

BUSINESS ENGLISH Book4 Syllabus

	Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
TOPIC▶	Basic Information	Telephoning	Meeting	Presentation	Work Hiccups
Lesson 1	Reporting for work	Making a Call	Opening a Meeting	Starting a Presentation	Being Late for Work
Lesson 2	Meeting New Colleagues	Making Requests Over the Phone	Meeting Agenda and Rules	Describing the Purpose	Taking Leaves
Lesson 3	Job Responsibilities	Offering Help Over the Phone	Allocating Roles and Giving Control to the Next Speaker	Introducing the First Part	Rescheduling an Appointment
Lesson 4	Workplace Rules (1)	Connecting Someone Over the Phone	Delivering Good News	Moving on to the Next Point	Behind Schedule
Lesson 5	Workplace Rules (2)	Taking and Leaving a Message	Delivering Bad News	Presenting a Visual (1)	Apologizing for a Mistake
Lesson 6	Accepting Tasks	Confirming Information	Brainstorming (1)	Presenting a Visual (2)	Responding To Criticism
Lesson 7	Inviting and Accepting an Invitation	Giving Positive Feedback	Brainstorming (2)	Summarizing a Presentation	Checking Deliveries
Lesson 8	Asking for and Offering Help	Dealing with Wrong Numbers	Summing Up	Concluding a Presentation	Managing Arguments
Lesson 9	Asking for and Giving Updates	Telephone Problems	Clarifying	Q & A	Deleting Files By Mistake
Lesson 10	Praising and Expressing Appreciation	Ending a Call	Closing a Meeting	Ending a Presentation	Confirming Mistakes