Contents

1. What Customers Really Want. Page 17

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Present Simple Present Continuous Personal Pronouns Possessives	Technology can never replace personal service The central idea
5. Talking Points	6. Puzzle		
Questions for discussion			

2. Fighting Fear in Trainees. Page 33

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Questions Imperative Uncountable Nouns	Management systems
5. Talking Points	6. Puzzle		
Questions for discussion			

3. Advertisements. Page 49

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Future Simple Future Continuous Future Perfect A / an and The	Shop the World by Mail
5. Talking Points	6. Puzzle		
Questions for discussion			

4. Congress Facilities Offered by a Hotel. Page 67

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Causative Have Some - Any Numbers Prepositions	A conference questionnaire
5. Talking Points	6. Puzzle		
Questions for discussion			

5. Checking In at a Hotel. Page 81

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Past Simple Past Continuous Present Perfect Simple	Requesting and responding politely
5. Talking	6. Puzzle	Present Perfect Continuous	
Points		Question Tags	
Questions for discussion			

6. How CEOS Manage Their Time. Page 101

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Infinitive -ing Clauses Much - Many A lot of - Plenty of. Verb + Preposition	Panel Discussion
5. Talking Points	6. Puzzle		
Questions for discussion			

7. A Company's Insurance. Page 117

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Past Perfect Simple Past Perfect Continuous Relative Clauses Possessive Form Too - Also	An Insurance Policy
5. Talking Points	6. Puzzle		
Questions for discussion			

8. Assessment Test for Chapters 1 - 7. Page 135

9. Making Life Easier When Running a Business. Page 149

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Conditionals (First, Second, Third) Gerund Prepositions	Pension Planning The central idea
5. Talking Points	6. Puzzle		
Questions for discussion			

10. Computer Chips Cheat Death. Page 165

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Infinitives Plurals Little / a little Few / a few The emphatic do	Connecting Greeks abroad through Internet
5. Talking Points	6. Puzzle		
Questions for discussion			

11. Management and Leadership. Page 181

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Phrasal Verbs High Frequency Phrasals Intensifiers : Too / Also / as well	Galatia Sarandi joins the immortals Error correction
5. Talking Points Questions for discussion	6. Puzzle		

12. International Managers and the Cross-Cultural Communication. Page 195

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Modal Verbs Must - Have to Can - Could - Be able to Countable and Uncountable Nouns	Non-verbal communication
5. Talking Points	6. Puzzle		
Questions for discussion			

13. The EU Celebrates its 40th Birthday. Page 211

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Adjectives Formation Degrees Comparison	Greece and the EMU
5. Talking Points	6. Puzzle		
Questions for discussion			

14. Hiring the Smart. Page 227

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Adverbs Formation Use Word Order	Avoiding executive stress Word formation
5. Talking Points Questions for discussion	6. Puzzle		

15. Get Funny, Make Money. Page 239

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Direct and Indirect Speech Commands Statements Questions	Humour
5. Talking Points	6. Puzzle		
Questions for discussion			

16. Greece's Merchant Fleet. Page 253

1. Reading Comprehension	2. Vocabulary Practice	3. Structural Practice	4. Communication Activity
		Make - Do Clauses of Purpose So / Neither	Piraeus Port
5. Talking Points	6. Puzzle		
Questions for discussion			

17. Assessment Test for Chapters 9-16. Page 265

18. Glossary. Page 281

19. Appendices. Page 323

20. Key to the Exercices. Page 331