

Communications

Chapter 1 Speaking on the telephone	<ul style="list-style-type: none"> ■ phrases for starting a call. ■ phrases for dealing with a bad connection. ■ how questions are formed. 	<ul style="list-style-type: none"> ■ starting a call. ■ dealing with a bad connection. 	<ul style="list-style-type: none"> ■ phrases for starting a call. ■ phrases for dealing with a bad connection. ■ how to talk about provisional situations. 	<ul style="list-style-type: none"> ■ answering a call. ■ dealing with a bad connection. ■ talking about a provisional situation.
Chapter 2 Sending emails	<ul style="list-style-type: none"> ■ phrases for writing emails. ■ how to use the present perfect to talk about recent actions. 	<ul style="list-style-type: none"> ■ writing emails. ■ talking about recently completed actions. 	<ul style="list-style-type: none"> ■ phrases for writing formal and informal emails. ■ how to use the future continuous. 	<ul style="list-style-type: none"> ■ writing emails. ■ using the future continuous.
Chapter 3 Job applications	<ul style="list-style-type: none"> ■ phrases for explaining situations. ■ phrases connected with CVs / résumés and job applications. ■ uses of the past continuous tense. ■ uses of the past perfect tense. 	<ul style="list-style-type: none"> ■ explaining a situation. ■ using the past continuous and past perfect tenses. ■ talking about a job application letter. 	<ul style="list-style-type: none"> ■ phrases for explaining a situation. ■ different ways to apologise. ■ phrases connected with job applications. ■ how to use modal verbs of deduction 	<ul style="list-style-type: none"> ■ explaining a situation. ■ using modal verbs of deduction. ■ applying for a job.
Chapter 4 Conference calls	<ul style="list-style-type: none"> ■ phrases for discussing problems. ■ ways to report what has been said in the past. ■ phrases for conference calls. 	<ul style="list-style-type: none"> ■ talking about a problem. ■ reporting what has been said in the past. ■ taking part in a conference call. 	<ul style="list-style-type: none"> ■ phrases for discussing problems. ■ how to use reporting verbs. ■ language for conference calls. 	<ul style="list-style-type: none"> ■ discussing problems. ■ using reporting verbs. ■ taking part in conference calls.
Chapter 5 Attending interviews	<ul style="list-style-type: none"> ■ typical questions asked at job interviews. ■ ways of answering questions in job interviews. ■ how to talk about the duration of actions. ■ phrases for talking about schedules. 	<ul style="list-style-type: none"> ■ speaking in a job interview. ■ talking about the durations of actions. 	<ul style="list-style-type: none"> ■ phrases for job interviews. ■ phrases to make comparisons. ■ ways to use the present perfect continuous. 	<ul style="list-style-type: none"> ■ speaking in a job interview. ■ making comparisons. ■ using the present perfect continuous
Chapter 6 Face-to-face meetings	<ul style="list-style-type: none"> ■ phrases for agreeing to arrangements. ■ how to talk about intentions in the past. ■ phrases for face-to-face meetings. 	<ul style="list-style-type: none"> ■ taking part in a meeting. ■ talking about intentions in the past. ■ agreeing to things. 	<ul style="list-style-type: none"> ■ phrases for meeting face-to-face. ■ phrases for agreeing arrangements. ■ how to give advice with <i>had better</i>. 	<ul style="list-style-type: none"> ■ having a face-to-face meeting. ■ making suggestions with <i>had better</i>. ■ agreeing to arrangements.