

UNIT	Title	Content
1	People like me	Talking about yourself and your job Talking about your family
2	Can I help you?	Serving customers Talking about goods Dealing with prices
3	Finding your way around	Types of shops Giving directions Starting a work placement
4	My personality and lifestyle	Talking about daily routines Writing a portrait
5	Starting out	Giving directions in a supermarket Serving customers
6	Eat, drink and be merry!	Discussing food and drink Talking about a visit Doing an interview
7	Helping a customer	Telling a customer how to get to a department Helping out in a boutique Helping English-speaking customers
8	Dealing with problems	Dealing with customer problems Describing what happened
9	Shopping online	Opening an online account Ordering online Tracking deliveries
10	Phone us	Looking at telephone language Taking orders on the phone
11	Keeping fit	Talking about sports Buying sports shoes
12	At the mall	Helping a customer find the way Talking about intentions
13	Going out for a meal	Talking about national dishes Ordering food Explaining the menu to a visitor
14	Phoning in sick	Parts of the body Phoning work to say you are ill Visiting the doctor
15	Dressing for the occasion	Talking about clothes Giving the customer the right advice
16	Healthy living	The healthy eating plate Talking about organic farming
17	Returning goods	Dealing with returns Talking about things you have done Replacements and refunds
18	The store of the future	The future of retailing Shopping with a smart cart
19	Travel and transport	Talking about different types of transport Discussing travel plans Looking at your carbon footprint
20	Applying for a job	Looking at job advertisements Writing a cover letter and CV Conducting telephone interviews
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Language	Extra material	
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much/many Writing and saying prices Helping customers	Numbers quiz Currencies of the world	14
Asking the way Pronouns	More than a chemist's	21
The simple present Expressing likes and dislikes Telling the time	Social networks	28
Giving directions The present continuous	How supermarkets get us to buy products	35
Possessive pronouns Question formation Short answers	A recipe for scones	42
some, any, a(n) Customer dialogues	Dos and don'ts in Harrod's, London	49
The simple past Taking part in a discussion	Consumer rights	56
to have something done Polite questions Explaining a process	Online payments	63
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If sentences type 2 Advising a customer	Ironman Austria	79
The going to future Handling a complaint politely	Looking at VAT	87
Ordering in a restaurant	Tipping in a restaurant	94
Modal verbs Talking to a doctor	Medical care in the UK and the National Health Service	101
Adjectives and adverbs Describing clothes	Cross-selling and up-selling	109
The passive	Looking at food labelling	116
The present perfect Describing what's wrong with a product	Dealing with shoplifting	123
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Comparatives and superlatives Buying train tickets	Coach travel in the UK	137
The past perfect Applying for a job	Working hours across the world	145
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