Contents

Language

Exam Skills

8	Introduction		Introduction to the exam Vocabulary learning skills
14	1a Teamwork	Talking about teamwork Making arrangements	Speaking part 2 Reading part 3
18	1b Communication	Improving communication in spoken language Taking and leaving voicemail messages	Speaking part 2 Listening part 2 Listening part 1
	22 SELF-STUDY	Present tenses, past simple and present perfect	Review
	24 EXAM PRACTICE		Reading part 4 Reading part 5 Writing part 1
26	2a Business hotels	Talking about business hotels Speaking activity	Reading part 1 Listening part 2 Speaking part 1
30	2b Corporate hospitality	Talking about corporate hospitality Formal and informal language Making, accepting and declining invitations	Reading part 3 Writing part 2
	34 SELF-STUDY	Auxiliary verbs, countable or uncountable nouns	Review
	36 EXAM PRACTICE		Reading part 1 Reading part 2
38	3a Ordering goods	Talking about orders Clarity in written language Phone and letter phrases	Reading part 5 Writing part 1
42	3b Cash flow	Talking about company finances Conditionals 1 and 2 Managing cash flow	Writing part 1 Speaking part 3
	46 SELF-STUDY	Intentions and arrangements, conditionals 1 and 2	Review
	48 EXAM PRACTICE		Reading part 2 Reading part 5 Writing part 1
50	4a Brand power	Talking about brands and marketing Ethical banking	Listening part 2 Reading part 1
54	4b Public relations	Talking about public relations Organising a PR event Describing duties and responsibilities	Listening part 3 Writing part 2 Speaking part 1 Speaking part 3
	58 SELF-STUDY	Future tenses, articles	Review
	60 EXAM PRACTICE		Reading part 1 Reading part 4
62	5a Relocation	Talking about relocation Report phrases Talking about similarity and difference	Writing part 2
66	5b New premises	Giving directions Asking for information and making suggestions Talking about location	Writing part 2 Reading part 3
	70 SELF-STUDY	Comparatives and superlatives, participles	Review
	72 EXAM PRACTICE		Listening part 1 Listening part 2 Listening part 3 Reading part 5
	EXAM FOCUS Reading Test 76	Listening Test 79 Speaking Test 81	Writing Test 84

Language

Exam Skills

90	6a Reporting results	Talking about company performance Describing trends Describing cause and effect	Reading part 1 Writing part 2
94	6b Green initiatives	Talking about environmental impact Discussing green issues Language of presentations	Listening part 3 Writing part 2 Speaking part 3
	98 SELF-STUDY	Adjectives and adverbs, determiners	Review
	100 EXAM PRACTICE		Reading part 4 Reading part 5 Writing part 1
102	7a Health and safety	Talking about health and safety Expressing obligation Discussing regulations	Reading part 2 Listening part 1
106	7b Rights at work	Talking about personnel problems Passives Talking about problems at work	Writing part 1 Listening part 2
	110 SELF-STUDY	Modal verbs, passives	Review
	112 EXAM PRACTICE		Reading part 3 Writing part 1
114	8a Business expenses	Talking about expenses claims	Listening part 1 Listening part 2 Speaking part 3 Writing part 1
118	8b Business travel	Talking about air travel	Reading part 1 Listening part 2
	122 SELF-STUDY	Relative pronouns, indirect questions	Review
	124 EXAM PRACTICE		Reading part 4 Writing part 2
126	9a Flexible benefits	Talking about staff benefits	Listening part 3 Reading part 1
130	9b Staff appraisal	Talking about appraisal systems	Listening part 2 Reading part 3
	134 SELF-STUDY	Gerunds and infinitives, reported speech	Review
	136 EXAM PRACTICE		Reading part 2 Writing part 2
138	10a Marketing disasters	Talking about marketing disasters Expressing hypothetical situations	Reading part 1 Speaking part 3
142	10b Going global	Talking about entering foreign markets	Listening part 3
	146 SELF-STUDY	Conditional 3, grammar review	Review
	148 EXAM PRACTICE		Listening part 1 Listening part 2 Listening part 3 Writing part 1
	ESSENTIAL FUNCTIONS 173	Answer key 174	
	Activity sheets 152	Audioscripts 159	ssential vocabulary 170