

MODULE 1

1A GETTING THROUGH ON THE PHONE

discuss (verb) /dɪ'skʌs/ besprechen

Can we meet next week to **discuss** our ideas for the new software application?

journalist (noun) /'dʒɜːnəlɪst/ Journalist

I'm a **journalist** - I write articles for a fashion magazine.

article (magazine / newspaper) (noun) /'ɑːtɪkl/ Artikel

Did you read the **article** about smart phones in today's newspaper?

arrange (verb) /ə'reɪndʒ/ organisieren

We need to **arrange** a visit to the new warehouse.

interview (noun) /'ɪntəvjuː/ Bewerbungsgespräch

It's a good idea to do some research on the company before your job **interview**.

meeting (noun) /'miːtɪŋ/ Besprechung

They have a **meeting** with the Marketing Director tomorrow morning.

message (noun) /'mesɪdʒ/ Mitteilung

I'm afraid Mr Roberts is in a meeting - can I take a **message**?

line (phone) (noun) /laɪn/ Leitung (Telefon)

I'm afraid the **line** is busy - can you call back later?

busy (adjective) /'bɪzi/ belegt, besetzt

I'm afraid the line is **busy** at the moment - can you hold?

put through (phrasal verb) /pʊt θruː/ durchstellen,

verbinden Can you **put me through** to the Accounts Department, please?

Public Relations Department (noun) /'pʌblɪk rɪ'leɪʃnz dɪ'pɑːtmənt/ Abteilung für Öffentlichkeitsarbeit Our **Public Relations Department** handles any questions from journalists.

caller (noun) /'kɔːlə(r)/ Anrufer

Did you ask the **caller** to hold?

available (adjective) /ə'veɪləbl/ erreichbar

I'm afraid Mr Peterson isn't **available** this afternoon.

on hold (adjective) /ɒn 'həʊld/ in der Warteschleife

Can I put you **on hold**, while I try to connect you?

voicemail (noun) /'vɔɪsmel/ Voicemail

You can leave me a **voicemail** if I can't answer the phone.

mistake (noun) /mɪ'steɪk/ Fehler

If you make a **mistake**, you have to do it again.

connect (phone) (verb) /kə'nekt/ verbinden (Telefon)

Please hold the line and I'll try to **connect** you.

receive (verb) /rɪ'siːv/ erhalten

Did you **receive** the email I sent you last week?

Human Resources (Department) (noun) /'hjuːmən rɪ'sɔːsɪz/ Personalabteilung The **Human Resources** Department finds new staff.

account (noun) /ə'kaʊnt/ Konto

Could you send me the **account** details of all the new clients?

1B MESSAGES AND VOICEMAILS

holiday (noun) /'hɒlədeɪ/ Urlaub, Ferien

Our manager is on **holiday** in Hawaii for two weeks.

desk (noun) /desk/ Schreibtisch

I'd like to sit at the **desk** next to the window, if possible.

off sick (adjective) /ɒf 'sɪk/ krankgeschrieben

Alan is **off sick** today, but he'll be back in the office tomorrow.

lunch (noun) /lʌntʃ/ Mittagessen

She's meeting me at 1.30 p.m. for **lunch**.

bill (money) (noun) /bɪl/ Rechnung (Geld)

You've sent us a **bill** for \$369.50 and it can't be right.

cancel (verb) /'kænsəl/ absagen

We had to **cancel** the event because of the rain.

call back (phrasal verb) /kɔːl 'bæk/ zurückrufen

I'm sorry, Mrs Ashton isn't in the office this morning - please **call back** this afternoon.

wonder (verb) /'wʌndə(r)/ sich fragen

I **wonder** if you have time to meet for lunch next week?

reach (phone) (verb) /ri:tʃ/ erreichen (Telefon)

You can **reach** me any time on 07892 159753.

colleague (noun) /'kɒliːg/ Kollege, Kollegin

It's lovely to see so many of our **colleagues** from around the world here tonight.

pass on (a message) (phrasal verb) /pɑːs 'ɒn/

(eine Nachricht) ausrichten Please **pass on** this message to Hilary when you see her tomorrow.

1C DEALING WITH PROBLEMS ON THE PHONE

repeat (verb) /rɪ'piːt/ wiederholen

Sorry, can you **repeat** your name, please?

deal with (phrasal verb) /diːl wɪð/ Kontakt haben zu

My last manager trusted me and let me **deal with** clients on my own.

catch (a name) (verb) /kætʃ/ (einen Namen) verstehen

I'm sorry, I didn't **catch** your name - could you repeat it?

extension (phone) (noun) /ɪk'stenʃn/ Durchwahl

Can you put me through to Jane on **extension** 3390, please?

client (noun) /'klaɪənt/ Kunde, Klient

I'm meeting an important **client** today to discuss the new price list.

supplier (noun) /sə'plɑɪə(r)/ Lieferant

We usually buy our parts from a **supplier** in the USA.

potential (adjective) /pə'tenʃl/ potenziell

There will be lots of **potential** clients at the trade fair.

boss (noun) /bɒs/ Chef(in)

My **boss** always asks to see me at about 7.00 p.m.!

branch (of a company) (noun) /brɑːntʃ/ Niederlassung

(eines Unternehmens) He worked at the local **branch** before moving to the head office.

cut off (phrasal verb) /kʌt 'ɒf/ unterbrechen

We got **cut off**, so I had to call her back.

1D MAKING ARRANGEMENTS ON THE PHONE

arrangement (noun) /ə'reɪndʒmənt/ Vorbereitung

She needs to finalize the **arrangements** for the conference.

formal (adjective) /'fɔːml/ formal

Your letters to customers must be **formal** and polite.

informal (*adjective*) /ɪn'fɔ:məl/ ungewungen
The emails between work colleagues are usually quite **informal**.

meet (*verb*) /mi:t/ treffen
Would you like to **meet** for a coffee?

suit (*verb*) /su:t/ passen
Would it **suit** you to meet at 11.00 a.m. tomorrow?

software application (*noun*) /'sɒftweɪ ˌæplɪ'keɪʃn/
Software-Anwendung This new **software application** will improve our online support system.

as usual (*idiom*) /əz 'ju:ʒuəl/ wie gewohnt, wie üblich
Let's meet in the same place **as usual**.

trip (*noun*) /trɪp/ Reise
I have a ten-day business **trip** to Prague next month.

state (*verb*) /steɪt/ darlegen
The job application form asks you to **state** which country you would like to work in.

prefer (*verb*) /prɪ'fɜ:(r)/ bevorzugen
I'm busy this morning, so I'd **prefer** to meet in the afternoon, if possible.

plenty of (*pronoun*) /'plenti ɒv/ eine Menge von, reichlich
'Is there enough space for all the guests?' 'Don't worry. There are **plenty of** rooms in the hotel.'

realize (*verb*) /'ri:əlaɪz/ merken
I'm afraid I didn't **realize** I had a meeting at 9.00 a.m. today.

website (*noun*) /'websaɪt/ Website
Check our company's **website** for information on all our services.

headquarters (*noun*) /ˌhed'kwɔ:təz/ Hauptniederlassung
Have you visited the company **headquarters** yet?

diary (*noun*) /'daɪəri/ Terminkalender
Please write all this month's sales meetings in your **diary**.

bring (sth) forward (*phrasal verb*) /brɪŋ ... 'fɔ:wəd/
vorverlegen, vorziehen Can we **bring** tomorrow's meeting **forward** to today?

move (sth) back (*phrasal verb*) /mu:v ... bæk/ (etw.) verschieben I need to **move** today's interview **back** to next week.

tour (*noun*) /tʊ:(r)/ Rundgang
We're going to begin with a guided **tour** of the factory.

appointment (*noun*) /ə'pɔɪntmənt/ Termin
I have an **appointment** with Mr Jones at 10.00 a.m. to discuss the new contract.

1E EMAIL - FIRST CONTACT AND REQUESTS

send (*verb*) /send/ schicken
I'll **send** you an email with all the details for the conference.

rather (alternative) (*adverb*) /'rɪ:ðə(r)/ lieber, eher
(Alternative) I prefer to email, **rather** than use the phone.

tutor (*noun*) /'tju:tə(r)/ Kursleiter(in)
Mrs Fernandez is the **tutor** for this week's marketing training course.

career (*noun*) /kə'riə(r)/ Karriere, Laufbahn
I'm planning a **career** in publishing.

publishing (*noun*) /'pʌblɪʃɪŋ/ Verlagswesen
I'd like to find a job in **publishing**.

keen (*adjective*) /ki:n/ begeistert
I'm **keen** to learn more about marketing.

work experience (*noun*) /wɜ:k ɪk'spɪəriəns/ Praktikum
Students have the opportunity to do **work experience** at various local companies over the summer holidays.

salutation (in a letter) (*noun*) /ˌsælju'teɪʃn/ Grußformel, Grussformel [Schweiz] (in einem Brief) You should end your letter with a closing **salutation**, such as 'Regards'.

sender (*noun*) /'sendə(r)/ Absender(in)
Please reply to the **sender** of the email within 48 hours.

look forward to (*phrasal verb*) /lʊk 'fɔ:wəd tə/ sich freuen auf I **look forward to** hearing from you soon.

work placement (*noun*) /wɜ:k 'pleɪsmənt/ Praktikum
I'm doing a **work placement** in the Marketing Department for six weeks.

placement (*noun*) /'pleɪsmənt/ Praktikum
A six-month company **placement** in France gave me the opportunity to improve my French skills.

introduce yourself (*verb*) /ˌɪntrə'dju:s jɔ:'self/ sich vorstellen I have just started work here and I thought I should **introduce myself**.

purpose (*noun*) /'pɜ:pəs/ Zweck
The **purpose** of today's training session is for you to start to become familiar with the new system.

enquire (*verb*) /ɪn'kwaɪə(r)/ sich erkundigen
I'm writing to **enquire** about your trainee programmes.

trainee (*noun*) /ˌtreɪ'ni:/ Nachwuchskraft
He's a **trainee**, but he's learning fast.

grateful (*adjective*) /'ɡreɪtfl/ dankbar
I would be **grateful** if you could send me your latest catalogue.

check (*verb*) /tʃek/ überprüfen
The Quality Control Department **checks** that the products have no defects.

pitch (sales) (*noun*) /pɪtʃ/ Verkaufsgespräch
He gave a very successful **pitch** and the client signed a new contract.

interested in (*adjective*) /'ɪntrəstɪd ɪn/ interessiert an
Are you **interested in** books about management?

successful (*adjective*) /sək'sesfl/ erfolgreich
Our flyer was very **successful** and helped increase orders by 20% this month.

useful (*adjective*) /'ju:sfl/ nützlich
I hope you'll find the training sessions **useful**.

request (*noun*) /rɪ'kwest/ Anfrage
We have had several **requests** for further information about your new product range.

1F EMAIL - ENQUIRIES

stand (at an exhibition) (*noun*) /stænd/ Stand (an einer Messe) Please come and see us at our **stand** at this weekend's trade fair.

including (*preposition*) /ɪn'klu:dɪŋ/ einschließlich, einschliesslich [Schweiz] The total price for the order is €250, **including** delivery charges.

trade fair (*noun*) /'treɪd feə(r)/ Messe
We'll present all our new products at next month's **trade fair** in Seattle.

premises (*noun*) /'premɪsɪz/ Räumlichkeiten
They have moved to new **premises** in the city centre.

catalogue (*noun*) /'kætəlɒɡ/ Katalog
Please see our **catalogue** for the full range of our products.

install (*verb*) /ɪn'stɔːl/ installieren
The company needs to **install** new software for its online order system.

maintain (*verb*) /meɪn'teɪn/ pflegen
Our reliable service allows us to **maintain** excellent relationships with all our customers.

reply (*verb*) /rɪ'plaɪ/ antworten
Please **reply** to all emails within 24 hours.

enquiry (*noun*) /ɪn'kwærɪ/ Anfrage
Your **enquiry** will be answered within the next ten days.

attach (email) (*verb*) /ə'tætʃ/ anhängen
Please **attach** the latest price list to this month's email to clients.

up-to-date (*adjective*) /,ʌp tə 'deɪt/ aktuell
Our online catalogue has an **up-to-date** list of all our products and prices.

price list (*noun*) /'praɪs lɪst/ Preisliste
There is a full **price list** at the back of the catalogue.

click on (*phrasal verb*) /kɪk ɒn/ klicken auf
Please visit our website and **click on** the link for our contact details.

place an order (*phrase*) /'pleɪs ən 'ɔːdə(r)/ eine Bestellung aufgeben
You can **place an order** over the phone or online.

be based (*phrase*) /bi beɪst/ ansässig sein
Our company **is based** in France, but we do business all over Europe.

delivery (*noun*) /dɪ'lɪvəri/ Lieferung
They offer a next-day **delivery** service for any urgent orders.

appropriate (*adjective*) /ə'prəʊpriət/ angemessen
Always use an **appropriate** greeting at the start of an email.

supply (*verb*) /sə'plaɪ/ ausstatten
Jenkins Office Equipment will **supply** us with all our new desks.

fill in (a form) (*phrasal verb*) /fɪl 'ɪn/ (ein Formular) ausfüllen
Please **fill in** the order form with your account details.

goods (*noun*) /ɡʊdz/ Waren
They didn't receive the **goods** that they ordered.

polite (*adjective*) /pə'laɪt/ höflich
You will be more successful if your complaint is **polite**.

1G EMAIL - FOLLOWING UP

conference (*noun*) /'kɒnfərəns/ Konferenz
Do you know any of the speakers at today's **conference**?

book (*verb*) /bʊk/ buchen
I'd like to **book** a double room for three nights, please.

accommodation (*noun*) /ə,kɒmə'deɪʃn/ Unterkunft
There's a shortage of **accommodation** because the city doesn't have enough hotels.

negotiate (*verb*) /nɪ'ɡəʊʃieɪt/ aushandeln
Did you **negotiate** a good deal with the catering company?

deal (*noun*) /diːl/ Geschäft
I'm still trying to negotiate the best **deal** on the room prices with the hotel.

confirm (*verb*) /kən'fɜːm/ bestätigen
We need your credit card number to **confirm** your hotel booking.

catering (*noun*) /'keɪtərɪŋ/ Catering, Verpflegung
Our local restaurant is providing the **catering** for the conference.

quote (price) (*noun*) /kwəʊt/ Angebot (Preis)
Did you get more than one **quote** for the price of printing the new catalogue?

circulate (*verb*) /'sɜːkjələɪt/ verteilen
Please **circulate** the sales report to the team.

freelancer (*noun*) /'friːlənsə(r)/ Freiberufler, freier Mitarbeiter
We've asked a **freelancer** to design our new catalogue.

flyer (*noun*) /'flaɪə(r)/ Flyer
We need to design a **flyer** to give to everyone at the conference.

expect (*verb*) /ɪk'spekt/ erwarten
We **expect** to improve sales by 15% this year.

as well (*idiom*) /əz 'wel/ auch, ebenfalls
I speak fluent French and basic Spanish **as well**.

task (*noun*) /tɑːsk/ Aufgabe
There's a different **task** for everyone on the team to do.

spare time (*noun*) /speə taɪm/ freie Zeit
Will they have any **spare time** tomorrow to look at the new design?

aware (*adjective*) /ə'weə(r)/ bewusst
I wasn't **aware** that you already knew him.

previous (*adjective*) /'priːviəs/ vorherig
In my **previous** job, I worked in the HR Department.

manage to do (sth) (*phrase*) /'mænɪdʒ tə'duː .../ es schaffen, (etw.) zu tun
Yes, I think I can **manage to do** it by myself.

contract (job) (*noun*) /'kɒntrækt/ Vertrag (Arbeitsstelle)
Do I have to sign a **contract** for the job?

designer (*noun*) /dɪ'zainə(r)/ Designer(in)
The **designer** showed us her ideas for the new flyer yesterday.

advice (*noun*) /əd'vaɪs/ Rat
Aleksander is giving Natalia **advice** about writing a good CV.

improve (*verb*) /ɪm'pruːv/ verbessern
We need to **improve** our sales figures by 5% over the next six months.

1H EMAIL - LEVELS OF FORMALITY

agree with (*phrasal verb*) /ə'ɡriː wɪð/ mit jmdm. / etw. übereinstimmen, mit etw. einverstanden sein
If you **agree with** his advice, you should do what he says.

require (*verb*) /rɪ'kwaɪə(r)/ fordern, benötigen
Do you **require** a single or a double room?

corridor (*noun*) /'kɒrɪdɔː(r)/ Flur
We've decided to install CCTV in all the **corridors** around the offices.

breakfast (*noun*) /'brekfəst/ Frühstück
The price is 300 Swiss francs per night, including **breakfast** in the morning.

inform (*verb*) /ɪn'fɔːm/ informieren
Please **inform** us if your plans change.

get back to (sb) (*phrasal verb*) /get bæk tə .../ sich bei (jmdm.) melden, (jmdm.) Bescheid sagen
Please **get back to** me tomorrow with your decision on this.

MODULE 2

2A INTRODUCTIONS AND GREETINGS

- conference** (*noun*) /'kɒnfərəns/ Konferenz
Do you know any of the speakers at today's **conference**?
- check** (*verb*) /tʃek/ überprüfen, kontrollieren
The Quality Control Department **checks** that the products have no defects.
- excuse me** (*phrase*) /'ɪkskjʊ:s mi/ Verzeihung
Excuse me. Can I sit here?
- go ahead** (*phrasal verb*) /gəʊ ə 'hed/ fortfahren, Nur zu!
'Excuse me. Is this seat free?' 'Yes, it is. **Go ahead.**'
- meet** (*verb*) /mi:t/ treffen
Nice to **meet** you.
- work for** (*phrasal verb*) /wɜ:k fɔ:(r)/ arbeiten für
Who do you **work for**?
- journalist** (*noun*) /'dʒɜ:nəlist/ Journalist
I'm a **journalist** - I write articles for a fashion magazine.
- consumer magazine** (*noun*) /kən'sju:mə ,mæɡə'zi:n/ Verbraucherzeitschrift I am a **journalist**. I write articles for a **consumer magazine**.
- research** (*verb*) /'ri:sɜ:tʃ/ nachforschen
I am here to **research** an article on Internet service providers.
- service provider** (*noun*) /'sɜ:vɪs prə'vaɪdər(r)/ Dienstanbieter I think we should change our Internet **service provider** - the one we use is very expensive.
- introduce yourself** (*verb*) /,ɪntrə'dju:s jɔ:'self/ sich vorstellen I have just started work here and I thought I should **introduce myself**.
- originally** (*adverb*) /ə'ɹɪdʒənəli/ ursprünglich
I'm from Switzerland **originally**, but I live in Germany now.
- be based** (*phrase*) /bi beɪst/ ansässig sein
Our company **is based** in France, but we do business all over Europe.
- perhaps** (*adverb*) /pə'hæps/ vielleicht
I work with Frances - **perhaps** you know her?
- advertising** (*noun*) /'ædvətaɪzɪŋ/ Werbung
Most of its sales come from **advertising** on its website.
- advertising agency** (*noun*) /'ædvətaɪzɪŋ 'eɪdʒənsi/ Werbeagentur She works for an **advertising agency** in Canada.
- client** (*noun*) /'klaɪənt/ Kunde, Klient
I'm meeting an important **client** today to discuss the new price list.
- event** (*noun*) /'ɪvent/ Veranstaltung
Over a thousand people were at the **event**.
- 2B MAKING SMALL TALK**
- journey** (*noun*) /'dʒɜ:ni/ Reise
How was your **journey**? Did you have a good flight?
- flight** (*noun*) /flaɪt/ Flug
Did you have a good **flight**?
- delayed** (*adjective*) /dɪ'leɪd/ verspätet
Her flight was **delayed** by three hours!

- sightseeing** (*noun*) /'saɪtsi:ɪŋ/ Besichtigung von Sehenswürdigkeiten Did you have time to do any **sightseeing** when you were in Rome?
- peaceful** (*adjective*) /'pi:sfl/ friedlich
I enjoy living in the countryside - it's really **peaceful**.
- architecture** (*noun*) /'ɑ:kɪtektʃə(r)/ Architektur
The **architecture** in Barcelona is amazing - I love all the Gaudi buildings!
- interested in** (*adjective*) /'ɪntərəstɪd ɪn/ interessiert an
Are you **interested in** books about management?
- usually** (*adverb*) /'ju:ʒəli/ normalerweise
When do you **usually** take your holiday?
- fortnight** (*noun*) /'fɔ:tnaɪt/ zwei Wochen
I usually go on holiday for a **fortnight** in the summer.
- plenty of** (*pronoun*) /'plenti ɒv/ eine Menge von
'Is there enough space for all the guests?' 'Don't worry. There are **plenty of** rooms in the hotel.'
- queue** (*noun*) /kju:/ Schlange
There was a really long **queue** for the taxis outside the airport.
- experience** (*noun*) /ɪk'spɪəriəns/ Erfahrung
Candidates must have **experience** of working in the food and drink industry.
- induction** (*noun*) /ɪn'dʌkʃn/ Unterweisung
All new staff have an **induction** in their first week at work.
- coincidence** (*noun*) /kəʊ'ɪnsɪdəns/ Zufall
I worked for them, too. About three years ago. Wow, what a **coincidence**!
- colleague** (*noun*) /'kɒli:ɡ/ Kollege, Kollegin
It's lovely to see so many of our **colleagues** from around the world here tonight.

2C INVITATIONS AND OFFERS

- join (sb)** (*verb*) /dʒɔɪn .../ sich (jmdm.) anschließen, anschliessen [Schweiz], mitkommen Some of us are meeting for dinner tonight. Would you like to **join** us?
- exhausted** (*adjective*) /ɪɡ'zɔ:stɪd/ erschöpft
I'm **exhausted** after travelling for over 24 hours!
- rather (alternative)** (*adverb*) /'rɑ:ðə(r)/ lieber, eher (Alternative) I prefer to email, **rather** than use the phone.
- book (a ticket / table, etc.)** (*verb*) /bʊk/ (ein Ticket) buchen, (einen Tisch) reservieren I'd like to **book** a double room for three nights, please.
- invite** (*verb*) /ɪn'vaɪt/ einladen
Let's **invite** all our new clients out for dinner.
- accept (an invitation)** (*verb*) /ək'sept/ (eine Einladung) annehmen If they ask me to go to the opera with them, I'll **accept** the invitation.
- decline (an invitation)** (*verb*) /dɪ'klaɪn/ (eine Einladung) ablehnen I'm afraid I have to **decline** the invitation because I'm busy that day.
- fancy** (*verb*) /'fænsi/ Lust haben auf
Do you **fancy** a drink?
- offer** (*noun*) /'ɒfə(r)/ Angebot
Thanks for the **offer** to help me - that's very kind.

WORDLIST

set-up (*noun*) /set ʌp/ Einrichtung

Do you need help with the **set-up** of your computer system?

potential (*adjective*) /pə'tenʃl/ potenziell

There will be lots of **potential** clients at the trade fair.

offer (*verb*) /'ɒfə(r)/ anbieten

The supplier can **offer** a discount on bulk orders.

pick (sb) up (*phrasal verb*) /pɪk ... ʌp/ (jmdn.) abholen

A taxi will **pick you up** from your hotel and take you to the airport.

branch (of a company) (*noun*) /brɑːntʃ/ Niederlassung (eines Unternehmens) He worked at the local **branch** before moving to the head office.

2D WELCOMING A VISITOR

off-limits (*adjective*) /ɒf 'lɪmɪts/ (Zutritt) verboten

I'm afraid you can't go in there - it's **off-limits**.

appointment (*noun*) /ə'pɔɪntmənt/ Termin

I have an **appointment** with Mr Jones at 10.00 a.m. to discuss the new contract.

facility (new building) (*noun*) /fə'sɪləti/ Anlage, (neues) Gebäude You can join a tour of the new **facility** this morning.

freshen up (*phrasal verb*) /'freʃn ʌp/ sich frisch machen

Can I get you a coffee, or would you like to **freshen up** a bit?

run through (*phrasal verb*) /'rʌn θruː/ durchgehen

Before we get started, I'll **run through** today's programme.

tour (*noun*) /tʊə(r)/ Rundgang

We're going to begin with a guided **tour** of the factory.

catch up (meet up) (*phrasal verb*) /kætʃ ʌp/ sich treffen

Let's **catch up** at lunchtime and you can tell me about the new project.

ID card (*noun*) /,aɪ'diː kɑːd/ Ausweis

You'll need this **ID card** to get around the site.

Facilities (Department) (*noun*) /fə'sɪlətɪz/

Gebäude(management) You have to ask the **Facilities** Department to repair the heating.

registration number (car) (*noun*) /,redʒɪ'streɪfɪn 'nʌmbə(r)/ Kraftfahrzeugkennzeichen (Auto) Could you tell me your car's **registration number**?

likewise (*adverb*) /'laɪkwəɪz/ benfalls

'Nice to meet you.' **Likewise.**

hang on to (sth) (*phrasal verb*) /hæŋ 'ɒn tə .../

(etw.) behalten I'll **hang on to** it for you, until you get back.

schedule (*noun*) /'ʃedjuːl/ Plan

What's the **schedule** for this year's conference?

2E UNDERSTANDING A WELCOME SPEECH

headquarters (*noun*) /,hed'kwɔːtəz/ Hauptniederlassung

Have you visited the company **headquarters** yet?

ago (*adverb*) /ə'gəʊ/ vor

Our company started 12 years **ago** in a small rented office in Berlin.

rented (*adjective*) /'rentɪd/ gemietet

The company is based in a small **rented** office in the city centre.

expansion (*noun*) /ɪk'spænfɪn/ Expansion

The opening of this new office is the next step in our **expansion**.

celebration (*noun*) /,selɪ'breɪʃn/ Feier

Before we begin the **celebration**, I'd like to thank the organizers of this event.

entertainment (*noun*) /,entə'teɪnmənt/ Unterhaltung

The dinner menu looks delicious and the **entertainment** programme is fantastic.

honoured (*adjective*) /'ɒnəd/ geehrt

I would be **honoured** to deliver the closing speech at the conference.

look around (*phrasal verb*) /lʊk ə'raʊnd/ sich umschauen

Please feel free to **look around** the building.

hand (sb) over to (sb) (*phrasal verb*) /hænd ... 'əʊvə tə .../

jemandem jemandem überantworten Before I **hand you over to** Aruna, can I remind you that this is a working factory?

ribbon (*noun*) /'rɪbən/ Band

The new sports centre asked a famous sports personality to come and cut the **ribbon** and open their new building.

enjoy (*verb*) /ɪn'dʒɔɪ/ Spaß haben an, Spass haben an

[Schweiz] I hope you **enjoy** the party this evening.

buffet (*noun*) /'bʌfeɪ/ Buffet

Thanks for organizing the fantastic **buffet**.

Public Relations Department (*noun*) /'pʌblɪk rɪ'leɪʃnz dɪ'pɑːtmənt/ Abteilung für Öffentlichkeitsarbeit

Our **Public Relations Department** handles any questions from journalists.

on behalf of (*idiom*) /ɒn bɪ'ha:f ɒv/ im Namen von

On behalf of JJP Electronics, I'd like to welcome you to our facility.

opportunity (*noun*) /,ɒpə'tjuːnəti/ Gelegenheit

They had the **opportunity** to meet the speakers after the presentations.

plant (factory) (*noun*) /plɑːnt / Betrieb (Fabrik)

Could you take them to the new **plant** and show them around?

remind (*verb*) /rɪ'maɪnd/ erinnern

Please **remind** him to turn off all the lights before he leaves.

factory (*noun*) /'fæktri/ Fabrik, Werk

Glasbau Hahn is a glass-making **factory** in Frankfurt in Germany.

get a chance to (*idiom*) /get ə tʃɑːns tə/ eine Gelegenheit

bekommen, zu He's introducing the tour this morning, but you'll **get a chance to** meet up with him over lunch.

2F ASKING FOR AND OFFERING HELP

set up (*phrasal verb*) /set ʌp/ aufbauen, einrichten

Can you help me **set up** the equipment for my presentation?

spare a moment (*idiom*) /speə ə 'məʊmənt/ sich einen

Moment Zeit nehmen Can you **spare a moment** to have a look at this for me?

wonder (*verb*) /'wʌndə(r)/ sich fragen

I **wonder** if you would have time to meet for lunch next week?

database (*noun*) /'deɪtəbeɪs/ Datenbank

Please add the new client's details to our customer **database**.

initial (*adjective*) /ɪ'nɪʃl/ erstmalig

Could you help me with the **initial** set-up of my computer?

at some point (*idiom*) /ət səm pɔɪnt/ irgendwann

Could you help me with the sales report **at some point** this week?

in the meantime (*phrase*) /ɪn ðə 'mi:ntaɪm/ in der Zwischenzeit We can continue with this next week, but **in the meantime**, can you think of some more ideas?

favour (*noun*) /'feɪvə(r)/ Gefallen
Can I ask a **favour**? I need some help with this delivery.

handbook (*noun*) /'hændbʊk/ Handbuch
Is there a **handbook** for the ordering process?

publisher (*noun*) /'pʌblɪʃə(r)/ Verleger
They work for a travel guide **publisher**.

stand (at an exhibition) (*noun*) /stænd/ Stand (auf einer Ausstellung) Please come and see us at our **stand** at this weekend's trade fair.

back to front (*idiom*) /bæk tə frʌnt/ falsch herum
Your T-shirt is on **back to front** – you need to turn it round.

freebies (*noun plural*) /'fri:biz/ Werbegeschenke
Do you have any **freebies** to give away?

space (*noun*) /speɪs/ Platz
I don't think there's **space** in the bag for all your clothes.

clear up (*phrasal verb*) /kliə ʌp/ aufräumen
It took us a long time to **clear up** all the boxes after the conference.

mistake (*noun*) /mɪ'steɪk/ Fehler
If you make a **mistake**, you have to do it again.

manage to (*phrasal verb*) /'mænɪdʒ tə/ es schaffen, zu
Yes, I think I can **manage to** do it by myself.

2G TELLING AN ANECDOTE

anecdote (*noun*) /'æni:kɔ:t/ Anekdote
The **anecdotes** he told during his presentation made everyone laugh.

overbook (*verb*) /,əʊvə'bʊk/ überbuchen
Airline companies frequently **overbook** their flights because some passengers usually cancel.

ground staff (*noun*) /'graʊnd stɑ:f/ Bodenpersonal
The **ground staff** often help you check in for your flight.

guess (*verb*) /ges/ raten
Can you **guess** what question they asked me?

vacation (*noun*) /veɪ'keɪʃn/ Urlaub, Ferien
He's on **vacation** with his family in Florida at the moment.

tight schedule (*noun*) /taɪt 'fedʒu:l/ straffer Zeitplan
We don't have much time to prepare because we're on a **tight schedule**.

what the heck (*idiom*) (*very informal*) /wɒt ðə hek/ was soll's Let's take the day off – **what the heck!**

inconvenient (*adjective*) /ɪnkən'vi:niənt/ unpraktisch, ungünstig There are no buses to the hotel after 10.00 p.m. – it's very **inconvenient!**

passenger (*noun*) /'pæsɪndʒə(r)/ Passagier, Fahrgast
Each **passenger** is only allowed to take one piece of hand luggage onto the plane.

flexible (with dates) (*adjective*) /'fleksəbl/ flexibel (in Bezug auf Termine) We can be **flexible** with the dates – any time this week is OK.

upgrade (a seat) (*verb*) /ʌp'greɪd/ hochstufen (in eine höhere Flugklasse) Can you **upgrade** my seat to first class?

hang on (*phrasal verb*) /hæŋ ɒn/ dran bleiben, warten
Hang on, I'm not finished yet.

incident (*noun*) /'ɪnsɪdənt/ Zwischenfall
There was an **incident** at the check-in desk, and the flight was delayed by one hour.

resolve (*verb*) /rɪ'zɒlv/ lösen
They tried to **resolve** the problem quickly.

2H PRESENTING YOURSELF

promote (*verb*) /prə'məʊt/ befördern
I was **promoted** to this position last year.

previous (*adjective*) /'pri:vɪəs/ vorherig
In my **previous** job, I worked in the HR Department.

analyse (*verb*) /'ænləɪz/ analysieren
We will **analyse** your performance over the first six months.

target (*verb*) /'tɑ:ɡɪt/ abzielen auf
In the future we may have to **target** a different market.

grateful (*adjective*) /'ɡreɪtfl/ dankbar
I would be **grateful** if you could send me your latest catalogue.

freelance (*adjective*) /'fri:lɑ:ns/ freiberuflich
My name's Amy Chang and I'm a **freelance** consultant.

look to (aim to) (*phrasal verb*) /lʊk tə/ beabsichtigen
They will **look to** increase the sales in Europe.

improve (*verb*) /ɪm'pru:v/ verbessern
We need to **improve** our sales figures by 5% over the next six months.

sales figures (*noun plural*) /'seɪlz fɪɡəz/ Umsatzzahlen
I've met with all the country managers to discuss our falling **sales figures**.

reduce (*verb*) /rɪ'dju:s/ senken
These new energy-saving lights will help **reduce** the cost of lighting our office.

look forward to (*phrasal verb*) /lʊk 'fɔ:wəd tə/ sich freuen auf I **look forward to** hearing from you soon.

run (a department) (*verb*) /rʌn/ (eine Abteilung) leiten
He **runs** a local language school.

course (training) (*noun*) /kɔ:s/ Kurs (Schulung)
I hope you find this morning's training **course** useful.

satisfied (*adjective*) /'sætɪsfad/ zufrieden
Most customers were very **satisfied** with the service they received.

take on (new staff) (*phrasal verb*) /teɪk ɒn/ (neue Mitarbeiter) übernehmen We usually **take on** about ten new staff every year.

session (*noun*) /'seʃn/ Sitzung
The first **session** of the training course is about how to improve communication skills.

useful (*adjective*) /'ju:sfl/ nützlich
I hope you'll find the training sessions **useful**.

supervise (*verb*) /'su:pəvaɪz/ anleiten
It's important to **supervise** the new employees and give them support when they need it.

background (*noun*) /'bækgraʊnd/ Hintergrund
I'll talk about the **background** to the situation, and then about the current problems.

expand (*verb*) /ɪk'spænd/ (sich) ausweiten
We're planning to **expand** into other markets.

MODULE 3

3A A COMPANY PROFILE

factory (*noun*) /'fæktri/ Fabrik, Werk
Glasbau Hahn is a glass-making **factory** in Frankfurt in Germany.

found (*verb*) /'faʊnd/ gründen
J. Canning Ltd. was **founded** in 1894 by Joseph Canning.

be based (*phrase*) /'bi beɪst/ ansässig sein
Our company **is based** in France, but we do business all over Europe.

trace (sth) back to (*phrasal verb*) /'treɪs ... bæk tə/ (etw.) zurückverfolgen auf We can **trace** our company history **back to** 1836.

glazier (*noun*) /'gleɪziə(r)/ Glaser
Could you call the **glazier** and ask them to replace that broken window?

widow (*noun*) /'wɪdəʊ/ Witwe
She's a **widow** - her husband died five years ago.

strictly (*adverb*) /'striktli/ ausschließlich, ausschliesslich [Schweiz] We are **strictly** a design company, so we aren't involved in writing the texts for the material.

louvered window (*noun*) /'lu:vəd 'wɪndəʊ/ Lamellenfenster **Louvered windows** are special windows for ventilation.

display case (*noun*) /'drɪspleɪ keɪs/ Schaukasten
We provide **display cases** for museum exhibitions.

client (*noun*) /'klaɪənt/ Kunde, Klient
I'm meeting an important **client** today to discuss the new price list.

brave (*adjective*) /breɪv/ mutig
They were **brave** to start selling in China when they didn't know anything about the market.

turn out well (*idiom*) /tʊ:n aʊt 'wel/ gut enden
I hope your decision to expand the business into Asia **turns out well**.

spread around (*adjective*) /sprɛd ə'raʊnd/ verteilt in
They have 30 different offices, **spread around** the country.

competitor (*noun*) /kəm'petɪtə(r)/ Konkurrent
The company makes planes for the commercial aircraft market, where its main **competitor** is Boeing.

invent (*verb*) /ɪn'vent/ erfinden
Our company is trying to **invent** a new type of solar-energy mobile phone.

apparent (*adjective*) /ə'pærənt/ ersichtlich
The reason for the takeover wasn't **apparent** until they had a press conference.

rather (alternative) (*adverb*) /'rɑ:ðə(r)/ lieber, eher (Alternative) I prefer to email, **rather** than use the phone.

bidding (*noun*) /'bɪdɪŋ/ Ausschreibung
Several companies were involved in the **bidding** for the new contracts.

expensive (*adjective*) /ɪk'spensɪv/ teuer
Our products are the most **expensive** but they are also the highest quality.

nevertheless (*adverb*) /,nevəðə'les/ nichtsdestotrotz
Our services are expensive, but **nevertheless** we provide good value for money.

rank (*verb*) /ræŋk/ einstufen
Our customers **rank** quality higher than price.

price tag (*noun*) /'praɪs tæg/ Preisschild
It's an expensive service, but the **price tag** is not the only decision factor.

lately (*adverb*) /'leɪtli/ vor kurzem
We have **lately** started selling to the Chinese market.

check (*verb*) /tʃek/ überprüfen, kontrollieren
The Quality Control Department **checks** that the products have no defects.

refer to (*phrasal verb*) /rɪ'fɜ: tə/ sich wenden an
Please **refer to** my letter of 6 February for the details.

limited (*adjective*) /'lɪmɪtɪd/ begrenzt
It's a small company with only a **limited** range of products.

range (*noun*) /reɪndʒ/ Produktpalette
It now sells a huge **range** of goods to restaurants, shops, and hotels.

unique selling proposition (USP) (*noun*) /ju:ˌnɪk 'selɪŋ prɒpəˌzɪʃn ,ju: es 'pi:/ Alleinstellungsmerkmal Its **unique selling proposition** is that it sources food locally and therefore has a lower impact on the environment than its competitors.

source (*verb*) /sɔ:s/ beziehen
We **source** our products from all over the world.

impact (*noun*) /'ɪmpækt/ Auswirkung
The increase in domestic flights has a high **impact** on the environment.

environment (*noun*) /ɪn'veaɪrənmənt/ Umwelt
This supermarket buys food from local suppliers and therefore has a low impact on the **environment**.

head office (*noun*) /,hed 'ɒfɪs/ Hauptsitz
Their company has three offices in the UK, including its **head office** in Birmingham.

expand (*verb*) /ɪk'spænd/ (sich) ausweiten
We're planning to **expand** into other markets.

current (*adjective*) /'kʌrənt/ aktuell
What's the reason for changing the **current** system?

useful (*adjective*) /'ju:sfʊl/ nützlich
I hope you'll find the training sessions **useful**.

buy (*verb*) /baɪ/ kaufen
The Purchasing Department **buys** from suppliers.

3B TALKING ABOUT YOUR COMPANY

online (*adjective*) /,ɒn'laɪn/ Online-
This company provides many different Internet services, including **online** shopping.

advertising (*noun*) /'ædvətərɪzɪŋ/ Werbung
Most of its sales come from **advertising** on its website.

website (*noun*) /'websaɪt/ Website
Check our company's **website** for information on all our services.

WORDLIST

tyre (*noun*) /'taɪə(r)/ Reifen

This company produces **tyres** for cars and other vehicles.

vehicle (*noun*) /'viːəkl/ Fahrzeug

We use a variety of **vehicles** to transport our products to customers.

travel guide (*noun*) /'trævl gaɪd/ Reiseführer

This **travel guide** has a list of all the best hotels in Beijing.

operate (*verb*) /'ɒpəreɪt/ tätig sein

We **operate** in 40 different countries worldwide.

retail (*noun*) /'riːteɪl/ Einzelhandel, Detailhandel [Schweiz]

She's a **retail** buyer for one of the big supermarket chains.

specialize in (*phrasal verb*) /'speʃəlaɪz ɪn/ sich spezialisieren auf What sort of products do you **specialize in**?

furniture (*noun*) /'fɜːnɪtʃə(r)/ Möbel

We'd like to buy a new range of office **furniture** for our company.

subsidiary (*noun*) /səb'sɪdiəri/ Niederlassung

Our company owns many **subsidiaries** around the world.

mechanism (*noun*) /'mekənɪzəm/ Mechanismus

We specialize in automatic door **mechanisms**.

mainly (*adverb*) /'meɪnli/ hauptsächlich

We **mainly** deal with the European market, but we sometimes do business in the Middle East as well.

3C COMPANY STRUCTURE

Marketing (Department) (*noun*) /'mɑːkɪtɪŋ/ Marketing-

(Abteilung) Our **Marketing** Department produces all our promotional material.

Purchasing (Department) (*noun*) /'pɜːtʃəsɪŋ/ Einkaufs-

(Abteilung) The **Purchasing** Department buys products from suppliers.

Finance (Department) (*noun*) /'faɪnæns/ Finanz-

(Abteilung) The **Finance** Department deals with all the money.

Research and Development (Department) (*noun*)

/rɪ'sɜːtʃ ənd dɪ'veləpmənt/ (Abteilung) Forschung und Entwicklung Our **Research and Development** Department looks for new ways to improve our products.

IT (Department) (*noun*) /,aɪ 'tiː/ IT

The IT Department maintains the computer system.

Logistics (Department) (*noun*) /lɒ'dʒɪstɪks/ Logistik-

(Abteilung) The **Logistics** Department organizes the transport of products.

Quality Control (Department) (*noun*) /'kwɒləti kəntrɒl/

(Abteilung) Qualitätskontrolle The **Quality Control** Department checks that the products have no defects.

Human Resources (Department) (*noun*) /'hjuːmən rɪ'sɔːsɪz/

Personalabteilung The **Human Resources** Department finds new staff.

Customer Services (*noun*) /'kʌstəmə 'sɜːvɪsɪz/

Kundendienste **Customer Services** deal with all the enquiries and complaints from our customers.

Technical Support (Department) (*noun*) /'teknɪkəl sə'pɔːt/

(Abteilung) technischer Support The **Technical Support** Department answers calls from customers who are having problems with their software.

arrange (*verb*) /ə'reɪndʒ/ organisieren

We need to **arrange** a visit to the new warehouse.

maintain (*verb*) /meɪn'teɪn/ pflegen

Our superb service allows us to **maintain** excellent relationships with all our customers.

deal (*noun*) /diːl/ Geschäft

I'm still trying to negotiate the best **deal** on the room prices with the hotel.

transport (*noun*) /'træns'pɔːt/ Transport

I organize all the **transport** from suppliers to our factories, and from our factories to customers.

supplier (*noun*) /sə'plɑːə(r)/ Lieferant

We usually buy our parts from a **supplier** in the USA.

deal with (*phrasal verb*) /diːl wɪð/ Kontakt haben zu

My last manager trusted me and let me **deal with** clients on my own.

responsible (*adjective*) /rɪ'spɒnsəbl/ verantwortlich

Our Training Department is **responsible** for organizing the training courses for all new staff.

software (*noun*) /'sɒftweə(r)/ Software

The new **software** will automatically scan your computer for viruses when you open it.

report to (*phrasal verb*) /rɪ'pɔːt tə/ berichten an

All the sales staff **report to** the sales manager.

suitable (*adjective*) /'suːtəbl/ passend, geeignet

I hope that my qualifications are **suitable** for the job.

adviser (*noun*) /əd'vaɪzə(r)/ Berater

My financial **adviser** helps me to plan my future investments.

account (bank) (*noun*) /ə'kaʊnt/ Konto

I opened a new savings **account** at the bank yesterday.

3D TALKING ABOUT YOUR JOB

Public Relations (Department) (*noun*) /,pʌblɪk rɪ'leɪʃnz/

Öffentlichkeitsarbeit I work in the **Public Relations** Department, so I answer questions from journalists when our company is in the news.

psychologist (*noun*) /saɪ'kɒlədʒɪst/ Psychologe

I'm an occupational **psychologist** - I deal with problems in relations between staff.

chain (retail) (*noun*) /tʃeɪn/ Kette (Einzelhandel,

Detailhandel [Schweiz]) I work for a large supermarket **chain** which has many shops around the country.

involve (*verb*) /ɪn'vɒlv/ beinhalten, umfassen

My job **involves** buying salads and vegetables from local and national suppliers.

take part in (*idiom*) /teɪk pɑːt ɪn/ sich beteiligen an

When programmers are preparing new versions of old products, we **take part in** the discussions.

external consultant (*noun*) /ɪk'stɜːnl kən'sʌltənt/ externer

Berater An **external consultant** is a person from outside a company who gives expert advice.

shelves (*noun plural*) /ʃelvz/ Regale

He's looking at ways to get our salads and vegetables to the supermarket **shelves** more quickly.

consist of (*phrasal verb*) /kən'sɪst ɒv/ bestehen aus

A lot of my work **consists of** answering questions from journalists when our company is in the news.

involved in (*adjective*) /ɪn'vɒlvd ɪn/ beteiligt an

I'm **involved in** a new project to attract new people to the police force.

employment agency (*noun*) /ɪm'plɔɪmənt ,erdʒənsi/

Arbeitsvermittlung I got my current job through an **employment agency**.

self-employed (*adjective*) /,self ɪm'plɔɪd/ selbstständig

I own my own business - I'm **self employed**.

basically (*adverb*) /'beɪsɪkli/ grundsätzlich

Basically, my job consists of answering calls from customers who are having problems with their software.

teamwork (*noun*) /'ti:mwɜ:k/ Gruppenarbeit

We're doing a training course on how to work better together and improve **teamwork**.

subcontractors (*noun plural*) /,sʌbkən'træktəz/ Zulieferer

Subcontractors are companies that do work for you that you can't do yourself.

develop (*verb*) /dɪ'veləp/ erarbeiten, entwickeln

We hope to **develop** more training courses in the future.

program (*noun*) /'prəʊgræm/ Programm

We've decided to install a new software **program**.

version (*noun*) /'vɜ:ʃn/ Version

The latest **version** of the software is much faster than the old product.

solve (*verb*) /sɒlv/ lösen

What sort of problems do you have to **solve**?

issue (*noun*) /'ɪʃu:/ Problem, Frage

We speak to customers every day, so we know the technical **issues** very well.

installation (*noun*) /,ɪnstə'leɪʃn/ Installation

The **installation** of an Internet-based phone system was very successful.

3E TALKING ABOUT PRODUCTS

gadget (*noun*) /'gædʒɪt/ Gerät Spielerei

I like to buy all the latest electronic **gadgets**.

health (*noun*) /helθ/ Gesundheit

I work in the **health** and beauty industry.

brand (*noun*) /brænd/ Marke

Most customers buy handbags that are a famous **brand**.

user-friendly (*adjective*) /,ju:zə 'frendli/

benutzerfreundlich If something is **user-friendly** then it's easy to use.

assembly (*noun*) /ə'sembli/ Aufbau

The furniture comes with very user-friendly **assembly** instructions.

functional (*adjective*) /'fʌŋkʃənl/ funktionsfähig

If something is **functional** it is useful.

frequent (*adjective*) /'fri:kwənt/ häufig

I'm a **frequent** traveller - I go abroad on business about twice a month.

compact (*adjective*) /'kɒmpækt/ kompakt

This **compact** travel clock can fit easily into any overnight bag.

washbag (*noun*) /'wɒʃbæg/ Kulturbeutel

I forgot to bring my **washbag**, but luckily my hotel room had a toothbrush and a razor.

brand new (*adjective*) /brænd nju:/ brandneu

This is a **brand new** product which we hope will sell well.

stylish (*adjective*) /'stɑɪlɪʃ/ modisch

He always wears very fashionable clothes to work - he's very **stylish**.

attractive (*adjective*) /ə'træktɪv/ attraktiv

Travel in style with this stylish and **attractive** new bag.

practical (*adjective*) /'præktɪkl/ praktisch

A **practical** item is useful but not always stylish.

switch (change) (*verb*) /swɪtʃ/ wechseln

If we **switch** from normal to energy-saving lights, we'll save a lot of money.

economical (*adjective*) /,ekə'nɒmɪkl/ sparsam

My car is very **economical** because it doesn't use much petrol.

fashionable (*adjective*) /'fæʃnəbl/ modisch

If something is **fashionable** it is stylish and popular.

carpooling (*noun*) /'kɑ:pʊ:lɪŋ/ Fahrgemeinschaft

Our **carpooling** system is much cheaper for the staff because they save money on commuting to work.

model (of a product) (*noun*) /'mɒdl/ Modell (eines Produkts)

They took a long time planning the new **model** and it's very well designed.

launch (*verb*) /lɔ:ntʃ/ einführen

How often does your company **launch** new products?

3F TALKING ABOUT SERVICES

instead of (*adverb*) /ɪn'sted əv/ anstelle von

You charged me €49.99, **instead of** the advertised price of €29.99.

access (*noun*) /'ækses/ Zugang

This service gives you **access** to all the latest information.

accurate (*adjective*) /'ækjərət/ korrekt, präzise

Is the information in your report **accurate**?

convenient (*adjective*) /kən'vi:niənt/ passend, bequem

This service gives you 24-hour access to your accounts, whenever it's **convenient** for you.

ensure (*verb*) /ɪn'ʃʊ:(r)/ sicherstellen

The new computer security system **ensures** that you stay safe online.

combine (*verb*) /kəm'baɪn/ verbinden

Consumers can **combine** multiple flights, hotel bookings, car rentals, and local activities all from just one website.

multiple (*adjective*) /'mʌltɪpl/ mehrfach

The system allows you to place **multiple** orders at the same time.

customize (*verb*) /'kʌstəmaɪz/ anpassen

Guests can **customize** their hotel bookings to fit their needs.

discount (*noun*) /'dɪskaʊnt/ Preisnachlass

You can get a 10% **discount** if you book your flight four weeks in advance.

cash machine (*noun*) /kæʃ mə'ʃi:n/ Geldautomat

The bank is closed but you can use the **cash machine** outside.

WORDLIST

cashier (*noun*) /kæ'ʃɪə(r)/ Bankangestellter, Bankangestellte Can you ask the **cashier** at the bank to put this cheque into my account?

queue (*noun*) /kju:/ Schlange
There was a really long **queue** for the taxis outside the airport.

relevant (*adjective*) /'reləvənt/ relevant
Search engines allow people to find **relevant** websites.

rely on (*phrasal verb*) /rɪ'laɪ ɒn/ sich verlassen auf
They provide an excellent service, so we can **rely on** them to deliver orders on time.

full-time (*adjective / adverb*) /fʊl 'taɪm/ Vollzeit
Most of our employees are **full-time**, but some work part-time.

call centre (*noun*) /kɔ:l 'sentə(r)/ Callcenter
The bank is based in the UK but its **call centre** is in India.

3G TALKING ABOUT CHANGES

procedure (*noun*) /prə'si:dʒə(r)/ Verfahren
We need to explain the new security **procedures** to all the staff.

background (*noun*) /'bækgraʊnd/ Hintergrund
I'll talk about the **background** to the situation, and then about the current problems.

run through (*phrasal verb*) /rʌn θru:/ durchgehen
Before we get started, I'll **run through** today's programme.

steal (*verb*) /sti:l/ stehlen
You should lock your money in a drawer, in case someone **steals** it.

safeguard (*verb*) /'seɪfɡɑ:d/ (ab) sichern
No one has stolen anything, but we need to **safeguard** against that happening.

upgrade (*verb*) /ʌp'ɡreɪd/ ein Upgrade durchführen
We've decided to **upgrade** the online booking system.

update (*verb*) /ʌp'deɪt/ aktualisieren, updaten
Can you **update** us on the plans for the new security system?

install (*verb*) /ɪn'stɔ:l/ installieren
The company needs to **install** new software for its online order system.

swipe card (*noun*) /swaɪp kɑ:d/ Magnetkarte
They introduced a new **swipe card** system to improve their security.

badge (*noun*) /bædʒ/ Werksausweis
Security can't always check everyone's **badge** when they come in.

incident (*noun*) /'ɪnsɪdənt/ Zwischenfall
There was an **incident** at the check-in desk, and the flight was delayed by one hour.

prevent (*verb*) /prɪ'vent/ hindern
Our current security system doesn't **prevent** people from entering your office.

virus (*noun*) /'vaɪrəs/ Virus
This software protects your network from attacks by **virus** programs.

corridor (*noun*) /'kɒrɪdɔ:(r)/ Flur
We've decided to install CCTV in all the **corridors** around the offices.

hacker (*noun*) /'hækə(r)/ Hacker
The **hacker** created a virus program which was able to read private employee information on our network.

3H PRESENTING PLANS

flexitime (*noun*) /'fleksɪtəm/ Gleitzeit
Our company has **flexitime** so we can decide when we want to start and finish work.

relocate (*verb*) /,ri:ləʊ'keɪt/ den Standort wechseln, verlegen
We are going to **relocate** to a larger building in the city centre.

implement (*verb*) /'ɪmplɪment/ umsetzen
We have to discuss how we are going to **implement** these changes.

look into (*research*) (*phrasal verb*) /lʊk 'ɪntə/ untersuchen (nachforschen)
Please could you **look into** what happened?

recommendation (*noun*) /,rekəmen'deɪʃn/ Empfehlung
Can you look into the process and make **recommendations** on how it can all be improved?

appropriate (*adjective*) /ə'prəʊpɪət/ angemessen
Always use an **appropriate** greeting at the start.

require (*verb*) /rɪ'kwaɪə(r)/ erfordern, benötigen
Do you **require** a single or a double room?

core hours (*noun plural*) /kɔ:'aʊəz/ Kernzeit
The staff have to work **core hours** which are agreed by their line manager.

line manager (*noun*) /laɪn 'mænɪdʒə(r)/ direkter Vorgesetzter
All staff must agree their working hours with their **line manager**.

team leader (*noun*) /ti:m 'li:də(r)/ Gruppenleiter
The **team leader** decides which job to give to each of the team members.

overrun (*verb*) /,əʊvə'rʌn/ länger dauern
The morning presentation has **overrun**, so we need to take a shorter lunch break.

regular (*adjective*) /'regjələ(r)/ regelmäßig, regelmässig [Schweiz]
We should set up **regular** meetings to discuss your progress.

MODULE 4

4A DESCRIBING GRAPHS

graph (*noun*) /ɡrɑ:f/ Grafik
This **graph** shows the revenue from sales for last year.

rate of unemployment (*noun*) /reɪt ɒv ,ʌnɪm'plɔɪmənt/ Arbeitslosenrate
The **rate of unemployment** increased to 11% in September.

increase (*verb*) /ɪn'kri:s/ steigern
We need to **increase** sales from 5,000 units to 6,000 units in the next three months.

interest rate (*noun*) /'ɪntrest reɪt/ Zinsrate
The bank **interest rate** decreased by 2% in May.

decrease (*noun*) /'di:kri:s/ Abnahme
There was a 10% **decrease** in sales when our main distributor went out of business.

WORDLIST

inflation (noun) /ɪn'fleɪʃn/ Inflation

Inflation went down from 5.5% in December to 5% in January.

consumer spending (noun) /kən,sju:mər 'spendɪŋ/

Verbraucherausgaben **Consumer spending** rose sharply in November.

retail price index (noun) /,ri:teɪl 'praɪs ,ɪndeks/

Einzelhandelspreisindex The **retail price index** went up slightly last month.

steadily (adverb) /'stedɪli/ stetig

Production fell **steadily** in the last quarter of the year.

quarter (three months) (noun) /'kwɔ:tə(r)/ Quartal

Production fell steadily in the last **quarter** of the year.

sales campaign (noun) /'seɪlz kæm,peɪn/ Werbeaktion

When did the spring **sales campaign** start?

dip (noun) /dɪp/ Abnahme

There was a **dip** in customer orders in June, but they increased again in July.

drop (verb) /drɒp/ senken

If they **drop** their prices, we will buy more of their products.

wholesaler (noun) /'həʊlseɪlə(r)/ Großhändler,

Grosshändler [Schweiz] We have increased our discounts to **wholesalers**.

stable (adjective) /'steɪbl/ stabil

Sales remained **stable** at 7,000 units per month for most of the year.

remain steady (verb) /rɪ'meɪn 'stedɪ/ unverändert bleiben

The number of female customers usually **remains steady**, whilst the number of male customers varies depending on the time of year.

4B DESCRIBING CHANGES

market share (noun) /,mɑ:kɪt 'ʃeə(r)/ Marktanteil

Our **market share** fell by 1% last year.

gross revenue (noun) /grɒs 'revənju:/ Bruttoerlös

A company's **gross revenue** is the total amount of money that comes into the company before any deductions are taken off.

raw materials (noun plural) /,rɔ: mət'ɪəriəlz/ Rohstoffe

How can we reduce the cost of **raw materials** and manufacturing?

distribution (noun) /,dɪstrɪ'bju:ʃn/ Vertrieb

Delivery times were shorter because of the new **distribution** system.

research (noun) /rɪ'sɜ:tʃ/ Nachforschung

You can do a lot of the **research** on a company on the Internet.

debt (noun) /det/ Schuld

We need to pay the **debts** to our suppliers by the end of the month.

investment (noun) /ɪn'vestmənt/ Investition

Earnings from **investments** are down by 3% this year.

productivity (noun) /,prɒdʌk'tɪvətɪ/ Produktivität

Employing more staff will result in an increase in **productivity**.

staff turnover (noun) /stɑ:f 'tɜ:nəʊvə(r)/

Mitarbeiterfluktuation The large pay raise resulted in a decrease in **staff turnover**.

complaint (noun) /kəm'pleɪnt/ Beschwerde

There was a 15% increase in customer **complaints** when we started our online ordering system.

slightly (adverb) /'slɑ:li/ leicht, etwas

Sales rose **slightly** to 7,000 units in May, from 6,500 units in April.

slight (little) (adjective) /slɑ:t/ leicht (klein)

There was a **slight** improvement of 2% in the first quarter sales compared to last year.

distributor (noun) /dɪ'strɪbjətə(r)/ Vertreter

We can't start selling our products in Asia until we find a **distributor**.

break into (a market) (phrasal verb) /breɪk 'ɪntə/

(in einem Markt) Fuß fassen, Fuss fassen [Schweiz]

Sales went up when we began to **break into** the Chinese market.

aspect (noun) /'æspekt/ Aspekt

I've had training in various different **aspects** of IT.

bar chart (noun) /'bɑ: tʃɑ:t/ Balkendiagramm

This **bar chart** shows the results of the survey.

4C COMPARING VISUAL INFORMATION

frozen food (noun) /'frəʊzn fu:d/ Tiefkühlkost

Most of the supermarket's sales are of its **frozen food** products, such as ice cream.

pie chart (noun) /'paɪ tʃɑ:t/ Tortendiagramm

The **pie chart** shows the results of the survey.

premium (product) (adjective) /'pri:mɪəm/ erstklassig

(Produkt) We can sell the **premium** brands for a much higher price.

poultry (noun) /'pɒltri/ Geflügel

Why are meat and **poultry** sales falling?

ready meal (noun) /'redi mi:l/ Fertiggericht

Pasta dishes are our most popular **ready meal**, followed by Indian and Chinese dishes.

dessert (noun) /dɪ'zɜ:t/ Nachtisch

It's a three-course meal, with a choice of starter, main course, and **dessert**.

retailer (noun) /'ri:teɪlə(r)/ Einzelhändler, Detailhändler

[Schweiz] Every successful **retailer** has the appropriate stock levels available to satisfy their clients' needs.

statistics (noun) /stə'tɪstɪks/ Statistik

Analysing last year's sales **statistics** will help you order the correct stock for this year.

best-seller (noun) /,best 'selə(r)/ Bestseller

Pasta dishes are the most popular - they're our **best-seller**.

multi-pack (noun) /'mʌlti pæk/ Multipackung

Buying **multi-packs** is usually cheaper than buying individual items.

margin (financial) (noun) /'mɑ:dʒɪn/ Gewinnspanne

(Finanzen) Our **margins** are better on the more expensive brands.

brand (noun) /brænd/ Marke

Most customers buy handbags that are a famous **brand**.

worrying (adjective) /'wʌrɪŋ/ beunruhigend

The low sales figures are a little **worrying**.

range (noun) /reɪndʒ/ Produktpalette

It now sells a huge **range** of goods to restaurants, shops, and hotels.

adventurous (adjective) /əd'ventʃərəs/ abenteuerlich

Customers are becoming more **adventurous** and are trying lots of different new recipes.

recipe (noun) /'resəpi/ Rezept

About half our ready meal sales are international **recipes**.

curry (noun) /'kʌri/ Curry

I like spicy food, especially **curry**.

spicy (adjective) /'spasi/ scharf

Indian food is often quite **spicy**.

cardboard box (noun) /'kɑ:dbɔ:d bɒks/ Pappkarton

All the books are packed into **cardboard boxes**.

discount (noun) /'dɪskaʊnt/ Preisnachlass

You can get a 10% **discount** if you book your flight four weeks in advance.

in stock (adjective) /ɪn stɒk/ auf Lager

We have the laptops **in stock** and can ship them within 24 hours of your order.

4D EXPLAINING CAUSE AND EFFECT

overheads (noun plural) /'əʊvəhedz/ Gemeinkosten

A company's **overheads** are costs like rent, electricity, and phone charges.

direct mailing (noun) /dɪ'rekt 'meɪlɪŋ/ Direkt-Mailing

We use **direct mailing** to send all our customers our latest catalogue.

launch party (noun) /'lɔ:ntʃ pɑ:ti/ Eröffnungsfeier

We've invited all our important clients to the **launch party** for the new season's designs.

result in (phrasal verb) /rɪ'zʌlt ɪn/ führen zu

Improving customer service often **results in** better customer satisfaction.

recovery (noun) /rɪ'kʌvəri/ Erholung

The big orders from Japan resulted in a **recovery** in sales.

trend (noun) /trend/ Tendenz

We're selling more vegetables, which might be part of a **trend** towards healthier eating.

due to (adjective) /dju: tə/ aufgrund

The cost savings were **due to** the move to the larger warehouse.

4E INTERPRETING FINANCIAL RESULTS

stockholders (noun plural) /'stɒkhəʊldəz/ Aktieninhaber

A dividend is money paid to the **stockholders**.

gross margin (noun) /'grɒs ,mɑ:dʒɪn/ Bruttogewinn

A company's **gross margin** is the profit it makes before you take off certain deductions like transport costs and tax.

net income (noun) /,net 'ɪnkʌm/ Nettoeinkommen

A company's **net income** is the profit it makes after you take off certain deductions like transport costs and tax.

dividend (noun) /'dɪvɪdend/ Dividende

The company pays a **dividend** to all its stockholders at the end of the year.

retained (adjective) /rɪ'teɪnd/ einbehalten

A company's **retained** earnings is the final profit it makes after it has paid all its costs and dividends to stockholders.

meet (a target) (verb) /mi:t/ (eine Zielvorgabe) erfüllen

They sold 5,250, but they didn't **meet** their target of 6,000.

exceed (a target) (verb) /ɪk'si:d/ (ein Ziel) übertreffen

We have a strong sales team, who usually **exceed** their sales target for each month.

drug (medicine) (noun) /drʌɡ/ Medikament

The pharmaceutical company produces a number of different cancer **drugs**.

4F REPORTING ON SALES FIGURES

export market (noun) /'eksɔ:t ,mɑ:kit/ Exportmarkt

Our biggest **export market** is Brazil.

forecast (noun) /'fɔ:kɑ:st/ Ausblick

The **forecast** for sales from now until the end of the year is an increase of 4.7%, which means that we would end the year with an increase of 8%.

delighted (adjective) /dɪ'laɪtɪd/ erfreut

I'm **delighted** to tell you that we have been able to sell over 9,000 units.

conservative (adjective) /kən'sɜ:vətɪv/ vorsichtig

We expect an increase in sales of 13.5%, and that's a **conservative** estimate.

average (adjective) /'ævərɪdʒ/ durchschnittlich,

Durchschnitts- The **average** delivery time is ten days.

4G DESCRIBING A PROCESS

brainstorm (verb) /'breɪnstɔ:ɪm/ ein Brainstorming machen

We usually **brainstorm** ideas to come up with the best way to deal with problems.

stage (of a process) (noun) /steɪdʒ/ Stufe (eines

Prozesses) What are the main **stages** of the process?

apply (for a job) (verb) /ə'plai/ sich (auf eine Stelle)

bewerben What job do you think you will **apply** for?

biodiesel (noun) /'baɪəʊdɪzəl/ Biodiesel

All our delivery vehicles use **biodiesel** fuel.

refinery (noun) /rɪ'fainəri/ Raffinerie

Each **refinery** can produce 8,000 tonnes of biodiesel per year from vegetable oils.

oil lamp (noun) /ɔɪl læmp/ Öllampe

The jatropa plant has been used for centuries to make **oil lamps**.

essentially (adverb) /ɪ'senʃəli/ im Wesentlichen

Essentially, there are two main stages: growing and processing.

harvest (verb) /'hɑ:vɪst/ ernten

After we **harvest** the vegetable crops we take them to the refinery and turn them into biodiesel.

grinder (machinery) (noun) /'graɪndə(r)/ Mühle (Maschine)

Having brought the seeds to the refinery, you feed them into a **grinder**.

conversion (noun) /kən'vɜ:ʃn/ Umwandlung

The **conversion** of the seeds to biodiesel is a one-stage process.

methanol (*noun*) /'meθənɒl/ Methanol

Methanol is a type of alcohol that you can't drink.

emissions (CO2) (*noun plural*) /i'miʃnz/ (CO2) Ausstoß, Ausstoss [Schweiz] Our new diesel engine produces about half the CO2 **emissions** of a normal diesel engine.

complex (*adjective*) /'kɒmpleks/ komplex

Is the basic procedure **complex** or simple?

printer (*noun*) /'prɪntə(r)/ Drucker

We need to order a new **printer** for the office.

ink cartridge (*noun*) /,ɪŋk 'kɑ:trɪdʒ/ Tintenpatrone

When the **ink cartridge** in your printer is empty you should recycle it by sending it back to the supplier.

4H USING VISUALS IN A PRESENTATION

survey (*noun*) /'sʊ:veɪ/ Umfrage

What were the results of the **survey**?

approach (*verb*) /ə'prəʊtʃ/ angehen

I always **approach** any new task with a positive attitude and a smile.

cancel (*verb*) /'kænsəl/ absagen

We had to **cancel** the event because of the rain.

take into account (*idiom*) /teɪk ɪntə ə'kaʊnt/

berücksichtigen We need to **take into account** the number of people who answered the survey.

compile (*verb*) /kəm'paɪl/ zusammenstellen

Can you **compile** a list of all our suppliers?

significant (*adjective*) /sɪɡ'nɪfɪkənt/ aussagekräftig

Which results from the survey are the most **significant**?

likely (*adverb*) /'laɪkli/ wahrscheinlich

You are more **likely** to receive responses from customers who are either very satisfied or very unsatisfied.

actual (*adjective*) /'æktʃuəl/ tatsächlich

The **actual** results of the survey were quite different from what we had predicted.

consequently (*adverb*) /'kɒnsɪkwəntli/ folglich

We changed our supplier in July and, **consequently**, our costs went down for the second half of the year.

decline (*verb*) /dɪ'klaɪn/ abnehmen

Did the number of orders **decline** after we increased our delivery charges?

slide (*noun*) /slaɪd/ Folie

It's a good idea to use PowerPoint **slides** with bullet points showing the key points.

flow chart (*noun*) /'fləʊ tʃɑ:t/ Flussdiagramm

I used a **flow chart** in my presentation to show the research process.

fairly (*adverb*) /'feəli/ ziemlich

The budget is **fairly** limited, so we have to spend quite carefully.

handout (*noun*) /'hændaʊt/ Unterlage

Now in front of you, there's a **handout** with the survey's findings.

MODULE 5

5A INTRODUCTION TO EMAILS, LETTERS, AND MEMOS

memo (*noun*) /'meməʊ/ Memo, Mitteilung

Did you get the **memo** about next week's visitor to the department?

attend (*verb*) /ə'tend/ anwesend sein

Are you going to **attend** the planning meeting this afternoon?

apply (for a job) (*verb*) /ə'plai/ sich (auf eine Stelle)

bewerben What job do you think you will **apply** for?

make a complaint (*phrase*) /meɪk ə kəm'pleɪnt/ sich

beschweren I'd like to **make a complaint** about some poor service I have received.

sender (*noun*) /'sendə(r)/ Absender(in)

Please reply to the **sender** of the email within 48 hours.

receiver (*noun*) /rɪ'si:və(r)/ Empfänger(in)

Only one **receiver** of our flyer ordered a new catalogue.

boss (*noun*) /bɒs/ Chef(in)

My **boss** always asks to see me at about 7.00 p.m.!

supplier (*noun*) /sə'plaɪə(r)/ Lieferant

We usually buy our parts from a **supplier** in the USA.

notice (of time) (*noun*) /'nəʊtɪs/ (zeitliche) Ankündigung

We're having the meeting at 10.00 a.m. today! Sorry about the short **notice**.

look forward to (*phrasal verb*) /lʊk 'fɔ:wəd tə/ sich freuen

auf I **look forward to** hearing from you soon.

available (*adjective*) /ə'veɪləbl/ verfügbar

I'm afraid Mr Peterson isn't **available** this afternoon.

formal (*adjective*) /'fɔ:ml/ formal

Your letters to customers must be **formal** and polite.

polite (*adjective*) /pə'laɪt/ höflich

You will be more successful if your complaint is **polite**.

expect (*verb*) /ɪk'spekt/ erwarten

We **expect** to improve sales by 15% this year.

arrange (*verb*) /ə'reɪndʒ/ organisieren

We need to **arrange** a visit to the new warehouse.

informal (*adjective*) /ɪn'fɔ:ml/ ungezwungen

The emails between work colleagues are usually quite **informal**.

request (*verb*) /rɪ'kwest/ anfragen

I'd like to **request** a meeting with your Purchasing Department.

5B STRUCTURING A LETTER

congratulate (*verb*) /kən'grætʃuleɪt/ gratulieren

Please **congratulate** her on a wonderful opening speech.

interview (*noun*) /'ɪntəvju:/ Bewerbungsgespräch

It's a good idea to do some research on the company before your **job interview**.

qualification (*noun*) /,kwɒlɪfɪ'keɪʃn/ Abschluss

No higher education **qualifications** are needed because training is given on the job.

suitable (*adjective*) /'su:təbl/ passend, geeignet

I hope that my qualifications are **suitable** for the job.

mean to (*phrasal verb*) /mi:n tə/ beabsichtigen

Did you **mean to** order 1,000 units, or was it a mistake?

salutation (in a letter) (*noun*) /,sælju'teɪʃn/ Grußformel, Grussformel [Schweiz] (in einem Brief) You should end your letter with a closing **salutation**, such as 'Regards'.

signature (*noun*) /'sɪgnətʃə(r)/ Unterschrift
Can you ask the Director to add her **signature** to these contracts?

recipient (*noun*) /rɪ'sɪpiənt/ Empfänger(in)
Write the **recipient's** address below your address.

internship (*noun*) /'ɪntɜ:nʃɪp/ Praktikum
The **internship** is a very exciting opportunity to work for our company.

5C WRITING A COMPLAINT

fulfil (*verb*) /fʊl'fɪl/ ausführen
We don't have enough stock to **fulfil** this order.

relevant (*adjective*) /'reləvənt/ relevant
Search engines allow people to find **relevant** websites.

effect (*noun*) /'ɪfekt/ Wirkung
The incident had a long-term **effect** on their working relationship.

confirmation (*noun*) /,kɒnfə'meɪʃn/ Bestätigung
We will send you a **confirmation** number as soon as you place the order.

immediately (*adverb*) /'ɪmi:diətli/ sofort
I'll deal with the problem **immediately** and get back to you within the hour.

confusion (*noun*) /kən'fju:ʒn/ Verwirrung
There seems to have been some **confusion** with another order.

charge (money) (*verb*) /tʃɑ:dʒ/ berechnen (Geld)
Please **charge** it to our account as usual.

overdrawn (*adjective*) /,əʊvə'drɔ:n/ überzogen (Konto)
I'm **overdrawn** on my account, so I have to pay interest.

bank charges (*noun plural*) /'bæŋk ,tʃɑ:dʒɪz/ Bankgebühren
I am **overdrawn** at the bank and at risk of getting **bank charges**.

reimburse (*verb*) /,ri:ɪm'bɜ:s/ erstatten
Please **reimburse** me the amount you owe me.

owe (*verb*) /əʊ/ schulden
We only paid part of the bill, so we still **owe** \$500.

meanwhile (*adverb*) /'mi:nwaɪl/ in der Zwischenzeit
Please send the correct jeans as soon as possible. **Meanwhile**, what shall I do with the other pair?

bill (money) (*noun*) /bɪl/ Rechnung (Geld)
You've sent us a **bill** for \$369.50 and it can't be right.

rectify (*verb*) /'rektɪfaɪ/ beheben, berichtigen
Please **rectify** this mistake at the earliest possible opportunity.

summer course (*noun*) /'sʌmə kɔ:s/ Sommerferienkurs
A group of students are coming to do a four-week **summer course** at the university.

overcharge (*verb*) /,əʊvə'tʃɑ:dʒ/ zu viel berechnen
You have **overcharged** me by \$20.

deposit (money) (*noun*) /dɪ'pɒzɪt/ Kautions, Anzahlung (Geld)
We need to pay a **deposit** of \$100 per person before we attend the course.

instead of (*adverb*) /ɪn'sted əv/ anstelle von
You charged me €49.99, **instead of** the advertised price of €29.99.

campus (*noun*) /'kæmpəs/ Campus
The research building is a long way from the main **campus** facilities.

dissatisfied (*adjective*) /dɪ'sætɪsfad/ unzufrieden
We are **dissatisfied** with the service that we received.

5D RESPONDING TO A COMPLAINT

resolve (a problem) (*verb*) /rɪ'zɒlv/ (ein Problem) lösen
They tried to **resolve** the problem quickly.

remedy (*verb*) /'remədi/ Abhilfe schaffen
How will you **remedy** this situation?

shipment (*noun*) /'ʃɪpmənt/ Sendung
Delivery of the **shipment** will be made to the billing address.

invoice (*verb*) /'ɪnvɔɪs/ in Rechnung stellen
They forgot to **invoice** us for last month's order.

shortfall (*noun*) /'ʃɔ:tʃɔ:l/ Fehlmenge
Please could you make up the **shortfall** in our order immediately?

due to (about to) (*adjective*) /dju:tə/ sollen
We are **due to** visit the factory tomorrow.

unable (*adjective*) /ʌn'eɪbl/ etw. unfähig, nicht in der Lage
I'm afraid we are **unable** to answer the phone at the moment, but please leave a message and we will call you back later.

look into (research) (*phrasal verb*) /lʊk 'ɪntə/ untersuchen (nachforschen)
Please could you **look into** what happened?

regret (*verb*) /rɪ'gret/ bedauern
I **regret** to inform you that the model you have ordered is out of stock.

blame (*verb*) /bleɪm/ die Schuld geben
If there is a mistake you shouldn't **blame** the customer.

trivialize (*verb*) /'trɪvɪəlaɪz/ verharmlosen
Don't **trivialize** any complaint – they should all be treated seriously.

goodwill gesture (*noun*) /,ɡʊd'wɪl 'dʒestʃə(r)/ Zeichen des guten Willens
We'd like to offer you a 50% discount as a **goodwill gesture**.

get to the bottom of (sth) (*idiom*) /get tə ðə 'bɒtəm əv .../ (einer Sache) auf den Grund kommen
We promise to **get to the bottom of** the problem as soon as possible.

investigate (*verb*) /ɪn'vestɪgeɪt/ nachforschen
We will **investigate** what happened so that this problem doesn't occur again.

in the meantime (*idiom*) /ɪn ðə 'mi:ntaɪm/ in der Zwischenzeit
We can continue with this next week, but **in the meantime**, can you think of some more ideas?

value (*verb*) /'vælju:/ schätzen
We **value** your custom greatly.

inconvenience (*noun*) /,ɪnkən'vi:niəns/ Unannehmlichkeit
Please accept our apologies for the **inconvenience** this has caused you.

occur (*verb*) /ə'kɜ:(r)/ auftreten
Please make sure this problem doesn't **occur** again.

WORDLIST

outstanding (remaining) (*adjective*) /*ˈaʊtˈstændɪŋ*/
ausstehend (übrig) The **outstanding** 2,000 units will be
dispatched to you today.

dispatch (*verb*) /*ˈdɪˈspætʃ*/ abfertigen
The warehouse will **dispatch** your order this afternoon.

5E PLACING AN ORDER

place (an order) (*verb*) /*ˈpleɪs*/ (eine Bestellung) aufgeben
You can **place** an order over the phone or online.

model (of a product) (*noun*) /*ˈmɒdl*/ Modell (eines
Produkts) They took a long time planning the new **model** and
it's very well designed.

receipt (receiving) (*noun*) /*ˈriːsi:t*/ Erhalt (Erhalten)
We will pay by credit card on **receipt** of the invoice.

requirement (*noun*) /*ˈrɪˈkwaɪəmənt*/ Anforderungen
Their product doesn't meet our **requirements**.

furniture (*noun*) /*ˈfɜːnɪtʃə(r)*/ Möbel
We'd like to buy a new range of office **furniture** for our company.

bulk order (*noun*) /*ˈbʌlk ˈɔːdə(r)*/ Großbestellung,
Grossbestellung [Schweiz] Can you offer us a discount for a
bulk order?

purchase (*noun*) /*ˈpɜːtʃəs*/ Kauf
We'd prefer to make a **purchase** online.

highlighter pen (*noun*) /*ˈhaɪlaɪtə pen*/ Textmarker (Stift)
Can you order a box of **highlighter pens** for the office?

transparent (*adjective*) /*ˈtrænsˈpærənt*/ durchsichtig
The **transparent** office tape is strong, smooth, and easy
to dispense.

5F CONFIRMING AN ORDER

laptop (*noun*) /*ˈlæptɒp*/ Laptop
I often do a lot of my work on my **laptop** while I'm travelling.

issue (an invoice) (*verb*) /*ˈɪʃuː*/ (eine Rechnung) ausstellen
We will **issue** an invoice for the total cost of the order.

invoice (*noun*) /*ˈɪnvɔɪs*/ Rechnung
When do we have to pay the **invoice** by?

in stock (*adjective*) /*ɪn stɒk*/ auf Lager
We have the laptops **in stock** and can ship them within 24 hours
of your order.

process (an order) (*verb*) /*ˈprəʊses*/ (eine Bestellung)
bearbeiten We will **process** the order within 24 hours.

currently (*adverb*) /*ˈkʌrəntli*/ zurzeit
The new system is significantly different from the one that is
currently in use.

out of stock (*idiom*) /*ˌaʊt əv ˈstɒk*/ nicht auf Lager
Unfortunately, the laptop you have ordered is currently **out
of stock**.

5G RESPONDING TO AN ENQUIRY

launch (*verb*) /*ˈlɔːntʃ*/ einführen
How often does your company **launch** new products?

purpose (*noun*) /*ˈpɜːpəs*/ Zweck
The **purpose** of today's training session is for you to start to
become familiar with the new system.

intuitive (*adjective*) /*ɪnˈtjuːɪtɪv*/ selbsterklärend
The new system is very **intuitive** so you don't usually need to
look at the instructions.

at your fingertips (*idiom*) /*æt jɔː ˈfɪŋɡətɪps*/ zur Hand
We want the user to be able to have everything **at
their fingertips**.

point out (*phrasal verb*) /*pɔɪnt aʊt*/ hinweisen auf
Did you **point out** that they have to pay a 10% deposit?

downside (*noun*) /*ˈdaʊnsaɪd*/ Nachteil
One **downside** of the new system is the need for initial training.

preview (*noun*) /*ˈpriːvjʊː*/ Vorschau
There will be a **preview** of the new system at the trade fair
in April.

open day (*noun*) /*ˈəʊpən deɪ*/ Tag der offenen Tür
You can have a look around the factory at our **open day**
on Saturday.

leaflet (*noun*) /*ˈliːflət*/ Broschüre, Prospekt
Please find enclosed the latest information **leaflets**.

promotional (*adjective*) /*ˈprəʊməʊʃənəl*/ verkaufsfördernd,
Werbe- We need to think of ideas for our next
promotional event.

aspect (*noun*) /*ˈæspekt*/ Aspekt
I've had training in various different **aspects** of IT.

acknowledge (*verb*) /*əkˈnɒlɪdʒ*/ bestätigen, anerkennen
In your reply you should **acknowledge** points in the
original enquiry.

avoid (*verb*) /*əˈvɔɪd*/ meiden
We need to **avoid** a situation where everyone in a department
starts work early and leaves early.

refer to (*phrasal verb*) /*ˈrɪːfɜː tə*/ sich wenden an
Please **refer to** my letter of 6 February for the details.

transfer (of money) (*noun*) /*ˈtrænsfɜː(r)*/ Überweisung
(von Geld) Will I be able to set up regular cash **transfers** to my
overseas account?

overseas (*adverb*) /*ˌəʊvəˈsiːz*/ im / ins Ausland
I worked **overseas** for ten years, but now I'm based back in
the UK.

prompt (*adjective*) /*ˈprɒmpt*/ sofortig, pünktlich
Thank you for your **prompt** response.

5H WRITING AND RESPONDING TO INVITATIONS

ethical (*adjective*) /*ˈeθɪkl*/ ethisch
We have high **ethical** standards at our company.

approximately (*adverb*) /*əˈprɒksɪmətli*/ ungefähr
We are planning an event for **approximately** 1,000 delegates.

thought-provoking (*adjective*) /*ˈθɔːt prəʊvʊkɪŋ*/
nachdenklich stimmend We thought his speech was
extremely **thought-provoking**.

entitled (*verb*) /*ɪnˈtaɪtld*/ mit dem Titel
He will be opening the event with a talk **entitled** 'It's the end of
the world as we know it'.

corruption (*noun*) /*kəˈrʌpʃn*/ Korruption
There is as much **corruption** in business nowadays as there was
in the past.

greed (noun) /'gri:d/ Gier

Corruption and **greed** have led to an increased neglect of business ethics in some developing countries.

neglect (noun) /nɪ'glekt/ Vernachlässigung

After the customer service centre closed there was an increased **neglect** of customer needs.

keynote speech (noun) /'ki:nəʊt spi:tʃ/ Grundsatzrede

He will give the **keynote speech** at the beginning of the conference.

base (sth) on (phrasal verb) /beɪs ... ɒn/ (etw.) begründen auf I will **base** my presentation **on** my most recent research.

specialism (noun) /'speʃəlɪzəm/ Fachgebiet, Spezialisierung What is your area of **specialism**?

distinguished (VIP) (adjective) /drɪ'stɪŋgwiʃt/ angesehen (VIP) We have invited several **distinguished** speakers from the business and academic worlds.

accommodation (noun) /ə,kɒmə'deɪʃn/ Unterkunft

There's a shortage of **accommodation** because the city doesn't have enough hotels.

sound like (seem) (idiom) /saʊnd laɪk/ aussehen wie (scheinen) This **sounds like** a wonderful opportunity.

acceptable (adjective) /ək'septəbl/ akzeptabel, annehmbar If it is **acceptable**, I would like to deliver the closing speech at the conference.

honoured (adjective) /'hɒnəd/ geehrt

I would be **honoured** to deliver the closing speech at the conference.

deliver (a speech) (verb) /dɪ'lɪvə(r)/ (eine Rede) halten Could you **deliver** the closing speech at the conference?

commitments (noun plural) /kə'mɪtmənts/ (terminliche) Verpflichtungen I'm afraid I can't attend the conference as I have other **commitments** that week.

reject (verb) /rɪ'dʒekt/ ablehnen

We had to **reject** the invitation to the conference because we were too busy to attend.

plenary (noun) /'plɪ:nəri/ Plenar-

Our CEO gave the opening **plenary** speech at the conference.

MODULE 6

6A JOB ADS AND DESCRIPTIONS

job ad (noun) /dʒɒb æd/ Stellenanzeige

I saw the **job ad** for the position on your website.

part-time (adjective) /,pa:t 'taɪm/ Teilzeit

You can include details of any **part-time** or holiday jobs on your CV.

post (job) (noun) /pəʊst/ Posten

This job could lead to more senior **posts**.

candidate (noun) /'kændɪdeɪt/ Bewerber

We are interviewing 20 **candidates** for this job.

requirement (noun) /rɪ'kwəɪmənt/ Anforderung

Their product doesn't meet our **requirements**.

state (verb) /steɪt/ darlegen

The job application form asks you to **state** which country you would like to work in.

perk (noun) /pɜ:k/ Vergünstigung

The company car is one of the **perks** of the job.

retail (noun) /'ri:teɪl/ Einzelhandel, Detailhandel [Schweiz]

She's a **retail** buyer for one of the big supermarket chains.

salary (noun) /'sæləri/ Gehalt

We need to reduce our **salary** costs.

bonus (noun) /'bʌnəs/ Prämie, Bonus

Did you receive a **bonus** at the end of last year?

applicant (noun) /'æplɪkənt/ Bewerber

Applicants should preferably have some experience in retail.

experience (noun) /ɪk'spiəriəns/ Erfahrung

Candidates must have **experience** of working in the food and drink industry.

involve (verb) /ɪn'vɒlv/ beinhalten, umfassen

My job **involves** buying salads and vegetables from local and national suppliers.

cash handling (noun) /kæʃ 'hændlɪŋ/ Umgang mit Bargeld

The job will involve **cash handling**, supervising staff, and dealing with customer complaints.

stock control (noun) /'stɒk kən'trɒl/ Lagerkontrolle

I'm responsible for **stock control** at the warehouse.

supervise (verb) /'su:pəvaɪz/ anleiten

It's important to **supervise** the new employees and give them support when they need it.

be prepared to (phrase) /bi prɪ'peəd tə/

bereit sein, zu You should **be prepared to** answer any type of question in your interview.

night shift (noun) /naɪt ʃɪft/ Nachtschicht

Applicants must be prepared to work some **night shifts**.

wage (noun) /weɪdʒ/ Lohn

Employees will be paid a weekly **wage**.

manner (noun) /'mænə(r)/ Art, Weise

All customer service staff should have a friendly **manner**.

smart (adjective) /smɑ:t/ schick

You should wear **smart** clothes to an interview.

appearance (noun) /ə'piərəns/ Erscheinung

He has a friendly manner and smart **appearance**.

within (prep) /wɪ'ðɪn/ innerhalb

Applicants must have some previous experience **within** a sales environment.

generate (verb) /'dʒenəreɪt/ erzeugen

All the sales staff are required to **generate** new business.

valid (adjective) /'vælɪd/ gültig

Candidates must have a **valid**, clean driving licence as a company car will be provided.

essential (adjective) /ɪ'senʃl/ wesentlich

It is **essential** that candidates have experience using office software.

lead to (phrasal verb) /li:d tu/ führen zu

I'm hoping this training course will **lead to** a better position at my company.

word processing (noun) /'wɜ:d ,prəʊsesɪŋ/

Textverarbeitung Candidates must have experience in **word processing**, spreadsheet, and presentation software.

promotion (*noun*) /prə'məʊʃn/ beruflicher Aufstieg

The company offers many opportunities for training and **promotion**.

prospects (*noun plural*) /prə'spekts/ Aussichten

What are the promotion **prospects** associated with the job?

shift work (*noun*) /ʃɪft wɜ:k/ Schichtarbeit

The job involves some **shift work**.

6B WRITING A CV

CV (curriculum vitae) (*noun*) /,si:'vi:/ Lebenslauf

As you will see from my enclosed **CV**, I have recently completed a degree in International Marketing at Clifton University.

obtain (*verb*) /əb'teɪn/ erhalten

I need to go to university to **obtain** the right qualifications for the job I want.

marital status (*noun*) /,mæɪrɪl 'steɪtəs/ Familienstand

In the '**marital status**' box you should write 'married' or 'single'.

ought to (*verb*) /'ɔ:t tu/ sollten

You **ought to** include a full list of your qualifications on your CV.

chronological order (*noun*) /,krɒnə'lɒdʒɪkl 'ɔ:də(r)/

chronologische Reihenfolge You should list the schools and institutions you've attended in **chronological order**.

grade (exam) (*noun*) /greɪd/ Note (Prüfung)

Please give details of which subjects you studied at school and what **grades** you got in them.

invest in (*phrasal verb*) /ɪn'vest ɪn/ investieren in

We need to find someone to **invest in** our new prototype design.

referee (CV) (*noun*) /,refə'ri:/ Referenz (Lebenslauf)

A **referee** is a person who can tell the employer about your qualities and character.

skills (*noun plural*) /skɪlz/ Qualifikationen

Do you have the right **skills** for the job?

surname (*noun*) /'sɜ:neɪm/ Nachname

You must include your **surname** in a CV.

proof (*noun*) /pru:f/ Nachweis

We need to see your qualifications as **proof** that you have successfully completed a course.

appropriate (*adjective*) /ə'prəʊpriət/ angemessen

Always use an **appropriate** greeting at the start of an email.

currently (*adverb*) /'kʌrəntli/ zurzeit, aktuell

The new system is significantly different from the one that is **currently** in use.

MBA (Master of Business Administration) (*noun*)

/,em bi:'eɪ/ MBA I am currently following a part-time **MBA** programme in international business at Randolph Business School.

BSc (Bachelor of Science) (*noun*) /,bi:es'si:/ BSc,

Bachelor of Science-Abschluss I've received a **BSc** in electrical and computer engineering from the University of the West Indies.

outlet (retail) (*noun*) /'aʊtlet/ Verkaufsstellen

(Einzelhandel, Detailhandel [Schweiz]) I regularly visit sales **outlets** in the south of England and our suppliers' factories in Malta and Morocco.

captain (*noun*) /'kæptɪn/ Kapitän

At university I was **captain** of the women's football team.

gap year (*noun*) /gæp jɜ:(r)/ Gap Year

In my **gap year**, I travelled round Australia and South East Asia.

broad (*adjective*) /brɔ:d/ breit

You need **broad** experience to deal with all the kinds of problems that come up in this job.

awareness (*noun*) /ə'weənəs/ Bewusstsein

I developed a much better **awareness** of other cultures and ways of life after travelling around the world.

advice (*noun*) /əd'vaɪs/ Rat

Aleksander is giving Natalia **advice** about writing a good CV.

achievement (*noun*) /ə'tʃi:vmənt/ Leistung

Give a brief description of each job and try to list one or two **achievements**.

prove (*verb*) /pru:v/ nachweisen

I hope to **prove** my suitability for the job by giving details of my past experience.

6C WRITING A COVERING LETTER

job application (*noun*) /'dʒɒb æplɪ,keɪʃn/ Bewerbung

The **job application** form should always be sent with a short covering letter.

cover / covering letter (*noun*) /'kʌvə / 'kʌvərɪŋ ,letə(r)/

Begleitbrief In your **covering letter** please explain why you think you would be suitable for this job.

specifically (*adverb*) /spə'sɪfɪkli/ ausdrücklich, extra

Don't send a photograph with your CV unless you are **specifically** asked to.

handwritten (*adjective*) /,hænd'ɪrɪt/ handschriftlich

Always type a covering letter unless you are specifically asked for a **handwritten** one.

layout (*noun*) /'leɪaʊt/ Layout, Anordnung

Make sure that the pages of your CV aren't too full and that the **layout** is clear.

apply for (*phrasal verb*) /ə'plai fɔ:(r)/ sich bewerben um

Monica wants to **apply for** the position of finance assistant in the Finance department.

telemarketing (*noun*) /'telɪmɑ:kɪtɪŋ/ Telemarketing

You need to be good at talking on the phone for **telemarketing** jobs.

placement (*noun*) /'pleɪsmənt/ Praktikum

A six-month company **placement** in France gave me the opportunity to improve my French skills.

script (*noun*) /skɪpt/ Skript

My last job involved helping with the development of telemarketing **scripts** for salespeople.

stimulating (*adjective*) /'stɪmjuleɪtɪŋ/ anregend

It's a **stimulating** job, so I'm never bored!

challenging (*adjective*) /'tʃælɪndʒɪŋ/ herausfordernd

I would like to do something a bit more **challenging** than working on reception.

competitive (*adjective*) /kəm'petətɪv/ konkurrenzfähig

The job offers a **competitive** salary along with an annual bonus and a company car.

acquire (*verb*) /ə'kwɪə(r)/ erwerben

This is a good opportunity to **acquire** some new skills.

effective (*adjective*) /ɪ'fektɪv/ wirksam

I've had training in **effective** communication and how to give good presentations.

contribution (*noun*) /,kɒntrɪ'bju:ʃn/ Beitrag

Do you have the skills to make an **effective contribution** to the company?

enthusiasm (*noun*) /ɪn'θju:ziæzəm/ Begeisterung

Your cover letter should show your **enthusiasm** for the type of job you are applying for.

relevant (*adjective*) /'rɛləvənt/ relevant

Search engines allow people to find **relevant** websites.

request (*noun*) /rɪ'kwɛst/ Anfrage

We have had several **requests** for further information about your new product range.

6D VIDEO CVS

obsessed (*adjective*) /əb'sest/ besessen

I love playing golf - I'm a little bit **obsessed** with it!

undergraduate (*noun*) /,ʌndə'grædʒuət/ Bachelor

After my **undergraduate** degree I did a Master's in business studies.

degree (university) (*noun*) /dɪ'grɪ:/ (Uni-)Abschluss

After my university **degree** I worked in the UK for six years.

major (university subject) (*noun*) /'meɪdʒə(r)/ Hauptfach

im Studium I did my undergraduate degree at the University of Glasgow, and my **major** was in economics.

builder (*noun*) /'bɪldə(r)/ Bauunternehmer

Have you received the quote for the new reception area from the **builder** yet?

procurement (*noun*) /prə'kjʊəmənt/ Beschaffung

I worked as the Overseas **Procurement** Manager for the company.

subcontract (*verb*) /,sʌbkɒn'trækt/ im Unterauftrag

vergeben We usually **subcontract** some of our business to several smaller companies.

record label (*noun*) /'rekɔ:d ,leɪbl/ Plattenfirma

The **record label** manages about 20 different singers.

decade (*noun*) /'dekeɪd/ Jahrzehnt

The 80s was the **decade** that saw the largest growth in the country's economy.

undergo (*verb*) /,ʌndə'gəʊ/ absolvieren

I've attended a Harvard Business School course in the last 12 months and now I'm **undergoing** my MBA at Cranfield.

project manager (*noun*) /'prɒdʒekt ,manɪdʒə(r)/

Projektmanager I've been a **project manager** in the telecommunications industry for nearly seven years.

various (*adjective*) /'veəriəs/ verschieden

We have **various** offices around Asia, in Japan, China, and Korea.

abroad (*adverb*) /ə'brɔ:d/ ins / im Ausland

I often travel **abroad** on business - usually to the Middle East.

fluent (*adjective*) /'flu:ənt/ fließend, fließend [Schweiz]

In the past I've worked abroad, so I speak **fluent** French and basic Spanish.

analyse (*verb*) /'ænləɪz/ analysieren

We will **analyse** your performance over the first six months.

6E IDENTIFYING YOUR STRENGTHS AND SKILLS

strength (*noun*) /streŋθ/ Stärke

This test will identify what your **strengths** are.

weakness (*noun*) /'wi:knəs/ Schwäche

How do you usually overcome any **weaknesses** you have?

creative (*adjective*) /kri'eɪtɪv/ kreativ

We need someone **creative**, who is good at coming up with new ideas.

imaginative (*adjective*) /ɪ'mædʒɪnətɪv/ einfallreich

We need someone **imaginative**, who is good at thinking of different ways to solve problems.

research (*noun*) /rɪ'sɜ:tʃ/ Nachforschung

You can do a lot of the **research** on a company on the Internet.

deadline (*noun*) /'dedlaɪn/ Abgabetermin

She is learning how to organize a schedule so that they are able to complete the project before its **deadline**.

time management (*noun*) /'taɪm mænɪdʒmənt/

Zeitmanagement The job requires good **time management** and the ability to meet tight deadlines.

handle (conflict) (*verb*) /'hændl/ bewältigen (Konflikt)

Office conflicts can be difficult to **handle**, but that's a necessary part of the job.

advise (*verb*) /əd'vaɪz/ beraten

Maria needs someone to **advise** her on how to decorate and furnish her new office.

entrepreneurial (*adjective*) /,ɒntrəprə'nɜ:riəl/

unternehmerisch We're looking for someone with **entrepreneurial** experience, who has set up businesses in the past.

innovative (*adjective*) /ɪ'nɒvətɪv/ innovativ

This is a fantastic opportunity for an enthusiastic and creative individual to join our **innovative** software development team.

take risks (*idiom*) /teɪk rɪks/ Risiko eingehen

Successful entrepreneurs are often willing to **take risks** in their business decisions.

determined (*adjective*) /dɪ'tɜ:mɪnd/ entschlossen

She's very **determined**, so I'm sure she'll try really hard to get the job she wants.

willing (*adjective*) /'wɪlɪŋ/ bereit, gewillt

Applicants must be **willing** to learn and enjoy new challenges.

attention to detail (*idiom*) /ə'tenʃn tə'dɪtɪl/ Sorgfalt in

den Details It's important to have good **attention to detail** in this job.

database (*noun*) /'deɪtəbeɪs/ Datenbank

Please add the new client's details to our customer **database**.

spreadsheet (*noun*) /'spredʃi:t/ Tabellenkalkulation

The job requires you to work with **spreadsheets** and the basic software used in accounting.

6F PREPARING FOR AN INTERVIEW

impress (*verb*) /ɪm'pres/ beeindrucken

Going for a job interview is a chance to **impress** and show a company your best qualities.

alarm clock (*noun*) /ə'laɪ:m klɒk/ Wecker

I forgot to set my **alarm clock**, so I woke up late.

earphones (noun) /'ɪəfəʊnz/ Kopfhörer
You need to wear **earphones** if you want to listen to music on your computer at work.

casual (adjective) /'kæʒuəl/ leger
Our company has a **casual** dress policy.

shorts (noun) /ʃɔ:ts/ Shorts
Some jobs allow you to wear **shorts** to work!

flip-flops (noun) /'flɪp flɒps/ Flip-Flops
You can't go to work in those **flip-flops**!

embarrassing (adjective) /ɪm'bærəsɪŋ/ peinlich
What's the most **embarrassing** situation you have been in?

offensive (adjective) /ə'fensɪv/ offensiv, ungehörig
He's always upsetting customers - he has quite an **offensive** phone manner.

inappropriate (adjective) /ɪ,ɪnə'prəʊpriət/ unangemessen
Shorts and a T-shirt are **inappropriate** clothes to wear for an interview.

6G GOING TO A JOB INTERVIEW (1)

interview (job) (noun) /'ɪntəvju: / Vorstellungsgespräch (Stelle)
During an **interview**, try to demonstrate you have done your research as it shows you are serious about the position.

improve (verb) /ɪm'pru:v/ verbessern We need to **improve** our sales figures by 5% over the next six months.

attitude (noun) /'ætɪtju:d/ Einstellung
I always approach any new task with a positive **attitude** and a smile.

overcome (verb) /,əʊvə'kʌm/ überwinden
If you need to discuss any challenges or weaknesses, then explain how you intend to **overcome** them.

eye contact (noun) /aɪ 'kɒntækt/ Augenkontakt
In your interview you should try to relax, keep **eye contact**, and be friendly and enthusiastic.

fill in (a form) (phrasal verb) /fɪl ɪn/ (ein Formular) ausfüllen
Please **fill in** the order form with your account details.

fair (just) (adjective) /feə(r)/ fair (gerecht)
Although you already work here, in order to be **fair** we'll be doing the interview in the same way as with an external applicant.

intend (verb) /ɪn'tend/ beabsichtigen
How do you **intend** to rectify the situation?

PA (personal assistant) (noun) /,pi: 'eɪ/ persönlicher Assistent, persönliche Assistentin I work as the **PA** for our Managing Director.

accounting (noun) /ə'kaʊntɪŋ/ Buchhaltung
He specializes in finance and **accounting**.

take the initiative (idiom) /teɪk ðə ɪ'nɪʃɪətɪv/ Initiative ergreifen
We are looking for someone who can **take the initiative** in difficult situations.

demanding (adjective) /dɪ'mɑ:ndɪŋ/ anspruchsvoll
It's a very **demanding** job - it's more than just basic office duties.

rely on (phrasal verb) /rɪ'laɪ ɒn/ sich verlassen auf
They provide an excellent service, so we can **rely on** them to deliver orders on time.

get on with (sb) (phrasal verb) /get ɒn wɪð .../ mit (jmdm.) auskommen I **get on well with** most people so I'm good at working in a team.

work conditions (noun plural) /wɜ:k kən'dɪʃnz/ Arbeitsbedingungen
Are the **work conditions** the same in an office job as on reception?

expectations (noun plural) /,ekspek'teɪʃnz/ Erwartungen
What are your **expectations** of the job you are applying for?

suitable (adjective) /'su:təbl/ passend, geeignet
I hope that my qualifications are **suitable** for the job.

require (verb) /rɪ'kwaɪə(r)/ erfordern, benötigen
Do you **require** a single or a double room?

good impression (noun) /gʊd ɪm'preʃn/ guter Eindruck
It's important to give a **good impression** at your interview.

6H GOING TO A JOB INTERVIEW (2)

hard-working (adjective) /,hɑ:d 'wɜ:kɪŋ/ fleißig, fleissig [Schweiz]
He's very **hard-working** and doesn't mind working extra hours when there's a lot of work to do.

individual (noun) /,ɪndɪ'vɪdʒuəl/ Person
This is a great opportunity for ambitious and hard-working **individuals**.

resourceful (adjective) /rɪ'zɔ:sfʊl/ findig
I'm quite **resourceful** - I can usually find ways to solve most problems.

outgoing (adjective) /'aʊtɡəʊɪŋ/ kontaktfreudig
Our travel reps need to have very **outgoing** personalities.

passionate (adjective) /'pæʃənət/ begeistert
Applicants for this position should have excellent IT skills and be **passionate** about gaming software.

ambitious (adjective) /æm'bɪʃəs/ ehrgeizig
This is an exciting opportunity for an **ambitious** individual.

reliable (adjective) /rɪ'laɪəbl/ verlässlich
We need to find more **reliable** suppliers - our current one never has the stock we need.

decisive (adjective) /dɪ'saɪsɪv/ entscheidungsfreudig
I'm able to take tough decisions when I have to - I'm very **decisive**.

trust (verb) /trʌst/ vertrauen
My manager **trusts** me and lets me deal with clients on my own.

approach (verb) /ə'prəʊtʃ/ angehen
I always **approach** any new task with a positive attitude and a smile.

tough (adjective) /tʌf/ hart
I'm able to take **tough** decisions when I have to.

aim (noun) /eɪm/ Ziel
Our **aim** is to make the move as smooth as possible.

come up with (phrasal verb) /kʌm ʌp wɪð/ ausdenken
I need to **come up with** some new ideas for improving sales.

major (adjective) /'meɪdʒə(r)/ groß, gross [Schweiz]
A **major** bank is seeking customer advisors to work in their call centre in Wales.

seek (verb) /si:k/ suchen
This company regularly **seeks** new employees.

WORDLIST

query (*noun*) /'kwɪəri/ Frage

Can you deal with this **query** from one of our customers?

along with (*idiom*) /ə'lɒŋ wɪð/ neben, zusammen mit

Along with providing excellent customer service, you will be expected to promote the bank's products and services.

desirable (*adjective*) /dɪ'zʌərəbəl/ wünschenswert

Previous experience is **desirable** but not essential, as full training is provided.

recruit (*verb*) /rɪ'kru:t/ einstellen

We need to **recruit** an area sales manager for southern Europe.