

Unit & Title	Listening Strategy	Getting Started
1 I Could Make It after Four P2	➤ Listening for the Main Idea ➤ Warming up P2	➤ Culture Focus: Business Etiquette Guidelines in Making Appointments ➤ Leading in ➤ Useful Expressions P4
2 We'll Take Care of Everything P17	➤ Listening for Specific Information ➤ Warming up P17	➤ Culture Focus: Meeting Clients ➤ Leading in ➤ Useful Expressions P20
3 Treat Him Like a King P34	➤ Using Euphemism for Criticism ➤ Warming up P34	➤ Culture Focus: Business Etiquette Guidelines in Entertaining Clients ➤ Leading in ➤ Useful Expressions P36
4 Welcome to Our Factory P50	➤ Selecting Relevant Information ➤ Warming up P50	➤ Culture Focus: Factory Tour ➤ Leading in ➤ Useful Expressions P53
5 Good Product Sells Itself P66	➤ Predicting While Listening ➤ Warming up P66	➤ Culture Focus: Product ➤ Leading in ➤ Useful Expressions P69
6 Have a Nice Trip P84	➤ Summarizing the Main Idea ➤ Warming up P84	➤ Culture Focus: Business Trip ➤ Leading in ➤ Useful Expressions P87
7 What to Wear to Work P103	➤ Different Accents: Listening to and Understanding English Spoken with a Different Accent ➤ Warming up P103	➤ Culture Focus: Dressing for Office ➤ Leading in ➤ Useful Expressions P106
8 Are We Attending a Good Meeting? P120	➤ Identifying the Stages of a Business Meeting ➤ Warming up P120	➤ Culture Focus: When a Meeting Goes On ➤ Leading in ➤ Useful Expressions P123
9 Let's Look at This Pie Chart P137	➤ Identifying the Stages of Starting a Presentation ➤ Warming up P137	➤ Culture Focus: Making Business Presentations Work ➤ Leading in ➤ Useful Expressions P140
10 We Are an Effective Team P155	➤ Listening for Implied Meanings and Drawing Inferences ➤ Warming up P155	➤ Culture Focus: Teamwork ➤ Leading in ➤ Useful Expressions P158
11 I Want to Leave the Company P174	➤ Distinguishing Facts from Opinions ➤ Warming up P174	➤ Culture Focus: Resume Tips for Job Hoppers ➤ Leading in ➤ Useful Expressions P177
12 How Was Your Job Interview? P192	➤ Identifying the Speaker's Attitudes and Moods ➤ Warming up P192	➤ Culture Focus: Types of Job Interviews ➤ Leading in ➤ Useful Expressions P195
Glossary P210		

	Actual Communication		Video Episodes	
	Section A	Section B	Episode 1	Episode 2
	<ul style="list-style-type: none"> ➤ I Need to See Him ➤ I Will Arrange for a Visit to Xi'an for Him <p style="text-align: right;">P8</p>	<ul style="list-style-type: none"> ➤ Appointment Guidelines ➤ Making Appointments in Australia <p style="text-align: right;">P10</p>	<ul style="list-style-type: none"> ➤ I Can Alter My Schedule <p style="text-align: right;">P14</p>	<ul style="list-style-type: none"> ➤ I'm Phoning to See ... <p style="text-align: right;">P15</p>
	<ul style="list-style-type: none"> ➤ It's a Shame to Leave You Alone ➤ That Would Be Great <p style="text-align: right;">P25</p>	<ul style="list-style-type: none"> ➤ Business Hotels — For Relaxing While Preparing to Meet Clients ➤ Five Seconds to Make a Good First Impression <p style="text-align: right;">P28</p>	<ul style="list-style-type: none"> ➤ We'll Be Looking after You <p style="text-align: right;">P30</p>	<ul style="list-style-type: none"> ➤ Get Relaxed after Such a Long Journey <p style="text-align: right;">P32</p>
	<ul style="list-style-type: none"> ➤ Conducting a Personal Tour ➤ A Business Meal in Las Vegas <p style="text-align: right;">P41</p>	<ul style="list-style-type: none"> ➤ Alternative Activities to Entertain Clients ➤ How to Cater to Clients <p style="text-align: right;">P43</p>	<ul style="list-style-type: none"> ➤ What a Fantastic Garden! <p style="text-align: right;">P46</p>	<ul style="list-style-type: none"> ➤ Can You Use Chopsticks? <p style="text-align: right;">P48</p>
	<ul style="list-style-type: none"> ➤ A Company Visit ➤ Visiting the Factory <p style="text-align: right;">P57</p>	<ul style="list-style-type: none"> ➤ Site Visit ➤ The Process of Visiting a Factory <p style="text-align: right;">P60</p>	<ul style="list-style-type: none"> ➤ I'd Like to Show You around Our Set-up <p style="text-align: right;">P63</p>	<ul style="list-style-type: none"> ➤ Quality Is Always Our Top Concern <p style="text-align: right;">P64</p>
	<ul style="list-style-type: none"> ➤ The CP41 Facsimile Machine ➤ At the Beauty Salon <p style="text-align: right;">P73</p>	<ul style="list-style-type: none"> ➤ You Can Get a Taste of It ➤ Apple Introduces New iPod Touch Lineup <p style="text-align: right;">P76</p>	<ul style="list-style-type: none"> ➤ It's One of Our Top Brands <p style="text-align: right;">P80</p>	<ul style="list-style-type: none"> ➤ Do You Prefer a Day or an Evening Course? <p style="text-align: right;">P81</p>
	<ul style="list-style-type: none"> ➤ I've Got a Chance to Have a Business Trip! ➤ May I See Your Passport Please? <p style="text-align: right;">P92</p>	<ul style="list-style-type: none"> ➤ Safety Tips for Solo Travelers ➤ Five Methods to Conquer Loneliness When Traveling on Business <p style="text-align: right;">P95</p>	<ul style="list-style-type: none"> ➤ Everything Is Ready <p style="text-align: right;">P99</p>	<ul style="list-style-type: none"> ➤ I Am Ready for the Trip <p style="text-align: right;">P101</p>
	<ul style="list-style-type: none"> ➤ Rules of Fashion ➤ Dress Code Policy by Employers <p style="text-align: right;">P111</p>	<ul style="list-style-type: none"> ➤ The Role of Clothing ➤ When Job-Hunting: Dress for Success <p style="text-align: right;">P113</p>	<ul style="list-style-type: none"> ➤ What Is a Business Dress Code? <p style="text-align: right;">P116</p>	<ul style="list-style-type: none"> ➤ Get Yourself Appropriate Clothes <p style="text-align: right;">P118</p>
	<ul style="list-style-type: none"> ➤ Rural Area Sales to Be Improved ➤ A Good Meeting or a Bad One <p style="text-align: right;">P127</p>	<ul style="list-style-type: none"> ➤ Learning about Meetings ➤ Personality Types in Meetings <p style="text-align: right;">P129</p>	<ul style="list-style-type: none"> ➤ First Part of a Business Meeting <p style="text-align: right;">P133</p>	<ul style="list-style-type: none"> ➤ Second Part of a Business Meeting <p style="text-align: right;">P135</p>
	<ul style="list-style-type: none"> ➤ My Internship ➤ We've Got Marvelous Designers <p style="text-align: right;">P145</p>	<ul style="list-style-type: none"> ➤ A Retail Consultant's Presentation ➤ Sales Figures: Expected and Unexpected <p style="text-align: right;">P147</p>	<ul style="list-style-type: none"> ➤ Could I Have Lawrence Work with Me? <p style="text-align: right;">P151</p>	<ul style="list-style-type: none"> ➤ Welcome to a Brief Introductory Tour <p style="text-align: right;">P153</p>
	<ul style="list-style-type: none"> ➤ Happy with Teamwork ➤ We Need You to Join Us <p style="text-align: right;">P163</p>	<ul style="list-style-type: none"> ➤ How to Be an Effective Team Member ➤ Effective Teamwork in the Workplace <p style="text-align: right;">P166</p>	<ul style="list-style-type: none"> ➤ We Can Build an Effective Team <p style="text-align: right;">P170</p>	<ul style="list-style-type: none"> ➤ It's Not Only My Success <p style="text-align: right;">P172</p>
	<ul style="list-style-type: none"> ➤ I'm Overwhelmed with a Heavy Workload! ➤ Let's Call It Quits <p style="text-align: right;">P182</p>	<ul style="list-style-type: none"> ➤ I Want to Leave the Company ➤ Personality and Job Success <p style="text-align: right;">P184</p>	<ul style="list-style-type: none"> ➤ Do You Have a Career Plan? <p style="text-align: right;">P188</p>	<ul style="list-style-type: none"> ➤ Are You Happy with Your Job? <p style="text-align: right;">P190</p>
	<ul style="list-style-type: none"> ➤ Interview for a Bank Teller ➤ I Am Quite Satisfied with Your Qualifications <p style="text-align: right;">P199</p>	<ul style="list-style-type: none"> ➤ More Haste, Less Speed ➤ Microsoft Excel Matters <p style="text-align: right;">P202</p>	<ul style="list-style-type: none"> ➤ I Never Thought of That <p style="text-align: right;">P206</p>	<ul style="list-style-type: none"> ➤ Young Man, You Can Do It! <p style="text-align: right;">P208</p>