

LESSON 1

1 **senior** **junior** **technical**

In your opinion, which is more important in enabling someone to rise to a senior position in a company: their technical skills or their social skills?

In my opinion, a person's ... are more important in enabling ... than their ...

Would you have any problem working for a boss who was ten years your junior?

Yes, ... ~ No, ...

attach **attachment** **submit** **expenses**

newsletter **print out** **body text**

When submitting a claim for expenses, does an employee need to attach receipts to the claim form as proof of how the money was spent?

Yes, when ..., an employee needs to ...

If you were emailing a newsletter to colleagues and you expected them to print it out, would you include the newsletter as an attachment or put it in the body text of the email?

If I were emailing ... and I expected ..., I'd ...

Why?

2 **promote** **promotion** **leaflet**

How can a national government promote the habit of recycling among the general population?

A national government can promote ... by teaching children about recycling at school, sending out leaflets, building more recycling centres etc.

Have you ever asked your boss for a promotion at work?

Yes, ... ~ No, ...

What happened?

in the red

in the black

Is it better for a business to be in the red or in the black?

It's better ... in the black

debit card

current account

overdraft

balance

cover (an expense, a cost etc.)

Which type of card are we more likely to be offered when we open a current account: a debit card or a credit card?

We're more likely ...
a debit card when we ...

Why?

What's the most common reason people have for applying for an overdraft on their current account?

The most common reason ...
is because the balance of their
account is too low to cover all their expenses

3

executive

decision-making

high-ranking

CEO = chief executive officer

managing director

president

By an executive, we mean someone who holds a senior position in a company's management team and who has a high level of responsibility for decision-making. The most high-ranking executives have job titles such as CEO (chief executive officer), managing director, president etc. CEO is perhaps the most common of these titles.

What do we mean by an executive?

By an executive, we mean
someone who holds a senior position in
a company's management team and who has
a high level of responsibility for decision making

What job title might the most high-ranking executive in a company have?

The most high-ranking ... might have a job title such as CEO (chief executive officer), managing director, president etc.

shift

Name me some jobs where shift work is common, please.

Some jobs where ...

Do you think working night shifts for a long time is bad for people?

Yes, ... ~ No, ...

leisure

take part

perform

performance

Do you think colleagues tend to perform better as a team at work if they also take part in leisure activities together outside work?

Yes, ... ~ No, ...

4 Why do some companies put a limit on the number of hours their employees are allowed to work each week?

Some companies ... because an employee's performance can suffer if they work too many hours and don't get enough leisure time

at a profit

at a loss

Instead of saying a business is making a profit or making a loss, what can we say?

Instead of ..., we can say a business is operating at a profit or operating at a loss

learning curve

acquire

When we say we're on a learning curve, we mean we're busy acquiring new skills or knowledge in order to do something. For example, when you start a new job, you're often on a steep learning curve for the first few weeks.

Give me an example of the idiom "learning curve", please.

I've been on quite a steep learning curve since I was promoted last month!

objective

commerce

e-commerce

What's the main objective of any commercial organization?

The main objective ... to make a profit

Do you think e-commerce is destroying the high street?

Yes, I think ... ~ No, I don't think ...

Do you have any particular personal objectives for this year?

Yes, ... ~ No, ...

What are they?

5

contribute

contribution

pension

fund

funds

factor

job satisfaction

location

workplace

Does the government in your country contribute funds towards the education of university students?

Yes, ... ~ No, ...

What percentage of working adults in this country do you reckon make regular contributions to a pension fund?

I reckon about ... of working adults in this country make ...

What are the various factors that contribute to a person's job satisfaction?

The various factors ... the type of work they do, their level of pay, their chances of promotion, the location of their workplace, the quality of management etc

policy

If you were a business owner, what would your policy be on staff using their personal mobile phones at work?

If I ..., my policy on ... would be ...

Why are insurance policies so often long and difficult to understand?

Insurance policies are ... because there are many important details that need explaining

Do you think the expression "Honesty is the best policy" should be applied in every business situation?

Yes, ... ~ No, ...

6 Why or why not?

surcharge

Do you usually have to pay a surcharge if you want something you've bought online to be delivered more quickly than normal?

Yes, you usually have to ...

general manager

strategy

aspect

operations

In some companies, the top executive may have the job title of general manager instead of CEO. However, if a company has both a CEO and a general manager, the CEO is more senior. The CEO is responsible for the overall strategy of the company, and the general manager is responsible for operations.

In a situation where a company has both a CEO and a general manager, which position is more senior?

In a situation where ..., the position of CEO is more senior

Which of these two executives is responsible for the overall strategy of the company, and which is responsible for operations?

The CEO is ... strategy, whereas the general manager is ... operations

When might we find that a company has more than one general manager?

We might find ... when the company is very large. Each general manager will be responsible for different aspects of the company's operations

supply**demand****in short supply**

Why do tickets for certain sporting events, concerts etc. sell at very high prices?

Tickets for ... sell at very high prices because the demand for the tickets is very high and the supply is limited

What's another way of saying that the supply of a product is limited?

Another way of ... is to say that the product is in short supply

field**specialize****specialist****career path****skill set (skillset)**

Thinking about a person's career path, what's one advantage of becoming a specialist in a particular field?

Thinking ..., one advantage of ... a person can earn a lot of money if the work they specialize in is in high demand

And tell me a possible disadvantage of being a specialist, please.

A possible disadvantage of ... is that it can be difficult to change career if the demand for a particular specialist skill set disappears