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2 Motivation p12								
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3 Decision making p20								
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Making your mind up	Giving your opinion Agreeing and disagreeing				Three people discuss which hotels to recommend	Managing conflict	Giving your opinion, agreeing and disagreeing	
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4 Careers p28								
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5 Visitors p36								
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Presenting	Features of and structuring a presentation				Features of a good presentation	Entrepreneurship	Making a presentation	
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More practice = more practice available on the digital and print Workbook

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Measuring customer satisfaction		Describing change		A marketing manager talks about changes to customer service	Generation Y	Describing graphs	
Complaints	Making and dealing with complaints		Sentence stress	Three complaints	Complaining on Twitter	Complaining and dealing with a complaint	A Twitter complaint
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Organising yourself	Future forms – present simple, present continuous and <i>be going to</i>	Organising yourself		Three meetings about organisational problems Fehim's week	Work smarter, not harder	Talking about your plans and intentions	
Emailing	Opening and closing emails			People say what they don't like about email			Formal and informal emails Correcting errors in emails
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8 Striking a deal p72							
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9 Responsibility p80							
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