

Acknowledgements

Introduction

Company profiles

Unit 1: The working day

Exam reference and unit notes

Photocopiable activity 1: Personal information

Photocopiable activity 2: The hotel manager

Answer key

Transcript

Unit 2: Corporate culture

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Photocopiable activity 1: Using your dictionary

Photocopiable activity 2: Describing companies

Answer key

Transcript

Unit 3: Company history

Exam reference and unit notes

Photocopiable activity 1: Talking about companies

Photocopiable activity 2: National Book Store

Answer key

Transcript

Unit 4: The Internet

Exam reference and unit notes

Photocopiable activity: Online banking

Answer key

Transcript

Production and selling

Unit 5: Describing equipment

Exam reference and unit notes

Photocopiable activity: An advertisement

Answer key

Transcript

Unit 6: Processes and procedures

Exam reference and unit notes

Photocopiable activity: Dairy produce

Answer key

Transcripts

Unit 7: Distribution and delivery

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Photocopiable activity 1: Mobile phones

Photocopiable activity 2: Placing an order

Answer key

Transcripts

Unit 8: Advertising and marketing

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Answer key

Transcript

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Unit 9: Making arrangements

Exam reference and unit notes

Photocopiable activity: Business news

Answer key

Transcripts

Unit 10: Transport

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Photocopiable activity: Coping with stress

Answer key

Transcripts

Unit 11: Business accommodation

Exam reference and unit notes

Photocopiable activity: Jet Hotel

Answer key

Transcript

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Answer key
Transcript

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Photocopiable activity: Sabbaticals
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Exam reference and unit notes
Photocopiable activity: Types of contract
Answer key

Exam skills and Exam practice

Answer key (BEC)
Answer key (BULATS)
Transcripts (BEC and BULATS)

Appendix: The Common European Framework