Inhalt des Lehrerhandbuches

Vorwort 4

Erläuterungen zur KMK-Zertifikatsprüfung 7

Unit 1 Introducing yourself 9
Unit 2 Taking care of visitors 15
Unit 3 The company and its products and services 24
Unit 4 The office 32
Unit 5 Telephoning 38
Unit 6 Making arrangements 47
Unit 7 Making presentations 61
Unit 8 Form of written communication 67
Unit 9 Enquiries 75
Unit 10 Offers 81
Unit 11 Orders 95
Unit 12 Transport and logistics 105
Unit 13 Payment and reminders 113
Unit 14 Complaints and adjustments 127
Unit 15 Marketing products and services 141
Unit 16 Job applications in Germany and the EU 149