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Unit	Scenario	Set the task	Prepare for the task	Develop the Strategies	Fulfil the task	To extend
Unit 1 Announce a team building activity	David Johnson, a secretary in Bolton Ltd., is asked to announce a team building activity to the company's staff.	A conversation about the plans for the team building activity	Listening Two conversations about the details of the team building activity Reading ABC Company's schedule about the team building activity	Structure of an oral announcement A sample of an announcement of a team building event Use of proper expressions Useful expressions for making an announcement	Give an oral announcement of the team building activity	Two fun team building activities
Unit 2 Write a hotel reservation email	Margaret Jones, a secretary in an association, is asked to write a hotel reservation email for an annual business meeting.	A conversation about the background information of the meeting	Listening A conversation about the detailed requirements of the meeting Reading A profile of the Holloway Hotel	Structure of a hotel reservation email A sample of a reservation email for a multi-function meeting hall Use of proper expressions Useful expressions for a hotel reservation email	Write a hotel reservation email for the annual business meeting	Different hotel room types

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Unit 3 Write a quick operation guide	Chen Jie, a technician in Bright Future Co., Ltd., is asked to write a quick operation guide for a type of new projectors.	A conversation about Chen Jie's task of writing a quick operation guide	Reading A detailed manual for the projectors Listening A conversation about some problems with the use of the projectors	Language style of an operation guide The use of imperative sentences	Write a quick operation guide for the projectors	How to maintain electronic office equipment
Unit 4 Reply to technical enquiries	Nick Brown, a new technician at Core Digi Company, is asked to reply to two customers' technical enquiries.	A conversation about the two customers' technical enquiries	Reading FAQs about technical problems of the company's smart phones Listening A conversation about some other technical problems of the company's smart phones	Main steps of replying to technical enquiries A conversation about replying to a customer's technical enquiries Use of proper expressions Useful expressions for replying to customers' enquiries	Reply to the customers' technical enquiries	5G technology
Unit 5 Make a business trip itinerary	Li Yue, a new assistant at C&W Publications, is asked to make an itinerary for Professor Payne's visit to Beijing.	A conversation about a new book and its writer	Reading An invitation email to Professor Payne and a reply email from him Listening Two conversations about the details of Professor Payne's visit to Beijing	Structure of an itinerary Two samples of business trip itinerary Use of proper expressions Use of verb phrases and noun phrases	Make a business trip itinerary for Professor Payne	Interesting facts about the Forbidden City

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Unit 6 Receive a business client	Lin Shu, an executive assistant in Metal Securities, is asked to receive Tom Brian, the deputy head from B&G Company.	A conversation about Mr. Brian's personal information	Reading A passage about Mr. Brian's growth and success Listening Two conversations about Mr. Brian's characters, interests and hobbies	How to receive a client for the first time Explanation of basic steps of receiving a client Useful expressions when making small talks with a client	Have some small talks with Mr. Brian	Local snacks in Guangzhou
Unit 7 Write a market research report	Yang Tao, a sales assistant in Foodelico Ltd, is asked to do some market research on energy drink and write a report to present the results.	A conversation about Yang Tao's task of writing a market research report	Reading Three graphs of the energy drink market in New Zealand Listening Four interviews with customers about their feedback on the company's new energy drink	Reading a graph Explanation of how to read a graph Describing a graph Useful expressions for describing a graph	Write a market research report of the new energy drink	Why market research is important to a business
Unit 8 Introduce a new product	Penny Rogers, a trip advisor in L&P Group, is asked to recommend a new travel package to a group of staff.	A conversation about the new travel package and Penny's task of introducing it	Reading A poster about the travel package from Manila to Beijing Listening A conversation about the needs and requirements of the staff	Structure of an introduction speech A sample introduction speech of a blanket	Introduce the new travel package to a group of staff	Jiaohe Ancient City

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Unit 9 Reply to customer queries	Zheng Wen, a salesperson in Lead Arts & Crafts Company, is asked to reply to customer queries about the company's new products in a fair.	A conversation about the China Import and Export Fair and Zheng Wen's task in the Fair.	Reading Catalogue of the company's three new products Listening A conversation about the discount and lead time of the products	Useful expressions of replying to queries	Reply to customer queries	Jingdezhen Porcelain
Unit 10 Write an order confirmation email	Wang Rui, a sales representative in Fashion Library, is asked to write an order confirmation email to a UK client.	A conversation about the new order from the client	Reading An order email for four products from the client Listening Two conversations about the stock and the delivery time of the products	Structure of an order confirmation email A sample of an order confirmation email Useful expressions of an order confirmation email	Write an order confirmation email	Port of Shanghai