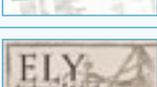


	Unit title	Unit contents	Skills
1	 General enquiries	Asking for and providing information	Giving suitable responses Describing facilities LEARNING: <i>Wie kann ich mein Englisch verbessern?</i>
2	 The first day	Members of staff Job descriptions	Meeting and greeting Introducing somebody Presenting yourself
3	 Taking a booking	Reservations Enquiries	Using telephone language Writing a business email LEARNING: <i>Wie kann ich Grammatik lernen?</i>
4	 Receiving a guest	The welcome Checking details	Apologizing LEARNING: <i>Wie lese ich einen schwierigen Text?</i>
5	 Helping guests, 1	Location of facilities Room service	Giving directions in a hotel Taking an order LEARNING: <i>Wie man eine Sprache für den Berufsalltag lernt</i>
6	 Helping guests, 2	Booking restaurants Arranging entertainment	Giving directions around town LEARNING: <i>Wie man neue Vokabeln lernt</i>
7	 Serving drinks	Beer garden Cocktail bar	Suggesting drinks Making comparisons Preparing instructions LEARNING: <i>Mediation</i>
8	 On the menu	Methods of cooking and serving dishes Recipes	Suggesting dishes Explaining how dishes are made LEARNING: <i>Tipps zum Umgang mit dem Wörterbuch</i>
9	 Dealing with complaints and problems	Hotel complaints Restaurant complaints	Dealing with complaints Writing a letter of apology LEARNING: <i>Wie kann ich mein Hörverständnis verbessern?</i>
10	 Payment and check-outs	Checking out Bills	Dealing with queries about the bill LEARNING: <i>Tipps für das Gruppengespräch auf Englisch</i>
11	 Planning a function	Meeting a client Finding out the details Planning the menu	Making small talk Eliciting information
12	 Applying for a job	Job advertisements Applications and CVs Job interviews	Writing applications and CVs Preparing for an interview
Appendix		<i>Pairwork files</i>	<i>Basic word list</i>
		<i>Transcripts</i>	<i>Technical word list</i>
		<i>Unit word list</i>	<i>Units and measures</i>
		<i>A–Z word list</i>	<i>List of irregular verbs</i>
		90	132
		97	139
		110	142
		124	143

Grammar	Advanced materials	Page
Simple present: questions and answers	Burj al-Arab – ultimate luxury	6
Simple present and present continuous	Dining in the dark	13
Talking about the future	Five minutes and you're out!	20
Modal verbs	Restaurant tales	27
get, ask, tell someone to + infinitive; have someone + infinitive	Weird hotels	34
Simple past and present perfect	Munich – Oktoberfest	41
Comparative and superlative of adjectives	German wines – a quick guide	48
The passive (1)	Jamie's big gamble	55
The passive (2): tense overview	Hotel stories	62
Reported speech	Scientifically tested techniques to increase your tips	69
If clauses, types 1 and 2	Personal profile: Claire Easterbrook, caterer	76
-ing form (gerund)	Career advice: Your first day at work	83