TABLE OF CONTENTS

	UNIT	TOPIC	LEARNING GOALS
一大 一大	1	Meeting for the First Time	 Greeting visitors Making visitors feel welcome Making introductions and getting started
	2	Welcoming a Newcomer	 Welcoming a new team member Introducing one's work environment Informing of company rules Asking how someone is doing
	3	Telephone Communication	 Answering the phone and connecting a caller Identifying oneself and being transferred Taking and leaving messages Rescheduling a meeting time
	4	Office Issues	Asking for leaveWorking overtime and covering shiftsDiscussing company benefits
	5	Arranging a Meeting	 Planning a meeting Writing a meeting notice Reserving a meeting space and supplies Writing the meeting minutes
	6	Video Conferencing	Informing of meeting detailsMaking video callsDealing with problems
22			

Language Skills: Reading Writing Listening Speaking

DIALOGUES / READINGS	PAGES
Part A: At Reception Part B: Meeting Company Guests Part C: Introductions and Small Talk	9-20
Part A: A Newcomer Part B: Work Environment and Facilities Part C: The Company's Rules Part D: Checking on the Newcomer	21-36
Part A: Incoming Calls Part B: Outgoing Calls Part C: Telephone Messages Part D: Rescheduling an Appointment	37-52
Part A: Taking Time Off Part B: Finding a Replacement Part C: Company Benefits	53-64
Part A: Meeting Preparations Part B: A Meeting Notice Part C: Making Arrangements Part D: Meeting Minutes	65-80
Part A: Sending out a Notice Part B: Line Connection and Sharing Files Part C: Problem Solving	81-92



TABLE OF CONTENTS

		RECTARGUES A CONTRACTOR	
	UNIT	TOPIC	LEARNING GOALS
THE THE THE	7	Business E-mails	 Writing to a supplier Replying to an e-mail and giving a quotation Asking about payment and delivery Answering customer questions
	8	Traveling On Business	Informing of an upcoming tripArriving at the airportChecking into a hotel
The state of the s	9	Receiving Foreign Guests	Picking up a visitorShowing a visitor around one's workplaceShowing a visitor around one's city
	10	Meeting with Clients	Introducing a company's historyGiving information about products and servicesResponding to questions
	11	Business Lunch	 Understanding table manners Asking about preferences Making conversation
	12	Negotiations	Asking how much things costAsking for a better or lower priceConfirming payment terms

Video and Audio Transcripts Index







Language Skills: Reading Writing Listening Speaking

DIALOGUES / READINGS	PAGES
Part A: An Inquiry Part B: A Reply to an Inquiry Part C: Placing the Order Part D: Confirming the Order	93-108
Part A: Before the Trip Part B: Being Picked Up Part C: Accommodations	109-120
Part A: At the Airport Part B: A Company Tour Part C: Showing Hospitality	121-132
Part A: Company Introductions Part B: Introducing Products and Services Part C: Follow-up Questions	133-144
Part A: Business Etiquette 101 Part B: Food Choices Part C: A Successful Luncheon	145-156
Part A: Inquiring about Prices Part B: Bargaining Part C: Completing the Order	157-168

