

Contents

<i>Unit 1</i>	Greetings and Introductions.....	1
<i>Unit 2</i>	Farewell	9
<i>Unit 3</i>	Congratulations and Wishes	17
<i>Unit 4</i>	Apologies.....	25
<i>Unit 5</i>	Thanks	33
<i>Unit 6</i>	Likes and Dislikes	43
<i>Unit 7</i>	Asking for Help	51
<i>Unit 8</i>	Making Phone Calls.....	59
<i>Unit 9</i>	Invitation.....	69
<i>Unit 10</i>	Advice and Suggestions.....	77
<i>Unit 11</i>	Compliments and Encouragements	87
<i>Unit 12</i>	Appointments.....	97
<i>Extensive Listening</i>	107

Contents