

Contents

Student's Book Contents

Introduction 6

- 1 Answering the phone** 10
- 2 Beginning a call** 15
- 3 Ending a call** 19
- 4 Consolidation Plus (Units 1–3)** 24
- 5 Connecting people** 26
- 6 Messages 1** 31
- 7 Messages 2** 35
- 8 Consolidation Plus (Units 5–7)** 39
- 9 Communication problems** 41
- 10 Appointments and arrangements** 46
- 11 Recorded information** 51
- 12 Messages 3** 55
- 13 Consolidation Plus (Units 9–12)** 59
- 14 Telephone conferences** 60
- 15 Review** 65

Photocopiable transcripts 67

CD Track listing 80