

- 2A** Four types of business
- 2B** Working at Empire Property Services Ltd
- 2C** Hugh Pierce - helping young people in business
- 2D** Troubleshooter advises a young photographer
- 2E** A profit and loss forecast

3 Technology at work

- 3A** How magazines are produced
- 3B** Improving the office
- 3C** Ted Roffey - adapting to technological change
- 3D** Troubleshooter updates his office
- 3E** Some definitions of success

4 Banking

4A Advising business customers

4B Opening a joint account

4C Pat Daniels - investing in the future

4D Troubleshooter's mother intervenes!

4E A letter from a bank

5 Advertising

5A A variety of media

5B Chairing a meeting

5C Andrew Brown - heading the Advertising Association

5D Troubleshooter launches an advertising campaign

5E Mineral water

6 Tourism and travel

6A The hotel business

6B Booking a holiday

6C Kevin Poulter - managing the hotel staff

6D Troubleshooter gets all the credit

6E Which airport is it?

7 Human resources

7A Job hunting

7B Attending an interview

7C Chris Brown - training to be a manager

- 7D** Troubleshooter seeks secretary
- 7E** Reading job advertisements

8 Communications

- 8A** Handling information
- 8B** Meeting customers face to face
- 8C** Linda Metcalfe - organizing trade fairs
- 8D** Troubleshooter keeps in touch
- 8E** Working on a PC

9 Distribution

- 9A** A distribution centre
- 9B** Buying produce at the farm shop
- 9C** Brian Nixon and Carol Bushen -

distributing stock

9D Troubleshooter knows when he's not wanted

9E English tomatoes

10 Export and import

10A Exporting porcelain

10B Importing tea

10C Sam Twining and Rachel John - working for reputable companies

10D Troubleshooter goes to France

10E How to make tea

11 The transportation of goods

11A Carrying goods by road and rail