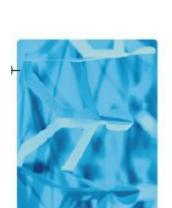
Contents







Unit 1 Telephone		
A Clarifying an Order	8	
B Changing a Reservation	11	
C Explaining a Delay	14	
D Handling Complaints	17	
E Changing an Appointment	20	
F Confirmation	23	

Unit 2 Socializing A Greetings 28 B Introductions 31 C Recommending 34 D Dating 37 E Bars, Clubs and Pubs 40 F Ending Conversations 43

Unit 3 Travet		
A Flight Reservations	48	
B Checking In	51	
C Transportation	54	
D Meeting New People	57	
E Shopping	60	
F Directions	63	

Global Business English

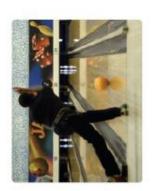
Active @

Α	Television	68
В	Movies	71
C	Theater	74
D	Foreign Stars	77
E	Advertisements	80
F	Night Life	83
	Unit 5 Sports & Fitness	
Α	Baseball	88
В	Golf	91
С	Basketball	94
D	Dieting	97
E	Physical Activity	100
F	Healthier Living	103
	Unit 6 Work	
Α	Career	108
В	Job Interviews	111
C	Teamwork	114
D	Customer Service	117

Unit 4 Entertainment

E Making / Closing Deals

F Evaluations







120

123