

Contents

Unit	Theme	Listening 1	Watching 1	Speaking 1	Listening 2	Watching 2	Speaking 2	Project
1 P1	Organization	Company Description Company Structure	Company Description Company Structure	Talking About Organization Structure	Job Duty Company Operation	Job Duty Company Operation	Talking About Company Operation	Company Flowchart
2 P17	Office	Making Appointments Handling Files	Operating Equipment Purchasing Supplies	Retailing Procedures Explaining a Shopping List	Making Calls Working Overtime	Attending Meetings Getting Promotion	Debating on Working Overtime Reporting a Party Plan	Meeting Agenda
3 P33	Business Meals	Telephone Invitation Restaurant Reservation	Restaurant Reservation Ordering Food	Making a Reservation Ordering Food	Dinner Toast Paying the Bill	Commenting on Food Business over Meals	Proposing a Toast Commenting on Food	Short Play
4 P49	Product	Expo Registration Event Preparations	Product Introduction Product Demonstration	Making an Appointment Describing Products	Product Presentation Market Analysis	Product Comparison Quality Control	Making a Presentation Making a Comparison	Product Report
5 P65	Trade	Making an Inquiry Offering a Price	Negotiating a Discount Signing the Contract	Giving an Offer Negotiating a Discount	Preparing the Order Requesting the L/C	Arranging the Shipment International Transactions	Placing an Order Requesting Payment	Price Negotiation
6 P81	Transportation	Deciding on the Shipping Mode Choosing a Shipping Company	Discussing Packing Agreeing the Shipment Date	Discussing Means of Transportation Describing Packaging	Talking About Insurance Tracking the Shipment	Checking the Goods Dealing with Disputes	Describing Shipment Insurance Negotiating Compensation	Dispute Solution
7 P97	Customer Service	Answering Inquiries Surveying Customers	Receiving Complaints Investigating the Complaint	Handling Inquiries Conducting a Survey	Customer Feedback Customer Care	Handling Complaints Follow-up Visit	Handling Complaints Making a Follow-up Visit	After-sales Service
8 P113	Career	Complaint Explanation	Career Planning Résumé Polishing	Talking About Staff Relationships Making a Career Choice	Apology Suggestions	Job Interview Interview Result	Making an Apology Making Suggestions	Job Interview
P129	Glossary	New Words	Expressions					