

Scope and Sequence

Unit	Listening	Short Dialogues	
<p>1</p> <p>Page 8</p>  <p>First Day on the Job</p>	<p>First day on the job</p> <p>Vocabulary: Job</p>	<p>Introduction</p>	
<p>2</p> <p>Page 16</p>  <p>Around the Office</p>	<p>Office tour</p> <p>Vocabulary: Office</p>	<p>Rooms of an office</p>	
<p>3</p> <p>Page 24</p>  <p>Office Communication</p>	<p>Giving information</p> <p>Vocabulary: Communication</p>	<p>Contacting people</p>	
Review 1 (Units 1–3)		Page 32	
<p>4</p> <p>Page 38</p>  <p>After-Work Meetup</p>	<p>Casual talk</p> <p>Vocabulary: Interests</p>	<p>Finding common interests</p>	
<p>5</p> <p>Page 46</p>  <p>Answering the Phone</p>	<p>Answering the phone</p> <p>Vocabulary: Phones</p>	<p>Transferring calls</p>	
<p>6</p> <p>Page 54</p>  <p>Taking a Message</p>	<p>Telephone message</p> <p>Vocabulary: Message writing</p>	<p>Leaving messages</p>	
Review 2 (Units 4–6)		Page 62	

	Class Activity	Writing	Grammar Focus	Reading	Listening Practice
	Introducing yourself	Introducing yourself with an e-mail	<i>Be</i> verbs	Marketing Solutions, Employees of the Month	Anthony's first day on the job
	Office descriptions	Describing your dream office	Present simple tense	Cool office	Office party
	Communication methods	Setting up a meeting	Modal verbs	Office communication policies	Messenger apps
	Talking about interests	Introducing your interests and hobbies	Adverbs of frequency	Taking Note of Cultural Taboos	Sharing same interests
	A phone call	Telephone guidelines	Demonstrative pronouns	Getting Through Your First Day on the Phones	Asking for information
	Taking a message	Recording a message	Coordinating conjunctions	Four phone messages	A phone message

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<p>7</p> <p>Page 68</p>  <p>Coffee Break</p>	<p>Taking orders</p> <p>Vocabulary: Drinks</p>	<p>Ordering something to eat</p>	
<p>8</p> <p>Page 76</p>  <p>Making an Appointment</p>	<p>Making a reservation</p> <p>Vocabulary: Schedule</p>	<p>Arranging schedules</p>	
<p>9</p> <p>Page 84</p>  <p>Problems with Technology</p>	<p>Troubleshooting computers</p> <p>Vocabulary: Computers</p>	<p>Handling problems</p>	
<p>Review 3 (Units 7–9)</p>		<p>Page 92</p>	
<p>10</p> <p>Page 98</p>  <p>Human Resources</p>	<p>Taking leaves</p> <p>Vocabulary: Benefits</p>	<p>Questions about leave</p>	
<p>11</p> <p>Page 106</p>  <p>Working as a Team</p>	<p>Team-building workshop</p> <p>Vocabulary: Teamwork</p>	<p>Boosting employee morale</p>	
<p>12</p> <p>Page 114</p>  <p>Social Media</p>	<p>Be smart with social media</p> <p>Vocabulary: Internet</p>	<p>Troubles from social media</p>	
<p>Review 4 (Units 10–12)</p>		<p>Page 122</p>	

	Class Activity	Writing	Grammar Focus	Reading	Listening Practice
	Drinks choices	A business plan	Prepositions of place	Energy Boost: Is Caffeine the Answer?	Complaints
	Making a daily schedule	Your daily events	<i>Wh-</i> questions	Too Busy? Be Smarter with Your Time	Rescheduling a conference call
	Features of an electronic device	Electronic device review	Countable and uncountable nouns	Five error messages	Asking for help
	Working in the Human Resources Department	Questions about job benefits	Future simple tense	Revised Employee Bonus Policies	Unfortunate news
	Junk Logo	Replying to an e-mail	Past simple tense	Two supervisors' approaches to helping employees work as a team	Team-building strategies
	Social media terms	Writing tweets or a Facebook post	Present perfect tense	Twitter: A Valuable Tool for Business	Social Media Report