## **Contents**

False friends for beginners	5
<ul><li>Different types of false friends</li></ul>	6
<ul><li>Degrees of confusion</li></ul>	8
<ul><li>Applying for a job</li></ul>	9
■ Your CV	12
■ The interview	15
False friends in business communication	19
<ul><li>On the telephone</li></ul>	20
■ In emails	21
■ In letters	24
■ In meetings	25
<ul><li>Making presentations</li></ul>	28
Negotiating	30
False friends on a business trip	33
At the airport	34
At a restaurant	36
<ul><li>When shopping</li></ul>	38
■ Small talk	42

False friends in different departments	47
<ul><li>Human resources</li></ul>	48
Logistics	50
<ul><li>Finance and accounting</li></ul>	52
Sales and marketing	54
Production	55
Useful false friends to know	58
A P	
Appendix	119
■ False friends game	<b>119</b> 119
• •	