

Glossary | Unit by unit

Unit 1

abroad /ə'brɔ:d/ (adv) to or in other countries; not in your home country

aim /eɪm/ (n) something that you are trying to achieve; your purpose in doing sth

application /æplɪ'keɪʃn/ (n) a formal written request for sth, such as money or permission to do sth

attendee /ə'ten'di:/ (n) a person who goes to a place or an event such as a meeting

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

challenging /'tʃæləndʒɪŋ/ (adj) difficult in a way that is interesting or satisfying

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

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

corruption /kə'rʌpʃn/ (n) dishonest or illegal behaviour, especially by people in authority

demanding /dɪ'mɑ:ndɪŋ; Ame -'mæn-/ (adj) needing a lot of effort, skill, hard work, etc.

depressing /dɪ'presɪŋ/ (adj) making sb feel very unhappy or without hope

development /dɪ'veləpmənt/ (n) the process of becoming better or more advanced, or the process of creating sth new or more advanced

donation /dəʊ'neɪʃn/ (n) the act of giving money, equipment, etc. to sb to help them

dull /dʌl/ (adj) not interesting or exciting; boring

estimate /'estɪmeɪt/ (v) to form an idea of the cost, size, value etc. of sth, without calculating it exactly

event /ɪ'vent/ (n) a planned public or social occasion

fun /fʌn/ (adj) amusing or enjoyable

fundraiser /'fʌndreɪzə(r)/ (n) a person who collects money for charity or an organization

generate /'dʒenəreɪt/ (v) to produce or create sth

glamorous /'glæməərəs/ (adj) appearing to be attractive and exciting, and different from ordinary things or people

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

impression /ɪm'preʃn/ (n) an opinion or idea that you get about sb / sth when you see or meet them

maintenance /'meɪntənəns/ (n) the act of keeping sth in good condition by checking or repairing it regularly

negotiation /nɪ,gəʊʃi'eɪʃn; Ame -gəʊʃ-/ (n) the process of holding formal discussions in order to reach an agreement

networking /'netwɜ:kɪŋ; Ame -wɜ:rk-/ (n) a system of meeting and talking to other people who may be useful or helpful to you in your work

promotion /prə'məʊʃn; Ame -'mouʃ-/ (n) a move to a more important job in a company or organization

recognition /,rekəg'nɪʃn/ (n) praise and rewards for the work that you do

recruitment /rɪ'krʊ:tmənt/ (n) the process of finding new people to join a company or an organization

results /rɪ'zʌltz/ (n pl) things that are achieved or produced successfully

rewarding /rɪ'wɔ:dɪŋ/ (adj) providing benefits such as a feeling of achievement

routine /ru:'ti:n/ (adj) done or happening as a normal part of a particular job, situation, or process

series /'sɪəri:z/ (n) several events or things of a similar kind that happen one after the other

sponsor /'spɒnsə(r); Ame 'spɑ:n-/ (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

statement /'steɪtmənt/ (n) something that you say or write that gives information or an opinion

stressful /'stresfʌl/ (adj) causing a lot of anxiety and worry

target /'tɑ:ɡɪt; Ame 'tɑ:rgɪt/ (n) a result that you try to achieve

varied /'veəriəd/ (adj) not staying the same, but changing often

variety /və'raɪti/ (n) the quality of not staying the same or not doing the same things all the time

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

Unit 2

accomplished /ə'kʌmplɪʃt/ (adj) very good or skilful at a particular thing

advice /əd'vaɪs/ (n) an opinion or a suggestion about what sb should do in a particular situation

allocate resources /,æləkeɪt rɪ'zɔ:səz; Ame -'ri:sɔ:rs-/ (phrase) to decide officially that money, labour, etc. will be used for a particular purpose

budget /'bʌdʒɪt/ (n) an amount of money that is available to a person or organization to spend on sth

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

catering /'keɪtərɪŋ/ (n) the work of providing food and drinks for meetings or social events

charity /'tʃærɪti/ (n) an organization whose aim is to help people in need

committed /kə'mɪtɪd/ (adj) believing strongly in sth and willing to give time and energy to it

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

crucial /'kru:ʃəl/ (adj) very important

deadline /'dedlaɪn/ (n) a point in time by which sth must be done

decorating /'dekəreɪtɪŋ/ (n) the job of putting paint, wallpaper, etc. on the walls and ceilings inside a room or building

delegate tasks /,delɪgeɪt 'tɑ:skz/ (phrase) to give particular pieces of your work to other people to do

develop /dɪ'veləp/ (v) to think of or produce a new idea, product, etc. and make it successful

environmentally-friendly /ɪnvaɪənməntəli '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

essential /ɪ'senʃl/ (adj) extremely important; completely necessary so that sth can be done

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experience /ɪk'spiəriəns/ (n) an event or sth that happens to you, that affects you in some way

fall behind schedule /fɔ:l bihɑ:m d 'ʃedju:l; Ame -'skedʒu:l/ (phrase) to progress too slowly, so that things are not done by the time they were planned to be done

finish ahead of schedule /fɪnɪʃ əhed əv 'ʃedju:l; Ame -'skedʒu:l/ (phrase) to finish earlier than planned

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 'ʌpdeɪts/ (phrase) to get the most recent information about sth from sb

invitation /,ɪnvɪ'teɪʃn/ (n) a written or spoken request to sb to do sth, such as attend an event

issue /'ɪʃu:/ (v) to give sth to sb, especially officially

leaflet /'li:flət/ (n) a printed sheet of paper or a few printed pages that are given free, in order to advertise or give information about sth

loan /ləʊn; Ame loʊn/ (n) money that a person or company borrows from an organization such as a bank

meet a deadline /,mi:t ə 'dedlaɪn/ (phrase) to succeed in doing sth by the point in time when it was agreed it should be done

objectives /əb'dʒektɪvz/ (n) things that you are trying to achieve

on track /,ɒn 'træk; Ame ,ɑ:n-/ (adj) happening in the right way to achieve a particular result at the time that was planned

organic /ɔ:'gænɪk; Ame ɔ:rg-/ (adj) produced without using artificial chemicals

plastering /'plɑ: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)

plumbing /'plʌmɪŋ/ (n) the system of pipes, etc. that supply water to a building and take waste water away

predicted /prɪ'dɪktɪd/ (adj) expected to happen or stated by sb to be going to happen

profitable /'prɒfɪtəbl/ (adj) that makes or is likely to make money

progress /'prəʊgres; Ame 'prɑ:ɡ-/ (n) the process of improving or developing; if sth makes progress, it improves or develops

raise awareness /,reɪz ə'weənəs; Ame -ə'wer-/ (phrase) to help people know that sth exists, to understand more about it, and to know that it is important

resources /rɪ'sɔ:sɪz; Ame 'rɪ:sɔ:rsɪz/ (n pl) a supply of sth that a country, an organization, or a person has and can use, especially to increase their wealth

schedule /'ʃedju:l; Ame 'skedʒu:l/ (n) a plan that lists all the work that you have to do and when you must do each thing

skill /skɪl/ (n) a particular ability or type of ability, especially one that needs training or experience

staff /stɑ:f; Ame stæf/ (n) all the people who work for a company or organization

stationery /'steɪʃənri/ (n) special paper for writing letters on

sustainable /sə'steɪnəbl/ (adj) involving the use of natural products and energy in a way that does not harm the environment

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)

update /'ʌpdeɪt/ (n) an occasion when the most recent information about sth is given to sb

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

volunteerism /vɒlən'ti:ri:zɪz/ (n) the practice of working without being paid for it, for example in order to help people

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

Unit 3

accommodation /ə,kɒmə'deɪʃn; Ame -kɑ:m-/ (n) a place to live or stay

assignment /ə'saɪnmənt/ (n) a piece of work that sb is given to do, usually as part of their job

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:ɪŋ/ (adj) not interesting; making you feel tired and impatient

contact /'kɒntækt; Ame 'kɑ:n-/ (n) a person that you know, especially sb who can be helpful to you in your work

corridor /'kɒrɪdɔ:(r)/ (n) a long narrow passage in a building, with doors that open into rooms on either side

department /dɪ'pɑ:tmənt; Ame -'pɑ:rt-/ (n) a section of a large organization such as a business, government, university, etc.

do exercise /du: 'eksəsaɪz; Ame -sɜ:s-/ (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

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

enjoyable /ɪn'dʒɔɪəbl/ (adj) giving pleasure

excited /ɪk'saɪtɪd/ (adj) feeling or showing happiness and enthusiasm

exciting /ɪk'saɪtɪŋ/ (adj) causing great interest, happiness, or enthusiasm

exercise /'eksəsaɪz/ (n) physical activity done in order to stay healthy or become stronger

exhilarated /ɪg'zɪləreɪtɪd/ (adj) feeling very happy and excited

exhilarating /ɪg'zɪləreɪtɪŋ/ (adj) causing sb to feel very happy and excited

fascinating /'fæsɪneɪtɪŋ/ (adj) extremely interesting and attractive

flexitime /'fleksɪtaɪm/ (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

frightened /'fraɪtənd/ (adj) afraid; feeling fear

frightening /'fraɪtənɪŋ/ (adj) making you feel afraid; causing fear

hard work /,hɑ:d 'wɜ:k; Ame -'wɜ:rk/ (adj) work that needs or uses a lot of physical strength or mental effort

human resources /,hju:mən rɪ'sɔ:sɪz; Ame 'rɪ:sɔ:rsɪz/ (n) the department in a company that deals with employing and training people

interested /'ɪntrestɪd/ (adj) feeling like you want to give your attention to sth because you enjoy finding out about it or doing it

interesting /'ɪntrestɪŋ/ (adj) attracting your attention because of being special, exciting, or unusual

make progress /,meɪk 'prəʊgres; Ame -'prɑ:ɡ-/ (phrase) to improve or develop

make time /,meɪk 'taɪm/ (phrase) to make time available to do sth

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make useful contacts /meɪk ˌjuːsfl 'kɒntæktz; Ame -'kɑ:n-/ (phrase) to meet people who could be helpful to you in your business

novel /'nɒvl; Ame 'nɑ:vəl/ (n) a book containing one long story, in which the characters and events are usually imaginary

overtime /əʊvətaɪm; Ame -oʊvər-/ (n) extra time that you work in addition to your normal hours at work

paid leave /ˌpeɪd 'li:v/ (n) a period of time when you are allowed to be away from work and you are paid as usual

plenty /'plenti/ (pron) a large amount; as much or as many as you need

politely /pə'laɪtli/ (adv) in a way that shows good manners and respect for the feelings of others

progress /'prɒɡres; Ame -'prɑ:g-/ (n) the process of improving or developing

relaxing /rɪ'læksɪŋ/ (adj) helping you to rest and become less anxious

take holiday /ˌteɪk '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 /ˌteɪk 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 time off /teɪk taɪm 'ɒf; Ame -'ɑ:f/ (phrase) to be away from work for a period of time with permission

time off /ˌtaɪm 'ɒf; Ame -'ɑ:f/ (n) time when you are allowed to be away from work

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

work flexitime /ˌweɪk 'fleksɪtaɪm; Ame ˌweɪrk-/ (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 /ˌweɪk frəm 'həʊm; Ame ˌweɪrk frəm 'hooɪm/ (phrase) to do your job in your own house rather than travel to an office to work

work late /ˌweɪk 'leɪt; Ame ˌweɪrk-/ (phrase) to stay at work after the time that you usually go home

Unit 4

access /'ækses/ (n) the chance or permission to use or have sth, for example, information or a service

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

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

cashier /kæ'ʃiə(r)/ (n) a person whose job is to receive and pay out money in a bank, shop / store, etc.

categorize /'kætəgəraɪz/ (v) to put things or people into groups according to what type they are

choice /tʃɔɪs/ (n) the number or range of different things from which to choose

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

consumer /kən'sju:mə(r); Ame -sʊ:m-/ (n) a person who buys goods or services for their own use

continuously /kən'tɪnjuəsli/ (adv) in a way that happens for a long period without interruption, or is repeated many times

convenient /kən'vi:nɪənt/ (adj) useful or easy; not causing problems

cost-effective /'kɒst ɪ'fektɪv; Ame 'kɑ:st-/ (adj) giving the best possible profit or benefits in comparison with the money that is spent

customize /'kʌstəmaɪz/ (v) to make or change sth to suit the particular needs of one person

database /'deɪtəbeɪs/ (n) an organized set of data that is stored in a computer and can be looked at and used in various ways

deal /di:l/ (n) an agreement, especially in business, on a price and on other conditions for buying or doing sth

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 dɪ'mænd/ (v) to ask for sth very firmly

efficient /ɪ'fɪʃnt/ (adj) doing sth well with no waste of time, money, or energy

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

functionality /ˌfʌŋkʃə'næləti/ (n) the range of functions that sth such as a computer, device, or system can perform

help /help/ (v) if you help sb to do sth, you make it easier or possible for them to do it

immediate /ɪ'mɪdiət/ (adj) happening or done without delay

incentive /ɪn'sentɪv/ (n) something that is offered as a reward to encourage you to do sth

let /let/ (v) if you let sb do sth, you allow them to do it or do not try to stop it

local /'ləʊkl; Ame 'loʊkl/ (adj) belonging to or connected with the particular place that you are talking about, or with the place where you live

make it easier /ˌmeɪk ɪt 'i:ziə(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

multiple /'mʌltɪpl/ (adj) many in number; involving many different people or things

promotion /prə'məʊʃn; Ame -'moʊʃn/ (n) activities done in order to increase the sales of a product or service

queue /kju:/ (n) a line of people, cars, etc. waiting for sth or to do sth

relationship /rɪ'leɪʃnʃɪp/ (n) the way in which two people or groups behave towards each other or deal with each other

relevant /'reləvənt/ (adj) closely connected with the subject you are discussing or the situation you are thinking about

relocate /ˌri:ləʊ'keɪt; Ame ˌri:'loʊkeɪt/ (v) to move or to move sb / sth to a new place to work or operate

review /rɪ'vju:/ (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.

screen /skri:n/ (n) the flat surface at the front of a television or computer, on which you see pictures or information

secure /sɪ'kjʊə; Ame sə'kjʊə/ (adj) safe from danger; unable to be harmed or affected by sth

separately /(n) 'seprətli/ (adv) not together; not at the same time

site /saɪt/ (n) a place where a building, town, etc. was, is, or will be located

store /stɔ:(r)/ (v) to keep information or facts in a computer

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suburb /'sʌbɜːb; Ame -bɜːrb/ (n) an area where people live that is outside the centre of a city

time-saving /'taɪm seɪvɪŋ/ (adj) that reduces the amount of time it takes to do sth

up-to-date /,ʌp tə 'deɪt/ (adj) new or recent

user-friendly /juːzə 'frendli; Ame juːzər-/ (adj) easy for people who are not experts to use and understand

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

Unit 5

assess /ə'ses/ (v) to make a judgement about the nature, quality, or value of sth

assist /ə'sɪst/ (v) to help sb to do sth

attend /ə'tend/ (v) to be present at an event

based in /'beɪst ɪn/ (adj) working or doing business in or from a particular place

care /keə(r); Ame ker/ (n) the process of providing sb with what they need and treating them well because they are important to you

check /tʃek/ (v) to examine sth to see if it is correct, safe, or acceptable

comment /'kɒment; Ame 'kɑːm-/ (v) if you comment on sth, you show that you have noticed it and give your opinion on it

confirm /kən'fɜːm; Ame -'fɜːrm/ (v) to say that an arrangement, an agreement, etc. is definite or official

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

discount /'dɪskaʊnt; Ame -kəʊnt/ (n) an amount of money that is taken off the usual cost of sth

ensure /ɪn'ʃʊə(r); Ame -'ʃʊr/ (v) to make sure that sth happens

equipment /ɪ'kwɪpmənt/ (n) the things such as machines and materials that are needed for a particular activity

evaluate /ɪ'væljuːeɪt/ (v) to form an opinion of the amount, value, or quality of sth after thinking about it carefully

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

external /ɪk'stɜːnl; Ame -'stɜːrnl/ (adj) happening outside an organization, or involving people who come from outside an organization

instructions /ɪn'strʌkʃnz/ (n pl) detailed information on how to do or use sth

internal /ɪn'tɜːnl; Ame -'tɜːrnl/ (adj) involving or concerning people who are part of an organization, rather than people from outside it

issue /'ɪʃuː/ (n) a problem or worry that sb has with sth

layout /'leɪaʊt/ (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

monitor /'mɒnɪtə(r); Ame 'mɑːn-/ (v) to watch and check sth over a period of time in order to see how it develops

provide /prə'vaɪd/ (v) to give sth to sb or make it available for them to use

receive /rɪ'siːv/ (v) to get or accept sth that is sent or given to you

recently /'riːsəntli/ (adv) not long ago

refurbish /,rɪ:'fɜːbɪʃ; Ame -'fɜːrb-/ (v) to clean and decorate a room, building, etc. in order to make it more attractive, more useful, etc.

rehabilitation /,rɪːə,bɪl'ɪteɪʃn/ (n) the process of returning to a normal life after having been very ill / sick or injured

require /rɪ'kwaɪə(r)/ (v) to need or want sth

requirements /rɪ'kwaɪəmənts; Ame -'kwaɪər-/ (n pl) the things that you need or want

satisfaction /sætɪs'fækʃn/ (n) the good feeling that you have when you have achieved or got what you wanted

service /'sɜːvɪs; Ame 'sɜːrv-/ (n) the work of doing sth for customers, or a business whose work involves doing sth for customers rather than producing goods

specific /spə'sɪfɪk/ (adj) detailed and exact

support /sə'pɔːt; Ame -'pɔːrt/ (n) help that is given to sb such as a customer, for example, help with using a product

tailor /'teɪlə(r)/ (v) to make or adapt sth for a particular purpose, a particular person, etc.

treadmill /'tredmɪl/ (n) an exercise machine that has a moving surface that you can walk or run on while remaining in the same place

unique /ju'niːk/ (adj) being the only one of its kind

Unit 6

admit /əd'mɪt/ to agree, often unwillingly, that sth is true

assemble /ə'sembəl/ (v) to fit together all the separate parts of sth, for example, a piece of furniture

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

chamber of commerce /,tʃembər əv 'kɒməːs; Ame -'kɑːməɪs/ (n) a group of local business people who work together to help business and trade in a particular town

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

conference /'kɒnfrəns; Ame 'kɑːn-/ (n) a large official meeting, usually lasting for a few days, at which people with the same work or interests come together

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

drop (sb) off /,drɒp 'ɒf; Ame ,drɑːp 'ɑːf/ (phr v) to take sb somewhere in your car, usually on the way to another place

dust /dʌst/ (n) the fine powder of dirt that forms in buildings, on furniture, floors, etc.

eat out /,iːt 'aʊt/ (phr v) to have a meal in a restaurant, rather than at home

enemy /'enəmi/ (n) something that harms sth or prevents it from being successful

entertainment /entə'teɪnmənt; Ame entər-/ (n) things that people watch and listen to in order to have fun and relax

equivalent /ɪ'kwɪvələnt/ (n) something that is equal in value, amount, meaning, importance, etc. to sth else

etiquette /'etɪkət/ (n) formal rules of correct or polite behaviour in society or among members of a particular profession

excursion /ɪk'skɜːʃn; Ame -'skɜːrʃn/ (n) a short journey made for pleasure, especially one that has been organized for a group of people

Glossary | Unit by unit

exhibition /ˌeksɪ'bɪʃn/ (n) a collection of things, for example, products or works of art, that are shown to the public

facilities /fə'sɪlətɪz/ (n pl) services, equipment, etc. that are provided so that sb can do a particular thing, for example in a hotel

freshen up /ˌfreʃn 'ʌp/ (phr v) to wash and make yourself look clean and tidy

go out /ˌgəʊ 'aʊt; Ame ˌɡoʊ-/ (phr v) to leave your house or the place where you are staying to go to a social event

guest /ɡest/ (n) a person that you have invited to your house or to a particular event, organization, meeting, etc.

hospitality /hɒspɪ'tælɪti/ (n) friendly and generous behaviour towards guests

jewellery /ˈdʒuːəlri/ (n) objects such as rings and necklaces that people wear as decoration

look around /ˌlʊk ə'raʊnd/ (phr v) to visit a place or building, walking around it to see what is there

meet up with /mi:t 'ʌp wɪð/ (phr v) to meet sb, especially by arrangement

nightlife /'naɪtlaɪf/ (n) entertainment that is available in the evening and at night

off-limits /ˌɒf 'lɪmɪts; Ame ˌɑːf-/ (adj) where people are not allowed to go

outcome /'aʊtkʌm/ (n) the result or effect of an action or event

pick (sb) up /ˌpɪk 'ʌp/ (phr v) to go somewhere in your car and collect sb who is waiting for you

pleasure /'pleʒə(r)/ (n) the activity of enjoying yourself, especially in contrast to working

prohibition /ˌprəʊɪ'bɪʃn; Ame ˌprəʊə'b-/ (n) a rule or statement that says sth cannot be done or used

show (sb) around /ˌʃəʊ ə'raʊnd; 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 /'saɪtsiːɪŋ/ (n) the activity of visiting interesting buildings and places as a tourist

souvenir /ˌsuːvə'nɪːə(r)/ (n) a thing that you buy when you travel, and give as a gift or keep to remind yourself of a place

speciality /ˌspeʃi'æləti/ (n) [BrE] a type of food or product that a restaurant or place is famous for

subordinate /sə'bɔːdɪnət; Ame -'bɔːrd-/ (n) a person who has a position with less authority and power than sb else in an organization

synthetic /sɪn'tetɪk/ (adj) artificial; made by combining chemical substances rather than being produced naturally by plants or animals

tour /tʊə(r); Ame tʊr/ (n) an act of walking around a building, organization, town, etc. in order to visit it

uncommon /ʌn'kɒmən; Ame -'kɑːmən/ (adj) unusual or rare

venue /'venjuː/ (n) a place where people meet for an organized event, for example, a concert, sporting event, or conference

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

Unit 7

advantage /əd'vɑːntɪdʒ; Ame -'vænt-/ (n) a quality of sth that makes it better or more useful

announce /ə'naʊns/ (v) to tell people sth officially, especially about a decision, plans, etc.

aware /ə'weə(r)/ (adj) if you are aware of sth, you know that it exists and is important

breach /brɪ:tʃ/ (n) a failure to do sth that must be done, or an action that breaks a rule or agreement

deter /dɪ'teɪ(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

disadvantage /ˌdɪsəd'vɑːntɪdʒ; Ame -'vænt/ (n) something that causes problems and tends to stop sb / sth from succeeding or making progress

fraud /frɔːd/ (n) the crime of cheating sb in order to get money or goods illegally

gain access /ˌɡeɪn 'ækses/ (phrase) to manage to reach or enter a place, or to use or see sth such as information on a computer

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'liːɡl/ (adj) not allowed by the law

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

measure /'meʒə(r)/ (n) an official action that is done in order to achieve a particular aim

monitor /'mɒnɪtə(r); Ame 'mɑːn-/ (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

network /'netwɜːk; Ame -wɜːrk/ (n) number of computers and other devices that are connected together so that equipment and information can be shared

notify /'nəʊtɪfaɪ; Ame 'noʊt-/ (v) to formally or officially tell sb about sth

pass /pɑːs; 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.

password /'pɑːswɜːd; Ame 'pæsweɪrd/ (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

procedure /prə'siːdʒə(r)/ (n) a way of doing sth, especially the usual or correct way

review /rɪ'vjuː/ (v) to carefully examine or consider sth again, especially so that you can decide if it is necessary to make changes

safeguard /'seɪfɡɑːd; Ame -ɡɑːrd/ (v) to protect sth / sb from loss, harm, or damage; to keep sth / sb safe

security breach /sɪ'kjʊərəti brɪ:tʃ/ (n) an action that means that sth that is normally protected is no longer secure

security camera /sɪ'kjʊərəti kæmɪrə/ (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 /sɪ'kjʊərəti 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 /sɪ'kjʊərəti prə'sɪdʒə(r)z/ (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 /sɪ'kjʊərəti stɑːf; Ame -stæf/ (n) people in an organization who are responsible for protecting it against attack, danger, or crime

Glossary | Unit by unit

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

transaction /træn'zækʃn/ (n) a piece of business that is done between people, especially an act of buying or selling

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

Unit 8

blame /bleɪm/ (v) to think or say that sb / sth is responsible for sth bad

candidate /'kændɪdət/ (n) a person who is applying for a job or who is considered suitable or likely to get a job

chart /tʃɑ:t; Ame tʃɑ:rt/ (n) a page or sheet of information in the form of diagrams, lists of figures, etc.

common ground /,kɒmən 'graʊnd/ (n) similar ideas, interests, or knowledge

complementary skills /,kɒmplɪmentri 'skɪlz/ (n pl) abilities that are different, but together form a useful combination

conduct business /kən,dʌkt 'bɪznəs/ (phrase) to take part in the activity of making, buying, selling, or supplying goods or services for money

continent /'kɒntɪnənt/ (n) one of the large land masses of the earth such as Europe, Asia, or Africa

detail /'di:teɪl/ (n) the small facts or features of sth, that may not be easy to notice

form alliances /,fɔ:m ə'laɪənsɪz; 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

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

join forces /,dʒɔɪn 'fɔ:sɪz; Ame -'fɔ:rsɪz/ (phrase) to work together in order to achieve a shared aim

joint venture /,dʒɔɪnt 'ventʃə(r)/ (n) a project that is being worked on by two or more people or groups

merge /mɛ:dʒ; Ame mɛ:rdʒ/ (v) to combine, or make two or more organizations combine to form a single organization

mutual benefit /,mju:tʃuəl 'benɪfɪt/ (n) an advantage or useful result that helps both the people or groups involved in sth

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

response /rɪ'spɑ:ns/ (n) a spoken or written answer

shared goals /,ʃeəd 'gəʊlz; Ame ,ʃeərd 'gəʊlz/ (n pl) similar things that two or more people or groups all want to achieve

suspicion /sə'spɪʃn/ (n) the feeling that you cannot trust sb / sth

take responsibility /,teɪk rɪ'spɒnsə'bɪlɪti/ (phrase) to accept a duty to deal with sth, so that you may be blamed if sth goes wrong

team player /,ti:m 'pleɪə(r)/ (n) a person who is good at working as a member of a team, usually in their job

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

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

Unit 9

appropriate /ə'prəʊprɪət; Ame ə'prəʊ-/ (adj) suitable, acceptable, or correct for the particular circumstances

average /'ævərɪdʒ/ (adj) typical or normal; calculated by adding several amounts together, finding a total, and dividing the total by the number of amounts

bill /bɪl/ (n) a document that shows how much you owe sb for goods or services

brehtaking /'breθeɪkɪŋ/ (adj) very impressive or exciting

challenge /'tʃælɪndʒ/ (n) a new or difficult task that tests sb's ability and skill

client /'klaɪənt/ (n) a person who buys goods or uses services provided by a company, a professional person, etc.

component /kəm'pəʊnənt; Ame -'pəʊn-/ (n) one of several parts from which sth is made

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.

courier /'kʊrɪə(r)/ (n) a person or company whose job is to take packages or important papers somewhere

demand /dɪ'mɑ:nd; Ame -'mænd/ (n) the desire or need of customers for goods or services which they want to buy or use

dispatch /dɪ'spætʃ/ (v) to send a letter, package, or message somewhere

distribute /dɪ'strɪbjʊ:t/ (v) to send goods to shops / stores and businesses so that they can be sold

distributor /dɪ'strɪbjʊ:tə(r)/ (n) a person or company that supplies goods from the company that makes them to shops / stores, etc.

enormous /ɪ'nɔ:məs; Ame -'nɔ:rm-/ (adj) extremely large

home improvement /həʊm ɪm'pru:vmənt; Ame hoʊm-/ (n) changes that are made to a house, that increase its value

in stock /,ɪn 'stɒk/ (adj) available for sale

inventory /'ɪnvəntri; Ame -tɔ:ri/ (n) goods that a business has available for sale at a particular time

keep track of /,ki:p 'træk əv/ (phrase) to have recent information about what is happening or where sb / sth is

manufacturer /mænju'fæktʃərə(r)/ (n) a company or person that produces goods in large quantities

motherboard /'mʌðəbɔ:d; Ame 'mʌðəbɔ:rd/ (n) the main board of a computer, containing all the circuits

out of stock /,aʊt əv 'stɒk/ (adj) not ready or not available to be bought

performance /pə'fɔ:məns; Ame pər'fɔ:rm-/ (n) how well or badly sth works or is done

raw material /,rɔ: mə'ti:riəl/ (n) a basic material that is used to make a product

retailer /'ri:teɪlə(r)/ (n) a business or person that sells goods to the public

run low on /,rʌn 'ləʊ ɒn; Ame -'loʊ ən/ (phr v) to have nearly used up or finished a supply of sth

run out of /,rʌn 'aʊt əv/ (phr v) to use up or finish a supply of sth

solution /sə'lju:ʃn/ (n) a way of solving a problem or dealing with a difficult situation

stock up on /,stɒk 'ʌp ɒn; Ame ən/ (phr v) to buy a lot of sth so that you can use it later

streamlined /'stri:mlaɪnd/ (adj) working well in a way that does not use any unnecessary money, time, or effort

supplier /sə'plaɪə(r)/ (n) a person or company that supplies goods or services to another company

Glossary | Unit by unit

supply chain /sə'plai 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

ultimately /'ʌltɪmətli/ (adv) in the end; finally

urgently /'ɜːdʒəntli; Ame 'ɜːrɔːdʒ-/ (adv) in a way that needs to be dealt with or happen immediately

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

Unit 10

amount /ə'maʊnt/ (n) a sum of money

atmosphere /'ætməsfiːə(r)/ (n) the feeling or mood that you have in a particular place or situation

autism /'ɔːtɪzəm/ (n) a mental condition in which a person finds it difficult to communicate or form relationships with others

badly-equipped /'bædli r'kwɪpt/ (adj) not provided with the things that are needed for a particular purpose or activity

beautifully maintained /'bjʊ:tɪfli meɪn'teɪnd/ (adj) kept in a very good condition by being regularly checked and repaired

breast cancer /'brest 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

canteen /kæn'tiːn/ (n) a place where food and drink are served in a factory, a school, etc.

complain /kəm'pleɪn/ (v) to say that you are annoyed, unhappy, or not satisfied about sb / sth

complex /'kɒmpleks/ (n) a group of buildings of a similar type together in one place

co-operation /kəʊɒpə'reɪʃn; Ame kəʊə:p-/ (n) the fact of doing sth together or of working together towards a shared aim

cramped /kræmpt/ (adj) not having enough space for the people in it

crèche /kreʃ/ (n) a place where babies and small children are taken care of while their parents are working, studying, etc.

desire /dɪ'zaɪə(r)/ (n) a strong wish to have or do sth

extremely /ɪk'striːmli/ (adv) to a very high degree

fairly /'feəli; Ame 'ferli/ (adv) to some extent, but not very

initial /ɪ'nɪʃl/ (adj) happening at the beginning; first

interactive /,ɪntər'æktɪv/ (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

interior /ɪn'tɪəriə(r); Ame '-tr-/ (n) the way that the inside of a building, room, or car is designed and decorated, including fabrics, carpets, paint, etc.

lid /lɪd/ (n) a cover over a container that can be removed or opened by lifting or turning it

locker /'lɒkə(r)/ (n) a small cupboard that can be locked, where you can leave your clothes, bags, etc. while you work, play a sport, etc.

maintained /meɪn'teɪnd/ (adj) kept in a good condition by being regularly checked and repaired

not exactly /,nɒt ɪg'zæktli/ (adv) not very; sometimes used when you are saying the opposite of what you mean

old-fashioned /,əʊld 'fæʃənd; Ame ,oʊld-/ (adj) not modern or fashionable

pretty /'prɪti/ (adv) to quite a large extent

productivity /,prɒdæk'tɪvɪti; Ame ,prɑːd-/ (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

quite /kwaɪt/ (adv) to some degree

really /'riːli/ (adv) very; used to emphasize an adjective or adverb

recommendation /,rekəmen'deɪʃn/ (n) an official suggestion about the best thing to do

run down /,rʌn 'daʊn/ (adj) in very bad condition; that has not been taken care of

spacious /'speɪʃəs/ (adj) large and with plenty of space for people to move around in

state-of-the-art /,steɪt əv ðɪ 'ɑːt; Ame '-ɑːrt/ (adj) using the most modern or advanced techniques or methods; as good as it can be at the present time

successful /sək'sesfəl/ (adj) having become popular and / or made a lot of money

up-to-date /ʌp tə 'deɪt/ (adj) new or recent

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

Unit 11

argument /'ɑːɡjʊmənt; Ame 'ɑːrg-/ (n) a discussion in which people disagree, often angrily

avoid confrontation /ə'vɔɪd ,kɒnfrʌn'teɪʃn; Ame -,kɑːnfrə n-/ (phrase) to prevent a situation in which there is angry disagreement between people or groups

backing /'bækɪŋ/ (n) support or approval

brainstorm /'breɪnstɔːm; Ame -stɔːm/ (v) to share thoughts about sth as a group, in order to solve a problem or to create new ideas

branch /brɑːnʃ; Ame brænʃ/ (n) a local office or shop / store belonging to a large company or organization, especially a bank

carry out a decision /,kæri ,aʊt ə dɪ'sɪʒən/ (phrase) to take action based on sth that has been decided

celebrate /'selɪbreɪt/ (v) to show that an event is important or that you are happy about it by doing sth special

collaborative /kə'læbrətɪv/ (adj) involving, or done by several people or groups of people working together

competition /,kɒmpə'tɪʃn; Ame ,kɑːm-/ (n) an event in which people compete with each other to find out who is the best at sth

complaint /kəm'pleɪnt/ (n) a statement that sb makes saying that they are not satisfied

compromise /'kɒmprəmaɪz; Ame 'kɑːm-/ (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

consensus /kən'sensəs/ (n) an opinion that all members of a group agree with

concession /kən'seɪʃn/ (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

confrontation /,kɒnfrʌn'teɪʃn; Ame ,kɑːnfrən-/ (n) a situation in which there is an angry disagreement between people or groups who have different opinions

Glossary | Unit by unit

consultation /ˌkɒnsəl'teɪʃn; Ame ˌkɑ:n-/ (n) the act of discussing sth with sb or with a group of people before making a decision about it

co-operative /kəʊ'ɒpərətɪv; Ame koo'ɑ:p-/ (n) a business or organization that is owned and run by the people involved, with the profits shared by them

democratic /demə'krætɪk/ (adj) based on the principle that all members have an equal right to be involved in running an organization

dress code /dres kəʊd; Ame -kooɔd/ (n) rules about what clothes people should wear at work

evaluate ideas /ɪ,væljuet aɪ'diəz; Ame -'di:əz/ (phrase) to form an opinion of the quality or value of ideas after thinking about them carefully

express an opinion /ɪk,sprez ən ə'pɪniən/ (phrase) to show or make known your feelings or thoughts about sth

go for /'gəʊ fɔ:(r); Ame 'gou-/ (phr v) to choose sth

have a say /hæv ə 'seɪ/ (phrase) to have the right to influence sth by giving your opinion before a decision is made

hierarchy /'haɪərə:ki; Ame -rɑ:ki/ (n) a system in an organization in which people are organized into different levels of importance from highest to lowest

in favour /ɪ,m 'feɪvə(r)/ (phrase) if you are in favour of sb / sth, you support and agree with them / it

independent /ɪndɪ'pendənt/ (adj) not part of a larger company or group of companies

instinct /'ɪnstɪŋkt/ (n) a feeling that makes you do sth or believe that sth is true, even though it is not based on facts or reason

investigate /ɪn'vestɪgeɪt/ (v) to find out information and facts about a subject or problem by study or research

leak /li:k/ (v) to give secret information to the public, for example, by telling a newspaper

magnet /'mæɡnət/ (n) a person, place, or thing that sb / sth is attracted to

majority /mə'dʒɔ:rtɪ; Ame -ədʒɔ:r-/ (n) the largest part of a group of people or things

make a suggestion /,meɪk ə sə'dʒestʃən/ (phrase) to mention an idea or a plan for sb else to think about

make up your mind /meɪk ˌɹ jɔ: maɪnd; Ame -jɔ:-/ (phrase) to decide sth

maximum /'mæksɪmɪəm/ (n) the greatest amount, size, speed, etc. that is possible, recorded, or allowed

option /'ɒpʃən; Ame 'ɑ:p-/ (n) something that you can choose to have or do

panic /'pæɪnɪk/ (n) a situation in which people are made to feel very anxious, causing them to act quickly and without thinking carefully

patriotic /pə'tri:ətɪk; Ame -'ɑ:tɪk/ (adj) having or expressing a great love of your country

persuasive /pə'sweɪsɪv; Ame pər's-/ (adj) able to persuade sb to do or believe sth

praise /preɪz/ (v) to express your approval or admiration for sb / sth

proposal /prə'pəʊzəl; Ame -'pouz-/ (n) a suggestion or plan

put (sth) forward /,pʊt 'fɔ:wəd; Ame -'fɔ:rwəd/ (phr v) to suggest sth, such as an idea, for discussion

reach a consensus /,ri:tʃ ə kən'sensəs/ (phrase) to find an opinion that all members of a group agree with

reconsider /,ri:kən'sɪdə(r)/ (v) to think about sth again, especially because you might want to change a previous decision or opinion

regret /rɪ'ɡret/ (v) to feel sorry about sth you have done

salary /'sæləri/ (n) money that employees receive for doing their job, especially professional employees or people working in an office, usually paid every month

soda /'səʊdə; Ame 'soʊ-/ (n) [AmE] a sweet fizzy drink

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

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

union /'ju:niən/ (n) an organization of workers, usually in a particular industry, that exists to protect their interests, improve conditions of work, etc.

vacant /'veɪkənt/ (adj) if a job is vacant, nobody is doing it and it is available for sb to take

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

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

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

Unit 12

a-ha moment /ɑ:'hɑ: ,məʊmənt; Ame -,moʊm-/ (n) a moment when you suddenly understand or realize sth

asset /'æset/ (n) a thing or person that is valuable or useful to sb / sth

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.

brainchild /'breɪntʃaɪld/ (n) an idea or invention of one person or a small group of people

catalyst /'kætəlɪst/ (n) a person or thing that causes a change

come up with /kʌm 'ʌp wɪð/ (phr v) to find or produce an idea, an answer, etc.

concept /'kɒnsept; Ame 'kɑ:n-/ (n) an idea or a principle

convince /kən'vɪns/ (v) to make sb believe that sth is true

dynamic /daɪ'næmɪk/ (adj) always changing and making progress

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

graduate /'ɡrædʒuət/ (n) a person who has a university degree

income /'ɪnkʌm/ (n) the money that a person or organization earns, especially on a regular basis

independence /ɪndɪ'pendəns/ (n) the freedom to organize your own life, make your own decisions, etc. without needing help from other people

innovative /ɪ'nɒvətɪv/ (adj) introducing or using new and original ideas, ways of doing sth, etc.

invention /ɪn'venʃn/ (n) a thing or an idea that has been produced or designed that did not exist before

joystick /'dʒɔɪstɪk/ (n) a stick with a handle used to control sth such as a computer game or aircraft

mission statement /'mɪʃn steɪtmənt/ (n) an official statement of the aims of a company or an organization

obstacle /'ɒbstəkl; Ame 'ɑ:b-/ (n) a situation, an event, etc. that makes it difficult for you to do or achieve sth

Glossary | Unit by unit

original /ə'ri:dʒɪnəl/ (adj) new and interesting in a way that is different from anything that has existed before

pension /'penʃn/ (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

prototype /'prɒtətaɪp; Ame 'prəʊt-/ (n) the first design of sth from which other forms are copied or developed

reliable /rɪ'laɪəbl/ (adj) that you can trust to do sth well or to do what is expected without changing or failing

represent /,reprɪ'zent/ (v) to be a member of a group of people and act or speak on their behalf at an event, a meeting, etc.

retire /rɪ'taɪə(r)/ (v) to stop doing your job, especially because you have reached a particular age

revolutionary /revə'lʊ:ʃənəri; Ame -neri/ (adj) involving a great or complete change

roll /rəʊl; Ame rɒl/ (v) to move smoothly on wheels

simple /'sɪmpl/ (adj) not complicated; easy to understand or do

sophisticated /sə'fɪstɪkətɪd/ (adj) clever and complicated in the way that it works

steering wheel /'stiəriŋ wi:l; Ame 'stɪr-/ (n) the wheel that the driver turns to control the direction that a vehicle goes in

traditional /trə'dɪʃənəl/ (adj) following older methods and ideas rather than modern or new ones

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

Unit 13

approve /ə'pru:v/ (v) to officially agree to a plan, request, etc.

benefit /'benɪfɪt/ (v) to be useful to sb or improve their position in some way

break down /,breɪk 'daʊn/ (phr v) (of a machine or vehicle) to stop working because of a fault

bug /bʌg/ (n) a fault, especially in a computer system or program

capital /'kæpɪtl/ (n) an amount of money that is invested in or is used to start a business

damaged /'dæmɪdʒd/ (adj) harmed or spoiled

defect /'dɪfekt/ (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

domestic appliance /dɒ,mestɪk ə'plaɪəns/ (n) a machine that is designed to do a particular thing in the home, such as preparing food, or cleaning

down /daʊn/ (adj) (of a computer or computer system) not working

failure /'feɪljə(r)/ (n) an occasion when sth does not work correctly or as expected

faulty /'fɔlti/ (adj) not perfect; not working or made correctly

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

go wrong /,gəʊ 'rɒŋ; Ame ,gəʊ 'rɑ:ŋ/ (phr v) to stop working correctly or to experience problems or difficulties

incident /'ɪnsɪdənt/ (n) something that happens, especially sth unusual or unpleasant

incompatible /,ɪnkəm'pætɪbl/ (adj) two things that are incompatible are of different types so that they cannot be used together

lead /li:d/ (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

let (sb) down /,let 'daʊn/ (phr v) to fail to help or support sb as they had hoped or expected

misunderstanding /,mɪsʌndə'stændɪŋ; Ame -ʌndə's-/ (n) a situation in which a comment, an instruction, etc. is not understood correctly

out of order /,aʊt əv 'ɔ:də(r); Ame -'ɔ:rdə/ (phrase) (of a machine, etc.) not working correctly

policy /'pɒlsɪ; Ame 'pɑ:l-/ (n) a plan of action agreed or chosen by a business, an organization, or a political party

quality /'kwɒləti; Ame 'kwɑ:l-/ (n) the standard of sth when it is compared to other things like it, especially when this is a high standard

reboot /rɪ:'bu:t/ (v) if you reboot a computer or it reboots, you switch it off and then start it again

relieve /rɪ'li:v/ (v) to make a problem less serious

remotely /rɪ'məʊtli; Ame -'məʊt-/ (adv) from a distance or from a different machine, using an electronic link

report /rɪ'pɔ:t; Ame -'pɔ:rt/ (n) a spoken or written description of sth containing information that sb needs to have

unreliable /,ʌnrɪ'laɪəbl/ (adj) that cannot be trusted or depended on

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

Unit 14

apologize /ə'pɒlədʒaɪz; Ame ə'pɑ:l-/ (v) to say that you are sorry for doing sth wrong or causing a problem

apply /ə'plai/ (v) to make a formal request, usually in writing, for sth such as a job

attention /ə'tenʃn/ (n) the act of looking at or listening carefully to sb / sth

available /ə'veɪləbl/ (adj) that you can get, buy, or find

basic procedure /,beɪsɪk prə'si:dʒə(r)/ (n) the way that sth is done, in its simplest form

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

contract /'kɒntrækt; Ame 'kɑ:n-/ (n) an official written agreement, for example, that sb will do a particular job or provide a particular service

disciplinary procedures /dɪsɪ'plɪnəri prə'si:dʒə(r)z/ (n) an officially agreed way that people who break rules are punished in an organization

essentially /ɪ'senʃəli/ (adv) used when you are going to describe the basic or most important nature of sth / sb

fare /feə(r); Ame fer/ (n) the money that you pay to travel by plane, train, bus etc.

feed (sth) into /,fi:d 'ɪntə/ (phr v) to supply sth to or put sth into a machine

finally /'faɪnəli/ (adv) used to introduce the last in a list of things

first of all /,fɜ:st əv 'ɔ:l; Ame ,fɜ:rst-/ (phrase) used to introduce the first in a list of things

fuel /'fju:əl/ (n) any material that produces heat or power, usually when it is burnt

having /'hævɪŋ/ (auxiliary) used in the construction 'having done sth' to mean 'when sb has done sth'

ink /ɪnk/ (n) coloured liquid for writing, drawing, and printing

Glossary | Unit by unit

proceed /prə'si:z/ (v) to continue doing sth
investor /ɪn'vestə(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)
make (sth) out of /meɪk 'aʊt əv/ (phr v) to create or prepare sth by combining materials or putting parts together
once /wʌns/ (conjunction) as soon as; when
passenger /'pæsɪndʒə(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
pick (sth) up /pɪk 'ʌp/ (phr v) to take hold of sth and lift it up
put (sth) in /,pʌt 'ɪn/ (phr v) to move sth into a place or position inside sth
refinery /rɪ'fainəri/ (n) a factory where a substance such as oil is refined (made pure)
research /rɪ'sɜ:tʃ; Ame 'rɪsɜ:tʃ/ (n) careful study of a subject, especially in order to discover new facts or information about it
revenue /'revənjuː; Ame -nuː/ (n) the money that is received by a business, usually from selling goods or services
short notice /,ʃɔ:t 'nəʊtɪs; Ame ,ʃɔ:rt 'nəʊtɪs/ (n) a small amount of time before sth happens, so that there is not much warning or opportunity for preparation
stage /steɪdʒ/ (n) a separate part that a process, etc. is divided into
take (sth) out /,teɪk 'aʊt/ (phr v) to remove sth from a particular thing or place

Unit 15

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.
annoying /ə'noɪɪŋ/ (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
appearance /ə'piərəns/ (n) the way that sb / sth looks on the outside
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
assume /ə'sju:m; Ame ə'su:m/ (v) to think or accept that sth is true, but without having proof
audience /ɔ:diəns/ (n) the group of people who have gathered to watch or listen to sth
award /ə'wɔ:d; Ame -'wɔ:rd/ (n) a prize such as money, etc. for sth that sb has done
bring (sb) up to speed /,brɪŋ ʌp tə 'spi:d/ (phrase) to give sb the most recent and accurate information or knowledge
caring /'keəriŋ; Ame 'ker-/ (adj) kind, helpful, and showing that you care about other people
confidence /'kɒnfɪdəns; Ame 'kɔ:n-/ (n) a belief in your own ability to do things and be successful
confident /'kɒnfɪdənt; Ame 'kɔ:n-/ (adj) feeling sure about your own ability to do things and be successful
confused /kən'fju:zɪd/ (adj) unable to understand clearly what is happening or what sb is saying
creative /kri'eɪtɪv/ (adj) having the skill and imagination to produce sth new or create a work of art
creativity /kri'eɪtɪvɪ/ (n) the ability to use skill and imagination to produce sth new or create a work of art

dedicated /'dedɪkeɪtɪd/ (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
dependability /dɪpendə'bɪləti/ (n) the quality of being dependable
dependable /drɪ'pendəbl/ (adj) that can be relied on to do what you want or need
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
factory /'fæktəri/ (n) a building or group of buildings where goods are made
flexibility /fleksɪ'bɪləti/ (n) the quality of being flexible
flexible /'fleksɪbl/ (adj) able to change to suit new conditions or situations
hardworking /hɑ:d'we:kɪŋ; Ame hɑ:rd'we:rk-/ (adj) putting a lot of effort into a job and doing it well
health /helθ/ (n) the condition of a person's body or mind
helpful /'helpfl/ (adj) willing to help sb
launch /lɔ:ntʃ/ (v) to start an activity, especially an organized one
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
motivated /'məʊtɪveɪtɪd; 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
nominate /'nɒmɪneɪt; Ame 'nɑ:m-/ (v) to formally suggest that sb should be chosen for an important role, prize, position, etc.
patience /'peɪʃəns/ (n) the quality of being patient
patient /'peɪʃənt/ (adj) able to wait for a long time or accept annoying behaviour or difficulties without becoming angry
punctual /'pʌŋktʃuəl/ (adj) arriving or doing sth at the arranged or correct time; not late
punctuality /pʌŋktʃu'ælɪti/ (n) the quality of being punctual
raise /reɪz/ (n) an increase in the money you are paid for the work that you do; a rise
serious /'sɪəriəs; Ame 'sɪr-/ (adj) that must be treated as important because it could be bad or dangerous
shaft /ʃɑ:ft; 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
slide /slɑɪd/ (n) a small piece of film held in a frame that can be shown on a screen when you shine a light through it
submit /səb'mɪt/ (v) to give a document, proposal, etc. to sb in authority so that they can consider it
subsidiary /səb'sɪdiəri; Ame -dɪəri/ (n) a company that is owned or controlled by another company
wealth /welθ/ (n) a large amount of money, property, etc. that sb owns

Unit 16

absolute /'æbsəlu:t/ (adj) total and complete; used to give emphasis to what you are saying
achievement /ə'tʃi:vmənt/ (n) a thing that sb has done successfully, especially using their own effort and skill
amazing /ə'meɪzɪŋ/ (adj) very good, especially in an unexpected way

Glossary | Unit by unit

breakthrough /'breɪkθruː/ (n) an important development that may lead to an agreement, achievement, or discovery

chaotic /keɪ'ɒtɪk; Ame -'ɑ:t-/ (adj) in a state of complete confusion and lack of order

come across /,kʌm ə'krɒs; Ame -'krɔ:s/ (phr v) to find sth by chance

complete /kəm'pli:t/ (adj) to the greatest degree possible; used to give emphasis to what you are saying

concern /kən'sɜ:n; Ame -'sɜ:rn/ (n) a feeling of worry about a particular thing

cosmetic /kɒz'metɪk; Ame kɔ:z-/ (adj) a cosmetic product is one that you put on your face or body to make it more attractive

disaster /dɪ'zɑ:stə(r); Ame -'zæs-/ (n) a complete failure

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

endanger /en'deɪndʒə(r)/ (v) to put sb / sth in a situation in which they could be harmed or damaged

expertise /ekspe:'tɪz; Ame -spe:rt-/ (n) expert knowledge or skill in a particular subject, activity, or job

find out about /faɪnd 'aʊt ə,baʊt/ (phr v) to get some information about sth / sb by asking, reading, etc.

flop /flɒp; Ame flɑ:p/ (n) something that is not at all successful

founded /'faʊndɪd/ (v, past participle) when sth was started, such as an organization or an institution

gain /geɪn/ (v) to obtain or win sth that you need or want

great /gret/ (adj) much more than average in degree or quantity; used to give emphasis to what you are saying

instant coffee /,ɪnstənt 'kɒfi; Ame -'kɑ:fɪ/ (n) coffee in the form of a powder that can be made quickly and easily by adding hot water

know-how /'nəʊ haʊ; Ame 'noʊ-/ (n) knowledge of how to do sth and experience in doing it

look for /'lʊk fɔ:(r)/ (phr v) to try to find sth

manage /'mænɪdʒ/ (v) if you manage to do sth difficult, you succeed in doing it

moisturizer /'mɔɪstjəraɪzə(r)/ (n) a cream that is used to make your skin less dry

potential /pə'tenʃl/ (adj) that can develop into sth in the future; possible

rank /rænk/ (v) to give sb / sth a particular position on a scale according to quality, importance, success, etc.

real /ri:əl/ (adj) genuine or true; used to give emphasis to what you are saying

search /sɜ:tʃ; Ame sɜ:rtʃ/ (v) to try to find sth, for example to look for information on the Internet

share /ʃeə(r); Ame ʃer/ (v) to tell other people your ideas, experiences, knowledge, etc.

shareholder /'ʃeəhəʊldə(r); Ame 'ʃerhəʊ-/ (n) an owner of shares in a company or business

significant /sɪg'nɪfɪkənt/ (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

smuggle /'smʌɡl/ (v) to take goods secretly and illegally into or out of a place

spread /spred/ (v) to affect or make sth affect, be known by, or used by more and more people

succeed in /sək'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

sweater /'swetə(r)/ (n) a knitted piece of clothing made of wool or cotton for the upper part of the body, with long sleeves

total /'təʊtəl; Ame 'toʊ-/ (adj) complete; used to give emphasis to what you are saying

triumph /'traɪʌmf/ (n) a great success, achievement, or victory

turnover /'teɪnəʊvə(r); Ame 'teɪrnoʊ-/ (n) the total amount of goods or services sold by a company during a particular period of time

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

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