Contents

Unit 1	Job Interviews	1
Unit 2	Jobs and Responsibilities	20
Unit 3	On the Phone	35
Unit 4	At a Meeting	50
Unit 5	Travel and Visits	63
Unit 6	Company Presentations	78
Unit 7	Product Presentations	90
Unit 8	Company Performance	104
Unit 9	Trade Fairs	115
Unit 10	Making Inquiries	130
Unit 11	Placing an Order	142
Unit 12	Terms of Payment	158
Unit 13	Delivery	174
Unit 14	Claims and Settlements	186
Unit 15	Marketing	197
Unit 16	Advertising	214