

# Scope and Sequence

Unit	Listening	Short Dialogues	
<b>1</b> Page 8  <b>I'm New Around Here</b>	Office rules <b>Vocabulary:</b> Office	Small talk	
<b>2</b> Page 16  <b>The Job Hunt</b>	Job hunt suggestions <b>Vocabulary:</b> Job hunt	Making suggestions	
<b>3</b> Page 24  <b>The Customer Is Always Right</b>	Dealing with customers <b>Vocabulary:</b> Complaint	Solving complaints	
<b>Review 1 (Units 1–3)</b>		<b>Page 32</b>	
<b>4</b> Page 38  <b>Know Your Role</b>	Office tour <b>Vocabulary:</b> Department	Knowing functions and roles	
<b>5</b> Page 46  <b>The Art of Negotiation</b>	Negotiation <b>Vocabulary:</b> Job offer	Considering a job offer	
<b>6</b> Page 54  <b>Facing the Crowd</b>	Preparing for a presentation <b>Vocabulary:</b> Public speech	Presentation skills	
<b>Review 2 (Units 4–6)</b>		<b>Page 62</b>	

	<b>Class Activity</b>	<b>Writing</b>	<b>Grammar Focus</b>	<b>Reading</b>	<b>Listening Practice</b>
	Interview	Instructions	Imperatives	The Dos and Don'ts of Business Relationships	Discussing jobs
	Dream job	Résumé	Present simple tense vs. present continuous tense	Pounding the Pavement	Ways to improve English
	Survey	E-mail response	Embedded questions	Tips for handling customer complaints	An exhausting day
	Departments and roles	Structure of your dream business	Present continuous as future tense	Four professionals' descriptions of their jobs	Changes to the organizational structure
	Trading items	Order estimate	Gerunds and infinitives	How to Negotiate a Raise	Setting goals
	Giving a speech	A great public speaker	Past continuous tense	Five Keys to a Successful Presentation	Practicing a speech

	Unit	Listening	Short Dialogues	
7 Page 68	 The Commute	Driving to work <b>Vocabulary:</b> Transportation	Commuting	
8 Page 76	 Public Relations	Public relations crisis <b>Vocabulary:</b> Publicity	Public images	
9 Page 84	 Business Trip	A business trip <b>Vocabulary:</b> Travel	At the check-in counter	
Review 3 (Units 7–9)		Page 92		
10 Page 98	 Recruiting and Training Staff	Recruitment <b>Vocabulary:</b> Career	Hiring and retiring	
11 Page 106	 E-Business	Search Engine Optimization <b>Vocabulary:</b> Internet	Taking advantage of the web	
12 Page 114	 Let's Party!	Company party <b>Vocabulary:</b> Party	Small talks in parties	
Review 4 (Units 10–12)		Page 122		

	<b>Class Activity</b>	<b>Writing</b>	<b>Grammar Focus</b>	<b>Reading</b>	<b>Listening Practice</b>
	Modes of transportation	Your commuting choices	Past perfect tense	Amsterdam: A Cyclist's Heaven	Telecommuting
	Crisis management	Creative solutions	Passive voice	Three public relations nightmares	Catching up with a friend
	Selling train tickets	Travel journal	Present perfect continuous tense	Tips for business travelers	Problems with a business trip
	Accepting or declining a job offer	Self-evaluation	Direct and indirect speech	Two recruiters share their thoughts	Acing the interview
	Online habits	Start-up proposal	Participles as adjectives	New Retail: E-Commerce in the 21st Century	Starting a business
	Gossiping	Holiday party e-mail	Real and unreal conditionals	Office Holiday Party Survival Tips	A charity party