UNIT	Title	Content	l	
1	A presentation about Cantec GmbH	Presenting company statistics Welcoming visitors Introductions		
2	Roles and responsibilities at Cantec GmbH	Showing visitors around Getting to know the departments Talking about your job		
3	A phone call to Skater Style GmbH	Making telephone calls Understanding messages Being polite		
4	Arranging travel to a trade fair	Making travel arrangements Booking a flight Reserving hotel rooms		
5	An international meeting	Preparing for a conference Writing emails Small talk		
6	Production processes at Schaeffer AG	Production processes Methods of production Press releases		
7	Andres Industries AG markets a new product	Marketing strategies Consumer questionnaires Competitive analysis Advertising		
8	Ritterstarkstromtechnik deals with an enquiry	Enquiries Offers Orders		
9	A problem at GEM Foods	Complaints Payment problems Reminders		
10	Applying for a job abroad	Job advertisements CVs and cover letters Telephone interviews		
Appen				
Partner		113		
Business documents 1				
	ss letters ms® 2010	123 124		
	ms= 2010 of payment	124		
	ock even (Stufe II)	120		

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KMK mock exam (Stufe II)

Language & skills	Grammar	KMK exam	Extra material	
Giving a presentation Introducing yourself and others	Simple present and present progressive	Interaktion Produktion	Setting up a website	6
Asking for and giving directions Saying "Of course" Jobs, tasks and responsibilities	The <i>ing</i> -form (Gerunds)	Mediation	The Toyota Way	16
Addressing people on the phone Saying telephone numbers, internet and email addresses Expressions for telephoning Writing messages	Future tenses – the <i>going</i> to-and the will-future	Mediation	The advantages of smart phones	26
Making travel arrangements Times and dates Writing the date	If-sentences	Interaktion Produktion	How to put the brakes on rising travel costs	37
How to make a mind map How to write an email Language of emails Describing trends and sales figures Making small talk Taking minutes	Question formation	Interaktion	I hate meetings and they stink	48
Understanding and describing production processes Identifying methods of production Writing a press release	The passive: Grammar for describing processes	Rezeption: Leseverstehen	Outsourcing – in or out?	60
Collocations Discussing marketing strategies Understanding reports Saying and writing numbers and figures Verbs for talking about products	The passive (2): Making a report sound official	Mediation	Marketing: The future	70
Understanding an enquiry Writing an enquiry Sending an offer Taking a message Arranging an appointment Understanding the Incoterms® Rules 2010	Present perfect and simple past	Interaktion	Understanding a confirmation of order	80
Times – getting the time right Dealing with complaints Writing a complaint Apologizing Writing a reminder	Adjectives and adverbs	Rezeption: Hörverstehen Produktion	Using social media to deal with complaints	91
Asking for advice about job hunting Understanding job advertisements Writing a CV and cover letter Sell yourself	Comparatives and superlatives	Interaktion	Virtual job-hunting: Technology fills situations vacant	102

Basic industry vocabulary (German-English)

Irregular verbs

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