an auditor's job	Reading	BEMRA02022	AEM-RA020022
Corporate Finance	Auditing	Opening a meeting	The audit kick-off meeting	Listening	BEM-LA020023	AEM-LA020023
Corporate Finance	Auditing	Accounting irregularities	Asking sensitive questions	Speaking	BEM-SA020024	AEM-SA020024
Investment	Financial products	Investment types	Discussing and recommending an investment	Reading	BEM-RA020025	AEM-RA020025
Investment	Financial products	Retirement planning	A meeting discussing retirement planning	Listening	BEM-LA020026	AEM-LA020026
Investment	Financial products	Financial advice	An email giving retirement planning advice	Writing	BEM-WA020027	AEM-WA020027

Investment	Market analysis	Financial shocks	Responding to market shocks	Reading	BEM-RA020028	AEM-RA020028
Investment	Market analysis	Reacting to market developments	A conference call discussing market developments	Listening	BEM-LA020029	AEM-LA020029
Investment	Market analysis	Discussing market developments	Discussing how to react to market developments	Speaking	BEM-SA020030	AEM-SA020030
Investment	Asset management	Portfolio diversification	An email report about portfolio diversification	Reading	BEM-RA020031	AEM-RA020031
Investment	Asset management	Diversification	Discussing the asset mix of a portfolio	Listening	BEM-LA020032	AEM-LA020032
Investment	Asset management	The asset mix	An email about a bank's asset mix	Writing	BEM-WA020033	AEM-WA020033
Investment	Dealing with clients	A market report	Describing investment performance and potential	Reading	BEM-RA020034	AEM-RA020034
Investment	Dealing with clients	A hot tip	Generating interest from a potential client	Listening	BEM-LA020035	AEM-LA020035
Investment	Dealing with clients	Taking client instructions	A phone call discussing price movements	Speaking	BEM-SA020036	AEM-SA020036
Investment	Risk management	Credit risk	An email about how to manage risk	Reading	BEM-RA020037	AEM-RA020037
Investment	Risk management	A loan application	Talking about benefits and risks of a credit decision	Listening	BEM-LA020038	AEM-LA020038
Investment	Risk management	A mortgage application	Reviewing and deciding on a mortgage application	Writing	BEM-WA020039	AEM-WA020039
Investment	Compliance	A financial advisor code of conduct	Explaining rules and regulations	Reading	BEM-RA020040	AEM-RA020040
Investment	Compliance	Chasing up a request	A phone call chasing up compliance paperwork	Listening	BEM-LA020041	AEM-LA020041
Investment	Compliance	Staying in compliance	Discussing compliance issues	Speaking	BEM-SA020042	AEM-SA020042

Investment	Initial public offering	The underwriting offer	IPO terms	Reading	BEM-RA020043	AEM-RA020043
Investment	Initial public offering	An IPO presentation	A presentation of a company's background	Listening	BEM-LA020044	AEM-LA020044
Investment	Initial public offering	Presenting your company	Answering questions about a company's background and finances	Speaking	BEM-SA020045	AEM-SA020045
Investment	Mergers & acquisitions	Due diligence	An email about a transition services agreement	Reading	BEM-RA020046	AEM-RA020046
Investment	Mergers & acquisitions	Finalizing the deal	A negotiation about the details of a merger	Listening	BEM-LA020047	AEM-LA020047
Investment	Mergers & acquisitions	The service agreement	Summarizing a transition services agreement	Writing	BEM-WA020048	AEM-WA020048
Sales	Prospecting	Sales prospecting	Following up prospects by email	Reading	BEM-RA020049	AEM-RA020049
Sales	Prospecting	A qualifying call	Qualifying prospects	Listening	BEM-LA020050	AEM-LA020050
Sales	Prospecting	Qualifying a customer	Talking to a prospect at a networking event	Speaking	BEM-SA020051	AEM-SA020051
Sales	Planning	Sales strategy	A sales report about current sales prospects	Reading	BEM-RA020052	AEM-RA020052
Sales	Planning	Decision making	A meeting to discuss changes and delegate responsibilities	Listening	BEM-LA020053	AEM-LA020053
Sales	Planning	On the road	An email organising travel plans	Writing	BEM-WA020054	AEM-WA020054
Sales	Product development	A product briefing	Describing features and benefits	Reading	BEM-RA020055	AEM-LA020055
Sales	Product development	A report on market trends	Phrases to describe market trends	Listening	BEM-LA020056	AEM-RA020056
Sales	Product development	Reporting market trends	An email describing market trends	Writing	BEM-WA020057	AEM-WA020057

Sales	New business	Next steps	A follow up email to a prospect	Reading	BEM-RA020058	AEM-RA020058
Sales	New business	Clarifying customer needs	Identifying a customer's software needs	Listening	BEM-LA020059	AEM-LA020059
Sales	New business	A new client meeting	Talking to a new client to clarify needs	Speaking	BEM-SA020060	AEM-SA020060
Sales	Pitching	Presentation slides	Writing presentation slides	Reading	BEM-RA020061	AEM-RA020061
Sales	Pitching	The pitch	A presentation to explain features	Listening	BEM-LA020062	AEM-LA020062
Sales	Pitching	Making a pitch	Presenting your product or service	Speaking	BEM-SA020063	AEM-SA020063
Sales	Closing	The contract	Explaining contract terms	Reading	BEM-RA020064	AEM-RA020064
Sales	Closing	The negotiation	Conditionals for negotiating	Listening	BEM-LA020065	AEM-LA020065
Sales	Closing	The agreement	Summarizing the agreement	Writing	BEM-WA020066	AEM-WA020066
Sales	Customer retention	Getting a meeting	Repeat business	Reading	BEM-RA020067	AEM-RA020067
Sales	Customer retention	Building customer relations	A follow-up call	Listening	BEM-LA020068	AEM-LA020068
Sales	Customer retention	Getting a referral	A telephone call asking for a referral	Speaking	BEM-SA020069	AEM-SA020069
Sales	Customer care	Make a customer, not a sale	Advice on dealing with complaints	Reading	BEM-RA020070	AEM-RA020070
Sales	Customer care	Managing complaints	A customer complaint on the telephone	Listening	BEM-LA020071	AEM-LA020071
Sales	Customer care	A complaint email	Responding to a complaint	Writing	BEM-WA020072	AEM-WA020072
Logistics	Visiting the warehouse	Describing warehouse processes	Warehouse acronyms	Reading	BEM-RA020073	AEM-RA020073

Logistics	Visiting the warehouse	Showing visitors round	Describing warehouse processes	Listening	BEM-LA020074	AEM-LA020074
Logistics	Visiting the warehouse	Greeting visitors and introducing yourself	Phrases for greeting visitors and introducing yourself	Speaking	BEM-SA020075	AEM-SA020075
Logistics	Orders	Delivery dates	Prepositions with dates and times	Reading	BEM-RA020076	AEM-RA020076
Logistics	Orders	Taking an order	Numbers, prices weights and measurements	Listening	BEM-LA020077	AEM-LA020077
Logistics	Orders	Problems and solutions	Writing a formal email	Writing	BEM-WA020078	AEM-WA020078
Logistics	Scheduling delivery	Confirming shipping arrangements	Shipping vocabulary and email phrases	Reading	BEM-RA020079	AEM-RA020079
Logistics	Scheduling delivery	Scheduling a delivery of hazardous goods	Modal verbs	Listening	BEM-LA020080	AEM-LA020080
Logistics	Scheduling delivery	Getting information	Asking questions	Speaking	BEM-SA020081	AEM-SA020081
Logistics	Picking, packing and inventory	A new picking and packing procedure	Picking and packing vocabulary	Reading	BEM-RA020082	AEM-RA020082
Logistics	Picking, packing and inventory	Inventory management issues	Vocabulary for describing inventory levels	Listening	BEM-LA020083	AEM-LA020083
Logistics	Picking, packing and inventory	Speaking about overstock	Talking about problems and solutions	Speaking	BEM-SA020084	AEM-SA020084
Logistics	Material handling	Uplifting handling equipment	Material handling equipment and containers	Reading	BEM-RA020085	AEM-RA020085
Logistics	Material handling	Handling solutions with deliveries	Times and places	Listening	BEM-LA020086	AEM-LA020086
Logistics	Material handling	Using the stacker safely	Writing do's and don'ts	Writing	BEM-WA020087	AEM-WA020087
Logistics	Tracking shipments	Tracking shipments	Past, present and future	Reading	BEM-RA020088	AEM-RA020088

Logistics	Tracking shipments	A multimodal shipment	Shipping documents	Listening	BEM-LA020089	AEM-LA020089
Logistics	Tracking shipments	Giving directions	Sending directions by email	Writing	BEM-WA020090	AEM-WA020090
Logistics	Solving shipping problems	Shipping problems	Phrases for text messages	Reading	BEM-RA020091	AEM-RA020091
Logistics	Solving shipping problems	Discussing a tracking report	Linking words	Listening	BEM-LA020092	AEM-LA020092
Logistics	Solving shipping problems	Rescheduling deliveries	Phoning a consignee	Speaking	BEM-SA020093	AEM-SA020093
Logistics	Handling complaints	A damaged goods report	Past participles as adjectives	Reading	BEM-RA020094	AEM-RA020094
Logistics	Handling complaints	An insurance claim letter	Details for an insurance claim	Listening	BEM-LA020095	AEM-LA020095
Logistics	Handling complaints	Handling a complaint	Apologising, empathising, reassuring and promising action	Writing	BEM-WA020096	AEM-WA020096
Supply Chain Management	Planning procurement strategy	A computer parts supplier	Procurement and forecasting phrases	Reading	BEM-RA020097	AEM-RA020097
Supply Chain Management	Planning procurement strategy	Presenting a procurement strategy	Email phrases	Listening	BEM-LA020098	AEM-LA020098
Supply Chain Management	Planning procurement strategy	Making contingency plans	Discussing the risks of late delivery	Writing	BEM-WA020099	AEM-WA020099
Supply Chain Management	Managing suppliers	Managing suppliers to develop a partnership	An email exchange between a buyer and seller	Reading	BEM-RA020100	AEM-RA020100
Supply Chain Management	Managing suppliers	A potential supplier	Vocabulary for supplier background checks	Listening	BEM-LA020101	AEM-LA020101
Supply Chain Management	Managing suppliers	Customer service guarantees	Creating a customer service guarantee for a website	Writing	BEM-WA020102	AEM-WA020102
Supply Chain Management	Planning distribution strategy	Distribution information	Phrases for clarifying, checking and recommending	Reading	BEM-RA020103	AEM-RA020103



Supply Chain Management	Planning distribution strategy	Telephoning	Voicemail updates	Listening	BEM-LA020104	AEM-LA020104
Supply Chain Management	Planning distribution strategy	Calling a supplier	Arranging a time to talk	Speaking	BEM-SA020105	AEM-SA020105
Supply Chain Management	Making strategic choices	Report on order picking	Warehouse vocabulary	Reading	BEM-RA020106	AEM-RA020106
Supply Chain Management	Making strategic choices	A strategy update meeting	Phrases to show differences	Listening	BEM-LA020107	AEM-LA020107
Supply Chain Management	Making strategic choices	A video conference	Beginning a conference call	Speaking	BEM-SA020108	AEM-SA020108
Supply Chain Management	Global supply chains	Closing a deal	Phrases for urging, persuading and demanding	Reading	BEM-RA020109	AEM-RA020109
Supply Chain Management	Global supply chains	Negotiating changes	Phrases for requesting and making concessions	Listening	BEM-LA020110	AEM-LA020110
Supply Chain Management	Global supply chains	Negotiating with a supplier	Responding to a supplier about terms and conditions	Writing	BEM-WA020111	AEM-WA020111
Supply Chain Management	Reverse logistic and returns	Company strategy on reverse logistics	Vocabulary for reverse-logistics solutions	Reading	BEM-RA020112	AEM-RA020112
Supply Chain Management	Reverse logistic and returns	Reducing stock problems	Explaining benefits of reverse logistics	Listening	BEMLA020113	AEMLA020113
Supply Chain Management	Reverse logistic and returns	Presenting changes	Explaining changes in order processing	Writing	BEM-WA020114	AEM-WA020114
Supply Chain Management	Improving performance	Order problems and solutions	Expressing possibility, probability and certainty	Reading	BEM-RA020115	AEM-RA020115
Supply Chain Management	Improving performance	Customer dissatisfaction	Manager conversation about customer dissatisfaction	Listening	BEMLA020116	AEMLA020116
Supply Chain Management	Improving performance	Giving a presentation	Discussing KPIs	Writing	BEM-WA020117	AEM-WA020117

Supply Chain Management	Going green	Going greener	Planning expressions	Reading	BEM-RA020118	AEM-RA020118
Supply Chain Management	Going green	Instructions for a press release	Natural language	Listening	BEMLA020119	AEMLA020119
Supply Chain Management	Going green	Greener manufacturing processes	Making recommendations	Speaking	BEM-SA020120	AEM-SA020120