



## Table of contents

 / : includes speaking and writing tasks required in final examination

Unit	Contents	Main sector	KSS	
<b>1 First customer contact</b>				
Foundation	 Approaching customers	Several	A	
Part A	Greeting customers			
Part B	 Challenging situations			
Focus on language	Who I am			
<b>2 Needs analysis basics</b>				
Foundation	Identifying customer needs	Textiles	A	
Part A	 Gaining the customer's trust			
Part B	 Providing a positive shopping experience			
Focus on language	Engaging with customers			
<b>3 Storytelling</b>				
Foundation	 Storytelling	Homeware	A	
Part A	 Giving directions			
Part B	 Informal email			
Focus on language	The present perfect			
<b>4 Price differences and payment</b>				
Foundation	 Explaining price differences	Furniture	A	
Part A	Looking at means of payment			
Part B	 Formal email			
Focus on language	The passive, comparatives and superlatives			
<b>5 Active listening</b>				
Foundation	Active listening	Food	D	
Part A	Changing perspectives			
Part B	Handling conflicts			
Focus on language	The past simple			
<b>6 Arguing effectively</b>				
Foundation	Arguing effectively	Postal services	D	
Part A	Stating dates, reasons and arguments clearly			
Part B	<i>Forever Young</i> – Song by Bob Dylan			
Focus on language	The <i>will</i> -future			
<b>7 Needs analysis advanced</b>				
Foundation	 Developing questioning skills	Sports equipment	A	
Part A	 Skilful questioning			
Part B	Giving the right amount of information			
Focus on language	Asking the right questions			
<b>8 In-store enquiries</b>				
Foundation	 Dealing with in-store enquiries	Bakery and confectionery	A	
Part A	Optimising first customer contact			
Part B	 Handling in-store enquiries			
Focus on language	Summarising the main points			

	Year		Learning field		Performance goals		Useful phrases	Grammar	Page
	FCV	FDV	FCV	FDV	FCV	FDV			
9									
	1	1	1	1	a1.bs1a a1.bs5b	a1.bs1a a1.bs5b	Greeting customers Talking about myself	Present simple	
21									
	1	1	1	1	a2.bs1a a2.bs2a a2.bs5a	a2.bs1a a2.bs2a a2.bs5a	Asking open questions Inviting to taste and try	Present continuous	
33									
	1	1	2	2	a1.bs2a a1.bs5b a2.bs3b	a1.bs2a a1.bs5b a2.bs3c	Giving directions in a shop Telling someone the way	Present perfect	
49									
	1	1	3	3	a2.bs3a a3.bs2a	a2.bs3b a3.bs2a	Explaining a high price	Passive Comparatives and superlatives	
67									
	2	1	1	1	d2.bs3a	d2.bs2a d2.bs3a	Taking part in a discussion Handling conflicts	Past simple Spelling and punctuation	
85									
	2	1	1	1	d2.bs3a	d2.bs2a d2.bs3a	Arguing effectively	<i>will</i> -future Numbers	
101									
	2	2	1	1	a2.bs2a a2.bs7b	a2.bs2a a2.bs2b a2.bs7b	Choosing question types Giving a presentation	Question formation	
113									
	2	2	1	1	a4.bs1a	a4.bs1a	Handling enquiries	Countables and uncountables	