Table of Contents

Unit	Title	Topics	Page
Offic	Dear student	Introducing, approach and methods	6
1A	New friends	Introducting, approach and methods Introductions, personal data, name, age, spelling	8
2A	The Caines	Family, relatives, friends	10
3A	Job Spot	Professions, training, apprenticeship	12
4A	Where I live	House and home, floor plan, rooms, location	14
5A	Welcome to Melk	Tourist information, asking the way, directions	16
6A	Going to Wals	Regions, map of Austria, neighbouring countries	19
	Progress review	Units 1-6A	20
7A	Citizens of Europe	Countries, nationality, languages	22
8A	Eight to five	Daily routine, times of the day, radio programme	24
9A	Happy birthday!	The Zodiac, people's character, birthday card	26
10A	Friends' pages	Meeting on the Internet, hobbies, interests	28
11A	My favourite music	Pop culture, music and fashion styles	30
12A	BBC weather	Places and weather in Britain and Austria	32
Map	Europe	Countries, capitals, car IDs	34
	Progress review	Units 7-12A	36
13A	Joe Far Tours	Booking a flight, travel arrangements, data	38
14A	Things to pack	Travellers' checklist, advice and warnings	40
15A	Welcome to Britain	At the airport, immigration, customs	42
16A	A room with a view	Hotels and guest houses, booking, registration	44
17A	Just arrived	Katja's blog from Britain, holidays, activities	46
18A	Pleased to meet you	Meeting, greeting people, formally, informally	48
	Progress review	Units 13-18A	50
19A	Safe and green	Safety signs and gear, rules and etiquette at work	52
20A	Let's go shopping	Shopping, fashion items, colours, payment	54
21A	Eating out	Food and restaurants, ordering a meal, paying the bill	56
22A	Movie night	Famous films, previews, reviews	58
23A	Keep in shape	Health and fitness, exercises and activities	60
24A	Getting around	Private and public transport, going to work, travelling	62
25A	London by bus	Sightseeing in London, bus routes	64
Map	Central London Progress review	Central London sights and shops Units 19-25A	66
26A	Where did you grow up?	Personal data, history, education, schools, interview	68 70
27A	And your education?	Schools in Austria and Great Britain, certificates	70
28A	Sports all year	Sports, gear, spare time activities	74
29A	A fair deal?	Women and men at home, housework	76
30A	A town like Alice	Australia, sights and cities, aboriginal art	78
3071	Progress review	Units 26-30A	80
31A	Food across Europe	Austrian and ethnic specialities, ingredients	82
32A	Fair trade	Fairtrade products, projects, programmes	84
33A	News we remember	News events, radio, news clippings, places, countries	86
34A	Protect our planet	Endangered species, pollution, ecological footprint	88
35A	Discover the USA and Canada	Travel in the USA and Canada, sights and cities	90
Мар	USA	New England, SE Canada, Route 66	92
-	Progress review	Units 31-35A	94

Unit	Title	Situations at work	Page
1B	New trainees	Company staff, departments, jobs, organization chart	96
2B	About us	Types of offices, services, jobs, advertisements	98
3B	City administration	At the City Information Centre, services, offices, homepage	100
4B	Global brands	Importing goods, wholesaling, product information	102
5B	TOKI Enterprise	Business communication, enquiry, letter	104
6B	Manchester calling	Establishing contact, e-mail enquiry, phone calls	106
OD	Progress review 1 – 6 B	Establishing contact, e man enquiry, prione cans	108
7B	Carrier ropes	E-mail enquiry, offer, terms of trade, abbreviations	110
8B	Hayel Saeed Anam & Co Ltd	Fax enquiry, dictating, writing a letter	112
9B	John Minopoulos Ltd	Business correspondence, types, terms, e-mail order	114
10B	TGW	Proforma invoice, numbers, punctuation marks	116
11B	Roll-on/roll-off	Means, ways of transport, warehousing, packing	118
12B	Here for you	Opening an account, bank services, forms	120
120	Progress review 7 – 12 B	Opening an account, bank services, forms	122
13B	Working in a living space	Office organisation, open-plan office, radio interview	124
14B	Shipped and paid	Departments, functions, activities, stamps	126
15B	Working 9 to 5	Types of office work, job satisfaction, interview	128
16B	Telework	Advantages, disadvantages, website(s), interview	130
17B	Cocoa – organic and fair	Working conditions abroad, imports, radio interview	132
18B	New equipment	Computers, notebook, specifications, features	134
19B	Tipco	Purchase order: Incoterms, prices and delivery	136
.,,,	Progress review 13 – 19 B	Tarenase order. mesternis, prices and denvery	138
20B	Order no. PE-03/3243	Order acceptance, terms of payment, delivery, phone call	140
21B	Ski Depot	Mail order, understand, produce telephone messages	142
22B	ESPO Leicester	Invoice, forms and rates, complaints, phone calls	144
23B	United Water	Reminders, debt recovery stages, customer service	146
24B	Sodium sulphate	Customer complaint, adjustment, e-mails	148
25B	Globe Fright Services	Freight forwarding, services, phone messages	150
26B	Road or rail?	Modes of land transport, functions, problems	152
	Progress review 20 – 26 B		154
27B	A world of new opportunities	Credit card, functions, conditions, services	156
28B	Our appointment	Business trip, calendar, meeting visitors	158
29B	Advanced line	Trade fair, product information, features, functions	160
30B	Successful meetings	Booking conference facilities, on the phone, online	162
31B	NEXT	Manufacturers, wholesalers, buyers, logistics	164
32B	Fischer Sports	Company presentation, facts and figures, type of work	166
33B	The ski factory	Guided tour, departments, location, describing places	168
	Progress review 27 – 33 B		170
34B	Boye Badiru & Co	Export, order, confirmation, e-mails, phone calls	172
35B	Thai Airways	Airfreight, documentation, Air Waybill, phone call	174
36B	Documentary Credit	International payment, Letter of Credit, phone call	176
37B	Hapag-Lloyd	Seafreight, booking, documentation, Bill of Lading	178
38B	We apologise	Request for payment, complaints, apologies	180
39B	Birth, marriage & death	Register office, services, fees, homepage	182
40B	The power of branding	Marketing, advertising, company logo, image	184
	Progress review 34 – 40 B		186
41B	absolutejobs.com	Job advertisements, requirements, skills, europass CV	188
42B	Yours sincerely	Applying for a job, letter, layout, guidelines	190
43B	Can you make it at ten?	Making an appointment, phone call, e-mail, date, place	192
44B	Confidential?	Job interview, personal data, education, application form	194
45B	Working abroad	Job description, future plans, contract of employment	196
	Progress review 41 – 45 B		198
	Final review		200
	Audioscript Word list		202
	Word list		224