

Unit 1 – Jobs in an office

1

- Describe the skills and qualities an office assistant needs (*Speaking A2*)
- Talk about your daily routine at work (*Speaking A2*)
- Write a blog entry about your job and your daily routine at work (*Writing A2*)
- Read a text about a day in the life of an apprentice (*Reading A2*)
- Read an article about different types of offices (*Reading A2*)
- Listen to four apprentices talking about their jobs (*Listening A2*)
- Practise trouble-free grammar: Adverbs of frequency
Prepositions of place
- Boost your vocabulary: Departments in an office
Office supplies

Unit 2 – Business behaviour

13

- Talk about your office's dress code (*Speaking A2*)
- Take phone calls professionally (*Speaking A2*)
- Write informal e-mails to your colleagues (*Writing A2*)
- Listen to a fashion consultant giving advice on business attire (*Listening A2 / B1*)
- Read an article about tips for business behaviour and phone etiquette (*Reading B1*)
- Practise trouble-free grammar: Present tense simple
Present tense progressive
Asking questions
- Boost your vocabulary: Clothes and business attire

Unit 3 – Effective communication

24

- Place orders on the phone (*Speaking A2*)
- Write e-mails and letters of enquiry (*Writing A2*)
- Write offers (*Writing A2*)
- Read an article about business correspondence (*Reading A2 / B1*)
- Read an e-mail of enquiry (*Reading A2*)
- Listen to an office assistant placing an order on the phone (*Listening A2*)
- Practise trouble-free grammar: Asking polite questions (*Language in use A2*)
Will-future and *going to*-future (*Language in use A2*)
- Boost your vocabulary: Payment options

Unit 4 - On the agenda

31

- Schedule appointments on the phone (*Speaking A2*)
- Give directions (*Speaking A2*)
- Write an e-mail of invitation (*Writing A2 / B1*)
- Read an article about different types of meetings (*Reading A2 / B1*)
- Listen to a phone call about scheduling a meeting (*Listening A2*)
- Listen to caller leaving a message (*Listening A2*)
- Listen to a voicemail (*Listening A2*)
- Practise trouble-free grammar: Giving directions
- Boost your vocabulary: Meetings

Contents

Unit 5 – The key to success 41

- Talk about dealing with customers (*Speaking A2*)
- Deal with complaints on the phone (*Speaking A2*)
- Write an e-mail of complaint (*Writing A2 / B1*)
- Reply to an e-mail of complaint (*Writing A2 / B1*)
- Read an article about funny complaints (*Reading A2*)
- Listen to a complaint on the phone (*Listening A2*)
- Listen to an interview about green offices (*Listening A2 / B1*)
- Practise trouble-free grammar: Past tense
- Boost your vocabulary: Sustainability in an office environment

Unit 6 – Solving problems 54

- Describe problems office assistants may experience at the office (*Speaking A2*)
- Talk about common office gripes (*Speaking A2*)
- Present graphs, charts and statistics (*Speaking B1*)
- Write payment reminders (*Writing A2*)
- Read a text about the dunning process (*Reading A2 / B1*)
- Read an article about office gripes (*Reading B1*)
- Listen to phone conversations about payment problems (*Listening A2*)
- Practise trouble-free grammar: The passive voice
Giving advice
- Boost your vocabulary: Describing and visualising data.

Unit 7 – Marketing & Branding 67

- Talk about brands, products and advertising (*Speaking A2*)
- Discuss the dangers of advertising (*Speaking B1*)
- Present companies and their marketing strategies (*Speaking A2 / B1*)
- Write a promotional blog entry to market a new product (*Writing B1*)
- Read an article about the marketing strategy of an Austrian company (*Reading B1*)
- Read an article about the art of small talk (*Reading A2*)
- Listen to an interview about a famous brand's marketing strategy (*Listening B1*)
- Listen to an office assistant welcoming a visitor to the office (*Listening A2*)
- Practise trouble-free grammar: Adjectives and adverbs
- Boost your vocabulary: Marketing and advertising

Unit 8 – Start your career 79

- Talk about your dream job (*Speaking A2*)
- Interview for a job (*Speaking B1*)
- Speak about your work-life balance (*Speaking A2 / B1*)
- Write an e-mail of application (*Writing A2 / B1*)
- Write a CV (*Writing A2*)
- Read an article about a successful career (*Reading B1*)
- Listen to an apprentice talking about an internship abroad (*Listening B1*)
- Practise trouble-free grammar: Conditional 1
- Boost your vocabulary: Job applications

Self-assessment checklist 92

Vocabulary reference 93