

UPPER INTERMEDIATE BUSINESS ENGLISH PRACTICE FILE

NEW EDITION

MARKET LEADER



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Map of the Practice File

	Language work			Talk business	
	Vocabulary	Language review	Writing	Sound work	Survival business English
Unit 1 Communication page 4 / page 62	Review: words for talking about communication Extension: <i>say or tell</i>	Idioms	Linking ideas Editing A memo	Individual sounds: The difference between /i/ and /i:/ Connected speech: Contractions Stress and intonation: Questions	Telephoning Communication breakdown
Unit 2 International marketing page 8 / page 64	Review: words for talking about marketing	Compounds Acronyms	Linking ideas Editing A marketing letter	Individual sounds: The letter o Connected speech: Noun phrases Stress and intonation: Noun compounds	Brainstorming
Unit 3 Building relationships page 12 / page 66	Review and extension: words for talking about business relationships	Multi-word verbs	Linking ideas A sales letter	Individual sounds: /ɪ/ Connected speech: <i>did you, do you, could and would you</i>	First time conversation
Unit 4 Success page 16 / page 68	Review: prefixes Extension: idioms	Tenses	Linking ideas Editing Summarising points of agreement	Individual sounds: -ed endings Stress and intonation: Correcting information	Giving friendly answers
Unit 5 Job satisfaction page 20 / page 70	Review: words for talking about job satisfaction	Passives	Editing Responding to job applications	Connected speech: Weak forms Stress and intonation: Two- and three-syllable words	Handling difficult social situations Paraphrasing
Unit 6 Risk page 24 / page 72	Review and extension: words for talking about risk	Adverbs	Linking ideas Editing Describing events	Individual sounds: Consonant clusters Connected speech: Linking sounds Stress and intonation: Stress patterns	Agreeing and disagreeing Accepting or declining invitations
Unit 7 e-commerce page 28 / page 74	Review and extension: words for talking about the Internet	Conditions	Linking ideas Complaints and suggestions Editing	Individual sounds: /ɜ:/ Connected speech: Contractions Stress and intonation: Rising and falling intonation	Presentation skills e-mail etiquette

	Language work			Talk business	
	Vocabulary	Language review	Writing	Sound work	Survival business English
Unit 8 Team building page 32 / page 76	Review: prefixes Extension: idioms	Modal perfect	Linking ideas Summarising	Individual sounds: /ə/ Connected speech: Weak forms Stress and intonation: Sentence stress	Diplomatic language
Unit 9 Raising finance page 36 / page 78	Review: words for talking about finance	Prepositions	Emphasising Editing Requesting payment	Individual sounds: The letter <i>a</i> Connected speech: Linked sounds Stress and intonation: Rising and falling intonation	Negotiating an agreement
Unit 10 Customer service page 40 / page 80	Review: words for talking about customer service Extension: idioms	Gerunds	Editing Letters of complaint	Individual sounds: Consonants /p/, /t/ and /k/ Connected speech: Weak forms Stress and intonation: Sounding apologetic	Dealing with complaints Taking action
Unit 11 Crisis management page 44 / page 82	Review: words for talking about crisis management Extension: noun phrases	Linking words	Linking ideas Editing Reporting a problem	Individual sounds: Consonant clusters Connected speech: The weak form of <i>of</i> Stress and intonation: Stressed syllables	Asking pointed questions Asking challenging questions
Unit 12 Management styles page 48 / page 84	Review: words for talking about management styles	Referring words	Linking ideas Letters of enquiry	Individual sounds: /ʃ/, /ʒ/, /tʃ/, /dʒ/ Connected speech: Linking sounds Stress and intonation: Stressed syllables	Ways of saying <i>no</i>
Unit 13 Takeovers and mergers page 52 / page 86	Review and extension: words for talking about takeovers and mergers	Newspaper headlines	Topic sentences Editing Describing results	Individual sounds: Review of sounds Connected speech: The number of words Stress and intonation: Stressed syllables	Numbers
Unit 14 The future of business page 56 / page 88	Review: words for talking about the future Time words and phrases	Predictions	Editing Confirming arrangements	Individual sounds: Reading phonemic script Connected speech: Future forms Stress and intonation: Question tags	Telemarketing