

Wordlist

1 Corporate culture

1.1 About business

Work culture and placements

assignment /ə'saɪnmənt/ noun [count or uncount] task given as part of your studies or your job: *His first assignment as a reporter was to cover the local election.*

autonomy /ɔ:'tɒnəmi/ noun [uncount] the power to make your own decisions: *New regulations have severely restricted the autonomy of doctors.*

beating /'bi:tɪŋ/ noun [count] the act of hitting someone hard a number of times as a punishment: *The man had been given a severe beating.*

(be) the done thing /('bi:) ðə ,dʌŋ 'θɪŋ/ phrase to be the correct thing to do or be the way that people think you should behave

burst into tears /bɜ:st ɪntə 'tiəz/ phrase to suddenly start crying

dress code /'dres ,kəʊd/ noun [count] a set of rules about what you should wear in a particular place or at a particular event: *The dress code in our office is very formal – everybody wears a suit.*

etiquette /'etɪket/ noun [uncount] a set of rules for behaving correctly in a particular situation: *Office etiquette demands that you don't read other people's messages.*

get in (to the office) /get ɪn(tə ðə ,ɒfɪs)/ phrasal verb [intransitive] to arrive at work: *Mark never gets in before 9.30.*

initiative /ɪ'nɪʃɪətɪv/ noun [uncount] the ability to think of ideas and take decisions independently: **take the initiative:** to take the first step or be the first to take action: *She would have to take the initiative in order to improve their relationship.*

intern /ɪntɜ:n/ noun [count] a student or recently qualified person who works in a job in order to get experience: *Most employers prefer interns who already have some work experience.*

pick up /pɪk ʌp/ phrasal verb [transitive] to learn information or a new skill without trying or without meaning to

skive off /skaɪv ɒf/ phrasal verb [intransitive or transitive] BRITISH INFORMAL to stay away from school or work when you should be there

stressed out /strest ɔ:t/ adjective suffering because of pressure at work or other problems

turn out /tɜ:n ɔ:t/ phrasal verb [intransitive] to be discovered to be something, have something, etc: **it turns out (that):** *It turns out that I was right all along.*

1.2 Vocabulary

Work organization and responsibility

as such /əz ˈsʌtʃ/ phrase [usually in negatives] used after a noun when you are referring to the usual meaning of the word

dog eat dog /dɒg i:t ˈdɒg/ phrase a situation in which people compete very hard and will do anything to be successful

on a day-to-day basis /ɒn ə ,deɪ tə ,deɪ 'beɪsɪs/ phrase used for saying how often something happens: **on a daily / monthly / annual, etc. basis:** *Safety equipment was checked on a daily basis.*

organigram /ɔ:'gæni,græm/ noun [count] a drawing or plan that gives the names and job titles of all the staff in an organization or department

overview /'əʊvə,vju:/ noun [count] a description of the main features of something: **overview of:** *The book gives an overview of management techniques.*

predecessor /'pri:di,seseə/ noun [count] the person who had the job before: *Alexander seems to have learned nothing from the faults of his predecessors.*

take over /teɪk ˈəʊvə/ phrasal verb [transitive] to take control of something: *IBM is taking over a much smaller company.*

1.3 Grammar

Past tenses and advice structures

blame /bleɪm/ verb [transitive] to say who or what is responsible for an accident or problem: *If it all goes wrong, don't blame me.*

dive /daɪv/ verb [intransitive] to jump into water head first: *He dived into the pool and swam off.*

neglect /nɪ'glekt/ verb [transitive] not to do something that you should do: **neglect to do something:** *She had neglected to inform me that the company was having financial problems.*

nickel /'nɪkl/ noun [count] a coin in the US and Canada worth five cents

polish /'pɒlɪʃ/ verb [transitive] to rub the surface of something in order to make it shine

successor /sək'seseə/ noun [count] the person who has a job or position after someone else: **successor to:** *They haven't yet named a successor to the outgoing CEO.*

tactful /'tæktfʊl/ adjective careful in the way you speak and behave so you do not upset other people: **tactfully** adverb: *Speak tactfully if you want the boss to accept your criticism.*

1.4 Speaking

Meetings – one-to-one

authoritative /ɔ:'θɒrɪtətɪv/ adjective used for telling people what to do

clear the air /kliə ðɪ 'eə/ phrase to discuss a difficult situation which is creating a bad atmosphere.

commitment /kə'mɪtmənt/ noun [singular or uncount] determination to work at something or intention to support something: **show commitment to:** *The government has failed to show its commitment to the railways.*

deadline /'dedlaɪn/ noun [count] a specific time or date by which you have to do something: *They've given us a five o'clock deadline.* **meet / miss a deadline** finish / not finish something in time: *If we can't meet the deadline, they won't give us another contract.*

dogmatic /dɒg'mætɪk/ adjective so sure that your beliefs and ideas are right that you expect other people to accept them

threatening /θ'reɪnɪŋ/ adjective showing or saying that someone is likely to do something that will harm you: a **threatening look**

1.5 Writing

A placement report

appendix /ə'pendɪks/ noun [count] a section giving extra details at the end of a book or document: *Technical specifications are included in the appendix to Chapter 9.*

conveyor belt /kən'veɪə ,bɛlt/ noun [count] a machine with a flat wide belt used for moving objects from one place to another, especially in a factory

fancy /'fænsi/ verb [transitive] INFORMAL to want to have or do something: *What do you fancy for your lunch?*

gearbox /'gɪə,bɒks/ noun [count] a metal box that contains the parts of a vehicle or a machine that change engine power into movement

it's a good job (that) phrase BRITISH used for saying it's lucky that something has happened because it prevents something bad from happening

mailshot /'meɪlʃɒt/ noun [count] a letter or advertisement sent to many people at the same time

mess up /'mes 'ʌp/ phrasal verb [intransitive or transitive] to make a mistake or do something badly

rappro /ræ'pɔː/ noun [singular or uncount] a good relationship and understanding between people

take the mickey /teɪk ðə 'mɪki/ phrase BRITISH INFORMAL to laugh at somebody, usually in a friendly way

waste /weɪst/ noun [count or uncount] useless materials that are left or thrown away: *A bill was introduced to clean up toxic waste from local factories.*

1.6 Case study

Counselling

body language /'bɒdi ,læŋgwɪdʒ/ noun [uncount] the movements or positions of your body that show other people what you are thinking or feeling: *Their body language betrayed the tension between them.*

bounce back /baʊns 'bæk/ phrasal verb [intransitive] to become healthy, happy, or successful again after something bad has happened to you

echo /'ekəʊ/ verb [transitive] to express someone else's ideas or to say the same words that someone else has said: *Blake echoed the views of many employees.*

headache /'hedeɪk/ noun [count] a pain in your head: *I've got a splitting headache (= an extremely bad headache).*

open question /əʊpən 'kwɛstʃ(ə)n/ noun [count] a question with a *wh-* question word, as opposed to a **closed question** which has a *yes / no* answer

outlook /'aʊt,lʊk/ noun [singular] your general attitude to things: **share an outlook:** *They shared the same kind of outlook on life.*

paraphrase /'pærə'freɪz/ verb [transitive] to express what someone else has said using different words: *It is particularly important when paraphrasing to be sure that you do not distort the meaning of the original statement.*

pass out /pæs 'aʊt/ phrasal verb [transitive] to give something to each member of a group: *The hall was silent as the examination papers were passed out.*

perspective /pə'spektɪv/ noun 1 [count] a way of thinking about something: 2 [uncount] a sensible way of judging the importance of something in comparison with other things: **keep something in perspective:** *It's important to keep things in perspective and not dwell on one incident.*

reassess /ri:'æsəs/ verb [transitive] to reconsider something in order to make a new judgment: *We tried to reassess his suitability for the job.*

2 Customer support

2.1 About business

Call centres

betray /bɪ'treɪ/ verb [transitive] to harm someone who has trusted you: *They felt their assistant had betrayed their trust in publishing his diaries.*

browser /'braʊzə(r)/ noun [count] a computer program that allows you to look at information on the Internet

bully /'bʊli/ verb [transitive] to threaten or frighten someone to get what you want

cause (an) uproar /kɔːz (ə)n 'ʌprɔː/ verb [transitive] to provoke angry public criticism

cheery /'tʃɪəri/ adjective feeling or showing happiness

computer literacy /kəm'pjʊ:tə 'lɪt(ə)rəsi/ noun [uncount] being able to use a computer

counterpart /'kaʊntəpɑːt/ noun [count] someone that has the same job or purpose but in a different country or organization: *The Prime Minister is meeting his German counterpart.*

dead-end job /ded'end 'dʒɒb/ noun [count] a job that gives no chance of promotion or improvement

East Enders /iːst 'endəz/ TRADEMARK a British TV soap opera about a group of people who live in an imaginary part of east London

emphasize /'emfə'saɪz/ verb [transitive] to give particular importance or attention to something: *At school they emphasize good manners.*

farm out /fɑːm 'aʊt/ phrasal verb [transitive] to send part of your work to be done by people outside your company

leak /li:k/ verb [intransitive or transitive] if an object leaks, liquid or gas comes out of it: *If the boiler is faulty, it may be leaking dangerous gas.*

overseas /əʊvə'siːz/ adverb to or in a country across the sea

perk /pɜːk/ noun [count] a special benefit that you get in your job: *Free theatre tickets are one of the perks of this job.*

slap in the face /slæp ɪn ðə 'feɪs/ noun [count] action or criticism that causes serious disappointment

slip into /slɪp 'ɪntu/ phrasal verb [transitive] to quickly put on a piece of clothing or here, assume an identity

sweatshop /'swetʃɒp/ noun [count] INFORMAL a factory where people work very hard in bad conditions and earn very little money

UNISON, USDAW /'juːnɪs(ə)n/, /'ʌzdɔː/ large British trade unions

worlds apart /wɜːldz ə'pɑːt/ completely different from each other

2.2 Vocabulary

Customer service and telephoning

- brainless** /'breɪnləs/ adjective INFORMAL extremely stupid, without a brain
- clip** /klɪp/ noun [count] a small object that holds something in position
- condescending** /kɒndɪ'sendɪŋ/ adjective showing that you think you are more important or more intelligent than other people
- earth** /ɜːθ/ verb [transitive] BRITISH to connect a piece of electrical equipment to the ground so that it is safe
- retain** /rɪ'teɪn/ verb [transitive] to keep someone or something
- side panel** /saɪd 'pænl/ noun [count] a flat part of a box or other object that can be removed
- slot** /slɒt/ noun [count] a long narrow hole that you can fit something into

2.3 Grammar

Asking questions and giving instructions

- broadband** /'brɔːdbænd/ adjective SCIENCE able to send different types of communication signals at the same time and in large volumes
- ISP** /aɪ es 'piː/ noun [count] COMPUTING Internet service provider: a company that provides a connection to the Internet
- laptop** /'læptɒp/ noun [count] a small computer that you can carry with you
- network** /'netwɜːk/ noun [count] a system of connections between different points: *a mobile phone network*
- router** /ruːtə/ noun [count] an electronic device which allows several computers to share information and an Internet connection
- upgrade** /ʌp'greɪd/ verb [intransitive or transitive] to make a machine more powerful or effective: *The system has been upgraded to meet customers' needs.*

2.4 Speaking

Dealing with problems by telephone

- closet** /'klɒzɪt/ noun [count] MAINLY AMERICAN a small room for storing things such as clothes or sheets
- come again?** /kʌm ə'geɪn/ INFORMAL used for asking someone to repeat what they have just said
- crash** /kræʃ/ verb [intransitive or transitive] COMPUTING if a computer or computer program crashes, it suddenly stops working
- freeze** /friːz/ verb [intransitive or transitive] COMPUTING if a computer screen freezes or is frozen you cannot move anything on it because there is something wrong with the computer
- PDF** /piː dː 'ef/ noun [count] COMPUTING Portable Document Format: a type of computer file that can contain words, images, etc. and can be sent on the Internet and read on any computer

- plug** /plʌg/ noun [count] the device on electric equipment which connects to the electricity supply by a socket in the wall
- plug in** /plʌg 'ɪn/ phrasal verb [transitive] to connect a piece of equipment to an electricity supply
- power outage** /paʊəwə 'aʊtɪdʒ/ noun [count] AMERICAN a period when the electricity supply stops
- quit** /kwɪt/ verb [intransitive or transitive] INFORMAL to leave: COMPUTING to shut down a computer program
- sort out** /sɔːt 'aʊt/ phrasal verb [transitive] to solve a problem or deal with a difficult situation successfully: *This matter could be sorted out if they would just sit down and talk.*
- toolbar** /'tuːlbɑː/ noun [count] a row of icons on a computer screen that perform particular actions when you click on them
- unplug** /ʌn'plʌg/ verb [transitive] to separate a piece of equipment from its power supply by taking its plug out of an electric socket

2.5 Writing

Formal and informal correspondence

- accounts payable** /ə'kaʊnts 'peɪəbl/ noun [plural] MAINLY AMERICAN a record of how much money a company owes other people or companies for goods and services
- asap** /eɪ es eɪ 'piː/ as soon as possible: used especially for asking someone to do something quickly: *I want those files on my desk asap.*
- crack** /kræk/ verb [transitive] to damage something so that a line appears on its surface, but it does not break into pieces: *I dropped a plate and cracked it.*
- duplicate** /'dʌplɪkeɪt/ adjective made as an exact copy of something else
- inconsistency** /ɪnkɒn'sɪstənsi/ noun [count] something that does not match something else
- patch** /pætʃ/ noun [count] a piece of software that you add to a computer program to improve it or remove a fault
- Trojan (horse)** /'trɔːdʒ(ə)n 'hɔːs/ noun [count] COMPUTING a program that seems useful but is designed to cause damage, for example by destroying information
- write-off** /raɪt 'ɒf/ noun [count] a vehicle or machine that is so badly damaged that it cannot be repaired

2.6 Case study

Cybertartan Software

- bathroom break** /'bɑːθruːm 'breɪk/ noun [count] a short time when you can stop work to go to the toilet
- claim** /kleɪm/ verb [transitive] to say that something is true: *He claims he is innocent.* or here, to say that a product can do something
- come up with** /kʌm ʌp 'wɪð/ phrasal verb [transitive] to think of something such as an idea or a plan
- count on someone** /kaʊnt ɒn sʌmwʌdn/ phrasal verb [transitive] to depend on someone to do something for you
- from the horse's mouth** INFORMAL information from the horse's mouth comes from someone who is directly involved
- meal break** /'miːl 'breɪk/ noun [count] a short time when you can stop work to eat

obsolescence /ˌɒbsəˈlesns/ noun [uncount] the state of something which is no longer used: **planned obsolescence** the practice of making products that will not last long, so that people will need to buy new ones

Q4 /kjuːˈfɔː/ adjective / noun fourth quarter, also Q1 (first quarter) Q2 (second quarter), Q3 (third quarter) = four quarters of a business year

shift /ʃɪft/ noun [count] a period of work in a factory or business where some people work during the day and some work at night: *a three-shift system*

staff turnover /ˌstɑːf ˈtɜːnəʊvə/ noun [count or uncount] the rate at which people leave jobs and new people arrive: *a high turnover of staff / personnel*

swap /swɒp/ verb [intransitive or transitive] to give something to someone in exchange for something else: *Do you want to swap seats?*

triple /ˈtrɪpl/ verb [transitive] to increase something so that it is three times bigger than before: *He helped triple the value of the company.*

3 Products and packaging

3.1 About business Packaging

arthritic /ɑːˈθrɪtɪk/ adjective suffering from **arthritis**, a medical condition affecting the joints (the place where two bones meet) making them very swollen and painful

blister pack /ˈblɪstə ˌpæk/ noun [count] packaging for small items like pills, consisting of a flat layer and a raised cover of plastic that protects the product: also **bubble pack**

branding /ˈbrændɪŋ/ noun [uncount] BUSINESS the use of advertising, design and other methods to make people recognize and remember a particular product

bruise /bruːz/ noun [count] a mark you get on your body if you are hit or knocked

drawing-board /ˈdrɔːɪŋ ˌbɔːd/ noun [count] a large board or table that designers use to work on: **(go) back to the drawing board**: to start again from the beginning, look for a new idea

focus group /ˈfəʊkəs ˌgruːp/ noun [count] a small group of people who are interviewed together and give their opinions to help a company make decisions

interface /ˈɪntəˌfeɪs/ verb [intransitive] interact and communicate with each other

know-how /ˈnəʊˌhaʊ/ noun [uncount] practical knowledge or experience

mockup /ˈmɒkʌp/ noun [count] a model of a future product that is the same size as the real thing

pilfer /ˈpɪlfə/ verb [intransitive or transitive] to steal things, especially from the place where you work: **pilfering** noun [uncount]

pitch /pɪtʃ/ verb [transitive] to try to sell something by saying how good it is

pliers /plaɪəz/ noun [plural] a metal tool that looks like a strong pair of scissors, used for holding small objects or for bending or cutting wire

point of sale /ˌpɔɪnt əv ˈseɪl/ noun [count] the place where something is sold

premium /ˈpriːmiəm/ adjective more expensive or of higher quality

rag /ræg/ noun [count] a piece of old cloth: **a red rag to a bull** something that will make someone very angry

rage /reɪdʒ/ noun [count or uncount] a very strong feeling of anger: MAINLY JOURNALISM angry violent behaviour in a public situation: *It is clear that air rage is now on the increase.*

seduce /sɪdʒuːs/ verb [transitive] to persuade someone to do something by making it seem easy or exciting

shape /ʃeɪp/ noun [count or uncount] the outer form of something

shrinkage /ˈʃrɪŋkɪdʒ/ noun [singular or uncount] a reduction in stock in a shop

slash /slæʃ/ verb [transitive] to cut something in a violent way

sprain /spreɪn/ noun [count] a painful injury that you get when you suddenly stretch or turn a joint too much

stab /stæb/ verb [transitive] to push a sharp object quickly into something: *She stabbed the meat with her fork.*

stakeholder /ˈsteɪkˌhəʊldə/ noun [count] someone who has an interest in the success of a project or organization

tear /teə/ verb [intransitive or transitive] to pull something so that it separates into pieces: *It's made of very thin material that tears easily.*

trigger /ˈtrɪgə/ verb [transitive] to make something happen

turn-around /ˈtɜːn əˌraʊnd/ noun [count] time needed to complete an operation

water down /ˌwɔːtə ˈdaʊn/ phrasal verb [transitive] to make something less effective or offensive by diluting it

weld /weld/ verb [intransitive or transitive] to join two pieces of metal or plastic by heating them and pressing them together

wrap /ræp/ verb [transitive] to cover something by putting something such as paper or plastic around it

wrestle /ˈresl/ verb [intransitive or transitive] to fight or struggle: **wrestle with**

3.2 Vocabulary Specifications and features

beta test /ˈbiːtə ˌtest/ verb [transitive] to have a new product tested by customers

bird's-eye view /ˈbɜːdz aɪ ˈvjuː/ noun [singular] a good view of something from a high position

blueprint /ˈbluːprɪnt/ noun [count] a drawing that shows how to build something

chart /tʃɑːt/ noun [count] a map used for navigation in boats or planes

focus group /ˈfəʊkəs ˌgruːp/ noun [count] a small group of people who are interviewed together and give their opinions to help a company make decisions

fool /fuːl/ noun [count] someone who does not behave in an intelligent or sensible way

grab /græb/ verb [transitive] to succeed in getting something: *It's often the bad characters in a story who grab our attention.*

mockup /'mɒkʌp/ noun [count] a model of a future product that is the same size as the real thing

overlay /'əʊvə(r)leɪ/ noun [count] a set of extra information that is added to a picture by a computer

retardant /rɪ'tɑː(r)dənt/ adjective slowing down a process

tamper with /'tæmpə ,wɪð/ phrasal verb [transitive] to touch something and change it in a way that will damage it

3.3 Grammar

Articles, relative clauses and noun combinations

antenna /æ'n'tenə/ noun [count] (plural antennas or antennae) an aerial used for sending and receiving radio signals

browse /braʊz/ verb [intransitive or transitive] COMPUTING to look for information, especially on the Internet

bump /bʌmp/ verb [intransitive or transitive] to hit against something solid

comply /kəm'plaɪ/ verb [intransitive] to obey, do what you are asked or expected to do: **comply with**: *You are legally obliged to comply fully with any investigations.*

concentric /kən'sentɪk/ adjective having the same centre

cope /kəʊp/ verb [intransitive] to deal successfully with a difficult situation or job: **cope with**: *a seminar on 'coping with stress in the workplace'*

device /dɪ'vaɪs/ noun [count] a machine or piece of equipment: *Secure your bike with this simple locking device.*

drop /drɒp/ verb [transitive] to let something fall: **drop calls** to fail to connect incoming calls

empowerment /ɪm'paʊəmənt/ noun [uncount] giving control or power over something

flip cover /'flɪp ,kʌvə/ noun [count] part of a mobile phone which folds over the keypad

frill /frɪl/ noun [count] a decoration that consists of a long narrow piece of cloth with many small folds in it: **no frills** used for something which is good enough but has no unnecessary extra features

get rid /get 'rɪd əv/ phrasal verb to throw away, give away or sell a possession that you no longer want

lead-time /'liːdtʌm/ noun [count or uncount] the time between planning something and starting to do it: *Local firms learned how to reduce lead time by 75-95% while still reducing costs.*

patent /'peɪnt/ noun [count] an official document that gives someone who has invented something the legal right to make or sell that invention, and prevents anyone else from doing so: **patented** adjective protected by a patent

rating /'reɪtɪŋ/ noun [count] a measurement of how good or popular someone or something is: *The guide gives restaurants a rating out of ten.*

replica /'replɪkə/ noun [count] an accurate copy of something

retractable /rɪ'træktəbl/ adjective able to be pulled backwards or inside something larger: **retractable landing gear** the equipment and wheels that a plane uses when it lands, and which are pulled inside the plane while it flies

sketch /sketʃ/ noun [count] a drawing made quickly that does not have many details

spreadsheet /'spredʃi:t/ noun [count] a computer file containing numbers and other data in table form: *spreadsheet analysis*

workhorse /'wɜːk'hɔːs/ noun [count] a very useful piece of equipment that you use a lot

3.4 Speaking

Presentations – structure

anecdote /'ænɪk.dəʊt/ noun [count] a story about something interesting or funny that happened to you

bulky /'bʌlki/ adjective too big to be carried or stored easily

green light /griːn 'laɪt/ noun [count] a signal that gives traffic permission to move forward: **give something the green light** to give official approval for something to be done

hook /hʊk/ noun [count] a curved piece of metal for hanging things on: a method for getting people interested and attracted to something

lecture /'lektʃə/ noun [count] a talk to a group of people about a particular subject, especially at a college or university

overwhelmingly /,əʊvə'welmlɪŋli/ adverb very strongly

ping /pɪŋ/ verb [transitive] COMPUTING to send an electronic signal requesting an answer from a device

precedent /'presɪdənt/ noun [count or uncount] a decision in the past that is used as a guideline for later decisions: **without precedent** unlike anything that has gone before

rhetorical question /rɪ'tɔːrɪkl 'kwɛstʃ(ə)n/ noun [count] a question you ask without expecting or wanting an answer

tracking /'trækɪŋ/ noun [uncount] the act of following or looking for a person, animal or thing

wrap up /'ræp 'ʌp/ phrasal verb [intransitive or transitive] INFORMAL to finish something

3.5 Writing

A product description

alloy /æ'lɔɪ/ noun [count or uncount] a metal that is made from combining two or more metals

benefit /'benɪfɪt/ noun [count or uncount] an advantage you get from a product or situation

feature /'fi:tʃə(r)/ noun [count] an important part or aspect of a product

intuitive /ɪn'tjuːətɪv/ adjective an intuitive system is easy to use because the process of operating it is very natural or obvious

plug-in /'plʌɡɪn/ noun [count] COMPUTING a software addition which allows an application to perform additional functions

quibble /'kwɪbl/ noun [count] a complaint or criticism about something that is not important: **no quibble guarantee** a promise to refund the customer without questioning their reasons for dissatisfaction

stand out /stænd 'aʊt/ phrasal verb [intransitive] to be easy to see because of being different

3.6 Case study Big Jack's Pizza

BOGOF abbreviation buy one, get one free

chequered /ˈtʃekəd/ adjective a chequered pattern or design consists of squares in two or more different colours

dine-in /daɪn 'ɪn/ adjective used to describe meals taken in a restaurant

franchisee /ˈfræntʃaɪzi:/ noun [count] a person or company that has the franchise to sell a particular type of goods or services

fusion cuisine /ˈfjuːʒn kwɪ'ziːn/ noun [uncount] a particular style of cooking food combining Chinese and Western recipes

gourmet /ˈɡuːməɪ/ noun [count] someone who knows a lot about good food and wine

slide /slaɪd/ verb [intransitive] to move across a smooth surface

strengthen /ˈstreŋθ(ə)n/ verb [transitive] to make something stronger

threat /θret/ noun [count or uncount] something that could cause harm

USP /juː es 'piː/ noun [count] BUSINESS unique selling point / proposition: the thing that makes a product or service different from others

4 Careers

4.1 About business Career choices

acknowledge /ək'nɒlɪdʒ/ verb [transitive] to accept or admit that something exists, is true or is real: *He never acknowledges his mistakes.*

aptitude /'æptɪ,tjuːd/ noun [count or uncount] natural ability that makes it easy for you to do something well

attune /ə'tjuːn/ verb [transitive] to bring into harmony

calling /'kɔːlɪŋ/ noun [count] FORMAL a profession, especially one that you consider important

compromise /'kɒmprə'maɪz/ verb [intransitive] to accept that you cannot have everything you want

core /kɔː/ adjective most important or most basic: *We need to focus on our core activities.*

dicey /'daɪsi/ adjective INFORMAL involving danger or risk

dig into something /dɪg ɪntu ˌsʌmθɪŋ/ phrasal verb INFORMAL to try to find information about something

earth-shattering /'ɜːθʃæt(ə)rɪŋ/ adjective extremely surprising and important

gel /dʒel/ verb [intransitive] to become stable

granular /'grænjʊlə/ adjective consisting of granules: here, in great detail

jump in /dʒʌmp 'ɪn/ phrasal verb [intransitive] **jump in (at) the deep end** to become involved in a difficult situation with little preparation

inertia /ɪ'nɜːʃə/ noun [uncount] a situation in which something does not change: a feeling of not wanting to change things

light /laɪt/ verb [transitive] **light your fire** MAINLY AMERICAN INFORMAL to make you feel enthusiastic

pan out /pæn 'aʊt/ phrasal verb [intransitive] INFORMAL the way a situation develops over time

pick /pɪk/ verb [transitive] **pick someone's brains** INFORMAL to ask someone questions to get advice or information: *I wanted to pick your brains about this idea I've had.*

posse /'pɒsi/ noun [count] INFORMAL a group of friends

sculpt /skʌlpt/ verb [transitive] to shape a substance such as wood, stone or clay

shallow /'ʃæləʊ/ adjective with only a short distance from the top or surface to the bottom – opposite DEEP

shift /ʃɪft/ verb [intransitive or transitive] to change position

spark /spɑːk/ verb [intransitive or transitive] to make something happen

start the ball rolling to make something start happening

stay put /steɪ 'pʊt/ verb [intransitive] to remain in one place or position

strike off /straɪk 'ɒf/ phrasal verb [intransitive] to go in a new or different direction with energy and determination

tap /tæp/ verb [transitive] if you tap into something you use it or get some benefit from it

think through /θɪŋk 'θruː/ phrasal verb [transitive] to consider the facts about something in an organized and thorough way

treadmill /'tredmɪl/ noun [count] a situation that is very tiring or boring because you do the same things continuously

vocation /vəʊ'keɪʃn/ noun [count] a job that you do because you feel that it is your purpose in life and for which you have special skills

4.2 Vocabulary

Careers, personal skills and qualities

asset /'æset/ noun [count] a useful thing, person or quality: *Youth is a real asset in this job.*

assignment /ə'saɪnmənt/ noun [count or uncount] work given as part of your studies or your job, often for a set period of time in a particular place

concern /kən'sɜːn/ noun [count] HUMAN RESOURCES an employee that managers are worried about

controversial /kɒntrə'vɜːʃl/ adjective a controversial subject, opinion or decision is one that people disagree about or do not approve of

fast track /'fɑːst ,træk/ noun [singular] a way of achieving something more quickly than usual

fire /faɪə/ verb [transitive] INFORMAL to dismiss someone or make someone leave their job

flag /flæg/ verb [transitive] to mark something so that you will be able to find it again

greedy /'ɡriːdi/ adjective wanting more money, power or things than you need

headhunter /'hed,hʌntə/ noun [count] a person or company who searches for good staff and tries to persuade them to leave their jobs and go to work for another company

high-flier /haɪ'flaɪə/ noun [count] someone who has achieved a lot and is determined to continue being successful

liaise /li'eɪz/ verb [intransitive] if one person liaises with another or people liaise, they talk to each other and tell each other what they are doing, so that they can work together effectively

mentor /'mentɔː/ noun [count] an experienced person who helps someone who has less experience, especially in their job

multitasking /mʌlti'tɑːskɪŋ/ noun [uncount] doing several things at the same time

novel /'nɒvəl/ noun [count] a long written story about imaginary or partly imaginary characters and events

on the spot /ɒn ðə 'spɒt/ immediately

raise /reɪz/ noun [count] an increase in the amount you are paid for work

unconventional /ˌʌnkən'venʃ(ə)l/ adjective different from what most people consider to be usual or normal

wannabe /'wɒnəbi/ noun [count] INFORMAL someone who wants to be famous or successful

4.3 Grammar

Present tenses

appraisal /ə'preɪzəl/ noun [count or uncount] BRITISH BUSINESS an interview between a manager and someone who works for them to discuss how well they are doing their job

assault course /ə'sɔːlt kɔːs/ noun [count] an exercise involving running, climbing and jumping, used in military training

cog /kɒɡ/ noun [count] someone considered as a minor part of a large organization

deposit /dɪ'pɒzɪt/ noun [count] a first payment that you make when you agree to buy something expensive such as a car or a house

divorcee /dɪ'vɔːsiː/ noun [count] a woman or man who is divorced

hand /hænd/ verb [transitive] to give something to someone with your hand **you have to hand it to someone** SPOKEN used for saying that you admire someone for something they have done

kid /kɪd/ verb [intransitive or transitive usually continuous] MAINLY SPOKEN to say something that is not true, especially as a joke: **you're kidding** used for saying that you do not believe what someone is saying

knock over /nɒk 'əʊvə/ verb [transitive] to hit something so that it falls

relevant /rɪləv(ə)nt/ adjective directly connected to what is being discussed or considered

submit /səb'mɪt/ verb [transitive] to formally give something to someone so that they can make a decision about it

undergraduate /ˌʌndə'grædʒʊət/ noun [count] a student who is studying for a first degree at a college or university

4.4 Speaking

Job interviews

achievement /ə'tʃiːvmənt/ noun [count] a particular thing that you have succeeded in doing after a lot of effort

come round /kʌm 'raʊnd/ phrasal verb BRITISH to change your opinion because someone has persuaded you

commitment /kə'mɪtmənt/ noun [count or uncount] a promise to do something or to keep on doing something, a willingness to stay in a job, a relationship, etc.

cope /kəʊp/ verb [intransitive] to deal successfully with a difficult situation or job

rapport /ræ'pɔː/ noun [singular or uncount] a good relationship and understanding between people

regardless of /rɪ'gɑː(r)dləs əv/ without being affected by

resent /rɪ'zent/ verb [transitive] to experience angry or unhappy feelings because you think you have been treated unfairly

strength /streŋθ/ noun [count] something that someone does well: *Ron's main strength is his ability to motivate players.*

weakness /'wiːknəs/ noun [count] a fault or problem that makes someone less effective or attractive

4.5 Writing

A CV

faculty /'fæklti/ noun [count] a department or group of departments in a university

grade /greɪd/ noun [count] a letter or number that shows the quality of a student's work

IS /aɪ 'es/ noun [count] Information Systems

LAN /el eɪ 'en/ noun [count] COMPUTING local area network: a system that allows computers in the same building or group of buildings to communicate with each other

networking /'net,wɜːkɪŋ/ noun [uncount] the activity of connecting computers in a network

wpm /dʌbljuː piː 'em/ abbreviation words per minute: measurement of how fast someone can type

4.6 Case study

Gap years and career breaks

accommodation /ə,kɒmə'deɪʃn/ noun [uncount] a place for someone to stay, live, or work in: *The hotel provides accommodation for up to 100 people.*

eco- /i:kəʊ/ prefix relating to the environment: used with some nouns and adjectives

find your feet /faɪnd jəː fɪt/ to start to feel confident and familiar with something

gap year /'ɡæp jɪə/ noun [count] an interruption of one's studies or career in order to acquire a different experience, e.g. to travel

organic /ɔː'ɡænrɪk/ adjective not using chemicals: *organic apples*

sabbatical /sə'bætɪkl/ noun [count or uncount] a period away from work when people such as college or university teachers can study, rest or travel

step back /step 'bæk/ phrasal verb [intransitive] to stop for a moment in order to consider something objectively

tangible /'tændʒəbl/ adjective important and noticeable: *tangible evidence*

underprivileged /ˌʌndə'prɪvələdʒd/ adjective not having as many advantages or opportunities as most other people

short-list or shortlist /'ʃɔːtlɪst/ verb [transitive] to choose a number of candidates for the next stage of selection, e.g. a second interview

together with in addition to something else

waste /weɪst/ verb [transitive] to fail to make effective use of something that is valuable: *It was a waste of time.*

5 Making deals

5.1 About business

E-tailing

barge in /ˈbɑːdʒ ɪn/ verb [intransitive] to enter suddenly and noisily, usually interrupting someone in a rude way

beware /biːweə/ verb [intransitive or transitive usually imperative] used to warn someone of danger or difficulty

brisk /brɪsk/ adjective moving quickly **briskly** adverb

e-tailer /iːteɪlə/ noun [count] COMPUTING a company that sells things on the Internet: **e-tailing** noun [uncount]

eyeball /aɪbɔːl/ noun [count] the whole ball that forms the eye: here, a person browsing a website

flag /flæg/ verb [transitive] to mark something so that you will be able to find it again

intrusive /ɪnˈtruːsɪv/ adjective forcing itself on people in a way that is not welcome

publicly-traded /ˌpʌblɪkli ˈtreɪdɪd/ adjective a company whose shares you can buy on the stock exchange

pushy /ˈpuʃi/ adjective INFORMAL extremely determined to get what you want, even if it annoys other people

smother /ˈsmʌðə/ verb [transitive] to cover something completely so it cannot breathe

tracking /ˈtrækiŋ/ noun [uncount] the act of following or looking for a person, animal or thing

5.2 Vocabulary

Negotiating and e-tailing

bank statement /ˈbæŋk ˌsteɪtmənt/ noun [count] a document that shows all the money that went into and out of your bank account during a particular period of time

5.3 Grammar

Conditionals and recommendations

dust /dʌst/ noun [uncount] very small pieces of dirt that cover surfaces inside buildings like a powder

ISO /aɪesəʊ/ abbreviation International Standards Organization: an organization that deals with agreements about units of measurement and quality

rpm /ɑːpiːəm/ abbreviation revolutions per minute: a unit for measuring the speed at which something goes round in a circle

willing /ˈwɪlɪŋ/ adjective if you are willing to do something, you agree to do it without difficulty.

unwilling /ʌnˈwɪlɪŋ/ adjective if you are unwilling to do something you do not want to do it or you refuse to do it

5.4 Speaking

Negotiations – bargaining

auditor /ˈɔːdɪtə/ noun [count] someone whose job is to officially examine the financial records or production quality of a company

insignificant /ɪnˌsɪɡnɪfɪkənt/ adjective not large or important enough to be worth considering

lead time /ˈliːd ˌtaɪm/ noun [count or uncount] the time between planning something and starting to do it

nitty-gritty /ˈnɪti ˈɡrɪti/ noun [uncount] INFORMAL the most basic aspects of a situation or an activity that must be dealt with, even if they are unpleasant

package /ˈpækɪdʒ/ noun [count] a set of products or services that are sold together as one unit

reluctant /rɪˈlʌktənt/ adjective not willing to do something

tentative /ˈtentətɪv/ adjective not definite or certain

5.5 Writing

A proposal

breakdown /ˈbreɪkdaʊn/ noun [count] detailed presentation or analysis of information, particularly financial figures or statistics

contingency /kənˈtɪndʒ(ə)nsi/ noun [count] something that might happen in the future, especially something bad

fee /fiː/ noun [count] money that you pay to a professional person or institution for their work

mail order /ˈmeɪl ˈɔːdə/ noun [uncount] a way of buying goods in which you order them by post or by telephone and they are posted to you

mailshot /ˈmeɪlʃɒt/ noun [count] BRITISH a letter or advertisement sent to many people at the same time

merchant account /ˈmɜːtɪʃ(ə)nt əˌkaʊnt/ noun [count] a special account for performing e-business transactions

process /ˈprəʊses/ verb [transitive] to deal with information or documents so that something can happen: *28,000 applications for visas have to be processed*

prospect /ˈprɒspekt/ noun [count] a possible or likely customer

upgrade /ˌʌpˈɡreɪd/ verb [intransitive or transitive] to make a computer or other machine more powerful or effective

5.6 Case study

St John's Beach Club

allocate /ˈæləkeɪt/ verb [transitive] to officially give something to someone, or decide that something can be used for a specific purpose

gourmet /ˈɡuːmeɪ/ adjective gourmet food is of a very high quality

incentive /ɪnˈsentɪv/ noun [count or uncount] something that makes you want to do something or work harder, because you know that you will gain something by doing this

squeeze /skwiːz/ verb [intransitive or transitive] to press something firmly, especially with your hands: **to squeeze something out of something or someone** to obtain something more than is normally possible

throw in /θrəʊ ɪn/ phrasal verb [transitive] to include something extra with something that you are selling, without asking for more money

upgrade /ˌʌpˈɡreɪd/ noun [count] an improvement of a product or service

6 Company and community

6.1 About business

Corporate social responsibility

adverse /ədˈvɜːs/ adjective negative, unpleasant or harmful: *An adverse reaction from the public.*

align /əˈlaɪn/ verb [transitive] to give your support publicly to; bring yourself into agreement with or be in agreement with

altruism /'æltrʊɪz(ə)m/ noun [uncount] a way of thinking and behaving that shows you care about other people and their interests more than you care about yourself

bean /bi:n/ noun [count] a seed of various plants that is cooked and eaten: *coffee beans*

bear /beə/ verb [transitive] here, to pay: *A new study has confirmed that the wealthiest Americans bear the income tax burden.*

contend /kən'tend/ verb [transitive] **contend that** FORMAL to claim that something is true

corporate social responsibility a company's duty to be accountable to all groups having an interest in its activities

credo /'kri:dəʊ/ noun [count] FORMAL a statement of your beliefs

dismay /dɪs'meɪ/ verb [transitive] to make someone very worried, disappointed, or sad

global warming /gləʊbl 'wɔ:mɪŋ/ noun [uncount] the slow increase in the temperature of the Earth caused partly by the greenhouse effect increasing the amount of carbon dioxide in the atmosphere: *Global warming is causing sea levels to rise.*

hybrid /'haɪbrɪd/ noun [count] a mixture of two different things: **hybrid vehicle** a vehicle using two different kinds of energy

mindful /'maɪn(d)f(ə)l/ adjective careful or conscious of something

offset /'ɒf,seɪt/ verb [transitive] to balance the effect of something, with the result that there is no advantage or disadvantage: *Falling sales in Thailand were offset by strong performances in other markets.*

presumption /prɪ'zʌmpʃn/ noun [count] The expectation that something is true, which you don't question

sound /saʊnd/ adjective healthy: *a sound heart*

strive /straɪv/ verb [intransitive] to make a lot of effort to achieve something: *We strive to be accurate, but some mistakes are inevitable.*

sue /su:/, /sju:/ verb [intransitive or transitive] to make a legal claim against someone, usually to get money from them because they have done something bad to you: *If we go public with these allegations, do you think he will sue?*

sustainable /sə'steɪnəbl/ adjective capable of continuing for a long time at the same level

utility /ju:'tɪləti/ noun [count] a public service such as gas, water, or electricity that is used by everyone: *utility companies*

6.2 Vocabulary

Meetings, ethical behaviour and social performance

ad hoc /æd 'hɒk/ adjective done only when needed for a specific purpose, without planning or preparation

extravagant /ɪk'strævəɡənt/ adjective extreme, excessive or unreasonable

fellow /'feləʊ/ adjective [only before noun] used for talking about people who are similar to you or in the same situation as you

fine /faɪn/ noun [count] an amount of money that you have to pay because you have broken the law: *Firms could face fines of up to £5,000.*

foodstuff /'fu:d,stʌf/ noun [count or uncount] FORMAL a type of food

lawsuit /'lɔ:su:t/ noun [count] a case that a court of law is asked to decide involving a disagreement between two people or organizations: *The singer has filed a \$100 million lawsuit against his record company.*

regulatory /'regjʊlət(ə)rɪ/, /'regjʊ,leɪt(ə)rɪ/ adjective a regulatory organization makes sure companies follow the rules and maintain standards of safety, health, etc.

6.3 Grammar

The passive and reported speech

industrial espionage /'espi:ənə:z/ noun [uncount] the practice of stealing important information or technology from a company in order to help another company

leak /li:k/ noun [count] an amount of liquid or gas that comes out of a hole or crack in something: *The explosion was caused by a gas leak.*

leakage /'li:kɪdʒ/ noun [uncount] the process of leaking a liquid or gas

nitrate /'naɪtreɪt/ noun [count or uncount] a chemical substance containing nitrogen

outplacement /'aʊt,pleɪsmənt/ noun [count or uncount] the process of finding new jobs for people who have been made redundant

protracted /prə'træktɪd/ adjective FORMAL continuing for a long time, especially longer than is normal or necessary

savings /'seɪvɪŋz/ noun [plural] money that you have saved in a bank or invested so that you can use it later: *The money for the flight came out of my savings.*

6.4 Speaking

Meetings – teamwork

civil servant /sɪvl 'sɜ:v(ə)nt/ noun [count] someone who works for a government department

disabled /dɪs'eɪbld/ adjective someone who is disabled is unable to use part of their body or brain properly because of injury or disease

ethnic minority /eθnɪk maɪ'nɔ:rəti/ noun [count] a group of people who have a different culture and different traditions to most people living in a place

slim /slɪm/ adjective thin in an attractive way: *She had a slim, youthful figure.*

tender /'tendə/ noun [count or uncount] an offer to provide goods or services for a particular price

turn a blind eye (to something) to pretend you do not notice something, because you do not want to have to deal with it

6.5 Writing Reports and minutes

commitment /kə'mɪtmənt/ noun [uncount] determination to work hard at something: *I am delighted with the level of commitment you have all shown.*

derive /dɪ'reɪv/ verb [transitive] to get a feeling from something e.g. pleasure, satisfaction: **derive something from something:** *They derive great enjoyment from these simple games.*

paternalism /pə'tɜːnəlɪz(ə)m/ noun [uncount] governing like a father, by looking after people but also taking away their freedom and responsibilities

positive discrimination /pɒzətɪv dɪskrɪmɪ'neɪʃn/ noun [uncount] the practice of giving special benefits to people from a group that was treated in an unfair way in the past

stakeholder /'steɪk,həʊldə/ noun [count] someone who has an interest in the success of a project or organization

6.6 Case study Phoenix

derelict /dɪ'rɛlɪkt/ adjective unused and in bad condition, usually of a building or a piece of land

flammable /'flæməbl/ adjective able to burn very easily and quickly

greenfield site /'grɪnfi:ld saɪt/ noun [count] a piece of land that has not previously been built on

hazardous /'hæzədəs/ adjective dangerous, especially to people's health or safety: *These chemicals are hazardous to human health.*

toxic /'tɒksɪk/ adjective poisonous and harmful to people, animals, or the environment: *highly toxic industrial chemicals*

upset /ʌp'set/ verb [transitive] to make someone feel sad, worried or angry

worthless /'wɜːθləs/ adjective without value or use

7 Mergers and acquisitions

7.1 About business

Risks and opportunities in M&A

assets /'æsets/ noun [usually plural] money or property that a company owns: *The business has assets totalling £5.1 million.*

due diligence /djuː 'dɪlɪdʒ(ə)ns/ noun [uncount] investigation of a company's activities and finances before investment or acquisition

external growth /ɪk'stɜːnəl 'grəʊθ/ noun [uncount] increasing a company's size by buying other businesses

gene /dʒiːn/ noun [count] information in cells that determines a person's characteristics: *He believes that shyness is in the genes.*

homogenize /hə'mɒdʒənaɪz/ verb [transitive] to make things the same, often so that the result is boring

invoke /ɪn'vəʊk/ [transitive] FORMAL to mention an idea to support an argument or explain an action.

laid-back /leɪd'bæk/ adjective INFORMAL calm and relaxed

open enrolment noun [count] a university class which anybody can join

prestigious /pre'stɪdʒəs/ adverb admired and respected

sorely /'sɔːli/ adjective very much

susceptible /sə'septəbl/ adjective easily influenced or affected

synergy /'sɪnədʒi/ noun [count or uncount] BUSINESS the extra benefit that companies obtain when they combine their efforts

take one's eye off the ball idiom to pay less attention than usual

takeover /'teɪkəʊvə/ noun [count or uncount] a situation in which one company takes control of another by buying the majority of its shares: a takeover bid (= an offer to pay a particular amount in order to get control of a company): *Shareholders have accepted a takeover bid.*

turmoil /'tɜːmɔɪl/ noun [uncount] a state of excitement or uncontrolled activity

7.2 Vocabulary Business performance

bid /bɪd/ noun [count] an offer to buy the shares in a company and take control of it: *a takeover bid*

expire /ɪk'spaɪə/ verb [intransitive] when something expires, the time in which it is valid comes to an end: *When the patent expired, competitors copied the product.*

float /fləʊt/ verb [transitive] BUSINESS to start to sell a company's shares on the stock market

flotation /fləʊ'teɪʃn/ noun [count or uncount] BUSINESS the sale of shares in a company for the first time

FTSE 100, the /'fʊtsɪ wən 'hʌndrəd/ noun [uncount] the Financial Times Stock Exchange index; an average of the prices of shares from the top 100 companies on the London stock exchange

patent /'peɪnt/, /'pænt/ noun [count] a document that stops anyone other than the inventor from using an invention: *In 1878, Edison received a patent for his phonograph.*

prestigious /pre'stɪdʒəs/ adjective highly respected, with a very good reputation

rumour /'ruːmə/ noun [count or uncount] unofficial information that may or may not be true: *He'd heard rumours about some big financial deal.*

wave /weɪv/ noun [count] a sudden increase in one type of activity, especially one that is unwelcome: *A fresh wave of selling sent technology stocks even lower.*

7.3 Grammar

Future forms and expressing likelihood

asking price /'ɑːskɪŋ praɪs/ noun [singular] the price that someone wants for something they are selling

common ground /kəmən 'graʊnd/ noun [uncount] similar to something that people can agree about, especially when they disagree about other things

copycat /'kɒpɪkæt/ adjective similar to something else and considered to be a copy of it

freelance /friː'lɑːns/ adjective freelance work is done by a person who is not permanently employed by a particular company but sells their services to more than one company

go ahead /gəʊ ə'hed/ phrasal verb [intransitive] to continue to do something, especially after waiting for permission

implant /'ɪmplɑːnt/ noun [count] an object that doctors put into someone's body during a medical operation

prosecute /'prɒsɪkjuːt/ verb [intransitive or transitive] to officially accuse someone of a crime: *If the fine is not paid within ten days, we will be forced to prosecute.*

take something by storm to be very successful in a particular area

7.4 Speaking Presentations – visuals

breakdown /'breɪkdaʊn/ noun [count] a more detailed analysis of information

crucial /'kruːʃl/ adjective extremely important: **crucial to**: *Listening to customers' needs is crucial to designing good products.*

deteriorate /dɪ'tɪəriəreɪt/ verb [intransitive] to become worse: *The economic situation is deteriorating.*

disposable income /dɪ'spəʊzəblɪ 'ɪnkʌm/ noun [uncount] money that you have left to spend after you have paid your bills

figure /'fɪɡə/ noun [count often plural] a number that shows the value or cost of something: *This year's sales figures were excellent.*

highlight /'haɪlaɪt/ verb [transitive] to emphasise or underline part of something: *The presenter highlighted the need for a quick decision.*

overload /'əʊvə'ləʊd/ verb [transitive] to put too much of something on something: here, to present people with too much information for them to understand easily

7.5 Writing Presentation slides

bullet point /'bʊlɪt pɔɪnt/ noun [count] a circle printed before each item on a list

distracting /dɪ'stræktɪŋ/ adjective preventing you from concentrating on something

font /fɒnt/ noun [count] TECHNICAL the style of letters and numbers used in a document

offshore /'ɒfʃɔː/ adverb in another country where costs are lower: *More and more companies are outsourcing work offshore.*

threat /θret/ noun [count or uncount] a situation that could cause harm or danger: *Competitors with better products are a major threat.*

vague /veɪɡ/ adjective not clearly explained or very detailed: *Witnesses gave only a vague description of the driver.*

7.6 Case study Calisto

charismatic /kærɪz'mætɪk/ adjective a charismatic person has a strong personality that makes other people like them and be attracted to them

Cost of Sales /kɒst əv 'seɪlz/ noun [uncount] the direct cost of producing goods, including materials and labour

EBIT /iː biː ət 'tiː/ abbreviation Earnings Before Interest and Taxes

meteoric /miːti'ɒrɪk/ adjective becoming very successful very quickly

newcomer /'njuːkʌmər/ noun [count] a person or organization that is new to a place or market

rock /rɒk/ verb [transitive] MAINLY JOURNALISM to shock, surprise or frighten someone

ruthless /'ruːθləs/ adjective willing to make other people suffer so that you can achieve your aims: **ruthlessly** adverb

slick /slɪk/ adjective done in a very impressive way that seems to need very little effort

trumpet /'trʌmpɪt/ verb [transitive] to announce something publicly in a way that is intended to make it seem very important

8 International trade

8.1 About business

Export sales and payment

chase /tʃeɪs/ verb [transitive] to try hard to get something you want: *Many companies are still chasing debts that are more than five years old.*

creditworthiness /'kredɪt,wɜːðɪnəs/ noun [uncount] ability to repay debts

draft /draːft/ noun [count] **bank / banker's draft**: an order to pay someone that is sent from one bank to another bank, usually in a different country

level playing field /levl 'pleɪŋ fiːld/ noun [singular] a situation that is fair for everybody involved

go down /gəʊ 'daʊn/ phrasal verb [intransitive] to produce a particular reaction: **go down well**

pinball /pɪn,bɔːl/ noun [uncount] a game played by hitting a metal ball across a board and trying to hit targets

proactive /prəʊ'æktɪv/ adjective taking action and making changes before problems develop: **proactively** adverb

take on board /teɪk ɒn 'bɔːd/ phrase to consider an idea, to accept criticism and learn from past mistakes

think outside the box /θɪŋk aʊt,sɑɪd ðə 'bɒks/ phrase to find new and unusual ways of doing things, especially solving problems

trace /treɪs/ noun [count or uncount] a slight sign that someone has been present **disappear without trace**: *She was seen last week, then disappeared without trace.*

wizard /'wɪzəd/ noun [count] someone who is very good at something

would-be /'wʊd.biː/ adjective [only before noun] hoping or trying to do something: *would-be diplomats*

8.2 Vocabulary

International deals and payments

file /faɪl/ verb [transitive] to take official action involving sending a document

frequent-flyer scheme /friːkwənt'flaɪə 'skiːm/ a system to encourage people to travel with the same airline by giving them reductions or gifts

8.3 Grammar

Prepositions

drop off /drɒp 'ɒf/ phrasal verb [transitive] to take something to a place and not stay there long: *Is it OK if I drop the documents off later?*

jet-lagged /'dʒet,lægd/ adjective feeling tired and sometimes confused after a long flight

levy /'levi/ verb [transitive] to officially request payment of a tax

pitch /pɪtʃ/ noun [count] an oral proposal designed to persuade someone to buy your product or support you

policy /'pɒləsi/ noun [count] a contract with an insurance company

preliminary /pri'limɪn(ə)rɪ/ adjective [only before noun] coming before the main or most important part of something: *A preliminary discussion was held before the negotiation.*

scope /skəʊp/ noun [uncount] the things that a particular activity deals with: *I'm afraid this issue is outside the scope of this meeting, so we can't discuss it.*

8.4 Speaking

Negotiations – diplomacy

implication /ɪmplɪ'keɪʃn/ noun [count usually plural] a possible effect or result: *We need to consider the financial implications.*

quit /kwɪt/ verb [intransitive or transitive] to leave a job or project: *She quit after only six months in the job.*

8.5 Writing

Requests and reminders

disregard /dɪsrɪ'gɑ:d/ verb [transitive] to pay no attention to something

extend /ɪk'stend/ verb [transitive] FORMAL to agree to lend someone money or give them credit

factoring /'fæktərɪŋ/ noun [uncount] selling a company's receivable invoices in order to obtain funds more quickly

outstanding /aʊt'stændɪŋ/ adjective an amount of money that is outstanding has not yet been paid

overdue /əʊvə'dju:/ adjective if a payment is overdue, it should have been paid before now

oversight /'əʊvə'saɪt/ noun [count] something you do not think of which causes problems later

settle /'setl/ verb [transitive] to pay all the money you owe someone: *He has thirty days to settle his bill.*

we trust /wi: 'trʌst/ phrase FORMAL used for saying that you hope and expect something is true

8.6 Case study

Jeddah Royal Beach Resort

accommodation /ə,kɒmə'deɪʃn/ noun [uncount] a place for someone to stay, live or work in: *The hotel provides accommodation for up to 100 people.*

armoury /'ɑ:məri/ noun [usually singular] a set of skills, equipment or powers that is available for someone if they need it.

incentive /ɪn'sentɪv/ noun [count or uncount] something that encourages you to do something because you will benefit: *They want to stimulate growth in the region by offering incentives to foreign investors.*

loyalty /'lɔɪəlti/ noun [uncount] continued use of the products or services of a particular business: *a high level of brand loyalty*

resort /rɪ'zɔ:t/ noun [count] a place that people go to for a holiday: *a ski / seaside / mountain resort*

uncollectible /ˌʌnkə'lektəbl/ noun [count] a bad debt which cannot be recovered

vet /vet/ verb [transitive] to check someone's character, reputation or credit record

vulgar /'vʌlgə/ adjective someone who is vulgar is rude, unpleasant, and offensive

word of mouth /wɜ:d əv 'maʊθ/ phrase information communicated by people speaking informally to each other

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