## **Contents**

To the student			4
To the teacher			5
Basics	1	Formal or informal?	6
	2	Key phrases	8
	3	Opening and closing	10
	4	Giving news	12
	5	Advice and suggestions	14
	6	Invitations and directions	16
	7	Checking understanding	18
Language focus	8	Verb forms	20
	9	Sentence building	22
	10	Missing out words; abbreviations	24
	11	Common mistakes 1	26
	12	Common mistakes 2	28
	13	Punctuation and spelling	30
Style	14	Being brief and businesslike	32
	15	Being informal and friendly	34
	16	Being polite and diplomatic	36
Professional	17	Information	38
	18	Action	40
	19	Memos and short messages	42
	20	Arranging a meeting	44
	21	Negotiating with external partners	46
	22	, 11	48
	23	1	50
		Commercial: discussing terms	52
		Commercial: asking for payment	54
	26	Job application	56
Problems	27	Complaints	58
	28	Apologies	60
Reports and analysis	29	Reports: structure and key phrases	62
	30	Linking words and relative clauses	64
	31	Describing trends	66
	32	Explaining trends	68
Social media supplement			71
Phrase bank			87
Answer key			100