

Unit	Grammar	Vocabulary	Professional skills	Case study
<b>1</b> <b>Selling dreams</b> p. 8–15	Tense review – present and past tenses p. 9	Money matters p. 9 and p. 13 Describing locations p. 10 Working out the price of a package p. 15	Marketing p. 12–13	Design a tour p. 14–15
<b>2</b> <b>Getting there</b> p. 16–23	Multi-word verbs p. 19	Transport and travel p. 16 and p. 18	Dealing with the public p. 20–21	Improve a service p. 22–23
<b>3</b> <b>Accommodation</b> p. 24–31	Modal verbs p. 27	Types of accommodation p. 24 Facilities and services p. 25	Dealing with complaints p. 28–29	Investigate customer complaints p. 30–31
<b>4</b> <b>Destinations</b> p. 32–39	Articles p. 35	Weather, climate p. 33 Features and attractions p. 34 Statistics for economic development p. 39	Offering advice p. 36–37	Develop a destination p. 38–39
<b>5</b> <b>Things to do</b> p. 40–47	Conditional structures with <i>if</i> p. 43	Describing attractions p. 41 Geographical features p. 42 Activities p. 43 Works of art p. 44 Calculating entrance fees and prices p. 47	Speaking to a group p. 44–45	Plan a coach tour p. 46–47
<b>Review and Consolidation 1</b> p. 48–51				

Unit	Grammar	Vocabulary	Professional skills	Case study
<b>6</b> <b>Niche tourism</b> p. 52–59	Verbs + infinitive or -ing form p. 52	Sectors in niche tourism p. 53–54 Dealing with numbers and statistics p. 57	Dealing with figures p. 56–57	Improve client security p. 58–59
<b>7</b> <b>Cultural tourism</b> p. 60–67	The passive p. 62	Culture p. 61 and p. 63 Linking words p. 61	Taking part in meetings p. 64–65	Present a proposal p. 66–67
<b>8</b> <b>Running a hotel</b> p. 68–75	<i>have/get</i> something done p. 71	-ed/-ing adjectives p. 69 Hotel statistics p. 74	Making presentations p. 72–73	Transform the team p. 74–75
<b>9</b> <b>Customer service</b> p. 76–83	Question forms p. 79	Customer service terms p. 76 Personal qualities p. 77 Telephone numbers p. 81 Multi-word verbs p. 81	Handling telephone calls p. 80–81	Improve customer service p. 82–83
<b>10</b> <b>Business travel</b> p. 84–91	Past perfect p. 86	Idioms and metaphors p. 85	Socializing and making small talk p. 88–89	Game: The Trade Fair Game p. 90–91
<b>Review and Consolidation 2</b> p. 92–95				
<b>Writing bank</b> p. 96–101 <b>Pairwork files</b> p. 102–112 <b>Grammar reference</b> p. 113–117 <b>Audio scripts</b> p. 118–128				