

CONTENTS

PREFACE.....	v
AUTHOR ACKNOWLEDGEMENTS.....	vi
CONTENTS	vii
UNIT 1 Job Hunting	1
UNIT 2 Telephoning.....	32
UNIT 3 Business Writing: Letters, Memos, and E-mail.....	44
UNIT 4 Business Writing: Proposals and Reports.....	59
UNIT 5 Business Meeting	69
UNIT 6 Business Presentation.....	91
UNIT 7 Negotiation	116
REFERENCES	124
INDEX.....	125
APPENDIXES.....	128
PROFILE OF AUTHORS	145