

# Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Greetings and Goodbyes	Guide	bow, cheek, custom, firm, greet, it was nice meeting you, kiss, Pleased to meet you, polite, shake hands	Giving advice
2	Introductions	Guide	colleague, I'd like you to meet, in common, introduce, left out, Let me introduce you to, mention, occupation, relationship, steer the conversation	Making introductions
3	Small Talk	Blog	avoid, discuss, flow, involve, living, marital status, religion, small talk, topic, weather	Describing familiarity
4	Ending Conversations	Advice column	busy, get back, have the time, hurt feelings, I'm afraid, phrase, rude, run, take up, time, tone, unfortunately	Ending a conversation
5	Ordering Numbers	Letter	21 <sup>st</sup> of July, 30 <sup>th</sup> Avenue, continue, directions, first, floor, journey, main entrance, second building, third, three blocks	Correcting a mistake
6	Figures	Memo	approximately, currency, estimate, exact, figures, forecast, fraction, percent, percentage, quarter	Describing good results
7	Dates	Blog entry	appointment, calendar, deadline, diary, electronic planner, enter, erase, priority, schedule, up-to-date	Cancelling an appointment
8	Time and Expressions	Email	book a table, break, early, half past, plan, quarter past, quarter to, sharp, spend, time, waste time	Announcing a change
9	Vacation Time	Memo	day off, holiday, in advance, policy, request, sick time, time off, vacation time, weekday, weekend	Describing time
10	Prices	Advertisement	basic price, exclude, fee, price quote, sales tax, shipping costs, tax, value, VAT, worth	Describing costs
11	Pay and Benefits	Pay guide	commission, double, earn, minimum wage, overtime, pay review, perform, performance, raise, rate, salary	Politely denying requests
12	Your Job	Webpage	accountant, bank clerk, designer, environment, factory worker, occupation, office, salesperson, teacher	Agreeing with a statement
13	Types of Work	Job listings	contract, experience, full-time, opportunity, part-time, pension plan, permanent, retirement plan, temporary, terminate, vacancy, overtime	Talking about hopes
14	Getting to Work	Blog post	accomplish, carpool, catch the bus, catch up on, commute, passenger, stop, subway, take the train, traffic jam	Offering a seat
15	Skills and Qualifications	Job advertisement	applicant, degree, desirable, necessary, on the job, qualification, research, shift, skilled, training course, unskilled	Describing experience

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1	Product Details	Press release	assemble, benefit, come out, develop, distributed by, feature, launch, manufacture, quality, ship from	Changing deadlines
2	Selling Products	Webpage	direct sales, e-commerce, item number, mail order, match, phone order, promise, retailer, shipping, wholesale	Taking product orders
3	Product Problems	Manual	customer service, guarantee, make, model, receipt, refund, replacement, return, satisfied, service department, warranty	Listing conditions
4	Telephoning	Blog post	Can you connect me to extension, Could I speak to, courtesy, Hello, this is, I'm calling from, I will call you back, Is ... available, May I speak to, Nice speaking to you, switchboard, Thank you for your time	Offering to take a message
5	Emails	Tutorial	@ symbol, attachment, correspondence, delete, email address, formal, forward, informal, message, option, reply to all, subject	Identifying a problem
6	Letters	Manual	closing, enclosure, ending, forward, full name, greeting, recipient, return address, salutation, sender, signature	Asking for confirmation
7	Faxes	Poster	confirmation, cover sheet, document, fax number, fax something over, go through, insert, keypad, resend, send a fax, subject	Asking for help
8	Types of Meetings	Planner extract	address, AGM, arrange, board, brainstorm, cancel, chat, clash, induction meeting, postpone, set up, update	Talking about time conflicts
9	Meeting Etiquette	Blog	ask for explanation, bicker, disagree, interrupt, jargon, objection, repeat yourself, send your apologies, state your opinion, take note, talk over, waste time	Disagreeing with an opinion
10	Making a Presentation	Memo	audience, diagram, eye contact, handout, introduce, move on, notes, outline, prepare, section, slide, summarize	Giving examples
11	Time Management	Brochure	ahead of schedule, behind schedule, completion, set a deadline, delay, delegate, distraction, interruption, keep track, make up for lost time, prioritize, set, timekeeping	Asking for advice
12	Negotiations	Magazine article	anticipate, back down, close the deal, compromise, conflicting interests, confrontational, hostile, intense, mutually acceptable, negotiate, party, trade-off	Making a suggestion
13	Customer Service	Manual	assure, bring a problem to our attention, customer base, exceed expectations, feedback, go beyond the call of duty, go out of your way, go the extra mile, loyalty, rectify, satisfaction, word-of-mouth recommendation	Correcting a statement
14	Making Travel Arrangements	Email	accommodations, amenities, business class, coach, confirm, e-ticket, fare, first class, itinerary, layover, rent, reservation	Talking about prices
15	Travel Necessities	Travel guide	check in, contact information, destination, foreign currency, inoculation, journey, map, medication, paperwork, passport, travel guide	Expressing pdoubt

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Unit	Topic	Reading context	Vocabulary	Function
1	Company Culture	Poster	affordable, asset, core value, endeavor, environmental issue, foster, gap, initiative, innovation, one step ahead, opportunity, perk, priority, strive, trend	Stating a problem
2	Business in Different Cultures	Guide	avoid, aware, blunder, conscious, customary, etiquette, eye contact, gaffe, hospitality, host, manners, offend, pitfall, surname, title	Describing concerns
3	Management Styles	Blog	ambition, authoritarian, autonomy, consult, contribute, democratic, distant, empower, limiting, make or break, morale, motivation, paternalistic, resourcefulness, subordinate	Clarifying information
4	Team Building	Magazine article	creative, delegate, efficiently, flop, gel, harmonious, in-depth, objective, passion, practical, review, scrutinize, strategy, thrive, unconventional	Citing an example
5	Production	Job advertisement	assembly line, conference, defect, implement, just-in-time, lean manufacturing, manufacturer, measure, operation, output, oversee, raw material, recall, specifications, surplus	Describing experience
6	Marketing	Memo	avenue, billboard, brand, competitor, consumer, distribution channel, flyer, market research, niche, outlet, packaging, promotion, prospective, range, target market	Making suggestions
7	Finance	Email	asset, balance sheet, deduction, depreciation, earnings, expenditure, financial report, grant, income, incurred, liabilities, net loss, profit and loss, quarter, revenue	Making a prediction
8	Sales	Flyer	analyze, appointment, approach, attentive, capitalize on, consultative, deal with, demonstrate, effective, existing, generate, influence, key contact, pitch, resistance	Giving permission
9	Quality Standards	Manual	certification, criteria, guidelines, International Organization for Standardization (ISO), policy, resources, specifications, standards, statute, statutory requirements	Stating an opinion
10	Achieving Perfection	Magazine article	benchmarking, best practice, competitive benchmark, detractor, functional benchmark, internal benchmark, management strategy, method, quality management, Six Sigma	Describing progress
11	Business Strategy	Email	asset, defend, dominate, esteemed, foothold, formulate, industry leader, planning, profitability, resource allocation, stabilize, strategic goal, strategy	Stating goals
12	Competition	Memo	advantage, bid, boom, competitor, contract, edge, grossing, key player, land, minor player, recommend, threat	Asking someone to be direct
13	Innovation	Manual	anonymous, creativity, design, entrepreneurship, focus group, incentive, innovation, innovator, optimistic, research and development, target audience	Discussing good and bad results
14	Global Economy	Newspaper article	debt, developing country, downturn, economic output, globalization, gross domestic product (GDP), industrialized country, interdependence, market, prosperity, trend, Wall Street	Asking to speak with someone
15	Global Trade	Blog	boost, contradict, controversial, free trade, oversee, quota, trade agreement, trade barrier, trade sanction, venue, violate, World Trade Organization (WTO)	Supporting an argument