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**Scenario:** Now boss Richmond Design Solutions has a new administration manager, but will his changes work?

**Scenario:** New boss

**Motivation**

- Past simple review
- Think and grow rich
- Taking about successful events in your life

**Making your mind up**

- Comparisons and superlatives
- Conferences
- Two people discuss e a conference

**Deciding how to decide**

- Decisions
- Like, dislike, as sounds
- Types of decision makers
- Talking about making decisions

**Which one?**

- Two people discuss a conference
- The biggest conference in the world
- Talking about going to conferences

**Scenario:** The best option

**What’s the best option for a book launch?**

**Careers**

- Working conditions
- Work the money?
- A description of your current job

**Experience**

- Past simple and present perfect
- Staff recruitment and past simple endings
- A description of working for a company

**First impressions**

- Meeting and greets
- Making small talk

**Scenario:** The right person for the job

Who would be the best hotel manager?

**Visitors**

- What can I do?
- Modal verbs for advice, obligation and necessity – must and mustn’t, have to and don’t have to, should and shouldn’t

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**Scenario:** How rude

What can a mobile phone company do to improve customer service?

**Scenario:** The future of work

- Making predictions
- Will and be going to – predictions
- Two people discuss predictions
- The end of gender
- Discussing predictions for your company or sector

**Organising yourself**

- Future forms – present simple, present continuous and be going to
- Organising yourself
- Talk arm; not hard
- Talking about your plans and intentions

**Emailing**

- Opening and closing emails
- People say what they don’t like about email
- Formal and informal emails
- Correcting errors in emails

**Scenario:** The world getting smaller

Can an insurance company work successfully across time zones?

**Sticking a deal**

- Zero and first conditional
- Two sports stars negotiate contracts
- Unusual bonuses
- Negotiating a contract

**Negotiating**

- Negotiating
- Two negotiations
- Negotiating in India

**Scenario:** A tough deal

Can you get the best deal on company cars?

**Responsibility**

- Past perfect
- Making mistakes
- Three people talk about mistakes made on projects
- The mistakes three people made on projects
- Talking about mistakes you’ve made

**Compensation culture**

- Past perfect, past simple and past contributive
- Three people describe accidents
- Compensation culture
- Discussing an accident

**Say sorry!**

- Explaining and apologising
- Saying sorry
- Four conversations: where something has gone wrong
- What to do when you’ve made a mistake
- Explaining and apologising

**Scenario:** Supply problems

Can Alto Café get its supply of coffee beans?

**Environment**

- Carbon footprint
- Good intentions and ethics
- Marcus Dovee talks about a ‘go-green’ initiative in his company
- Three green ideas
- Discussing which green initiatives would work in your workplace

**Buy local**

- Passives
- Words with differing stress
- Italian products
- Discussing products made in your country

**Tell me**

- Asking for and reporting information
- A customer survey on going green
- Going green
- Discussing the results of a survey

**Scenario:** Going green

Choosing a green policy

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**Grammar** p102

**Irregular verbs** p114

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*more practice available on the digital and print Workbook*