

Glossary | A–Z

- abroad** /ə'brɔ:d/ (adv) to or in other countries; not in your home country
- absolute** /'æbsəlu:t/ (adj) total and complete; used to give emphasis to what you are saying
- access** /'ækses/ (n) the chance or permission to use or have sth, for example, information or a service
- accommodation** /ə,kɒmə'deɪʃn; Ame -kɑ:m-/ (n) a place to live or stay
- accomplished** /ə'kʌmplɪʃt/ (adj) very good or skilful at a particular thing
- account** /ə'kaʊnt/ (n) an arrangement with a bank to keep your money there, which means you can pay money in and take it out when you need it
- accurate** /'ækjərət/ (adj) correct and true in every detail
- achievement** /ə'tʃi:vmənt/ (n) a thing that sb has done successfully, especially using their own effort and skill
- admit** /əd'mɪt/ to agree, often unwillingly, that sth is true
- advantage** /əd'vɑ:ntɪdʒ; Ame -'vænt-/ (n) a quality of sth that makes it better or more useful
- advice** /əd'vaɪs/ (n) an opinion or a suggestion about what sb should do in a particular situation
- a-ha moment** /ɑ:'hɑ: ,mɒmənt; Ame -,moum-/ (n) a moment when you suddenly understand or realize sth
- aim** /eɪm/ (n) something that you are trying to achieve; your purpose in doing sth
- allocate resources** /,æləkeɪt rɪ'zɔ:səz; Ame -'rɪ:sɔ:rs-/ (phrase) to decide officially that money, labour, etc. will be used for a particular purpose
- allow** /ə'laʊ/ (v) if you allow sb to do sth, you give them permission to do it or do not prevent them from doing it
- amazing** /ə'meɪzɪŋ/ (adj) very good, especially in an unexpected way
- ambition** /æm'bɪʃn/ (n) the desire or determination to be successful, rich, powerful, etc.
- ambitious** /æm'bɪʃəs/ (adj) determined to be successful, rich, powerful, etc.
- amount** /ə'maʊnt/ (n) a sum of money
- announce** /ə'naʊns/ (v) to tell people sth officially, especially about a decision, plans, etc.
- annoying** /ə'nɔɪɪŋ/ (adj) making sb feel slightly angry
- anticipate** /æn'tɪsɪpeɪt/ (v) to see what might happen in the future and take action to prepare for it
- apologize** /ə'pɒlədʒaɪz; Ame ə'pɑ:l-/ (v) to say that you are sorry for doing sth wrong or causing a problem
- appearance** /ə'pɪərəns/ (n) the way that sb / sth looks on the outside
- application** /æplɪ'keɪʃn/ (n) a formal written request for sth, such as money or permission to do sth
- apply** /ə'plai/ (v) to make a formal request, usually in writing, for sth such as a job
- appraisal** /ə'preɪzəl/ (n) a meeting between an employee and their manager to discuss the quality of the employee's work and to plan future tasks
- appropriate** /ə'prəʊpɪət; Ame ə'prɔ:ʊ-/ (adj) suitable, acceptable, or correct for the particular circumstances
- approve** /ə'pru:v/ (v) to officially agree to a plan, request, etc.
- argument** /'ɑ:gjumənt; Ame 'ɑ:rg-/ (n) a discussion in which people disagree, often angrily
- assemble** /ə'sembəl/ (v) to fit together all the separate parts of sth, for example, a piece of furniture
- assess** /ə'ses/ (v) to make a judgement about the nature, quality, or value of sth
- asset** /'æset/ (n) a thing or person that is valuable or useful to sb / sth
- assignment** /ə'samənt/ (n) a piece of work that sb is given to do, usually as part of their job
- assist** /ə'sɪst/ (v) to help sb to do sth
- assume** /ə'sju:m; Ame ə'su:m/ (v) to think or accept that sth is true, but without having proof
- atmosphere** /'ætməsfɪə(r)/ (n) the feeling or mood that you have in a particular place or situation
- attend** /ə'tend/ (v) to be present at an event
- attendee** /ə'ten'di:/ (n) a person who goes to a place or an event such as a meeting
- attention** /ə'tenʃn/ (n) the act of looking at or listening carefully to sb / sth
- audience** /ɔ:diəns/ (n) the group of people who have gathered to watch or listen to sth
- autism** /'ɔ:tɪzəm/ (n) a mental condition in which a person finds it difficult to communicate or form relationships with others
- available** /ə'veɪləbl/ (adj) that you can get, buy, or find
- average** /'ævərɪdʒ/ (adj) typical or normal; calculated by adding several amounts together, finding a total, and dividing the total by the number of amounts
- avoid confrontation** /ə,vɔɪd ,kɒnfrʌn'teɪʃn; Ame -,kɑ:nfrə n-/ (phrase) to prevent a situation in which there is angry disagreement between people or groups
- award** /ə'wɔ:d; Ame -'wɔ:rd/ (n) a prize such as money, etc. for sth that sb has done
- aware** /ə'weə(r)/ (adj) if you are aware of sth, you know that it exists and is important
- backing** /'bækɪŋ/ (n) support or approval
- badge** /bædʒ/ (n) a small piece of metal or plastic, with a design or words on it, that a person wears to show their name, the organization that they belong to, etc.
- badly-equipped** /,bædli rɪ'kwɪpt/ (adj) not provided with the things that are needed for a particular purpose or activity
- based in** /'beɪst ɪn/ (adj) working or doing business in or from a particular place
- basic procedure** /,beɪsɪk prə'si:dʒə(r)/ (n) the way that sth is done, in its simplest form
- beautifully maintained** /,bjutɪfʊli meɪn'teɪnd/ (adj) kept in a very good condition by being regularly checked and repaired
- benefit** /'benɪfɪt/ (v) to be useful to sb or improve their position in some way
- bill** /bɪl/ (n) a document that shows how much you owe sb for goods or services
- blame** /bleɪm/ (v) to think or say that sb / sth is responsible for sth bad
- bored** /bɔ:d; Ame bɔ:rd/ (adj) if you are bored of sth, you have lost interest in it so that you do not want to do it, have it, etc. any more
- boring** /'bɔ:ɪɪŋ/ (adj) not interesting; making you feel tired and impatient
- brainchild** /'breɪntʃaɪld/ (n) an idea or invention of one person or a small group of people
- brainstorm** /'breɪnstɔ:m; Ame -stɔ:rm/ (v) to share thoughts about sth as a group, in order to solve a problem or to create new ideas

Glossary | A–Z

- branch** /brɑːnʃ; Ame brænʃ/ (n) a local office or shop / store belonging to a large company or organization, especially a bank
- breach** /bri:tʃ/ (n) a failure to do sth that must be done, or an action that breaks a rule or agreement
- break down** /,breɪk 'daʊn/ (phr v) (of a machine or vehicle) to stop working because of a fault
- breakthrough** /'breɪkθruː/ (n) an important development that may lead to an agreement, achievement, or discovery
- breast cancer** /'breɪst kænsə(r)/ (n) a form of the disease cancer (a serious disease in which cells grow in the body and kill normal body cells) that affects the breasts
- brehtaking** /'breθeɪkɪŋ/ (adj) very impressive or exciting
- bring (sb) up to speed** /,brɪŋ ʌp tə 'spiːd/ (phrase) to give sb the most recent and accurate information or knowledge
- budget** /'bʌdʒɪt/ (n) an amount of money that is available to a person or organization to spend on sth
- bug** /bʌg/ (n) a fault, especially in a computer system or program
- bunny suit** /'bʌni su:t/ (n) a loose piece of clothing like a shirt and trousers / pants in one piece, usually worn over other clothing
- bureaucracy** /bjʊə'rɒkrəsi; Ame -'rɑ:k-/ (n) the system of official rules and ways of doing things that an organization or government has, especially when these seem too complicated
- candidate** /'kændɪdət/ (n) a person who is applying for a job or who is considered suitable or likely to get a job
- canteen** /kæn'tiːn/ (n) a place where food and drink are served in a factory, a school, etc.
- capital** /'kæpɪtəl/ (n) an amount of money that is invested in or is used to start a business
- care** /keə(r); Ame keɪ/ (n) the process of providing sb with what they need and treating them well because they are important to you
- caring** /'keərɪŋ; Ame 'ker-/ (adj) kind, helpful and showing that you care about other people
- carry out a decision** /,kæri ,aʊt ə dɪ'sɪʒən/ (phrase) to take action based on sth that has been decided
- cashier** /kæ'ʃɪə(r)/ (n) a person whose job is to receive and pay out money in a bank, shop / store, etc.
- catalyst** /'kætəlɪst/ (n) a person or thing that causes a change
- catch up** /,kætʃ 'ʌp/ (phr v) to spend extra time or do extra work because you have not done sth earlier, so that you finish everything you planned to finish
- categorize** /'kætəgəraɪz/ (v) to put things or people into groups according to what type they are
- catering** /'keɪtərɪŋ/ (n) the work of providing food and drinks for meetings or social events
- celebrate** /'selɪbreɪt/ (v) to show that an event is important or that you are happy about it by doing sth special
- challenge** /'tʃælɪndʒ/ (n) a new or difficult task that tests sb's ability and skill
- challenging** /'tʃæləndʒɪŋ/ (adj) difficult in a way that is interesting or satisfying
- chamber of commerce** /,tʃeɪmbər əv 'kɒmə:s; Ame -'kɑ:mə:rs/ (n) a group of local business people who work together to help business and trade in a particular town
- chaotic** /keɪ'ɒtɪk; Ame -'ɑ:t-/ (adj) in a state of complete confusion and lack of order
- charity** /'tʃærɪti/ (n) an organization whose aim is to help people in need
- chart** /tʃɑ:t; Ame tʃɑ:rt/ (n) a page or sheet of information in the form of diagrams, lists of figures, etc.
- check** /'tʃek/ (v) to examine sth to see if it is correct, safe, or acceptable
- check in** /,tʃek 'ɪn/ (phr v) to go to a desk at an airport and tell an official there that you have arrived for your flight
- choice** /tʃɔɪs/ (n) the number or range of different things from which to choose
- client** /'klaɪənt/ (n) a person who buys goods or uses services provided by a company, a professional person, etc.
- collaborative** /kə'læbrətɪv/ (adj) involving, or done by several people or groups of people working together
- combine** /kəm'baɪn/ (v) to put two or more different things, features, or qualities together or to do two or more things at the same time
- come across** /,kʌm ə'krɒs; Ame -'krɑ:s/ (phr v) to find sth by chance
- come up with** /kʌm 'ʌp wɪð/ (phr v) to find or produce an idea, an answer, etc.
- comment** /'kɒment; Ame 'kɑ:m-/ (v) if you comment on sth, you show that you have noticed it and give your opinion on it
- committed** /kə'mɪtɪd/ (adj) believing strongly in sth and willing to give time and energy to it
- common ground** /,kɒmən 'grəʊnd/ (n) similar ideas, interests or knowledge
- community** /kə'mju:nəti/ (n) all the people who live in a particular place, for example the area near to where a company is based, when talked about as a group
- competition** /,kɒmpə'tɪʃn; Ame ,kɑ:m-/ (n) an event in which people compete with each other to find out who is the best at sth
- competitive** /kəm'petətɪv/ (adj) as good as or better than others
- competitor** /kəm'petɪtə(r)/ (n) a business, person, product etc. that competes against others
- complain** /kəm'pleɪn/ (v) to say that you are annoyed, unhappy, or not satisfied about sb / sth
- complaint** /kəm'pleɪnt/ (n) a statement that sb makes saying that they are not satisfied
- complementary skills** /,kɒmplɪmentri 'skɪlz/ (n pl) abilities that are different, but together form a useful combination
- complete** /kəm'pli:t/ (adj) to the greatest degree possible; used to give emphasis to what you are saying
- complex** /'kɒmpleks/ (n) a group of buildings of a similar type together in one place
- component** /kəm'pəʊnənt; Ame -'pəʊn-/ (n) one of several parts from which sth is made
- compromise** /'kɒmprəmaɪz; Ame 'kɑ:m-/ (n) an agreement made between two people or groups in which each side gives up some of the things they want so that both sides are happy at the end
- concept** /'kɒnsept; Ame 'kɑ:n-/ (n) an idea or a principle
- concern** /kən'sɛ:n; Ame -'sɛ:rn/ (n) a feeling of worry about a particular thing
- concession** /kən'seʃn/ (n) something that you allow or do, or allow sb to have, in order to end an argument or to make a situation less difficult
- conditions** /kən'dɪʃnz/ (n pl) the circumstances in which people work or do sth, for example the physical environment around them or the hours that they have to work

Glossary | A–Z

- conduct business** /kənˌdʌkt 'bɪznəs/ (phrase) to take part in the activity of making, buying, selling, or supplying goods or services for money
- conference** /'kɒnfərəns; Ame 'kɑ:n-/ (n) a large official meeting, usually lasting for a few days, at which people with the same work or interests come together
- confidence** /'kɒnfɪdəns; Ame 'kɑ:n-/ (n) a belief in your own ability to do things and be successful
- confident** /'kɒnfɪdənt; Ame 'kɑ:n-/ (adj) feeling sure about your own ability to do things and be successful
- confirm** /kən'fɜ:m; Ame '-fɜ:rm/ (v) to say that an arrangement, an agreement, etc. is definite or official
- confrontation** /,kɒnfrən'teɪʃn; Ame ,kɑ:nfrən-/ (n) a situation in which there is an angry disagreement between people or groups who have different opinions
- confused** /kən'fju:zd/ (adj) unable to understand clearly what is happening or what sb is saying
- consensus** /kən'sensəs/ (n) an opinion that all members of a group agree with
- consultant** /kən'sʌltənt/ (n) a person who knows a lot about a particular subject and is employed to give advice about it to other people
- consultation** /,kɒnsəl'teɪʃn; Ame ,kɑ:n-/ (n) the act of discussing sth with sb or with a group of people before making a decision about it
- consumer** /kən'sju:mə(r); Ame -su:m-/ (n) a person who buys goods or services for their own use
- contact** /'kɒntækt; Ame 'kɑ:n-/ (n) a person that you know, especially sb who can be helpful to you in your work
- container** /kən'teɪnə(r)/ (n) a large metal or wooden box of a standard size in which goods are packed so that they can easily be transported by ship, train, etc.
- continent** /'kɒntɪnənt/ (n) one of the large land masses of the earth such as Europe, Asia, or Africa
- continuously** /kən'tɪnju:slɪ:/ (adv) in a way that happens for a long period without interruption, or is repeated many times
- contract** /'kɒntrækt; Ame 'kɑ:n-/ (n) an official written agreement, for example that sb will do a particular job or provide a particular service
- convenient** /kən'vi:niənt/ (adj) useful or easy; not causing problems
- convince** /kən'vɪns/ (v) to make sb believe that sth is true
- co-operation** /kəʊpə'reɪʃn; Ame kəʊɑ:p-/ (n) the fact of doing sth together or of working together towards a shared aim
- co-operative** /kəʊ'ɒpərətɪv; Ame kəʊ'ɑ:p-/ (n) a business or organization that is owned and run by the people involved, with the profits shared by them
- corridor** /'kɒrɪdɔ:(r)/ (n) a long narrow passage in a building, with doors that open into rooms on either side
- corruption** /kə'reɪʃn/ (n) dishonest or illegal behaviour, especially by people in authority
- cosmetic** /kɒz'metɪk; Ame kɑ:z-/ (adj) a cosmetic product is one that you put on your face or body to make it more attractive
- cost-effective** /'kɒst ɪ'fektɪv; Ame 'kɑ:st-/ (adj) giving the best possible profit or benefits in comparison with the money that is spent
- courier** /'kʊrɪə(r)/ (n) a person or company whose job is to take packages or important papers somewhere
- cramped** /kræmpt/ (adj) not having enough space for the people in it
- creative** /kri'eɪtɪv/ (adj) having the skill and imagination to produce sth new or create a work of art
- creativity** /kri'eɪtɪvɪti/ (n) the ability to use skill and imagination to produce sth new or create a work of art
- crèche** /kreʃ/ (n) a place where babies and small children are taken care of while their parents are working, studying, etc.
- crucial** /'kru:ʃəl/ (adj) very important
- current** /'kʌrənt/ (adj) happening or being used now, at the present time
- customer** /'kʌstəmə(r)/ (n) a person or an organization that buys sth from a shop / store or business
- customize** /'kʌstəmaɪz/ (v) to make or change sth to suit the particular needs of one person
- damaged** /'dæmɪdʒd/ (adj) harmed or spoiled
- database** /'deɪtəbeɪs/ (n) an organized set of data that is stored in a computer and can be looked at and used in various ways
- deadline** /'dedlaɪn/ (n) a point in time by which sth must be done
- deal** /di:l/ (n) an agreement, especially in business, on a price and on other conditions for buying or doing sth
- decorating** /'dekəreɪtɪŋ/ (n) the job of putting paint, wallpaper, etc. on the walls and ceilings inside a room or building
- dedicated** /'dedɪkətɪd/ (adj) working hard at sth because it is very important to you
- dedication** /dedɪ'keɪʃn/ (n) the hard work and effort that sb puts into an activity or purpose because they think it is important
- defect** /'di:fekt/ (n) a fault in sth or in the way it has been made which means that it is not perfect
- defective** /dɪ'fektɪv/ (adj) having been made with a fault or faults; not perfect
- delay** /dɪ'leɪ/ (n) a period of time when sb / sth has to wait because of a problem that makes sth slow or late
- delegate** /'deləgət/ (n) a person who is chosen to represent a group of people and vote and make decisions for them, for example, at a conference
- delegate tasks** /,delɪgeɪt 'tɑ:sk/ (phrase) to give particular pieces of your work to other people to do
- deliver** /dɪ'lɪvə(r)/ (v) to take or supply sth to a particular person or people that it has been sent to
- demand** /dɪ'mɑ:nd; Ame -'mænd/ (n) the desire or need of customers for goods or services which they want to buy or use
- demand** /dɪ'mɑ:nd; Ame dɪ'mænd/ (v) to ask for sth very firmly
- demanding** /dɪ'mɑ:ndɪŋ; Ame -'mæn-/ (adj) needing a lot of effort, skill, hard work, etc.
- democratic** /demə'krætɪk/ (adj) based on the principle that all members have an equal right to be involved in running an organization
- department** /dɪ'pɑ:tmənt; Ame -'pɑ:rt-/ (n) a section of a large organization such as a business, government, university, etc.
- dependability** /dɪpendə'bɪləti/ (n) the quality of being dependable
- dependable** /dɪ'pendəbl/ (adj) that can be relied on to do what you want or need
- depressing** /dɪ'presɪŋ/ (adj) making sb feel very unhappy or without hope
- detail** /'di:teɪl/ (n) the small facts or features of sth, that may not be easy to notice
- deter** /dɪ'teɪə(r)/ (v) to make sb decide not to do sth or continue doing sth, especially by making them understand the difficulties and unpleasant results of their actions

Glossary | A–Z

- develop** /dɪ'veləp/ (v) to think of or produce a new idea, product, etc. and make it successful
- development** /dɪ'veləpmənt/ (n) the process of becoming better or more advanced, or the process of creating sth new or more advanced
- disadvantage** /,dɪsəd'vɑ:ntɪdʒ; Ame -'vænt/ (n) something that causes problems and tends to stop sb / sth from succeeding or making progress
- disaster** /dɪ'zɑ:stə(r); Ame -'zæs-/ (n) a complete failure
- disciplinary procedures** /dɪsɪ'plɪnəri prə'sɪ:dʒə(r)z/ (n) an officially agreed way that people who break rules are punished in an organization
- discount** /'dɪskaʊnt; Ame -koʊnt/ (n) an amount of money that is taken off the usual cost of sth
- discover** /dɪs'kʌvə(r)/ (v) to find sth, for example to find sth that was hidden or not known about, or find information about sth
- dispatch** /dɪs'pætʃ/ (v) to send a letter, package, or message somewhere
- distribute** /dɪs'trɪbjʊ:t/ (v) to send goods to shops / stores and businesses so that they can be sold
- distributor** /dɪs'trɪbjʊtə(r)/ (n) a person or company that supplies goods from the company that makes them to shops / stores, etc.
- do exercise** /du: 'eksəsaɪz; Ame -sərs-/ (phrase) to take part in physical activity in order to stay healthy or become stronger
- do overtime** /du: 'əʊvətaɪm; Ame -'oʊvər-/ (phrase) to work extra time in addition to your normal hours at work
- do work** /du: 'wɜ:k; Ame -'wɜ:rk/ (phrase) to do your job
- domestic appliance** /də'mestɪk ə'plaɪəns/ (n) a machine that is designed to do a particular thing in the home, such as preparing food, or cleaning
- donation** /dəʊ'neɪʃn/ (n) the act of giving money, equipment, etc. to sb to help them
- down** /daʊn/ (adj) (of a computer or computer system) not working
- dress code** /'dres kəʊd; Ame -koʊd/ (n) rules about what clothes people should wear at work
- drop (sb) off** /,drɒp 'ɒf; Ame ,drɑ:p 'ɑ:f/ (phr v) to take sb somewhere in your car, usually on the way to another place
- dull** /dʌl/ (adj) not interesting or exciting; boring
- dust** /dʌst/ (n) the fine powder of dirt that forms in buildings, on furniture, floors, etc.
- dynamic** /daɪ'næmɪk/ (adj) always changing and making progress
- eat out** /,i:t 'aʊt/ (phr v) to have a meal in a restaurant, rather than at home
- efficient** /ɪ'fɪʃnt/ (adj) doing sth well with no waste of time, money, or energy
- emphasis** /'emfəsɪs/ (n) extra force or importance that is given to sth that you say
- employee** /ɪm'plɔɪi:/ (n) a person who is paid to work for sb
- encourage** /ɪn'kʌrɪdʒ; Ame -'keɪr-/ (v) to persuade sb to do sth by making it easier for them and making them believe it is a good thing to do
- endanger** /en'deɪndʒə(r)/ (v) to put sb / sth in a situation in which they could be harmed or damaged
- enemy** /'enəmi/ (n) something that harms sth or prevents it from being successful
- enjoyable** /ɪn'dʒɔɪəbl/ (adj) giving pleasure
- enormous** /ɪ'nɔ:məs; Ame -'nɔ:rm-/ (adj) extremely large
- ensure** /ɪn'ʃʊə(r); Ame -'ʃʊr/ (v) to make sure that sth happens
- entertainment** /entə'teɪnmənt; Ame entər-/ (n) things that people watch and listen to in order to have fun and relax
- enthusiasm** /ɪn'θju:zɪæzəm; Ame -'θu:z-/ (n) the quality of being enthusiastic
- enthusiastic** /ɪn'θju:zɪæstɪk; Ame -'θu:z-/ (adj) feeling or showing a lot of excitement and interest about sb / sth
- environmentally-friendly** /ɪnvaɪrən'mentəli 'frendli/ (adj) not harming the environment
- equip** /ɪ'kwɪp/ (v) to supply sb / sth with things such as machines or materials that are needed for a particular purpose
- equipment** /ɪ'kwɪpmənt/ (n) the things such as machines and materials that are needed for a particular activity
- equivalent** /ɪ'kwɪvələnt/ (n) something that is equal in value, amount, meaning, importance, etc. to sth else
- essential** /ɪ'senʃl/ (adj) extremely important; completely necessary so that sth can be done
- essentially** /ɪ'senʃəli/ (adv) used when you are going to describe the basic or most important nature of sth / sb
- estimate** /'estɪmeɪt/ (v) to form an idea of the cost, size, value etc. of sth, without calculating it exactly
- etiquette** /'etɪkət/ (n) formal rules of correct or polite behaviour in society or among members of a particular profession
- evaluate** /ɪ'veljueɪt/ (v) to form an opinion of the amount, value, or quality of sth after thinking about it carefully
- evaluate ideas** /ɪ'veljueɪt aɪ'di:əz; Ame -'di:əz/ (phrase) to form an opinion of the quality or value of ideas after thinking about them carefully
- event** /ɪ'vent/ (n) a planned public or social occasion
- excited** /ɪk'saɪtɪd/ (adj) feeling or showing happiness and enthusiasm
- exciting** /ɪk'saɪtɪŋ/ (adj) causing great interest, happiness, or enthusiasm
- excursion** /ɪk'skɜ:ʒn; Ame -'skɜ:rʒn/ (n) a short journey made for pleasure, especially one that has been organized for a group of people
- exercise** /'eksəsaɪz/ (n) physical activity done in order to stay healthy or become stronger
- exhibition** /,eksɪ'bɪʃn/ (n) a collection of things, for example, products or works of art, that are shown to the public
- exhilarated** /ɪg'zɪləreɪtɪd/ (adj) feeling very happy and excited
- exhilarating** /ɪg'zɪləreɪtɪŋ/ (adj) causing sb to feel very happy and excited
- expand** /ɪk'spænd/ (v) to become greater or bigger
- expect** /ɪk'spekt/ (v) to think or believe that sth will happen
- expectations** /,ekspek'teɪʃnz/ (n pl) a belief about the way sth should happen or how sb should behave
- experience** /ɪk'spi:riəns/ (n) an event or sth that happens to you, that affects you in some way
- expertise** /ekspɜ:'ti:z; Ame -speɪrt-/ (n) expert knowledge or skill in a particular subject, activity, or job
- express an opinion** /ɪk'spres ən ə'pɪniən/ (phrase) to show or make known your feelings or thoughts about sth
- external** /ɪk'steɪnl; Ame -'ste:ɪnl/ (adj) happening outside an organization, or involving people who come from outside an organization
- extremely** /ɪk'stri:mli/ (adv) to a very high degree
- facilitator** /fə'sɪlɪteɪtə(r)/ (n) a person who helps sb do sth or helps a process to take place by discussing problems, giving advice, etc. rather than telling people what to do

Glossary | A–Z

- facilities** /fə'sɪlətɪz/ (n pl) services, equipment, etc. that are provided so that sb can do a particular thing, for example in a hotel
- factory** /'fæktəri/ (n) a building or group of buildings where goods are made
- failure** /'feɪljə(r)/ (n) an occasion when sth does not work correctly or as expected
- fairly** /'feərlɪ; Ame 'ferli/ (adv) to some extent but not very
- fall behind schedule** /,fɔ:l bɪhaɪnd 'ʃedʒu:l; Ame -'skedʒu:l/ (phrase) to progress too slowly, so that things are not done by the time they were planned to be done
- fare** /fɛə(r); Ame fer/ (n) the money that you pay to travel by plane, train, bus etc.
- fascinating** /'fæsɪneɪtɪŋ/ (adj) extremely interesting and attractive
- faulty** /'fɔlti/ (adj) not perfect; not working or made correctly
- feed (sth) into** /,fi:d 'ɪntə/ (phr v) to supply sth to or put sth into a machine
- finally** /'fainəli/ (adv) used to introduce the last in a list of things
- find out about** /faɪnd 'aʊt ə,baʊt/ (phr v) to get some information about sth / sb by asking, reading, etc.
- finish ahead of schedule** /,fɪnɪʃ əhed əv 'ʃedʒu:l; Ame -'skedʒu:l/ (phrase) to finish earlier than planned
- first of all** /,fɛst əv 'ɔ:l; Ame ,fɛrst-/ (phrase) used to introduce the first in a list of things
- fix** /fɪks/ (v) to repair or correct sth
- flaw** /flɔ:/ (n) a mistake in sth that means that it is not correct or does not work correctly
- flexibility** /'fleksɪ'bɪləti/ (n) the quality of being flexible
- flexible** /'fleksɪbl/ (adj) able to change to suit new conditions or situations
- flexitime** /'fleksɪtɪm/ (n) a system in which employees work a particular number of hours each week or month, but can choose when they start and finish work each day
- flop** /flɒp; Ame flɔ:p/ (n) something that is not at all successful
- form alliances** /,fɔ:m ə'lɑ:nsɪs; Ame ,fɔ:rm-/ (phrase) to make an agreement with other people or groups to work together in order to achieve sth that you all want
- founded** /'faʊndɪd/ (v, past participle) when sth was started, such as an organization or an institution
- fraud** /frɔ:d/ (n) the crime of cheating sb in order to get money or goods illegally
- freelancer** /'fri:lɑ:nsə(r); Ame -lænsər/ (n) a person who earns money by selling their work or services to several different organizations, rather than being employed by one particular organization
- freshen up** /,frefʃn 'ʌp/ (phr v) to wash and make yourself look clean and tidy
- frightened** /'fraɪtənd/ (adj) afraid; feeling fear
- frightening** /'fraɪtənɪŋ/ (adj) making you feel afraid; causing fear
- fuel** /'fju:əl/ (n) any material that produces heat or power, usually when it is burnt
- fun** /fʌn/ (adj) amusing or enjoyable
- functionality** /,fʌŋkʃə'næləti/ (n) the range of functions that sth such as a computer, device, or system can perform
- fundraiser** /'fʌndreɪzə(r)/ (n) a person who collects money for charity or an organization
- gain** /geɪn/ (v) to obtain or win sth that you need or want
- gain access** /,geɪn 'ækses/ (phrase) to manage to reach or enter a place, or to use or see sth such as information on a computer
- generate** /'dʒenəreɪt/ (v) to produce or create sth
- get on with a job** /get ,ɒn wɪð ə 'dʒɒb/ (phrase) to continue or make progress with sth you have to do
- get updates** /,get 'ʌpdets/ (phrase) to get the most recent information about sth from sb
- glamorous** /'glæməərəs/ (adj) appearing to be attractive and exciting, and different from ordinary things or people
- go for** /'gəʊ fɔ:(r); Ame 'gou-/ (phr v) to choose sth
- go out** /,gəʊ 'aʊt; Ame ,gou-/ (phr v) to leave your house or the place where you are staying to go to a social event
- go wrong** /,gəʊ 'rɒŋ; Ame ,gou 'rɑ:ŋ/ (phr v) to stop working correctly or to experience problems or difficulties
- graduate** /'grædʒuət/ (n) a person who has a university degree
- grant** /grɑ:nt; Ame grænt/ (n) a sum of money that is given by the government or by another organization to be used for a particular purpose
- great** /greɪt/ (adj) much more than average in degree or quantity; used to give emphasis to what you are saying
- guest** /gest/ (n) a person that you have invited to your house or to a particular event, organization, meeting, etc.
- hard work** /,hɑ:d 'wɜ:k; Ame -'wɜ:rk/ (adj) work that needs or uses a lot of physical strength or mental effort
- hardworking** /hɑ:d'wɜ:kɪŋ; Ame hɑ:rd'wɜ:rk-/ (adj) putting a lot of effort into a job and doing it well
- have a say** /,hæv ə 'seɪ/ (phrase) to have the right to influence sth by giving your opinion before a decision is made
- having** /'hævɪŋ/ (auxiliary) used in the construction 'having done sth' to mean 'when sb has done sth'
- health** /helθ/ (n) the condition of a person's body or mind
- help** /help/ (v) if you help sb to do sth, you make it easier or possible for them to do it
- helpful** /'helpfl/ (adj) willing to help sb
- hierarchy** /'haɪərəki; Ame -rɑ:ki/ (n) a system in an organization in which people are organized into different levels of importance from highest to lowest
- home improvement** /həʊm ɪm'pru:vmənt; Ame hoʊm-/ (n) changes that are made to a house, that increase its value
- hospitality** /hɒspɪ'tælɪti/ (n) friendly and generous behaviour towards guests
- human resources** /,hju:mən rɪ'sɔ:sɪs; Ame 'rɪ:sɔ:rsɪs / (n) the department in a company that deals with employing and training people
- identity theft** /aɪ'dentɪti θeft/ (n) using sb else's name and personal information in order to obtain credit cards and other goods or to take money out of the person's bank accounts
- illegal** /ɪ'li:gl/ (adj) not allowed by the law
- immediate** /ɪ'mɪ:dɪət/ (adj) happening or done without delay
- impression** /ɪm'preʃn/ (n) an opinion or idea that you get about sb / sth when you see or meet them
- in favour** /,ɪn 'feɪvə(r)/ (phrase) if you are in favour of sb / sth, you support and agree with them / it
- in stock** /,ɪn 'stɒk/ (adj) available for sale
- incentive** /ɪn'sentɪv/ (n) something that is offered as a reward to encourage you to do sth
- incident** /ɪn'sɪdənt/ (n) something that happens, especially sth unusual or unpleasant
- income** /ɪn'kʌm/ (n) the money that a person or organization earns, especially on a regular basis

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- incompatible** /ˌɪnkəmˈpætɪbl/ (adj) two things that are incompatible are of different types so that they cannot be used together
- independence** /ˌɪndrɪˈpendəns/ (n) the freedom to organize your own life, make your own decisions, etc. without needing help from other people
- independent** /ˌɪndrɪˈpendənt/ (adj) not part of a larger company or group of companies
- initial** /ɪˈnɪʃl/ (adj) happening at the beginning; first
- ink** /ɪnk/ (n) coloured liquid for writing, drawing, and printing
- innovative** /ˈɪnəvətɪv/ (adj) introducing or using new and original ideas, ways of doing sth, etc.
- instant coffee** /ˌɪnstənt ˈkɒfi; Ame -ˈkɑːfi/ (n) coffee in the form of a powder that can be made quickly and easily by adding hot water
- instinct** /ˈɪnstɪkt/ (n) a feeling that makes you do sth or believe that sth is true, even though it is not based on facts or reason
- instructions** /ɪnˈstrʌkʃns/ (n pl) detailed information on how to do or use sth
- interactive** /ˌɪntərˈæktɪv/ (adj) that involves people working together and having an influence on each other, or that involves information being passed in both directions between sth such as a computer and the person who uses it
- interested** /ˈɪntrestɪd/ (adj) feeling like you want to give your attention to sth because you enjoy finding out about it or doing it
- interesting** /ˈɪntrestɪŋ/ (adj) attracting your attention because of being special, exciting, or unusual
- interior** /ɪnˈtɪəriə(r); Ame -ˈtɪr-/ (n) the way that the inside of a building, room, or car is designed and decorated, including fabrics, carpets, paint, etc.
- internal** /ɪnˈθɛːnl; Ame -ˈtɛːrnl/ (adj) involving or concerning people who are part of an organization, rather than people from outside it
- invention** /ɪnˈvenʃn/ (n) a thing or an idea that has been produced or designed that did not exist before
- inventory** /ˈɪnvəntri; Ame -ˈtɔːri/ (n) goods that a business has available for sale at a particular time
- investigate** /ɪnˈvestɪgeɪt/ (v) to find out information and facts about a subject or problem by study or research
- investor** /ɪnˈvestə(r)/ (n) a person or an organization that invests money (buys property or shares in a company or spends money on sth in the hope of making a profit)
- invitation** /ˌɪnvɪˈteɪʃn/ (n) a written or spoken request to sb to do sth, such as attend an event
- issue** /ˈɪʃuː/ (n) a problem or worry that sb has with sth
- issue** /ˈɪʃuː/ (v) to give sth to sb, especially officially
- jewellery** /ˈdʒuːəlri/ (n) objects such as rings and necklaces that people wear as decoration
- join forces** /ˌdʒɔɪn ˈfɔːsɪz; Ame -ˈfɔːrsɪz/ (phrase) to work together in order to achieve a shared aim
- joint venture** /ˌdʒɔɪnt ˈventʃə(r)/ (n) a project that is being worked on by two or more people or groups
- joystick** /ˈdʒɔɪstɪk/ (n) a stick with a handle used to control sth such as a computer game or aircraft
- keep track of** /ˌkiːp ˈtræk əv/ (phrase) to have recent information about what is happening or where sb / sth is
- know-how** /ˈnəʊ haʊ; Ame ˈnoʊ-/ (n) knowledge of how to do sth and experience in doing it
- launch** /lɔːntʃ/ (v) to start an activity, especially an organized one
- layout** /ˈleɪaʊt/ (n) the way in which the parts of sth such as the equipment in an office, the land in a garden, or the parts of the page of a book are arranged
- lead** /liːd/ (n) [BrE] a long piece of wire, usually covered in plastic, that is used to connect a piece of electrical equipment to a source of electricity
- leaflet** /ˈliːflət/ (n) a printed sheet of paper or a few printed pages that are given free, in order to advertise or give information about sth
- leak** /liːk/ (v) to give secret information to the public, for example, by telling a newspaper
- let (sb) down** /ˌlet ˈdaʊn/ (phr v) to fail to help or support sb as they had hoped or expected
- let** /let/ (v) if you let sb do sth, you allow them to do it or do not try to stop it
- lid** /lɪd/ (n) a cover over a container that can be removed or opened by lifting or turning it
- lift** /lɪft/ (n) [BrE] a machine that carries people or goods up and down to different levels in a building
- load** /ləʊd; Ame loʊd/ (v) to put a large quantity of things or people onto or into sth
- loan** /ləʊn; Ame loʊn/ (n) money that a person or company borrows from an organization such as a bank
- local** /ˈləʊkl; Ame ˈloʊkl/ (adj) belonging to or connected with the particular place that you are talking about, or with the place where you live
- locker** /ˈlɒkə(r)/ (n) a small cupboard that can be locked, where you can leave your clothes, bags, etc. while you work, play a sport, etc.
- look around** /ˌlʊk əˈraʊnd/ (phr v) to visit a place or building, walking around it to see what is there
- look for** /ˌlʊk fɔː(r)/ (phr v) to try to find sth
- magnet** /ˈmæɡnət/ (n) a person, place, or thing that sb / sth is attracted to
- maintained** /meɪnˈteɪnd/ (adj) kept in a good condition by being regularly checked and repaired
- maintenance** /ˈmeɪntənəns/ (n) the act of keeping sth in good condition by checking or repairing it regularly
- majority** /məˈdʒɔːrɪti; Ame -ədʒɔːr-/ (n) the largest part of a group of people or things
- make (sth) out of** /ˌmeɪk ˈaʊt əv/ (phr v) to create or prepare sth by combining materials or putting parts together
- make a suggestion** /ˌmeɪk ə səˈdʒestʃən/ (phrase) to mention an idea or a plan for sb else to think about
- make it easier** /ˌmeɪk ɪt ˈiːziə(r)/ (phrase) if you make it easier for sb to do sth, you do sth or give them sth that helps them to do it
- make progress** /ˌmeɪk ˈprəʊɡres; Ame -ˈpraːɡ-/ (phrase) to improve or develop
- make time** /ˌmeɪk ˈtaɪm/ (phrase) to make time available to do sth
- make up your mind** /meɪk ˌʌp jɔː maɪnd; Ame -jɔːr-/ (phrase) to decide sth
- make useful contacts** /meɪk ˌjuːsfl ˈkɒntæktz; Ame -ˈkɑːn-/ (phrase) to meet people who could be helpful to you in your business
- manage** /ˈmænɪdʒ/ (v) if you manage to do sth difficult, you succeed in doing it

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- manufacturer** /ˌmænjʊˈfæktʃərə(r)/ (n) a company or person that produces goods in large quantities
- map** /mæp/ (n) a drawing or plan of an area or of part of the earth's surface, showing things such as countries, towns, rivers, or streets
- maximum** /ˈmæksɪməm/ (n) the greatest amount, size, speed, etc. that is possible, recorded, or allowed
- measure** /ˈmeʒə(r)/ (n) an official action that is done in order to achieve a particular aim
- meet a deadline** /ˌmi:t ə ˈdedlaɪn/ (phrase) to succeed in doing sth by the point in time when it was agreed it should be done
- meet up with** /ˌmi:t ˈʌp wɪð/ (phr v) to meet sb, especially by arrangement
- merge** /mɛɪdʒ; Ame mɛ:rdʒ/ (v) to combine, or make two or more organizations combine to form a single organization
- mission statement** /ˈmɪʃn steɪtmənt/ (n) an official statement of the aims of a company or an organization
- misunderstanding** /ˌmɪsʌndəˈstændɪŋ; Ame -ʌndə's-/ (n) a situation in which a comment, an instruction, etc. is not understood correctly
- moisturizer** /ˈmɔɪstʃəraɪzə(r)/ (n) a cream that is used to make your skin less dry
- monitor** /ˈmɒnɪtə(r); Ame 'mɑ:n-/ (v) to watch sth over a period of time in order to check that a particular thing does not happen, or check how sth develops
- motherboard** /ˈmʌðəbɔ:d; Ame 'mʌðərbɔ:rd/ (n) the main board of a computer, containing all the circuits
- motivated** /ˈməʊtɪveɪtɪd; Ame 'mou-/ (adj) willing to do sth that involves hard work and effort
- motivation** /məʊtɪ'veɪʃn; Ame 'mou-/ (n) the quality of being willing to do sth that involves hard work and effort
- multiple** /ˈmʌltɪpl/ (adj) many in number; involving many different people or things
- mutual benefit** /ˌmju:tʃuəl ˈbenɪfɪt/ (n) an advantage or useful result that helps both the people or groups involved in sth
- negotiation** /ˌni:ɡəʊʃi'eɪʃn; Ame -ɡoʊʃ-/ (n) the process of holding formal discussions in order to reach an agreement
- network** /ˈnetwɜ:k; Ame ˌwe:rk/ (n) number of computers and other devices that are connected together so that equipment and information can be shared
- networking** /ˈnetwɜ:kɪŋ; Ame ˌwe:rk-/ (n) a system of meeting and talking to other people who may be useful or helpful to you in your work
- nightlife** /ˈnaɪtlaɪf/ (n) entertainment that is available in the evening and at night
- nominate** /ˈnɒmɪneɪt; Ame 'nɑ:m-/ (v) to formally suggest that sb should be chosen for an important role, prize, position, etc.
- not exactly** /ˌnɒt ɪɡˈzæktli/ (adv) not very; sometimes used when you are saying the opposite of what you mean
- notify** /ˈnəʊtɪfaɪ; Ame 'nout-/ (v) to formally or officially tell sb about sth
- novel** /ˈnɒvl; Ame 'nɑ:vəl/ (n) a book containing one long story, in which the characters and events are usually imaginary
- objectives** /əbˈdʒektɪvz/ (n) things that you are trying to achieve
- obstacle** /ˈɒbstəkl; Ame 'ɑ:b-/ (n) a situation, an event, etc. that makes it difficult for you to do or achieve sth
- off-limits** /ˌɒf ˈlɪmɪts; Ame ˌɑ:f-/ (adj) where people are not allowed to go
- old-fashioned** /ˌəʊld ˈfæʃənd; Ame ˌoʊld-/ (adj) not modern or fashionable
- on track** /ˌɒn ˈtræk; Ame ˌɑ:n-/ (adj) happening in the right way to achieve a particular result at the time that was planned
- once** /wʌns/ (conjunction) as soon as; when
- option** /ˈɒpʃən; Ame 'ɑ:p-/ (n) something that you can choose to have or do
- organic** /ˌɔ:gənɪk; Ame ɔ:rg-/ (adj) produced without using artificial chemicals
- original** /əˈrɪdʒɪnəl/ (adj) new and interesting in a way that is different from anything that has existed before
- out of order** /ˌaʊt əv ˈɔ:də(r); Ame -'ɔ:rdər/ (phrase) (of a machine, etc.) not working correctly
- out of stock** /ˌaʊt əv ˈstɒk/ (adj) not ready or not available to be bought
- outcome** /ˈaʊtkʌm/ (n) the result or effect of an action or event
- overtime** /ˈəʊvətaɪm; Ame -oʊvər-/ (n) extra time that you work in addition to your normal hours at work
- paid leave** /ˌpeɪd ˈli:v/ (n) a period of time when you are allowed to be away from work and you are paid as usual
- panic** /ˈpænɪk/ (n) a situation in which people are made to feel very anxious, causing them to act quickly and without thinking carefully
- pass** /pɑ:s; Ame pæs/ (n) an official document or ticket that shows that you have the right to enter or leave a place, to travel on a bus or train, etc.
- passenger** /ˈpæsɪndʒə(r)/ (n) a person who is travelling in a plane, train, bus, car, or ship and who is not working on it or operating it
- password** /ˈpɑ:swɜ:d; Ame 'pæswe:rd/ (n) a secret word or series of letters or numbers that you need to know in order to be allowed into a place, or that you must type into a computer or computer system in order to be able to use it
- patience** /ˈpeɪʃəns/ (n) the quality of being patient
- patient** /ˈpeɪʃənt/ (adj) able to wait for a long time or accept annoying behaviour or difficulties without becoming angry
- patriotic** /ˈpætrɪˈɒtɪk; Ame -'ɑ:tɪk/ (adj) having or expressing a great love of your country
- pension** /ˈpenʃn/ (n) an amount of money paid regularly by a government or company to sb who is considered to be too old or too ill / sick to work
- performance** /pəˈfɔ:məns; Ame pərˈfɔ:rm-/ (n) how well or badly sth works or is done
- persuasive** /pəˈsweɪsɪv; Ame pər's-/ (adj) able to persuade sb to do or believe sth
- pick (sb) up** /ˌpɪk ˈʌp/ (phr v) to go somewhere in your car and collect sb who is waiting for you
- pick (sth) up** /ˌpɪk ˈʌp/ (phr v) to take hold of sth and lift it up
- plastering** /ˈplɑ:stərɪŋ; Ame 'plæs-/ (n) the activity of covering a wall, etc. with plaster (a substance that is put on walls and ceilings to give them a smooth, hard surface)
- pleasure** /ˈpleʒə(r)/ (n) the activity of enjoying yourself, especially in contrast to working
- plenty** /ˈplenti/ (pron) a large amount; as much or as many as you need
- plumbing** /ˈplʌmɪŋ/ (n) the system of pipes, etc. that supply water to a building and take waste water away
- policy** /ˈpɒlɪsi; Ame 'pɑ:l-/ (n) a plan of action agreed or chosen by a business, an organization, or a political party
- politely** /pəˈlaɪtli/ (adv) in a way that shows good manners and respect for the feelings of others

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- potential** /pə'tenʃl/ (adj) that can develop into sth in the future; possible
- praise** /preɪz/ (v) to express your approval or admiration for sb / sth
- predicted** /prɪ'dɪktɪd/ (adj) expected to happen or stated by sb to be going to happen
- prediction** /prɪ'dɪkʃn/ (n) a statement that says what you think will happen
- premises** /'premɪsɪz/ (n) the building and the land around it that a business uses
- pretty** /'prɪti/ (adv) to quite a large extent
- procedure** /ˌprəʊsiːdʒə(r)/ (n) a way of doing sth, especially the usual or correct way
- proceed** /prə'siːd/ (v) to continue doing sth
- productivity** /ˌprɒdʌk'tɪvɪti; Ame ˌprɑːd-/ (n) the rate at which a worker, a company, or a country produces goods, and the amount produced, compared with how much time, work, and money is needed to produce them
- profit** /'prɒfɪt; Ame 'prɑːf-/ (n) the money that you make in business or by selling things, especially after paying the costs involved
- profitable** /'prɒfɪtəbl/ (adj) that makes or is likely to make money
- progress** /'prɒʊɡres; Ame 'prɑːɡ-/ (n) the process of improving or developing; if sth makes progress, it improves or develops
- prohibition** /ˌprəʊɪ'bɪʃn; Ame ˌprəʊə'b-/ (n) a rule or statement that says sth cannot be done or used
- promotion** /prə'məʊʃn; Ame -'mouʃ-/ (n) a move to a more important job in a company or organization
- promotion** /prə'məʊʃn; Ame -'mouʃn/ (n) activities done in order to increase the sales of a product or service
- proposal** /prə'pəʊzəl; Ame -'pəʊz-/ (n) a suggestion or plan
- prototype** /'prəʊtətaɪp; Ame 'prəʊt-/ (n) the first design of sth from which other forms are copied or developed
- provide** /prə'vaɪd/ (v) to give sth to sb or make it available for them to use
- punctual** /'pʌŋktʃuəl/ (adj) arriving or doing sth at the arranged or correct time; not late
- punctuality** /pʌŋktʃu'ælɪti/ (n) the quality of being punctual
- put (sth) forward** /ˌpʊt 'fɔːwəd; Ame -'fɔːrwəd/ (phr v) to suggest sth, such as an idea, for discussion
- put (sth) in** /ˌpʊt 'ɪn/ (phr v) to move sth into a place or position inside sth
- quality** /'kwɒləti; Ame 'kwɑːl-/ (n) the standard of sth when it is compared to other things like it, especially when this is a high standard
- queue** /kjuː/ (n) a line of people, cars, etc. waiting for sth or to do sth
- quite** /kwaɪt/ (adv) to some degree
- raise** /reɪz/ (n) an increase in the money you are paid for the work that you do; a rise
- raise awareness** /ˌreɪz ə'weənəs; Ame -ə'weɪ-/ (phrase) to help people know that sth exists, to understand more about it, and to know that it is important
- rank** /ræŋk/ (v) to give sb / sth a particular position on a scale according to quality, importance, success, etc.
- raw material** /ˌrɔː mə'tɪəriəl/ (n) a basic material that is used to make a product
- reach a consensus** /ˌriːtʃ ə kən'sensəs/ (phrase) to find an opinion that all members of a group agree with
- real** /riːəl/ (adj) genuine or true; used to give emphasis to what you are saying
- really** /'riːli/ (adv) very; used to emphasize an adjective or adverb
- reboot** /ri:'buːt/ (v) if you reboot a computer or it reboots, you switch it off and then start it again
- receive** /ri'siːv/ (v) to get or accept sth that is sent or given to you
- recently** /'riːsəntli/ (adv) not long ago
- recognition** /ˌrekəɡ'nɪʃn/ (n) praise and rewards for the work that you do
- recommendation** /ˌrekəmen'deɪʃn/ (n) an official suggestion about the best thing to do
- reconsider** /ˌriːkən'sɪdə(r)/ (v) to think about sth again, especially because you might want to change a previous decision or opinion
- recruitment** /ˌriːkrʊːtmənt/ (n) the process of finding new people to join a company or an organization
- refinery** /ri'fainəri/ (n) a factory where a substance such as oil is refined (made pure)
- refurbish** /ˌriːfɜːbɪʃ; Ame -'fɜːrb-/ (v) to clean and decorate a room, building, etc. in order to make it more attractive, more useful, etc.
- regret** /ri'ɡret/ (v) to feel sorry about sth you have done
- rehabilitation** /ˌriːəˌbɪlɪ'teɪʃn/ (n) the process of returning to a normal life after having been very ill / sick or injured
- relationship** /ri'leɪʃnʃɪp/ (n) the way in which two people or groups behave towards each other or deal with each other
- relaxing** /ri'læksɪŋ/ (adj) helping you to rest and become less anxious
- relevant** /ˌreləvənt/ (adj) closely connected with the subject you are discussing or the situation you are thinking about
- reliable** /ri'laɪəbl/ (adj) that you can trust to do sth well or to do what is expected without changing or failing
- relieve** /ri'liːv/ (v) to make a problem less serious
- relocate** /ˌriːləʊ'keɪt; Ame ˌriː'loo'keɪt/ (v) to move or to move sb / sth to a new place to work or operate
- remotely** /ri'məʊtli; Ame -'moʊt-/ (adv) from a distance or from a different machine, using an electronic link
- repair** /ri'peə(r); Ame -'per/ (v) to say or do sth in order to improve a bad or unpleasant situation
- report** /ri'pɔːt; Ame -'pɔːrt/ (n) a spoken or written description of sth containing information that sb needs to have
- represent** /ˌreprɪ'zent/ (v) to be a member of a group of people and act or speak on their behalf at an event, a meeting, etc.
- require** /ri'kwaɪə(r)/ (v) to need or want sth
- requirements** /ri'kwaɪəmənts; Ame -'kwaɪər-/ (n pl) the things that you need or want
- research** /ri'sɜːtʃ; Ame -sɜːrtʃ/ (n) careful study of a subject, especially in order to discover new facts or information about it
- resources** /ri'sɔːsɪz; Ame 'riːsɔːrsɪz/ (n pl) a supply of sth that a country, an organization, or a person has and can use, especially to increase their wealth
- response** /ri'spɒns/ (n) a spoken or written answer
- results** /ri'zʌltz/ (n pl) things that are achieved or produced successfully
- retailer** /ˌriːteɪlə(r)/ (n) a business or person that sells goods to the public
- retire** /ri'taɪə(r)/ (v) to stop doing your job, especially because you have reached a particular age

Glossary | A–Z

- revenue** /ˈrevənjuː; Ame -nuː/ (n) the money that is received by a business, usually from selling goods or services
- review** /rɪˈvjuː/ (n) a report in a newspaper or magazine, or on the Internet, television, or radio, in which sb gives their opinion of sth such as a book, play, website, etc.
- review** /rɪˈvjuː/ (v) to carefully examine or consider sth again, especially so that you can decide if it is necessary to make changes
- revolutionary** /revəˈluːʃənəri; Ame -neri/ (adj) involving a great or complete change
- rewarding** /rɪˈwɔːdɪŋ/ (adj) providing benefits such as a feeling of achievement
- roll** /rəʊl; Ame roʊl/ (v) to move smoothly on wheels
- routine** /ruːˈtiːn/ (adj) done or happening as a normal part of a particular job, situation, or process
- run down** /ˌrʌn ˈdaʊn/ (adj) in very bad condition; that has not been taken care of
- run low on** /ˌrʌn ˈləʊ ɒn; Ame -ˈloʊ ɑːn/ (phr v) to have nearly used up or finished a supply of sth
- run out of** /ˌrʌn ˈaʊt əv/ (phr v) to use up or finish a supply of sth
- safeguard** /ˈseɪfgɑːd; Ame -gɑːrd/ (v) to protect sth / sb from loss, harm, or damage; to keep sth / sb safe
- salary** /ˈsæləri/ (n) money that employees receive for doing their job, especially professional employees or people working in an office, usually paid every month
- satisfaction** /sætɪsˈfækʃn/ (n) the good feeling that you have when you have achieved or got what you wanted
- schedule** /ˈʃedjuːl; Ame ˈskedʒuːl/ (n) a plan that lists all the work that you have to do and when you must do each thing
- screen** /skriːn/ (n) the flat surface at the front of a television or computer, on which you see pictures or information
- search** /sɜːtʃ; Ame sɜːrtʃ/ (v) to try to find sth, for example to look for information on the Internet
- secure** /sɪˈkjʊə; Ame səˈkjʊər/ (adj) safe from danger; unable to be harmed or affected by sth
- security breach** /sɪˈkjʊərəti brɪtʃ/ (n) an action that means that sth that is normally protected is no longer secure
- security camera** /sɪˈkjʊərəti kæmərə/ (n) a camera that is used to film what happens in or around a building, in order to protect the building from attack, crime, etc.
- security pass** /sɪˈkjʊərəti pɑːs; Ame -pæs/ (n) an official document or card that shows that you have the right to enter or leave a building, an office, etc.
- security procedures** /sɪˈkjʊərəti prəˌsiːdʒə(r)/ (n pl) ways of doing things and rules that must be followed in order to protect a building, organization, etc. against attack, danger, or crime
- security staff** /sɪˈkjʊərəti stɑːf; Ame -stæf/ (n) people in an organization who are responsible for protecting it against attack, danger, or crime
- separately** /sɪˈseprətli/ (adv) not together; not at the same time
- series** /ˈsɪəriːz/ (n) several events or things of a similar kind that happen one after the other
- serious** /ˈsɪəriəs; Ame ˈsɪr-/ (adj) that must be treated as important because it could be bad or dangerous
- service** /ˈseɪvɪs; Ame ˈseɪrv-/ (n) the work of doing sth for customers, or a business whose work involves doing sth for customers rather than producing goods
- shaft** /ʃɑːft; Ame ʃæft/ (n) a metal bar that joins parts of a machine or an engine together, enabling power and movement to be passed from one part to another
- share** /ʃeə(r); Ame ʃer/ (v) to tell other people your ideas, experiences, knowledge, etc.
- shared goals** /ˌʃeəd ˈɡəʊlz; Ame ˌʃeərd ˈɡoʊlz/ (n pl) similar things that two or more people or groups all want to achieve
- shareholder** /ˈʃeəhəʊldə(r); Ame ˈʃerhoʊ-/ (n) an owner of shares in a company or business
- short notice** /ˌʃɔːt ˈnəʊtɪs; Ame ˌʃɔːrt ˈnoʊtɪs/ (n) a small amount of time before sth happens, so that there is not much warning or opportunity for preparation
- show (sb) around** /ˌʃəʊ əˈraʊnd; Ame ˌʃoʊ-/ (phr v) to be a guide for sb when they visit a place for the first time to show them what is interesting
- sightseeing** /ˈsaɪtsiːɪŋ/ (n) the activity of visiting interesting buildings and places as a tourist
- significant** /sɪɡˈnɪfɪkənt/ (adj) large or important enough to have an effect
- silk** /sɪlk/ (n) a type of fine smooth cloth made from a fine thread produced by insects called silkworms
- simple** /ˈsɪmpl/ (adj) not complicated; easy to understand or do
- site** /saɪt/ (n) a place where a building, town, etc. was, is, or will be located
- skill** /skɪl/ (n) a particular ability or type of ability, especially one that needs training or experience
- slide** /slaɪd/ (n) a small piece of film held in a frame that can be shown on a screen when you shine a light through it
- smuggle** /ˈsmʌɡl/ (v) to take goods secretly and illegally into or out of a place
- soda** /ˈsəʊdə; Ame ˈsoʊ-/ (n) [AmE] a sweet fizzy drink
- solution** /səˈluːʃn/ (n) a way of solving a problem or dealing with a difficult situation
- sophisticated** /səˈfɪstɪkətɪd/ (adj) clever and complicated in the way that it works
- souvenir** /ˌsuːvəˈniːə(r)/ (n) a thing that you buy when you travel, and give as a gift or keep to remind yourself of a place
- spacious** /ˈspeɪʃəs/ (adj) large and with plenty of space for people to move around in
- speciality** /ˌspeʃiˈæləti/ (n) [BrE] a type of food or product that a restaurant or place is famous for
- specific** /spəˈsɪfɪk/ (adj) detailed and exact
- sponsor** /ˈspɒnsə(r); Ame ˈspɑːn-/ (n) a person or company that helps pay the costs of sth such as a special event or scientific project, usually in order to advertise their products
- spread** /spred/ (v) to affect or make sth affect, be known by, or used by more and more people
- staff** /stɑːf; Ame stæf/ (n) all the people who work for a company or organization
- stage** /steɪdʒ/ (n) a separate part that a process, etc. is divided into
- state-of-the-art** /ˌsteɪt əv ðɪ ˈɑːt; Ame -ˈɑːrt/ (adj) using the most modern or advanced techniques or methods; as good as it can be at the present time
- statement** /ˈstetmənt/ (n) something that you say or write that gives information or an opinion
- stationery** /ˈsteɪʃənri/ (n) special paper for writing letters on
- steering wheel** /ˈstiəriŋ wiːl; Ame ˈstɪr-/ (n) the wheel that the driver turns to control the direction that a vehicle goes in
- stock up on** /ˌstɒk ˈʌp ɒn; Ame ɑːn/ (phr v) to buy a lot of sth so that you can use it later
- store** /stɔː(r)/ (v) to keep information or facts in a computer

Glossary | A–Z

- streamlined** /'stri:mlaɪnd/ (adj) working well in a way that does not use any unnecessary money, time, or effort
- stressful** /'stresfʊl/ (adj) causing a lot of anxiety and worry
- strike** /straɪk/ (n) a period of time when an organized group of employees of a company stops working because of a disagreement over pay or conditions
- submit** /səb'mɪt/ (v) to give a document, proposal, etc. to sb in authority so that they can consider it
- subordinate** /sə'bɔ:dɪnət; Ame -'bɔ:rd-/ (n) a person who has a position with less authority and power than sb else in an organization
- subsidiary** /səb'sɪdiəri; Ame -dɪəri/ (n) a company that is owned or controlled by another company
- suburb** /'sʌbɜ:b; Ame -bɜ:rb/ (n) an area where people live that is outside the centre of a city
- succeed in** /sʌk'sɪd ɪn/ (v) if you succeed in doing sth, you achieve sth that you have been trying to do
- success** /sʌk'ses/ (n) the fact that you have achieved sth that you want, or something that has achieved a good result
- successful** /sʌk'sesfʊl/ (adj) having become popular and / or made a lot of money
- supplier** /sə'plɑ:ə(r)/ (n) a person or company that supplies goods or services to another company
- supply chain** /sə'plɑɪ tʃeɪn/ (n) the series of processes involved in the production and supply of goods, from when they are first made, grown, etc. until they are bought or used
- support** /sə'pɔ:t; Ame -'pɔ:rt/ (n) help that is given to sb such as a customer, for example, help with using a product
- suspicion** /sə'spɪʃn/ (n) the feeling that you cannot trust sb / sth
- sustainable** /sʌs'teməbl/ (adj) involving the use of natural products and energy in a way that does not harm the environment
- sweater** /'swetə(r)/ (n) a knitted piece of clothing made of wool or cotton for the upper part of the body, with long sleeves
- swipe** /swaɪp/ (v) to pass a plastic card, such as a credit card, through a special machine that is able to read the information that is stored on it
- synthetic** /sɪn'tetɪk/ (adj) artificial; made by combining chemical substances rather than being produced naturally by plants or animals
- tabloid** /'tæblɔɪd/ (adj) a tabloid newspaper is a newspaper with small pages, especially one that has short articles and a lot of pictures, and is thought of as less serious than other newspapers
- tailor** /'teɪlə(r)/ (v) to make or adapt sth for a particular purpose, a particular person, etc.
- take (sth) out** /,teɪk 'aʊt/ (phr v) to remove sth from a particular thing or place
- take holiday** /,teɪk 'hɒlɪdeɪ/ (phrase) [BrE] to be away from work for a period of time with permission, in order to have a holiday / vacation
- take paid leave** /teɪk peɪd 'li:v/ (phrase) to be away from work for a period of time, for example for a holiday / vacation, when you have permission and are being paid as usual
- take responsibility** /,teɪk rɪspɒnsɪ'bɪlɪti/ (phrase) to accept a duty to deal with sth, so that you may be blamed if sth goes wrong
- take time off** /teɪk taɪm 'ɒf; Ame -'ɑ:f/ (phrase) to be away from work for a period of time with permission
- target** /'tɑ:ɡɪt; Ame 'tɑ:rgɪt/ (n) a result that you try to achieve
- team player** /,ti:m 'pleɪə(r)/ (n) a person who is good at working as a member of a team, usually in their job
- teamwork** /'ti:mwɜ:k; Ame -wɜ:rk/ (n) the activity of working well together as a team
- tiling** /'taɪlɪŋ/ (n) the work of covering a floor, wall, etc. with tiles (hard, flat, usually square pieces of material)
- time off** /,taɪm 'ɒf; Ame -'ɑ:f/ (n) time when you are allowed to be away from work
- time-saving** /'taɪm seɪvɪŋ/ (adj) that reduces the amount of time it takes to do sth
- tired of** /'taɪəd əv; Ame 'taɪəd-/ (adj) feeling that you have had enough of sb / sth because you no longer find them / it interesting or because they make you angry or unhappy
- tiring** /'taɪərɪŋ/ (adj) making you feel tired; making you feel that you need to sleep or rest
- total** /'təʊtəl; Ame 'təʊ-/ (adj) complete; used to give emphasis to what you are saying
- tour** /tʊə(r); Ame tʊr/ (n) an act of walking around a building, organization, town, etc. in order to visit it
- traditional** /trə'dɪʃənəl/ (adj) following older methods and ideas rather than modern or new ones
- transaction** /træn'zækʃn/ (n) a piece of business that is done between people, especially an act of buying or selling
- treadmill** /'tredmɪl/ (n) an exercise machine that has a moving surface that you can walk or run on while remaining in the same place
- triumph** /'traɪʌmf/ (n) a great success, achievement or victory
- turnover** /'tɜ:nəʊvə(r); Ame 'tɜ:rnəʊ-/ (n) the total amount of goods or services sold by a company during a particular period of time
- ultimately** /'ʌltɪmətli/ (adv) in the end; finally
- unauthorized access** /ʌn,ɔ:θəraɪzd 'ækses/ (n) a situation in which sb enters a place, or uses or sees sth such as information on a computer, when they do not have permission or the right to do this
- uncommon** /ʌn'kɒmən; Ame -'kɑ:mən/ (adj) unusual or rare
- union** /'ju:niən/ (n) an organization of workers, usually in a particular industry, that exists to protect their interests, improve conditions of work, etc.
- unique** /ju:'ni:k/ (adj) being the only one of its kind
- unreliable** /,ʌnrɪ'laɪəbl/ (adj) that cannot be trusted or depended on
- update** /'ʌpdet/ (n) an occasion when the most recent information about sth is given to sb
- up-to-date** /,ʌp tə 'deɪt/ (adj) new or recent
- urgently** /'ɜ:dʒəntli; Ame 'ɜ:rdʒ-/ (adv) in a way that needs to be dealt with or happen immediately
- user-friendly** /ju:zə 'frendli; Ame ju:zə-/ (adj) easy for people who are not experts to use and understand
- vacant** /'veɪkənt/ (adj) if a job is vacant, nobody is doing it and it is available for sb to take
- varied** /'veəriəd/ (adj) not staying the same, but changing often
- variety** /və'reɪti/ (n) the quality of not staying the same or not doing the same things all the time
- venue** /'venju:/ (n) a place where people meet for an organized event, for example a concert, sporting event, or conference
- verdict** /'vɜ:dɪkt; Ame 'vɜ:rdɪkt/ (n) a decision that you make or an opinion that you give about sth, after you have considered it carefully

Glossary | A–Z

virtual /'vɜ:tʃuəl; Ame 'vɜ:rtʃ-/ (adj) made to appear to exist by the use of computer software, for example on the Internet

volunteer /vɒlə'nʃiə(r); Ame vɔ:lən'tɪr/ (v) a person who does a job without being paid for it

volunteerism /vɒlə'nʃi:zəm/ (n) the practice of working without being paid for it, for example in order to help people

vote /vəʊt; Ame vout/ (n) the right to make a formal choice in an election or at a meeting in order to choose sb or decide sth

voucher /'vaʊtʃə(r)/ (n) [BrE] a printed piece of paper that can be used instead of money to pay for sth, or that allows you to pay less than the usual price of sth

warehouse /'weəhaʊs; Ame 'wer-/ (n) a building where large quantities of goods are stored, especially before they are sent to shops / stores to be sold

waste of time /,weɪst əv 'taɪm/ (phrase) a situation in which it is not worth spending time on sth because it does not succeed or bring any good results

wealth /welθ/ (n) a large amount of money, property, etc. that sb owns

well-equipped /wel ɪ'kwɪpt/ (adj) provided with all the things that could be needed for a particular purpose or activity

wheelchair /'wi:lʃeə(r); Ame -tʃer/ (n) a special chair with wheels, used by people who cannot walk because of illness, an accident, etc.

willingly /'wɪlɪŋli/ (adv) in an enthusiastic way, without needing to be persuaded

wiring /'waɪrɪŋ/ (n) the system of wires that is used for supplying electricity to a building

work closely /,we:k 'kləʊsli; Ame ,wɜ:k 'kloʊsli/ (phrase) to spend a lot of time working with another person or with other people

work flexitime /,we:k 'fleksɪtaɪm; Ame ,wɜ:rk-/ (phrase) to work using a system in which you do a particular number of hours each week or month, but can choose when you start and finish each day

work from home /,we:k frəm 'həʊm; Ame ,wɜ:rk frəm 'hoʊm/ (phrase) to do your job in your own house rather than travel to an office to work

work late /,we:k 'leɪt; Ame ,wɜ:rk-/ (phrase) to stay at work after the time that you usually go home

workforce /'wɜ:kfɔ:s; Ame 'wɜ:rkfɔ:rs/ (n) all the people who work for a particular company, organization, etc.

workload /'wɜ:kləʊd; Ame 'wɜ:rkloʊd/ (n) the amount of work that has to be done by a particular person or organization

worrying /'wɒrɪŋ/ (adj) that makes you worry

worthwhile /wɜ:θ'waɪl; Ame wɜ:rθ-/ (adj) interesting and enjoyable, especially because you feel you are doing sth important or useful to others