



# CONTENTS

## CASE 1

Can the new demands be accepted? P2

**Unit 1**  
Discuss the new demands for improving the robot P5

**Starting up** P5  
**Taking in**  
**Reading** P7  
**Viewing** P9

## CASE 2

What needs to be improved on the product? P36

**Unit 2**  
Give feedback on the new demands P22

**Starting up** P22  
**Taking in**  
**Viewing** P24  
**Reading** P27

## CASE 3

What does the data mean? P70

**Unit 3**  
Present customer feedback P39

**Starting up** P39  
**Taking in**  
**Viewing** P41  
**Reading** P43

**Unit 4**  
Propose improvements to the sweeping robot P53

**Starting up** P53  
**Taking in**  
**Reading** P55  
**Viewing** P57

## CASE 4

How is the meeting with a Japanese hospital? P102

**Unit 5**  
Get to know the logistics industry P74

**Starting up** P74  
**Taking in**  
**Listening** P76  
**Reading** P78

**Unit 6**  
Analyze new demands of end users P89

**Starting up** P89  
**Taking in**  
**Viewing** P91  
**Reading** P93

**Unit 7**  
Introduce the company P105

**Starting up** P105  
**Taking in**  
**Viewing** P107  
**Reading** P109

**Unit 8**  
Report the results of the meeting P119

**Starting up** P119  
**Taking in**  
**Viewing** P121  
**Reading** P123



<b>Building up</b> Preparing for the structure P12 Sharpening the skills P14 Developing the strategies P16	<b>Carrying out</b> Biz practice P18	<b>Looking beyond</b> P21
<b>Building up</b> Preparing for the structure P29 Sharpening the skills P30 Developing the strategies P31	<b>Carrying out</b> Biz practice P32	<b>Looking beyond</b> P35
<b>Building up</b> Preparing for the structure P45 Sharpening the skills P46 Developing the strategies P48	<b>Carrying out</b> Biz practice P49	<b>Looking beyond</b> P52
<b>Building up</b> Preparing for the structure P60 Sharpening the skills P61 Developing the strategies P64	<b>Carrying out</b> Biz practice P65	<b>Looking beyond</b> P69
<b>Building up</b> Preparing for the structure P81 Sharpening the skills P82 Developing the strategies P84	<b>Carrying out</b> Biz practice P85	<b>Looking beyond</b> P88
<b>Building up</b> Preparing for the structure P95 Sharpening the skills P96 Developing the strategies P97	<b>Carrying out</b> Biz practice P98	<b>Looking beyond</b> P101
<b>Building up</b> Preparing for the structure P110 Sharpening the skills P111 Developing the strategies P113	<b>Carrying out</b> Biz practice P115	<b>Looking beyond</b> P118
<b>Building up</b> Preparing for the structure P124 Sharpening the skills P125 Developing the strategies P126	<b>Carrying out</b> Biz practice P127	<b>Looking beyond</b> P130