

MODULE	HOW TO ... (Speaking and Listening)	READING	GRAMMAR
MODULE 1 Getting the Job	Apply for an interview Ask about work conditions for directions in a building Greet a visitor Interview candidates Introduce yourself to a colleague to a secretary to an employer Make an appointment for an interview small talk with a colleague Talk about work conditions your company yourself to a colleague	Classified ad Job application form Resume Memo Map Organizational chart Letter of recommendation Job offer List	Modals: <i>Can / Should</i> -Yes / No Questions -Wh- Questions Gerunds / Infinitives The Passive: Present Tense <i>Use / Used to</i>

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MODULE 2 Hosting a Foreign Client	Ask about a client's needs Check in at an airport to a hotel Discuss a client's itinerary an agenda for a meeting plans for a social evening Give advice to a client Introduce your company your department yourself to a new client Make small talk with a client Negotiate with a telemarketer Plan a TV commercial Talk about a new client	Letter of introduction Itinerary Agenda Survey / questionnaire / flyer Ad for printing services Ad for website development Ad for telemarketing services E-mail about social arrangements Letter of intent	Phrasal Verbs Future: <i>Will / Be going to</i> Comparing two things (Comparatives): <i>Suggest / Prefer</i> Frequency Expressions Future – <i>Will</i> : Contracted Forms and Negatives Future with Present Progressive

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MODULE 3 Finding Distributors and Agents	Discuss an order packaging needs shipping requirements Express appreciation to a supplier Give advice to a colleague Negotiate with an agent with clients	Company profile E-mail about details of an order Pro forma invoice Website Magazine article E-mail about renegotiating a contract	Relative Clauses Present Progressive and Present Simple First Conditional

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MODULE 4 Preparing for an Exhibition	Apply for a visa Ask about a frequent flyer program Discuss responsibilities Give advice to a colleague a friend an employee Give instructions about foreign customs Make a flight reservation a hotel reservation Plan for an exhibition Renew a passport	Exhibition invitation List of booth requirements FAQs sheet Website Exhibition registration form Visa application information Travel guide Packing list	<i>Do / Make</i> Comparison of Adjectives (Irregular Forms) Connectors Past Tense Questions Modals: <i>Have to / Must</i> Imperatives
MODULE 5 Traveling to the Exhibition	Ask about in-flight services Check in at an airport Discuss transportation options Fill in a landing card Go through customs control passport control Report lost luggage Shop at the duty-free store	Airline boarding card Price list In-flight information card Directions Lost and found form Transportation price list	Indefinite Pronouns <i>Some / Any</i> Future: <i>will be + verb + ing</i> Reported Speech <i>Either ... or / Neither ... nor</i>

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MODULE 6 At the Hotel	Check in to a hotel Complain about restaurant service room service Confirm a reservation Discuss a hairstyle hotel facilities Mail a package Make a restaurant reservation an appointment at a hair salon an appointment at a spa small talk with a colleague Order drinks at a bar room service Plan an exercise program Request housekeeping services Reserve a meeting room	Hotel registration form Hotel telephone directory Hotel room service menu Business center flyer Bar menu Letter of apology Fitness center services Hotel swimming pool services Hair salon price list Mailing form	Prepositions 1 Possessives: Genitive Case The Passive: Past Tense Count / Non-count Nouns Gerunds as Nouns Wish Sentences Questions: <i>How much ...? /</i> <i>How many ...? /</i> <i>How long ...? /</i> <i>How often...?</i>

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MODULE 7 At the Exhibition	Apologize to a client Ask about a client's needs a company Complain about a booth Discuss a lecture a schedule Give advice to a client Introduce your company Report a problem to an employer Talk about a new client	Registration confirmation form Exhibition schedule Company profile List of action items Franchise application form Financial information Prospect summary Exhibition lecture program	Past Simple Present Perfect Present Perfect: Time Expressions Past Simple: Irregular Verbs Past Progressive Past Simple: <i>Be</i>

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MODULE 8 Leisure Experiences	Ask for travel directions Change a flight reservation a hotel reservation Check out of a hotel Discuss a meal sightseeing Fill in a questionnaire Make small talk with a client a colleague Negotiate with a street vendor Order food at a restaurant Plan a day off Rent a car Talk about health problems	Tour itinerary Tourist attraction flyer Dining review in travel guide Mass Transit Railway system map and directions Street map and directions Shopping advice in travel guide Medical history form Hotel customer service questionnaire Itinerary Car rental form	Time Clauses: Future Meaning Participial Adjectives Stative Verbs First Conditional Prepositions II Present Perfect: <i>For / Since</i> Past Tense: Yes / No and Wh- Questions

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MODULE 9 Back at the Office	Discuss a contract a PowerPoint presentation Evaluate an employee's performance Explain an expense report Give advice to an employee positive feedback Negotiate with clients Report to a client to an employer Update an employer	Expense report Progress report PowerPoint presentation Draft contract Memorandum of understanding Letter of intent Customer status report Employee performance evaluation Letter of commendation	Present Perfect: Questions The Passive: Past and Future Tenses Phrasal Verbs Past Perfect Second Conditional Third Conditional Past Simple / Past Progressive Adverbs