

# Basic Milestones

Englisch berufsübergreifend



## Teildruck

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## 1 | Meeting people 8

**TOPICS** Introducing and greeting  
Intercultural awareness

**AUDIOS** ©A 1.1

**KMK-AUFGABEN** Mediation, Stufe II

► Workbook S. 14



## 2 | Your company 12

**TOPICS** The company and its departments  
Tasks and responsibilities  
Organizational structure

**AUDIOS** ©A 1.2

**KMK-AUFGABEN** Mediation / Produktion, Stufe II

► Workbook S. 18



## 3 | Telephoning 16

**TOPICS** Making and receiving a phone call  
Giving information over the phone

**AUDIOS** ©A 1.3

**KMK-AUFGABEN** Interaktion / Rezeption, Stufe I

► Workbook S. 22



## 4 | Written communication 20

**TOPICS** Enquiries  
Offers  
Orders

**KMK-AUFGABEN** Mediation, Stufe II

► Workbook S. 26



## 5 | Applications

24

**TOPICS** Job advertisements  
Letter of application  
CV

**AUDIOS** ©A 1.4

**KMK-AUFGABEN** Mediation / Rezeption / Produktion,  
Stufe I / II / II

► Workbook S. 30



## 6 | Socialising

28

**TOPICS** Small talk  
Eating out

**AUDIOS** ©A 1.5

**KMK-AUFGABEN** Rezeption / Mediation, Stufe II

► Workbook S. 34



## 7 | Presentations

32

**TOPICS** Preparing and delivering a presentation  
Describing materials and products

**AUDIOS** ©A 1.6

**KMK-AUFGABEN** Mediation, Stufe I / II

► Workbook S. 38



## 8 | Dealing with customers

36

**TOPICS** Complaints  
Customer service

**AUDIOS** ©A 1.7

**KMK-AUFGABEN** Rezeption, Stufe II

► Workbook S. 42



## Video Lounge



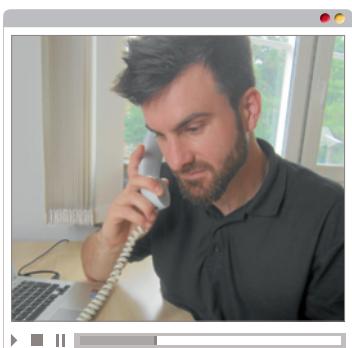
⌚V1 Company tour



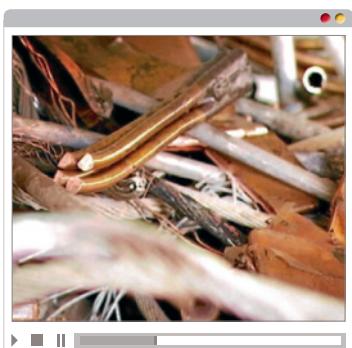
⌚V2 Telephoning



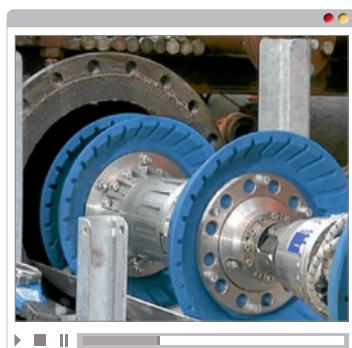
⌚V3 Job interview



⌚V4 Technical support



⌚V5 Waste – the future's most valuable resource



⌚V6 Pipe inspection



⌚V7 High voltage work



⌚V8 Ras Laffan



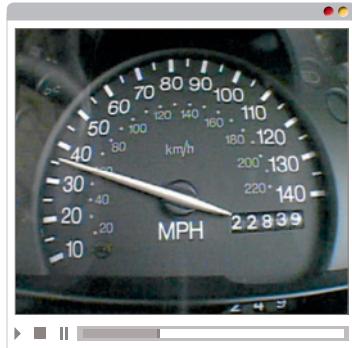
⌚V9 Pipelines



⌚V10 Robots in the hospital



⌚V11 Portable power stations



⌚V12 Car speed control

## Appendix

KMK-Prüfungssatz Stufe I	46
Role cards	52
Phrases	53
Audio / Video scripts	64
Grammar overview	68
Chronological word list	78
Alphabetical word list	86

## Umschlagseiten

Classroom phrases	I
Irregular verbs	II
Shapes	III
Mathematical terms and symbols; Conversion table	IV

### Modulelemente

Nach diesem Modul	Lernziele
<b>WORD BANK</b>	Fachvokabular
<b>Video Lounge</b>	Aufgaben zu authentischen Videos (die Videos und die Videoskripte befinden sich im Lehrerhandbuch)
→ <b>PHRASES:</b> Telephoning	Verweis auf Phrases (Telephoning) im Anhang

### Symbole

⌚ A 1.27	Audioverweis mit Tracknummer (CD1 – Track 27)
P, M, I, R	Produktion, Mediation, Interaktion, Rezeption
🌐	Aufgabe mit Internetrecherche
👤👤👤👤	Partner- und Gruppenaufgaben
🌐 3u5mw9	Grammatiktraining online über <a href="http://www.klett.de">www.klett.de</a>
KMK II	Aufgabe zur Vorbereitung auf die Prüfung des KMK-Fremdsprachenzertifikats (Niveaustufe II)

# 6

## NACH DIESEM MODUL:

- ✓ kann ich *Small Talk* auf Englisch machen,
- ✓ kenne ich die Regeln des *Small Talk*,
- ✓ kann ich auf Englisch Essen erklären und bestellen.



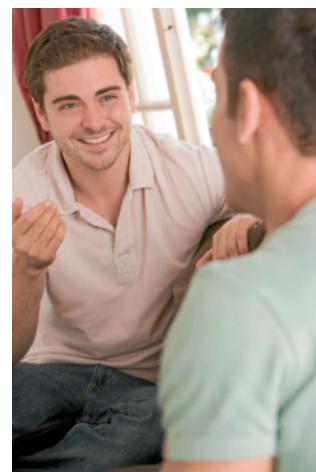
# Socialising

Socialising is very important. It can strengthen relationships with your colleagues and improve the working atmosphere in a company. It can also be a good way of getting to know your customers or potential customers a little better. And in today's global world, English has become the world's language. So although the people you meet and work with are likely to come from a wide range of cultural backgrounds, you will often be required to communicate in English. That means that it is important to not only have the necessary language skills, but also the intercultural knowledge so that you can make a good first impression and develop professional and personal relationships.

- I **1** Look at the pictures above. What relationship do you think these people might have to each other? Discuss with your partner.
- 2** Brainstorm a list of topics these people might be talking about.
- P **3** Choose one of the pictures and create a small dialogue.
- 4** Look at photo 1. Brainstorm what cultural misunderstandings could take place when a German employee meets a person from another country.
- P **5** Make a list of situations when a German technician might have contact with foreign colleagues – for example, customers, suppliers, manufacturers, etc.

## A | Small talk

Your company has visitors from a subsidiary in Poland. Fabian, a German trainee, has been asked to show Jan, a Polish trainee, around the company.



- R **1** Listen to the dialogue between Jan and Fabian. Take notes of the topics the two are talking about. Then listen again and make a list of the phrases they use.
- Ⓐ **1.5** Name other topics that Jan and Fabian could also talk about.
- 2** Which of the following topics would / wouldn't you talk about? Why? Discuss in class.

free-time activities • films you have recently seen • sex • your job or school course • politics • money • personal problems • fashion • sports • food • the boss's wife • the weather • your favourite music • religion

- P **4** Small talk is not that difficult. All that is needed is an 'ice breaker' to get things going. Look at the following examples and come up with appropriate answers.

→ PHRASES: Socialising



### In the workshop:

- Did you see the game last night?
- How was your weekend?
- It's warm today, isn't it?

### In the car:

- How was your trip/flight?
- Is this your first time in Germany?
- How's the weather in Sao Paolo?

### At a trade fair:

- Did you have any problems finding our stand?
- Would you like a brochure?
- If you like, I could give you a demonstration.

### In the canteen:

- Have you tried the tiramisu?  
It's amazing!
- Is anybody sitting here?
- Ah! I see you like spicy food.

- P **5** Now it's your turn to break the ice! Think of at least three ice breakers for each of the following situations:

→ PHRASES: Socialising

- You are at a bar with colleagues on Friday evening.
- You work with a new colleague one afternoon.
- You are at the "Green Technology" conference. It's time for a coffee break.
- You've just arrived at work and you're in the lift. A person you don't know enters.

- I **6** Choose one of the four situations above. Start a conversation and try to keep it going for as long as possible. Then end the conversation politely and act it out in front of the class.

→ PHRASES: Socialising

- P **7** Check the Internet and create your own 'Dos & Don'ts' guide to making small talk and present it to your class. Also include some intercultural aspects.

Dos	Don'ts
Make eye contact.	Ask personal questions.

### WORD BANK

subsidiary – Tochtergesellschaft  
trainee – Auszubildende(r)

## B | Small talk in business

R

1

**KMK II**

Ihr Arbeitgeber hat im Internet folgenden Artikel gefunden. Da er nur wenig Englisch kann, bittet er Sie, die folgenden Fragen auf Deutsch zu beantworten.

1. Was wird oft in abwertender Weise über Small Talk gesagt?
2. Was passiert, wenn man sich nicht am Small Talk beteiligt?
3. Was sind die positiven Auswirkungen von Small Talk?



### Small talk in business

Small talk is often dismissed as a waste of time, or as the art of saying nothing with a lot of words. Some people say it has no place in the business world, since the subjects discussed are often ‘unimportant’ – i.e. the weather, sports, fashion or other trivial matters. However, if you don’t take part in small talk, your business partners might feel that you are being unfriendly or antisocial. When people just stand next to one another, without any signs of communication between them, it can lead to a feeling of uneasiness, and even tension. And this is certainly not good for future business or private relations. Small talk is in fact a very important and effective tool for avoiding an awkward silence between people who don’t know each other, especially business partners who may

want to form a relationship. Making small talk with strangers helps to break the ice; you discover what they like or dislike, so you can find a common ground of some sort. It helps, for example, if you support the same football team, like the same kind of car, or read the same kinds of books. However, it is also important to know who you are making small talk with. The rules of small talk are not international and different cultures have their own dos and don’ts. For example, you may have been told to always make eye contact when talking to your counterpart – but this may offend a material supplier in China. If you are going to have contact with someone from a different cultural background, it is a good idea to do a little research to avoid any embarrassing mistakes.

M

2

**KMK II**

Ihr Arbeitgeber bittet Sie, für die Mitarbeiter stichwortartig ein kurzes Merkblatt anhand dieses Textes auf Deutsch zu erstellen.

R

3

Sind Sie ein guter Smalltalker? Bewerten Sie die Aussagen zum Small Talk in einem Online-Test mit „Yes“ oder „No“. Notieren Sie die entsprechenden Buchstaben.

Statements	Yes	No
1. Small talk deals with rather unimportant topics. Another word for it is chitchat.	a	c
2. Religion always makes a good topic, because it is controversial.	d	e
3. Answering questions with ‚yes‘ or ‚no‘ during small talk is appropriate.	i	e
4. A good answer when asked if you’d like something to drink is: “I’d love a cup of coffee, thank you.”	g	h
5. “That’s great” is an acceptable answer to the statement: “I got the job!”	b	i
6. The noun “talk” can also mean speech.	a	c
7. Small talk is an icebreaker.	b	f

Wer hat die höchste Zahl? (Maximum 21)

Addieren Sie die Buchstabenwerte a = 3, b = 3, c = 1, d = 0, e = 3, f = 1, g = 3, h = 1, i = 1.

## C | Eating out

- 1 Look at the German words (1.–16.) below and match them with the English equivalent (a.–p.).

- |                    |                    |
|--------------------|--------------------|
| 1. Speisekarte     | a. well-done       |
| 2. Rechnung        | b. pork            |
| 3. Rind            | c. side order      |
| 4. Vorspeise       | d. bill            |
| 5. Schweinefleisch | e. game            |
| 6. Wild            | f. dessert         |
| 7. durchgebraten   | g. savoury         |
| 8. Hauptgericht    | h. fork            |
| 9. Geflügel        | i. menu            |
| 10. Kellner(in)    | j. main dish       |
| 11. Nachtisch      | k. beef            |
| 12. Trinkgeld      | l. poultry         |
| 13. Beilage        | m. starter         |
| 14. vegetarisch    | n. waiter/waitress |
| 15. herhaft        | o. vegetarian      |
| 16. Gabel          | p. tip             |



- I/M 2 Partner 1: You are taking a foreign colleague out to dinner in a traditional German restaurant. Study the menu below and explain the dishes to him/her.  
Partner 2: Take the role of the foreign colleague and ask questions about the menu.

**Gasthaus Sonne**

**Tagesmenu (10,95 €)**

**Vorspeisen**  
*Lauchcremesuppe oder kleiner gemischter Salat*

\*\*\*

**Hauptgerichte**  
*Rinderrouladen mit Kartoffelklößen & Sauerkraut  
oder  
Putenschnitzel mit Pommes Frites  
oder  
Forelle Müllerin mit Salzkartoffeln*

\*\*\*

**Nachtisch**  
*Rote Grütze mit Sahne oder Gemischtes Eis  
(Vanille / Erdbeere / Schoko)*

Inklusive ein alkoholfreies Getränk (0,3l)

**WORD BANK**

**avoid (v)** – vermeiden  
**awkward** – unangenehm  
**common ground** – gemeinsame Basis  
**dismiss (v) sth. as** – etwas abtun als **tension** – Spannung  
**trivial** – unbedeutend  
**uneasiness** – Unbehagen

- I 3 Now the two of you are ready to order. The young German waitress / waiter doesn't mind taking the order in English. Study the eating out phrases at the end of the book and create a role play. Practise, and perform it in front of the class.

→ PHRASES: Socialising

# 8

## NACH DIESEM MODUL:

- ✓ kann ich auf Englisch auf Kundenbeschwerden reagieren,
- ✓ kann ich auf Englisch mit unzufriedenen Kunden umgehen.



# Dealing with customers

The way a company deals with its customers is the key to its success. Whether you are arranging appointments, handling enquiries, or dealing with complaints, it is essential that you are able to express yourself clearly, confidently, and politely. And remember: the customer may not always be right, but they are very important.

**1** Brainstorm words that describe what is shown in the photos above.

P **2** Compare your list of words with your partner and work together to describe the pictures. Use these words to help you:

hotline • customer • question • advice • suggestion • chef • butcher • florist • plants • call • unhappy • complain • bill • explain

**3** Which of the customers above do you think are happy, and which are unhappy? Explain your answer.

P **4** In what situations do you deal with customers in your job? Copy and complete the word web below to brainstorm reasons for talking to customers.



## A | Complaints

- 1 Match the common causes for complaint on the left with the suggested solutions on the right. Several options may be appropriate.

- |  |   |
|--|---|
| 1. delay in delivery<br>2. faulty goods<br>3. damaged goods<br>4. unsatisfactory services<br>5. wrong goods<br>6. too many/too few goods received<br>7. too early delivery | a. offer a price reduction<br>b. improve the service<br>c. repair the goods<br>d. replace the goods<br>e. send the goods by air freight<br>f. send the missing goods<br>g. take the goods back<br>h. collect the surplus goods<br>i. send a credit note |
|--|---|



- P 2 What about your industry? Which are the most common reasons for complaints? Make a list and compare it with a partner. Be as specific as possible.

- R 3 Which of the following phrases are used for making complaints and which ones for replying to complaints? Make a list.

→ PHRASES:  
Dealing with customers

1. This is very inconvenient for us because we need the goods urgently.
2. We are sorry for any inconvenience this has caused.
3. We will keep the damaged goods until we hear from you.
4. Please return the damaged goods at our expense.
5. We can assure you that this will not happen again.
6. Some items were badly damaged.
7. We regret to inform you that the order has not yet arrived.
8. We think the damage may have occurred in transit.
9. We are experiencing difficulties with our new logistics software.
10. Could you please look into this problem immediately?
11. Please accept our apologies.
12. The reason for the mistake is that we are extremely busy at this time of the year.
13. Please send us replacements as soon as possible.
14. We hope that this proposal will find your approval.
15. We believe the problem is down to human error.

- R 4 You work for *Deutsches Netz*, an IT company in Hamburg. Your boss, Mr Bauder, receives a voicemail message on his mobile phone from Mr Jenkins, owner of *New Wave Marketing*, a subsidiary of an English marketing company based in Hamburg. Listen to the message and answer the following questions.

1. What did the technicians from Deutsches Netz do for New Wave Marketing?
2. What problems are the employees having (three things)?
3. What is the most serious problem?
4. Why is this a serious problem?
5. How should Mr Bauder contact Mr Jenkins?

### WORD BANK

hotline – Informationsdienst  
technician – Techniker(in)

- P 5 Mr Bauder asks you to respond to Mr Jenkins' phone call. He sends you the following email and asks you to draft a short email to the customer.

→ PHRASES:

Dealing with customers

**Von:** mailto:s.bauder@DNetz...de  
**An:** mailto:info@DNetz...de  
**Betreff:** Bitte an Herrn Jenkins schreiben (eilt!!)

... diese Firma ist ein sehr wichtiger Kunde von uns und wir wollen ihn **auf keinen Fall** verlieren!! Bitte sagen Sie ihm folgendes:

- Es tut uns sehr leid, dass es diese Probleme gegeben hat.
- Wir verstehen völlig, dass es jetzt sehr ungelegen und ärgerlich ist.
- Wir vermuten, dass das Problem durch menschliches Versagen verursacht wurde.
- Wir werden sofort jemanden schicken, um das Netzwerk zu reparieren.  
(selbstverständlich auf unsere Kosten!)
- Der Techniker wird spätestens um 17 Uhr dort sein.

Bringen Sie nochmals unser Bedauern für das Problem zum Ausdruck und versichern Sie ihm, dass sich dies nicht wiederholen wird.

Danke,  
Bauder

- M 6 You work for a plumbing and heating installation company in Leipzig. Your supervisor, Mr Hüber, receives an email about a recent job done for an American family living in the area. Your supervisor does not speak very good English and asks you to read the email and to sum it up in German.

**Von:** mailto:j.t.levine@kwq...net  
**An:** mailto:info@sippelheizung\_sanitaer...net  
**Betreff:** Problems with the heating

Dear Mr Hüber,

I am writing in reference to the heating system installed by your company at my house last week. Unfortunately, my family and I have been having some problems. Firstly, the water in the bathroom takes a long time to warm up – sometimes over 5 minutes!

Secondly, the temperature in the house is too low, and I cannot make it warmer. Also, I cannot find the instruction manual – did your technician take it with him? My final problem is that the underfloor heating does not seem to be working in the bathroom. The tiles on the floor are still cold in the morning. Is something wrong?

As it is winter, and very cold, I would ask you to send someone to my house as soon as possible to find a solution to these problems. Please give me a call, or send me an email to confirm.

Thank you in advance,

John Levine

## B | Customer service

- P 1 What five tips would you give a colleague about dealing with unhappy customers?
- 2 Compare your list with a partner.

The screenshot shows a web browser window with a title bar and a main content area. The content is a guide titled "How to deal with unhappy customers". It includes several bullet points with tips:

- No company has happy customers 100% of the time.**
- Things can always go wrong and customers can become unhappy – or worse, upset. Here are some tips on how to avoid making the situation worse.**
- Stay calm:** The customer may be angry at somebody, but it does not help the situation if you get just as angry. The last thing you want to do is start an argument – that is very unprofessional and unhelpful. Try to calm the customer down.
- Listen, listen, listen:** You will only be able to understand what has upset the customer if you listen, and listen carefully. Before you start talking, listen actively to the customer until you fully understand why they are unhappy. If you don't know what's wrong, you will not be able to do anything about it.
- The customer is king:** Show the customer that they, and their problem, are important to you. Tell them quickly how sorry you are for their problem and reassure them that you will do everything you can to help them. And, always be patient and polite.
- Stay positive:** Do your best to stay positive at all times. Remember that your goal is to solve the problem and you can do this better if you have a positive frame of mind. Regardless of how negative and furious the customer gets, it is important that you do not let it affect your mood.
- No excuses:** No matter what the problem is, or who you think caused it, do not blame other people or try to make excuses. Instead, take the initiative and do whatever you can to solve the problem.

- R 3 Find the synonyms in the text for the following words and expressions:

1. to stop sth. from happening
2. disagreement
3. to aim
4. to fix
5. attitude
6. very angry
7. reason
8. to take control

- R 4 Sie lesen den oben stehenden Artikel im Internet. Beantworten Sie die folgenden Fragen dazu in ganzen Sätzen auf Deutsch.  
KMK II

1. Warum ist es wichtig zu wissen, wie man mit unzufriedenen Kunden umgeht?
2. Was sollte man tun, wenn der Kunde sehr verärgert ist?
3. Warum ist es wichtig, dem Kunden ganz genau zuzuhören?
4. Wie kann man einem Kunden zeigen, dass man sein Problem ernst nimmt?
5. Wann ist es gerechtfertigt, jemand anderem die Schuld für das vorliegende Problem zu geben?

- I 5 Choose one of the problems you listed in exercise A1 and create a short role play.  
 One of you should play the unhappy/angry customer and the other the employee. Act out your role play in front of the class.

### WORD BANK

*instruction manual* – Bedienungsanleitung  
*plumbing and heating* – Heizung und Sanitär  
*underfloor heating* – Fußbodenheizung

# KMK-Prüfungssätze

## Stufe I (100 VP)

**1** Hörverstehen

- Ⓐ A 6.1 Sie interessieren sich für eine Stelle im englischsprachigen Ausland, z. B. ein Praktikum oder eine längerfristige Anstellung nach der Gesellen- oder Facharbeiterprüfung. Die Virtual Employment Agency (VEA) vermittelt solche Praktika. Sie laden einen Podcast mit vier Stellenangeboten herunter. Erstellen Sie hierzu eine Tabelle mit folgenden Stichwörtern und hören Sie den Podcast zweimal an. Füllen Sie Ihre Tabelle auf Englisch aus.

20 VP

Information number	1 (5 VP)	2 (5 VP)	3 (5 VP)	4 (5 VP)
trade/position offered				
length of practical				
company and location of practical				
requirements				
extra information: email address, telephone number if given				

**2** Rezeption

20 VP

Sie möchten Ihren Arbeitgeber überzeugen, Sie während Ihrer Ausbildung für ein Praktikum im Ausland freizustellen und haben dazu folgendes Informationsmaterial von der Internetseite der VEA heruntergeladen. Ihr Arbeitgeber bittet Sie, folgende Fragen zu diesem Text auf Deutsch zu beantworten.

- Was erfahren wir über die Organisation der VEA? (2 VP)
- Welche Vorteile eines Praktikums werden genannt? (3 VP)
- Was konkret bietet die VEA an? (3 VP)
- Was wird über eine Bezahlung/Kostenzuschuss für die Praktikanten gesagt? (3 VP)
- Wie lange dauern die angebotenen Praktika? (3 VP)
- Wer kann sich bei der VEA bewerben und welche Voraussetzungen sollten die Bewerber mitbringen? (3 VP)
- Wie bewirbt man sich? Welche Unterlagen müssen geschickt werden? (3 VP)

### London-based VEA offers job placements

#### Who we are

VEA is an organisation funded by the European Union and European companies. Our aim is to help to make European companies fit to operate more effectively in a global world by giving their trainees a chance to work abroad, improve their English language skills and become acquainted with a new culture. The trainees who take part in the programme have a chance to see different work techniques and learn to adapt to new working conditions.

## H | Dealing with customers

Making a complaint	Eine Beschwerde / Reklamation vorbringen
We are writing with reference to our order no. ...	Wir nehmen Bezug auf unseren Auftrag Nr. ...
On unpacking the cases our Incoming Goods Control discovered that 15 items are missing.	Beim Auspacken der Kisten stellte unsere Warenannahme fest, dass 15 Positionen fehlen.
We are afraid that several units are – seriously damaged / defective. – broken / badly scratched / stained.	Leider sind mehrere Teile – schwer beschädigt / schadhaft. – zerbrochen / stark zerkratzt / verschmutzt.
We are sorry to point out that the repair work has been poorly executed.	Wir müssen leider darauf hinweisen, dass die Reparatur schlecht ausgeführt wurde.
We believe the damage may be due to rough handling in transit.	Wir glauben, dass der Schaden auf unsachgemäße Behandlung beim Transport zurückzuführen ist.
This is very inconvenient for us because ...	Dies kommt uns sehr ungelegen, da ...
We would ask you to – replace the faulty goods at your expense. – grant us a price reduction of 10%. – cut the price to € 550.	Wir möchten Sie bitten, – die mangelhafte Ware auf Ihre Kosten zu ersetzen. – uns einen Preisnachlass von 10% zu gewähren. – den Preis auf € 550 zu senken.
We will keep the damaged goods until we hear from you.	Wir werden die beschädigten Waren behalten, bis wir von Ihnen hören.
Responding to a complaint	Auf eine Beschwerde / Reklamation antworten
Thank you for your email drawing a serious problem to our attention.	Danke für Ihre E-Mail, mit der Sie uns auf ein ernstes Problem aufmerksam gemacht haben.
We wish to apologise for this mistake.	Wir bitten für diesen Fehler um Entschuldigung.
We are extremely sorry for the poor service you have received.	Es tut uns außerordentlich leid, dass Sie einen unzureichenden Service erhalten haben.
We will investigate the matter thoroughly and inform you of the steps taken.	Wir werden die Angelegenheit gründlich untersuchen und Sie über die Schritte informieren, die wir unternommen haben.
Please return the faulty items at our expense.	Bitte senden Sie die mangelhaften Artikel auf unsere Kosten zurück.
We are prepared to reduce the price by 10% if you decide to keep the goods.	Wir sind bereit, den Preis um 10% zu senken, wenn Sie sich entschließen, die Ware zu behalten.
We hope that this proposal will find your approval.	Wir hoffen, dieser Vorschlag findet Ihre Zustimmung.

# Basic Milestones

## Englisch berufsübergreifend

### Praxisbezogenes Englisch für Schule und Beruf

- Realitätsnahe Inhalte und Handlungssituationen
- Satzbausteine und Redewendungen für die schriftliche und mündliche Kommunikation

### Multimedial und interaktiv

- Großer Video-Pool aus dem Bereich der Technik, unter anderem BBC-Videos
- Alle Schülerbuch- und Workbook-Audios auf CD im Workbook (MP3)
- Interaktives Online-Grammatiktraining über Milestones-Codes

### Sicher zum KMK-Fremdsprachenzertifikat Englisch

- Intensive KMK-Prüfungsvorbereitung in allen Modulen
- Kompletter KMK-Prüfungssatz im Anhang
- Weiteres Übungsmaterial zur Vorbereitung auf die KMK-Prüfung im Workbook für technische Berufe mit Audio-CD-ROM (978-3-12-808285-1)

### COMMUNICATION EXPERT

Intensivtraining und Nachschlagewerk in einem: Auch zum Selbststudium sind die Praxisleitfäden die idealen Begleiter für Schule und Beruf.



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