

Glossary | A–Z

- accept an invitation** /əksept ən invɪ'teɪʃn/ (phrase) to say 'yes' to an invitation or offer
- access** /'ækses/ (v) to open a computer file in order to find or add information
- achieve a goal** /ə,tʃi:v ə 'gəʊl/ (phrase) to succeed in doing a particular thing
- achieve a target** /ə'tʃi:v/ (phrase) to succeed in reaching a particular goal
- ad** /æd/ (n) an advertisement
- advertise** /'ædvətaɪz/ (v) to tell people about a product or a service so that they will buy or use it
- advertisement** /əd've:tɪsmənt/ (n) a notice, picture, or film telling people about a product, job, or service
- advertising campaign** /'ædvətaɪzɪŋ kæmpəɪn/ (n) a series of advertisements for a product, service, etc.
- affordable** /ə'fɔ:dəbl/ (adj) that does not cost too much money, so that people can afford to do or buy it
- agenda** /ə'dʒendə/ (n) list of items to be discussed at a meeting
- allow time** /ə'laʊ taɪm/ (phrase) to have or reserve a certain amount of time for doing sth
- ambition** /æm'bɪʃn/ (n) something that you want to do or achieve very much
- anniversary** /,æni've:səri/ (n) a date that is an exact number of years after the date of an important or special event
- annual** /'ænjʊ:əl/ (adj) relating to a period of one year
- antisocial** /,æntɪ'səʊʃl/ (adj) antisocial hours are times when other people are not working
- application form** /,æplɪ'keɪʃn fɔ:m/ (n) a piece of paper printed with questions, etc. on which you make a formal request for sth such as a job or position
- apply for** /ə'plai fɔ:(r)/ (phrase) to make a formal request, usually in writing, for sth such as a job
- appraisal** /ə'preɪz/ (n) a meeting in which an employee discusses with their manager how well they have been doing their job
- approximate** /ə'prɒksɪmət/ (adj) almost correct or accurate, but not completely so
- approximation** /ə,prɒksɪ'meɪʃn/ (n) an estimate of a number or an amount that is almost correct, but not exact
- arrange a trip** /ə'reɪndʒ ə trɪp/ (phrase) to plan or organize a trip
- attract customers** /ə'trækt 'kʌstəməz/ (phrase) to make customers feel interested in sth or want to go somewhere
- attractive** /ə'træktɪv/ (adj) pleasant to look at
- automobile** /'ɔ:təməbi:l/ (n) a car
- availability** /ə,veɪlə'bɪləti/ (n) the fact that sb is free to see or talk to people
- balloon** /bə'lu:n/ (n) a small bag made of very thin rubber that becomes larger and rounder when you fill it with air or gas – balloons are brightly coloured and used as decorations or toys
- based in** /beɪst ɪn/ (phrase) working or living in a particular place
- benefit** /'benɪfɪt/ (n) an advantage that you get from a company in addition to the money that you earn
- bill** /bɪl/ (n) a piece of paper that shows how much you owe sb for goods or services
- billboard** /'bɪlbɔ:d/ (n) a large board on the outside of a building or at the side of the road, used for putting advertisements on
- board** /bɔ:d/ (v) to get on a ship, train, plane, bus, etc.
- bonus** /'bɒʊnəs/ (n) an extra amount of money that is added to a payment, especially to sb's wages as a reward
- book** /bʊk/ (v) to arrange with a hotel, restaurant, theatre, etc. to have a room, table, seat, etc. on a particular date
- boost sales** /bu:st seɪlz/ (phrase) to increase sales
- brand** /brænd/ (n) a type of product made by a particular company
- brand** /brænd/ (v) to give a particular name, design, etc. to a product that you sell
- budget** /'bʌdʒɪt/ (n) the money that is available to a person or an organization to spend on a particular thing
- budget figures** /'bʌdʒɪt fɪgəz/ (n pl) details of the amount of money that is available to be spent in a particular way
- bug** /bʌg/ (n) a fault in a computer system or program
- call centre** /'kɔ:l sentə(r)/ (n) an office in which a large number of people work using telephones, for example taking customers' orders and answering questions
- candidate** /'kændɪdət/ (n) a person who is applying for a job
- carbon emissions** /'kɑ:bən ɪmɪʃnz/ (n pl) carbon dioxide and carbon monoxide gases that are sent out into the air, harming the environment
- career** /kə'riə(r)/ (n) the particular area that sb works in
- career path** /kə'riə pa:θ/ (n) the particular way that sb's career progresses, or a particular series of jobs that sb has
- career plan** /kə'riə plæn/ (n) a plan for how sb will progress in their career
- carpooling** /'kɑ:pʊ:lɪŋ/ (n) the practice of travelling to work together in one car and sharing the cost between several people
- cause** /kɔ:z/ (n) an organization or idea that people support or fight for
- celebrate** /'selɪbreɪt/ (v) to show that a day or an event is important by doing sth special on it
- celebrity** /sə'lebrəti/ (n) a famous person, especially one whose job is in entertainment
- ceremony** /'serəməni/ (n) a formal public occasion, for example to celebrate sth
- challenge** /'tʃælɪndʒ/ (n) a new or difficult task that tests sb's ability and skill
- change direction** /,tʃeɪndʒ daɪ'rekʃn/ (phrase) to start doing sth completely different to before in your work or life
- check** /tʃek/ (v) to examine sth to find out if it is correct, safe, or acceptable
- check** /tʃek/ (v) to find out if sth is correct or true
- check in** /,tʃek 'ɪn/ (phr v) to go to a desk in a hotel, an airport, etc. and tell an official there that you have arrived
- check out** /,tʃek 'aʊt/ (phr v) to pay your bill and leave a hotel, etc.
- check-in** /'tʃekɪn/ (n) the place where you go first when you arrive at an airport, to hand in your bags, etc.
- civil service** /,sɪvl 'se:vɪs/ (n) government departments in a country, except the armed forces, and the people who work for them
- click on a link** /,kɪk ɒn ə 'lɪŋk/ (phrase) to choose an item on a computer screen by pressing one of the buttons on a mouse
- climate change** /'klaɪmət tʃeɪndʒ/ (n) the change in the world's weather that is believed to be caused by human activity
- coach** /kəʊtʃ/ (n) a person who trains sb to do sth or gives lessons or advice
- coaching** /'kəʊtʃɪŋ/ (n) the work of training people or giving lessons or advice
- colleague** /'kɒli:g/ (n) a person that you work with, especially in a profession or a business
- collect** /kə'lekt/ (v) to go somewhere in order to take sb / sth away

Glossary | A–Z

- commercial** /kə'meɪʃl/ (adj) connected with buying and selling goods and services; connected with carrying goods or passengers who pay
- commission** /kə'miʃn/ (v) to officially ask sb to write, make, or carry out sth for you
- community** /kə'mju:nəti/ (n) all the people who live in a particular area, country, etc. when they are talked about as a group
- competitor** /kəm'petɪtə(r)/ (n) a person or an organization that tries to be better than others, especially in business
- complete** /kəm'pli:t/ (v) to finish making or doing sth
- component** /kəm'pəʊnənt/ (n) one of several parts of which sth is made
- concentrate on** /'kɒnsəntreɪt ɒn/ (phrase) to give all your attention to sth and not think about anything else
- conduct surveys** /kən,dʌkt 'sɜ:vɛɪz/ (v) to carry out research on public opinion
- confirm** /kən'fɜ:m/ (v) to state or show that sth is definite or official
- confirmation** /,kɒnfə'meɪʃn/ (n) a statement, letter, etc. that shows that sth is correct or definite
- connection** /kə'nekʃn/ (n) a train, bus, or plane at a station or an airport that a passenger can take soon after getting off another in order to continue their journey
- consist of** /kən'sɪst əv/ (phrase) to have something as part of
- construction** /kən'strʌkʃn/ (n) the process or method of building or making sth, especially roads, buildings, bridges, etc.
- construction site** /kən'strʌkʃn saɪt/ (n) an area of land where sth is being built
- consultant** /kən'sʌltənt/ (n) a person who knows a lot about a particular subject and is employed to give advice about it
- consultant** /kən'sʌltənt/ (n) a person who knows a lot about a particular subject and is employed to give advice about it
- consumer affairs** /kən,sju:mər ə'feəz/ (n pl) issues that affect consumers (people who buy a company's goods or use their services)
- contaminated** /kən'tæmɪnətɪd/ (adj) dirty or not pure because a dangerous substance has been added
- convenience food** /kən'vi:niəns fu:d/ (phrase) food that you buy frozen or in a box that you can prepare and cook very quickly and easily
- convenient** /kən'vi:niənt/ (adj) useful, easy or quick to do; not causing problems
- convention** /kən'venʃn/ (n) a large meeting of the members of a profession, a political party, etc.
- corporate entertainment** /,kɔ:pərət entə'teɪnmənt/ (n) activities organized by companies to entertain their customers, business partners, or staff
- cosmetics** /kɒz'metɪks/ (n pl) substances that you put on your face or body to make it more attractive
- create** /kri'eɪt/ (v) to make sth happen or exist
- create** /kri'eɪt/ (v) to produce sth or make it happen
- credit** /'kredɪt/ (n) an arrangement to have sth and pay for it later
- customer** /'kʌstəmə(r)/ (n) a person or an organization that buys sth from a shop or business
- customer service** /,kʌstəmə 'se:vɪs/ (n) the way in which a company treats its customers and answers their questions or complaints
- CV** /,si: 'vi:/ (n) a written record of your education and the jobs you have done, that you send when you are applying for a job
- deal with** /'di:l wɪð/ (phr v) to solve a problem, perform a task, etc.
- deal with complaints** /'di:l wɪð kəmpleɪnts/ (phrase) to take action to solve problems that someone has with something
- defects** /'di:fekts/ (n pl) faults in sth or in the way it has been made
- delay** /dɪ'leɪ/ (n) a period of time when sb / sth has to wait because of a problem that makes sth slow or late
- delay** /dɪ'leɪ/ (v) to make sb late or force them to do sth more slowly
- deliver** /dɪ'lɪvə(r)/ (v) to take goods, letters, etc. to the person or people they have been sent to
- delivery** /dɪ'lɪvəri/ (n) the act of taking goods, letters, etc. to the people they have been sent to
- deny** /dɪ'naɪ/ (v) to say that sth is not true
- department** /dɪ'pɑ:tmənt/ (n) a section of a large organization
- departure lounge** /dɪ'pɑ:tʃə laʊndʒ/ (n) a place in an airport where you can sit and wait until your plane is ready to leave
- departures** /dɪ'pɑ:tʃəz/ (n pl) the part of an airport where passengers go who are leaving on a plane
- design** /dɪ'saɪn/ (n) the plan or arrangement of the different parts of a product, building, etc.
- design** /dɪ'saɪn/ (v) to decide how sth will look, work, etc., especially by drawing plans or making models
- dessert** /dɪ'zɜ:t/ (n) sweet food eaten at the end of a meal
- deteriorate** /dɪ'tɪəriəreɪt/ (v) to become worse
- develop skills** /dɪ'veləp/ (phrase) to start to have an ability or quality that becomes better and stronger
- development process** /dɪ'veləpmənt prəʊses/ (n) the series of stages by which sth such as a new product is created
- diagram** /'daɪəgræm/ (n) a simple drawing using lines to explain where sth is, how sth works, etc.
- direct mailing** /daɪ'rekt meɪlɪŋ/ (phrase) the practice of sending advertisements directly to particular people through the post
- disappointed** /,dɪsə'pɔɪntɪd/ (adj) sad because sth you hoped for has not happened or been as good, successful, etc. as you expected
- disappointing** /,dɪsə'pɔɪntɪŋ/ (adj) not as good, successful, etc. as you had hoped
- discount** /'dɪskaʊnt/ (n) amount of money that is taken off the usual cost of sth
- disposal** /dɪs'pəʊzl/ (n) the act of getting rid of sth
- dissatisfied** /dɪs'sætɪsfɑɪd/ (adj) not happy or satisfied with sb / sth
- diverse** /daɪ'ves/ (adj) including many different kinds of people or things
- diversity** /daɪ'vesəti/ (n) the quality of including a range of many people or things
- divided into** /dɪ'vaɪdɪd ɪntu:/ (phrase) separated into parts
- double bed** /,dvʌbl 'bed/ (n) a bed made for two people
- download** /daʊn'ləʊd/ (v) to copy information from the Internet or from another computer onto your computer
- down-payment** /'daʊn peɪmənt/ (n) a sum of money that is given as the first part of a larger payment
- dramatically** /drə'mætɪkli/ (adv) to a very great and surprising degree
- durable** /'djʊərəbl/ (adj) likely to last for a long time without breaking or getting weaker
- ecological** /,ɪkə'lɒdʒɪkl/ (adj) connected with or concerned about the environment
- economic development** /,ekənɒmɪk dɪ'veləpmənt/ (phrase) the growth of the economy in a place so that it becomes bigger, more successful, etc.
- economical** /ekə'nɒmɪkl/ (adj) providing good value in relation to the amount of money spent
- effective** /ɪ'fektɪv/ (adj) producing a successful result

Glossary | A–Z

- employ** /ɪm'plɔɪ/ (v) to give sb a job to do for payment
- employee** /ɪm'plɔɪi/ (n) a person who is paid to work for sb
- employer** /ɪm'plɔɪə(r)/ (n) a person or company that pays people to work for them
- employment agency** /ɪm'plɔɪmənt əɪdʒənsi/ (n) a business that helps people to find work and employers to find workers
- enclose** /ɪn'kləʊz/ (v) to put sth in the same envelope, package, etc. as sth else
- encourage customer loyalty** /ɪn,kʌrɪdʒ kʌstəmə 'lɔɪəlti/ (phrase) to make sth better for customers so they come back
- encouraging** /ɪn'kʌrɪdʒɪŋ/ (adj) giving support, courage, or hope
- energy crisis** /'enədʒi kraɪsɪs/ (phrase) a bad situation in which it is difficult or very expensive to get enough fuel to provide the power that homes and industries need
- enquiry** /ɪn'kwɪəri/ (n) a request for information about sb / sth
- enrol** /ɪn'rəʊl/ (v) to arrange for yourself to officially join a course of study
- enter a market** /,entə ə 'mɑ:kɪt/ (phrase) to start selling goods or services in a particular market
- entertain clients** /,entəteɪn 'klaɪənts/ (phrase) to invite customers to eat, drink, or enjoy amusing activities as your guests
- entrepreneur** /,ɒntrəprə'neɪ(r)/ (n) a person who makes money by starting a business, especially when it involves taking financial risks
- environment** /ɪn'vaɪənmənt/ (n) the natural world in which people, animals, and plants live
- environmental performance** /ɪnvaɪənməntl pə'fɔ:məns/ (phrase) how well a business performs in terms of carrying out its activities without harming the environment
- environmentally-friendly** /ɪn,vaɪənməntəli 'frendli/ (adj) not harming the environment
- estimate** /'estɪmeɪt/ (v) to form an idea of the cost, size, value etc. of sth, but without calculating it exactly
- event** /ɪ'vent/ (n) a planned public or social occasion
- excellent** /'eksələnt/ (adj) extremely good
- executive** /ɪg'zekjətɪv/ (n) a person who has an important job as a manager of a company or an organization
- executive chair** /ɪg,zekjətɪv 'tʃeə(r)/ (n) a good quality chair, suitable for senior people in an office
- exhibition** /,eksɪ'bɪʃn/ (n) a collection of things, for example works of art, that are shown to the public
- expand** /ɪk'spænd/ (v) to make sth become bigger in size, number, or importance
- exporter** /ɪk'spɔ:tə(r)/ (n) a person, company, or country that exports goods (sells them to another country)
- extreme** /ɪk'stri:m/ (adj) very great in degree
- facilities** /fə'sɪlɪtɪz/ (n pl) buildings, services, equipment, etc. that are provided for a particular purpose
- farmer** /'fɑ:mə(r)/ (n) a person who owns or manages a farm
- feedback** /'fi:dbæk/ (n) advice, criticism, or information about how good or useful sth is
- festival** /'festɪvəl/ (n) a series of performances of music, plays, etc. over a period of days, usually taking place once a year in the same place and often outdoors
- fill in a form** /,fɪl ɪn ə 'fɔ:m/ (phrase) to complete a form, etc. by writing information on it
- finance** /'fɑ:məns/ (n) the activity of managing money, especially by a commercial organization or a government
- financial loss** /faɪ,næŋʃl 'lɒs/ (phrase) money that has been lost by an organization because sth cost more than it earned
- flexibility** /,fleksɪ'bɪləti/ (n) the willingness or ability to change to suit new conditions or situations
- flexible hours** /,fleksɪbl 'aʊəz/ (phrase) working hours that can be changed to suit sb
- flight** /flaɪt/ (n) a journey made by air, especially in a plane
- forecast** /'fɔ:kɑ:st/ (v) to say what you think will happen in the future based on information that you have now
- freelance** /'fri:lɑ:ns/ (adj) earning money by selling your work or services to several different organizations rather than being employed by one particular organization
- functional** /'fʌŋkʃənl/ (adj) practical and useful
- funding** /'fʌndɪŋ/ (n) money for a particular purpose; the act of providing money for such a purpose
- gadget** /'gædʒɪt/ (n) a small tool or device that does sth useful
- gate** /geɪt/ (n) the place in the airport where passengers go to get on their plane
- give up** /,gɪv 'ʌp/ (phr v) to stop doing or having sth
- global carrier** /,gləʊbl 'kæriə(r)/ (n) a company that transports goods all over the world
- global demand** /,gləʊbl dɪ'mɑ:nd/ (phrase) the desire or need of customers across the world for particular goods or services
- good value for money** /gʊd ,vælju: fə 'mʌni/ (phrase) a good price for something
- goods** /gʊdz/ (n pl) things that are produced to be sold
- graph** /gra:f/ (n) a planned drawing, consisting of a line or lines, showing how two or more sets of numbers are related to each other
- guests** /gests/ (n) people that you have invited to an event that you are paying for
- guide** /gaɪd/ (n) a book that gives information about a place for travellers or tourists
- head office** /,hed 'ɒfɪs/ (n) the main office of a company
- helpful** /'helpfl/ (adj) willing or able to help sb
- high-powered** /,haɪ 'paʊəd/ (adj) important, with a lot of responsibility
- hobby** /'hɒbi/ (n) an activity that you do for pleasure when you are not working
- hold an event** /,həʊld ən ɪ'vent/ (phrase) to organize, and usually pay for, a public or social occasion such as a large meeting, dinner, party, etc.
- hospitality** /hɒspɪ'tælɪti/ (n) food, drink, or services that are provided by an organization for guests, customers, etc.
- host** /həʊst/ (n) a person or organization that has invited guests to a place or event
- host company** /,həʊst 'kʌmpəni/ (phrase) a company that organizes an event to which guests are invited
- human resources** /,hju:mən rɪ'zɔ:sɪz/ (n) the department in a company that deals with employing and training people
- humanitarian crisis** /hju:məni,tɛəriən 'kraɪsɪs/ (n) a bad situation that is causing great suffering for a group of people
- hybrid** /'haɪbrɪd/ (n) using a mixture of two or more types of fuel, for example a petrol engine and an electric motor, so that less harm is caused to the environment
- impossible** /ɪm'pɒsɪbl/ (adj) that cannot be done
- improve** /ɪm'pru:v/ (v) to make sth better than before
- improve market share** /ɪm,pru:v mɑ:kɪt 'ʃeə(r)/ (phrase) to sell more of your products or services compared with other companies than you did in the past
- improve performance** /ɪm,pru:v pə'fɔ:məns/ (phrase) to do sth better than before

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- in charge of** /ɪn 'tʃɑːdʒ əv/ (phrase) responsible for sth / sb or in control of sb / sth
- in stock** /ɪn 'stɒk/ (phrase) available to be sold
- incentive** /ɪn'sentɪv/ (n) something that encourages you to do sth
- individual** /ɪndɪ'vɪdʒuəl/ (adj) connected with or designed for one person
- inform** /ɪn'fɔːm/ (v) to tell sb about sth, especially in an official way
- initial** /ɪ'nɪʃəl/ (adj) happening at the beginning; first
- initial** /ɪ'nɪʃl/ (n) the first letter of a word, usually a person's name
- initiative** /ɪnɪ'ʃɪətɪv/ (n) a new plan for dealing with a particular problem or for achieving a particular purpose
- installation** /ɪnstə'leɪʃn/ (n) the act of putting new equipment, software etc. in place and making it ready to use
- insulated** /ɪn'sjələtɪd/ (adj) protected with a material that prevents heat, sound, electricity, etc. from passing through
- interview** /ɪntə'vjuː/ (n) a formal meeting at which sb is asked questions to see if they are suitable for a particular job
- interview panel** /ɪntə'vjuː pænel/ (n) a group of people who are interviewing sb, for example for a job
- invest** /ɪn'vest/ (v) to buy property, shares in a company, etc. in the hope of making a profit
- invoice** /ɪn'vɔɪs/ (n) a list showing what you must pay for goods that have been sold, work that has been done etc.
- involve** /ɪn'vɒlv/ (v) to have sth as an important or necessary part
- involved in** /ɪn'vɒlvd ɪn/ (phrase) taking part in an activity or a task
- IT** /aɪ 'tiː/ (n) the department in an organization that runs the computer systems
- journalist** /'dʒɜːnəlɪst/ (n) a person whose job is to collect and write news stories for newspapers, magazines, radio, or television
- keep to your delivery dates** /kiːp tə jɔː dɪ'lɪvəri deɪts/ (phr v) to deliver the product when you promised or agreed to
- key card** /'kiː kɑːd/ (n) a plastic card that unlocks sth, especially a hotel room
- launch** /lɔːnʃ/ (v) to make a product available to the public for the first time
- lay off** /leɪ 'ɒf/ (phr v) to stop employing sb because there is not enough work for them to do
- lock** /lɒk/ (n) a device that keeps sth such as a door, lid, etc. closed, usually needing a key to open it
- log on** /lɒg 'ɒn/ (phr v) to perform the actions that allow you to begin using a computer system
- logistics** /lə'dʒɪstɪks/ (n) the activity of planning and organizing the supply of materials, goods, and staff
- logo** /'lɒgəʊ/ (n) a printed design or symbol that a company uses as its special sign
- loyal** /lɔɪəl/ (adj) remaining faithful to sb / sth and supporting them or it
- loyalty card** /'lɔɪəlti kɑːd/ (n) a card given to customers by a company which rewards them for buying goods by giving points which will allow them to pay less for goods in the future
- luggage** /'lʌgɪdʒ/ (n) bags, cases, etc. that contain sb's clothes and things when they are travelling
- maintain** /meɪn'teɪn/ (v) to keep sth such as a machine or building in good condition by checking or repairing it regularly
- maintenance** /'meɪntənəns/ (n) the act of keeping sth in good condition by checking or repairing it regularly
- make a complaint** /,meɪk ə kəm'pleɪnt/ (phrase) to formally state that you are not satisfied
- make a decision** /,meɪk ə dɪ'sɪʒn/ (phrase) to decide sth
- manage your costs** /,mænɪdʒ 'kɒsts/ (phrase) to use money, time, etc. in a sensible way so that it does not cost too much to do sth
- manufacture** /,mænʃə'fæktʃə(r)/ (v) to make goods in large quantities, using machinery
- manufacturer** /,mænʃə'fæktʃərə(r)/ (n) a company that produces goods in large quantities
- market research** /,mɑːkɪt rɪ'sɜːtʃ/ (n) the work of collecting information about what people buy and why
- market share** /,mɑːkɪt 'ʃeə(r)/ (n) the amount of sales of a product that a company has, compared with total sales of that product
- marketing** /'mɑːkɪtɪŋ/ (n) the activity of presenting, advertising, and selling the company's products in the best possible way
- maternity leave** /mə'tɜːnɪti liːv/ (n) a period of time when a woman is allowed to temporarily leave her job to have a baby
- mechanism** /'mekənɪzəm/ (n) a set of moving parts in a machine that performs a task
- meet a deadline** /,miːt ə 'dedlaɪn/ (phrase) to succeed in doing sth by an agreed time
- meet the needs of the customer** /,miːt ðə 'niːdz əv ðə 'kʌstəmə/ (phrase) to give the customer what they need
- membership** /'membəʃɪp/ (n) the state of being a member of a group, a club, an organization, etc.
- microwave oven** /,maɪkrəweɪv 'ʌvən/ (n) a type of oven that cooks or heats food very quickly using electromagnetic waves
- moisturizer** /'mɔɪstʃəraɪzə(r)/ (n) a cream that is used to make the skin less dry
- motivate** /'mɒtɪveɪt/ (v) to make sb want to do sth, especially sth that involves hard work and effort
- multi-task** /,mʌlti 'tɑːsk/ (v) to do several things at the same time
- national lottery** /,næʃənl 'lɒtəri/ (n) a game played in a particular country in which tickets with different numbers on them are sold and then numbers are chosen by chance to see who has won prizes
- negotiate** /nɪ'ɡəʊʃɪeɪt/ (v) to arrange or agree sth by formal discussion
- nominate** /'nɒmɪneɪt/ (v) to formally suggest that sb should be chosen for a prize, position, etc.
- non-refundable** /,nɒn rɪ'fʌndəbl/ (adj) that cannot be returned, for example if customers are not happy or change their minds
- objective** /əb'ʃektɪv/ (n) something that you are trying to achieve
- occupational psychologist** /ɒkʃjə'peɪʃənl saɪ'kɒlədʒɪst/ (n) a psychologist (a doctor specializing in how the mind works) who studies how people behave at work and what influences their way of thinking and behaviour
- offer** /'ɒfə(r)/ (v) to make sth available or to provide the opportunity for sth
- offer a discount** /,ɒfə ə 'dɪskaʊnt/ (phrase) to take an amount of money off the usual cost of sth
- offer a personalized service** /ɒfə ə ,peɪzənəlaɪzd 'sɜːvɪs/ (phrase) provide a service that is designed or changed so that it is suitable for the needs of a particular person
- oil shortage** /'ɔɪl ʃɔːtɪdʒ/ (phrase) a situation when there is not enough oil
- on time** /ɒn 'taɪm/ (phrase) by or within the time allowed
- one-way ticket** /,wʌnweɪ 'tɪkɪt/ (n) a ticket that can be used for travelling to a place, but not back again
- online** /ɒn'laɪn/ (adj) done using the Internet
- operate** /'ɒpəreɪt/ (v) to work in a particular way or from a particular place

Glossary | A–Z

- operations** /ɒpə'reɪʃnz/ (n pl) the main activities that a business does to make money, for example selling goods or services or manufacturing products
- organize** /'ɔ:gənaɪz/ (v) to arrange for sth to happen or to be provided
- original** /ə'ɹɪdʒɪnəl/ (adj) new and interesting in a way that is different from anything before
- original idea** /ə'ɹɪdʒɪnəl aɪ'dɪə/ (phrase) idea at the beginning of a particular period, process, or activity
- out of stock** /,aʊt əv 'stɒk/ (phrase) not available to be sold
- outdoor** /'aʊtdɔ:(r)/ (adj) happening or located outside rather than in a building
- outdoors** /aʊt'dɔ:z/ (adv) outside rather than in a building
- outsource** /'aʊtsɔ:s/ (v) to arrange for sb outside a company to do work or provide goods for that company
- overseas** /əʊvə'si:z/ (adv) to, from, or in a foreign country
- pack** /pæk/ (v) to put clothes, etc. into a bag in preparation for a trip away from home
- package** /'pækɪdʒ/ (v) to put sth into a box, bag, etc. to be sold or transported
- paid holiday** /,peɪd 'hɒlɪdeɪ/ (n) a period of time when you do not have to be at work, but are still paid
- participant** /,pɑ:'tɪsɪpənt/ (n) a person who is taking part in an activity or event
- pastime** /'pɑ:stam/ (n) something that you enjoy doing when you are not working
- pay rise** /'peɪ raɪz/ (phrase) an increase in the amount of money you are paid for your work
- pension scheme** /'penʃn ski:m/ (n) a system in which you, and usually your employer, pay money regularly into a fund while you are employed – you are then paid a regular amount of money when you retire
- perform** /pə'fɔ:m/ (v) to work or function well or badly
- petrol pump** /'petrəl pʌmp/ (n) a machine that is used to put petrol (liquid fuel) into a vehicle
- pharmaceutical** /fɑ:mə'su:tɪkl/ (adj) connected with making and selling drugs and medicines
- pie** /paɪ/ (n) meat, vegetables, fish, or fruit baked in a dish with pastry on the bottom, sides and top
- pie chart** /'paɪ tʃɑ:t/ (n) a diagram consisting of a circle that is divided into sections to show the size of particular amounts in relation to the whole
- place an order** /,pleɪs ən 'ɔ:də(r)/ (phrase) to make a request for a company to supply goods
- plan a schedule** /,plæn ə 'ʃedju:l/ (phrase) to make a plan listing everything that you have to do and when you must do each thing
- poor** /pɔ:(r)/ (adj) not good; of a quality that is low or lower than expected
- popular** /'pɒpjələ(r)/ (adj) liked or enjoyed by a large number of people
- population growth** /,pɒpjə'leɪʃn grəʊθ/ (phrase) an increase in the size of the population (the number of people living in a place)
- postage** /'pəʊstɪdʒ/ (n) the cost of sending a package, letter, etc. by post
- poverty** /'pɒvəti/ (n) the state of being poor
- practical** /'præktɪkl/ (adj) useful or suitable
- preceding** /'pri:si:dɪŋ/ (present participle) coming or happening before sth
- predict** /'pri:dɪkt/ (v) to say that sth will happen in the future
- press ad** /'pres æd/ (n) an advertisement put in a newspaper or magazine
- priority** /'praɪ'ɔ:rtɪ/ (n) the most important place or the right to have sth first among a group of people
- private healthcare** /praɪvət 'helθkeə(r)/ (n) medical care that you pay for and is not provided free by the state
- process** /'prəʊses/ (v) to deal officially with a document, request, etc.
- produce** /'prɒdju:s/ (v) to make things to be sold, especially in large quantities
- product** /'prɒdʌkt/ (n) something that is produced or grown to be sold
- productivity** /,prɒdʌk'tɪvəti/ (n) the rate at which a worker, a company, or a country produces goods, compared with how much time, work, and money is needed to produce them
- profit** /'prɒfɪt/ (n) money that a business makes, especially after paying the costs involved
- promote a name** /prə,məʊt ə 'neɪm/ (phrase) to make more people aware of the name of a product, company, etc., for example by advertising it
- promotion prospects** /prə'məʊʃn prɒspekts/ (n) the chances that sb has of being promoted (moved to a more senior job)
- provide services** /prə,vʌɪd 'sɜ:vɪsɪz/ (phrase) to offer facilities for the public to use
- public relations** /,pʌblɪk rɪ'leɪʃnz/ (n) the relationship between an organization and the public; the things an organization does to create a good impression with the public
- purchase** /'pɜ:tʃəs/ (v) to buy sth
- purchasing** /'pɜ:tʃəsɪŋ/ (n) the activity of buying things that a company needs, such as materials, parts, equipment, services, etc.
- purpose** /'pɜ:pəs/ (n) the reason for doing sth or the thing that it is supposed to achieve
- qualification** /,kwɒlɪfɪ'keɪʃn/ (n) an exam that you have passed or a course of study that you have successfully completed
- quality control** /,kwɒlɪti kən'trɒl/ (n) a system of keeping high standards in products by planning carefully, checking, and making necessary improvements
- quote** /kwəʊt/ (v) to tell a customer how much money you will charge them for a job, service, or product
- range** /reɪndʒ/ (n) a set of products of a particular type
- receipt** /rɪ'si:t/ (n) a piece of paper that shows that goods or services have been paid for
- receptionist** /rɪ'sepʃənɪst/ (n) a person whose job is to deal with people arriving at or telephoning a hotel, an office building, etc.
- recruitment** /rɪ'kru:tmənt/ (n) the process of finding new people to join an organization
- recycled packaging** /rɪ:,saɪklɪd 'pækɪdʒɪŋ/ (n) materials used to wrap goods that have already been used once, in order to reduce waste and harm to the environment
- recycling** /rɪ:'saɪklɪŋ/ (n) the practice of treating materials that have already been used so that they can be used again
- referee** /,refə'reɪ/ (n) a person who gives information about your character and ability, usually in a letter, for example when you are applying for a job
- refund** /'ri:fʌnd/ (n) a sum of money that is paid back to you, for example because you paid too much or because you returned goods to a shop
- reinforce a relationship** /rɪ:m,fɔ:s ə rɪ'leɪʃnʃɪp/ (phrase) to make a relationship stronger or more successful

Glossary | A–Z

- reliable** /rɪ'laɪəbl/ (adj) that can be trusted to do sth well or correctly; that you can rely on
- relocation** /,rɪ:ləʊ'keɪʃn/ (n) the action of moving sth, especially a company or its workers, to a new place to work or operate
- renegotiate** /,rɪ:nɪ'gəʊʃɪeɪt/ (v) to discuss changes to the terms of an agreement
- renewable** /rɪ'nju:wəbl/ (adj) that is replaced naturally or controlled carefully and can therefore be used without the risk of finishing it all
- renewable energy** /rɪ,nju:əbl 'enədʒi/ (phrase) types of energy that are replaced naturally so they can be used without the risk of using them all
- replace** /rɪ'pleɪs/ (v) to change sth that is old, damaged, etc. for a similar thing that is newer or better
- replacement** /rɪ'pleɪsmənt/ (n) a thing that replaces sth, especially because the first thing is old, broken, etc.
- report to** /rɪ'pɔ:t tu:/ (phrase) to have a particular manager who is responsible for your work and tells you what to do
- reputation** /,repjə'teɪʃn/ (n) the opinion that people have about what sb / sth is like, based on what has happened in the past
- research and development** /,rɪ:sɜ:tʃ ən dɪ'veləpmənt/ (n) the work of trying to find new products and processes or improving existing ones
- reservation** /,rezə'veɪʃn/ (n) an arrangement for a seat on a plane or train, a room in a hotel, etc. to be kept for you
- resident** /'rezɪdənt/ (n) a person who lives in a particular place or who has their home there
- responsible for** /rɪ'spɒnsɪbl fɔ:(r)/ (phrase) having the job or duty of doing sth or taking care of sb / sth
- retail** /'ri:teɪl/ (n) the selling of goods to the public, usually through shops
- return ticket** /rɪ,tɛ:n 'tɪkɪt/ (n) a ticket that can be used for travelling to a place and back again
- returns policy** /rɪ'tɛ:nz pɒləsi/ (n) the rules that a company has about how customers can return goods if they are not happy with them, and whether they get their money back
- revenues** /'revənju:z/ (n pl) the money that an organization receives from its business
- reward** /rɪ'wɔ:d/ (n) a thing that you are given because you have done sth good
- rubbish** /'rʌbɪʃ/ (n) things that you throw away because you no longer want or need them
- run** /rʌn/ (v) to be in charge of a business or part of a business
- run out** /,rʌn 'aʊt əv/ (phr v) to use up or finish a supply of sth
- safe** /seɪf/ a strong metal box or cupboard with a lock, used for storing valuable things
- safety record** /'seɪfti rekɔ:d/ (phrase) the facts about how an organization performs in relation to its products and activities being safe
- sales** /seɪlz/ (n pl) the number of items sold
- sales rep** /'seɪlz rep/ (n) an employee of a company who travels around a particular area selling the company's goods to shops, etc.
- salmon** /'sælmən/ (n) a large fish with silver skin and pink flesh that is used for food
- satisfactory** /,sætɪs'fæktri/ (adj) good enough for a particular purpose
- satisfied** /'sætɪsfaɪd/ (adj) pleased because you got what you wanted
- save time** /,seɪv 'taɪm/ (phrase) to avoid using too much time or more time than is necessary
- scheme** /ski:m/ (n) a plan or system for doing or organizing sth
- seafood** /'si:fʊd/ (n) fish and sea creatures that can be eaten
- search engine** /'sɜ:tʃ endʒɪn/ (n) a computer program that searches the Internet for information, especially by looking for documents containing a particular word or group of words
- security** /sɪ'kjʊərti/ (n) the activities or processes involved in keeping a place safe
- security pass** /sɪ'kjʊərti pɑ:s/ (n) a piece of plastic or card that shows who sb is and that they have the right to be in a place, as a way of protecting the place against crime, attack, etc.
- security system** /sɪ'kjʊərti sistəm/ (n) things that protect a building or place against crime, danger, etc.
- sell** /sel/ (v) to give sth to sb in exchange for money
- set goals** /,set 'gəʊlz/ (phrase) to decide on things that you hope to achieve
- shipment** /'ʃɪpmənt/ (n) a load of goods that are sent from one place to another
- shortlisted** /'ʃɔ:tlɪstɪd/ (v past participle) put on a list as one of the best people, chosen from all the people who applied for a job
- shuttle bus** /'ʃʌtl bʌs/ (n) a bus that travels regularly between two places
- sign in** /,saɪn 'ɪn/ (phr v) to write your name when you arrive at or leave an office, a club, etc.
- signature** /'sɪgnətʃə(r)/ (n) your name as you usually write it, for example at the end of a letter
- single bed** /,sɪŋgl 'bed/ (n) a bed made for one person
- slot** /slɒt/ (n) a position, a time, or an opportunity for sb / sth, for example in a list, a programme of events or a series of broadcasts
- socially responsible** /,səʊʃəli rɪ'spɒnsɪbl/ (phrase) doing things in a way that shows concern for society and people in general
- software** /'sɒftweə(r)/ (n) programs used to operate a computer
- specialize in** /'speʃəlaɪz ɪn/ (phrase) to be an expert in a particular area of work, study, or business
- spend time** /,spend 'taɪm/ (phrase) to use time in a particular way
- sponsor** /'spɒnsə(r)/ (n) a person or company that pays for or supports sth, sometimes in return for advertising
- staff** /sta:f/ (n) the people employed in an organization
- stage** /steɪdʒ/ (n) a period or state that sth / sb passes through while developing or making progress
- stock market** /'stɒk mɑ:kɪt/ (n) the business of buying and selling shares in companies and the place where this happens
- strategy** /'strætədʒi/ (n) plan that is used to achieve a particular purpose
- strength** /streŋθ/ (n) a quality or an ability that a person has that gives them an advantage
- 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
- stylish** /'stɑɪlɪʃ/ (adj) fashionable; elegant and attractive
- subcontractor** /'sʌbkɔntræktə(r)/ (n) a person or company that is paid to do part of the work given to another person or company
- subsidiary** /səb'sɪdʒəri/ (n) a company that is owned or controlled by another larger company
- subsidized childcare** /,sʌbsɪdaɪzd 'tʃaɪldkeə/ (n) care of children while parents are at work that is partly paid for, for example by a company or by the state

Glossary | A–Z

- sue** /su:/ (v) to make a claim against sb in court about sth that they have done to harm you
- supplier** /sə'plaiə(r)/ (n) a person or company that provides goods
- take a step back** /teik ə 'step 'bæk/ (phrase) to think about a situation calmly, as if you are not involved in it yourself
- take part in** /teik 'pɑ:t ɪn/ (phr v) to be involved in sth
- target audience** /'tɑ:ɡɪt 'ɔ:diəns/ (phrase) the group of people that a TV programme, advertisement, etc. is aimed at
- task** /tɑ:sk/ (n) a piece of work that sb has to do
- technical support** /'teknɪkl sə'pɔ:t/ (n) help with the use of machinery or equipment, especially things relating to computers
- teleworking** /'telɪwɜ:kɪŋ/ (n) the practice of working from home, communicating with your office, customers and others by telephone, email, etc.
- tent** /tent/ (n) a shelter made of a large sheet of strong cloth that is supported by poles and ropes fixed to the ground, and is used for camping
- terminal** /'tɛ:mɪnəl/ (n) a building or set of buildings at an airport where air passengers arrive and leave
- track** /træk/ (v) to follow the movement, progress, or development of sth
- training** /'treɪnɪŋ/ (n) the process of teaching people the skills that they need to do a job
- training organization** /'treɪnɪŋ ɔ:ɡənaɪzɪʃn/ (n) an organization that provides skills training to companies
- transport** /træn'spɔ:t/ (v) to take sth / sb from one place to another in a vehicle
- trauma** /'trɔ:mə/ (n) part of a hospital where people come who have injuries
- trend** /trend/ (n) a general direction in which a situation is changing or developing
- trials** /'traɪəlz/ (n pl) tests of the quality or performance of sth, especially before you make a final decision about them
- underwear** /'ʌndəweə(r)/ (n) clothes that you wear under other clothes and next to the skin
- unreliable** /ʌnrɪ'laɪəbl/ (adj) that cannot be trusted to work well or to do sth in the right way
- unusual** /ʌn'ju:ʒuəl/ (adj) different from what is usual or normal
- update** /ʌp'det/ (v) to add the most recent information to sth
- useful** /'ju:sfl/ (adj) that can help you to do or achieve what you want
- user-friendly** /ju:zə 'frendli/ (adj) easy for people who are not experts to use or understand
- vacancy** /'veɪkənsi/ (n) a job that is available for sb to do
- valuables** /'væljəblz/ (n pl) things that are worth a lot of money, especially small personal things such as jewellery, cameras, etc.
- value** /'vælju:/ (n) the quality of being useful or important
- vending machine** /'vendɪŋ məʃi:n/ (n) a machine from which you can buy snacks, drinks, etc. by putting coins into it
- venue** /'venju:/ (n) a place where people meet for an organized event, for example a concert, sporting event, or conference
- video clip** /'vɪdɪəʊ klɪp/ (n) a short piece of film recorded on video
- visitor** /'vɪzɪtə(r)/ (n) someone who is visiting a person or a place that is not their home, their usual place of work, etc.
- warehouse** /'weəhaʊs/ (n) a building where large quantities of goods are stored, especially before they are sent to shops or customers
- waste** /weɪst/ (n) no longer needed for a particular process and therefore thrown away
- waste time** /,weɪst 'taɪm/ (phrase) to use more time than is necessary
- weakness** /'wi:knəs/ (n) a lack of a quality or ability that a person has, that can cause problems
- well-designed** /wel dɪ'zaɪnd/ (adj) planned in a way that looks good and works well
- word-of-mouth** /,wɜ:d əv 'mאֹθ/ (phrase) the process of people telling each other about sth
- workforce** /'wɜ:kfɔ:s/ (n) all the people who work for a particular company, organization, etc.
- workplace** /'wɜ:kpleɪs/ (n) the place where sb works, or the places where people work in general
- world supply** /,wɜ:ld sə'plai/ (phrase) the amount of sth that is available across the world