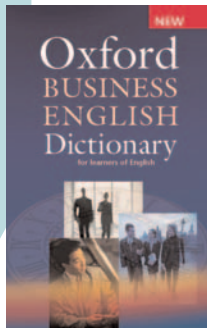
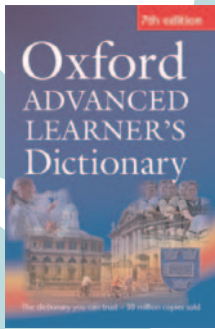


The definitions in this glossary are based on *The Oxford Business English Dictionary for learners of English* and the *Oxford Advanced Learner's Dictionary*, seventh edition



abacus /'æbəkəs/ (noun) an ancient device used when counting

abroad /ə'brɔ:d/ (adverb) in other countries (not in your home country)

absence /'æbsəns/ (noun) a period of time when sb is away from work

abstract /'æbstrækt/ (adjective) based on general ideas and not on any particular real person, thing or situation

access /'ækses/ (noun) the ability to use sth or see sth

acquaintance /ə'kwɛɪntəns/ (noun) a person that you know but who is not a close friend

act /ækt/ (verb) to behave in a particular way

activate /'æktɪveɪt/ (verb) to make sth such as a device start working

additionally /ə'dɪʃənəli/ (adverb) used when you want to mention another thing after sth else

adopt /ə'dɒpt/; AmE ə'dɑ:pt/ (verb) to start to use a particular method

adventurous /əd'ventʃərəs/ (adjective) willing to take risks and try new things

agenda /ə'dʒendə/ (noun) a list of items to be discussed at a meeting

ages /'eɪdʒɪz/ (noun) (infml) a very long time (BrE)

aggressive /ə'grɛsɪv/ (adjective) angry and behaving in a threatening way

alarm call /ə'la:m kɔ:l; AmE ə'la:ɪm/ (noun) a telephone call which is intended to wake you up

allocated /'æləkətɪd/ (adjective) officially given to sb / sth for a particular purpose

allow /ə'laʊ/ (verb) to let sb do sth

announce /ə'naʊns/ (verb) to tell people sth officially

annoying /ə'nɔɪɪŋ/ (adjective) making sb feel slightly angry

annual /'ænjʊəl/ (adjective) happening or done once every year

anticipate /æn'tɪsɪpeɪt/ (verb) to expect sth

apparently /ə'pærəntli/ (adverb) according to what you have heard or read

appear /ə'pɪə(r); AmE ə'pɪr/ (verb) to seem; to give the impression of being or doing sth

apply /ə'plai/ (verb) to make a formal request for sth such as a job

appoint /ə'pɔɪnt/ (verb) to choose sb for a job or position of responsibility

approach /ə'prəʊtʃ; AmE ə'prəʊtʃ/ (noun) a way of dealing with sb / sth

argument /'ɑ:gjʊmənt; AmE 'ɑ:rg-/ (noun) a discussion in which people disagree, often angrily

arouse /ə'raʊz/ (verb) to cause a particular emotion or attitude

as long as /əz 'lɒŋ əz; AmE lɔ:ŋ/ (idiom) only if

ask a favour (BrE) / **favor** (AmE) /ə:sk ə'feɪvə(r); AmE æsk/ (verb) to ask sb to do sth to help you

assertive /ə'sɜ:tɪv; AmE ə'sɜ:rtɪv/ (adjective) saying what you want or think strongly and with confidence, so that people take notice

assurance /ə'ʃʊərəns; -ʃɜ:r-; AmE ə'ʃʊr-/ (noun) a statement that sth will certainly be true or will certainly happen

astronomer /ə'strɒnəmə(r); AmE ə'stra:n-/ (noun) a scientist who studies the stars and planets

audience /'ɔ:diəns/ (noun) a group of people who have gathered to listen to or watch sth

authorization /,ɔ:θəraɪ'zeɪʃn; AmE ,ɔ:θərə'zeɪʃn/ (noun) official agreement to sth or official permission for sth

baked /beɪkt/ (adjective) cooked in an oven without extra fat or liquid

banned /bænd/ (adjective) officially not allowed

bargain /'bɑ:gən; AmE 'bɑ:rgən/ (verb) to discuss pay, conditions, prices, etc. with sb in order to reach an agreement

barrel /'bærəl/ (noun) a large round container for liquids, usually made of wood or metal, with flat ends and curved sides

barter /'bɑ:tə(r); AmE bɑ:rt-/ (verb) to exchange goods, services, etc. for other goods, etc. without using money

battery /'bætəri; AmE -təri/ (noun) a device inside a car engine, clock, radio, etc. that produces the electricity that makes it work

benefit /'benɪfɪt/ (noun) a helpful or useful effect that sth has

bestseller /,best'selə(r)/ (noun) a product which is bought by large numbers of people

beware /bɪ'weə(r); AmE -wer/ (verb) if you tell sb to **beware**, you are warning them that sb / sth is dangerous and they should be careful

board /bɔ:d; AmE bɔ:rd/ (noun) a group of people who have the power to make decisions and control a company

boiled /bɔɪld/ (adjective) cooked in boiling (very hot) water

bouquet /bu'keɪ/ (noun) a bunch of flowers arranged in an attractive way, often carried by a bride

brainstorm /'breɪnstɔ:m; AmE -stɔ:rɪm/ (verb) to spend time with other people thinking of as many ideas as possible, often as a way of solving a problem

branch /brɑ:ntʃ; AmE bræntʃ/ (noun) a local office or shop / store that is part of a large company or organization

brandy /'brændi/ (noun) a strong alcoholic drink made from wine

break down /breɪk 'daʊn/ (verb) if a vehicle or machine **breaks down**, it stops working because of a fault

breakdown /'breɪkdaʊn/ (noun) detailed information that you get by studying a set of figures

bride /braɪd/ (noun) a woman on her wedding day

bring sth into line /,brɪŋ ɪntə 'laɪn/ (verb) if you **bring sth into line** with sth else, you make it more similar to the other thing

brochure /'brɔ:ʃə(r); AmE brɔʊ'ʃʊr/ (noun) a small magazine or book containing pictures and information about sth or advertising sth

broiled /brɔɪld/ (adjective) cooked under direct heat or over heat on metal bars (AmE)

browser /'braʊzə(r)/ (noun) a program that lets you look at or read documents on the Internet

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

call centre (BrE) / **center** (AmE) /'kɔ:l sentə(r)/ (noun) an office in which a large number of people work using telephones, for example taking customers orders or answering their questions

calligraphy /kə'lɪgrəfi/ (noun) the art of doing beautiful handwriting with a special pen or brush

candle /'kændl/ (noun) an object that is used to give light, consisting of a round stick of wax with a piece of string through the middle which you burn

cartridge /'kɑ:trɪdʒ; AmE 'kɑ:rt-/ (noun) a case containing ink for a printer, that can be removed and replaced when it is empty

cash flow /'kæʃ fləʊ; AmE flɔʊ/ (noun) the movement of money into and out of a business as goods are bought and sold

cask /kɑ:sk; AmE kæsk/ (noun) a wooden barrel (round container) used for storing wine or beer

cayman /'keɪmən/ (noun) a reptile (type of animal) from North and South America similar to an alligator

censorship /'sensəʃɪp; AmE -sərʃ-/ (noun) the act or policy of removing some parts of films, books, etc. that are considered to be offensive, immoral or a political threat

chain /tʃeɪn/ (noun) a group of shops / stores, restaurants or hotels owned by the same company

challenge /'tʃæləndʒ/ (verb) to question a statement or refuse to accept it

cheated /'tʃi:tɪd/ (adjective) tricked, especially in order to get money

cheque (BrE), **check** (AmE) /'tʃek/ (noun) a printed form that you can write on and sign as a way of paying for sth instead of using money

chronological /,krɒnə'lɒdʒɪkl; AmE kra:nə'la:dʒ-/ (adjective) if things are arranged in chronological order, they are arranged in the order in which they happened

circumstances /'sɜ:kəmstənsɪz; -stɑ:ns-; -stæns-; AmE 'sɜ:rkəmstənsəz/ (noun) the conditions that affect a situation, an event, or an action

clarify /'klærəfaɪ/ (verb) to make sth clearer or easier to understand

clash /klæʃ/ (verb) if events clash, they happen at the same time so that you cannot go to or see them both

clear /klɪə(r); AmE klɪr/ (adjective) easy to understand and not causing any confusion

climate change /'klaɪmət tʃeɪndʒ/ (noun) changes in weather conditions around the world that are believed to be taking place, especially an increase in temperature caused by the increase of particular gases in the atmosphere

cloth /klɒθ; AmE klɔ:θ/ (noun) a piece of material such as cotton, used for cleaning things

cockpit /'kɒkpt; AmE 'kɑ:k-/ (noun) the area in a plane where the pilot sits

cocktail /'kɒkteɪl; AmE 'kɑ:k-/ (noun) a drink usually made from a mixture of one or more spirits (strong alcoholic drinks) and fruit juice

combine /kəm'baɪn/ (verb) to do two or more things at the same time

comfort /'kʌmfət; AmE -fərt/ (noun) the state of feeling physically relaxed, with no painful or unpleasant sensations

commission /kə'mɪʃn/ (verb) to officially ask sb to make or create sth for you

compartment /kəm'pɑ:tmənt; AmE -pɑ:rt-/ (noun) one of the separate sections which a coach / car on a train is divided into

compensate /'kɒmpənsət; AmE 'kɑ:m-/ (verb) to provide sth good to balance or reduce the bad effects of sth

component /kəm'pəʊnənt; AmE -pəʊ-/ (noun) one of several parts of which a machine is made

compromise /'kɒmprəmaɪz; AmE 'kɑ:m-/ (noun) an agreement between two people or groups in which each side gives up some of the things they want so that both sides can agree

concept /'kɒnsept; AmE 'kɑ:n-/ (noun) an idea or principle that is connected with sth abstract

confess /kən'fes/ (verb) to admit sth that you feel ashamed or embarrassed about

consequently /'kɒnsɪkwəntli; AmE 'kɑːnsəkwentli/ (adverb) as a result; therefore

consolidate /kən'sɒlɪdeɪt; AmE -'saɪl-/ (verb) to make a position of power or success stronger so that it is more likely to continue

consultant /kən'sʌltənt/ (noun) a person who knows a lot about a particular area of business and is paid by a company to give advice about it

convention /kən'venʃn/ (noun) a large meeting of the members of a profession

conveyor belt /kən'veɪə(r) belt/ (noun) a continuous moving band used for transporting objects, for example suitcases in an airport

cooperation /kəʊ,ɒpə'reɪʃn; AmE koo,ɑ:p-/ (noun) willingness to be helpful and do as you are asked

costly /'kɒstli; AmE 'kɔːst-/ (adjective) costing a lot of money, especially more money than you want to pay

count on sb /'kaʊnt ɒn; AmE ɑ:n/ (verb) to trust sb to help or to do sth

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

courier /'kʊəriə(r)/ (verb) to send documents or a package by courier

CPU /,si: pi: 'juː/ (noun) central processing unit; the part of a computer that controls all the other parts of the system

credit /'kredit/ (noun) an arrangement that you make with a shop / store or company to pay later for sth you buy

creditworthiness /,kredɪt'wɜːðɪnəs; AmE -wɜːrðɪ-/ (noun) the fact that a person or organization is considered safe to lend money to

crisis /'kraɪsɪs/ (noun) a sudden event that causes great difficulty or confusion and has to be dealt with

crooked /'krʊkɪd/ (adjective) (infml) dishonest

crop /krɒp; AmE kɹɑ:p/ (noun) the amount of a particular grain, fruit, vegetable, etc. that is grown in one season

crumbly /'krʌmbli/ (adjective) that easily breaks into very small pieces

currency /'kʌrənsɪ; AmE 'kɜːr-/ (noun) the system of money that a country uses

customs officer /'kʌstəmz ɒfɪsə(r); AmE ɑːfɪsər/ (noun) a person who works at a port or an airport checking that nothing is brought into the country illegally

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

deal /di:l/ (noun) an agreement, especially in business, on particular conditions for buying or doing sth

deal with /'di:l wɪð/ (verb) to perform a difficult task or solve a problem

decimal /'desɪml/ (adjective) based on or counted in tens or tenths

decline /dɪ'klaɪn/ (verb) to refuse politely to accept or do sth

delay /dɪ'leɪ/ (noun) a period of time when sb / sth has to wait or sth is late because of a problem

delay /dɪ'leɪ/ (verb) to not do sth until a later time

delegate /'delɪgeɪt/ (verb) to give part of your work, power or authority to sb in a lower position than you

depressed /dɪ'prest/ (adjective) feeling very sad and without hope

destination /,destɪ'neɪʃn/ (noun) a place to which sb / sth is going or being sent

dietary requirement /,daɪətəri rɪ'kwaɪəmənt; AmE ,daɪətəri rɪ'kwaɪəmənt/ (noun) something that you need in your diet (the food that you regularly eat) in order to be healthy

directions /də'rekʃnz; dɪː daɪ-/ (noun) instructions about which way to go in order to get to a place

disaster /dɪ'zɑːstə(r); AmE -'zæs-/ (noun) a very bad situation or a complete failure

dish /dɪʃ/ (noun) food prepared in a particular way as part of a meal

dismiss /dɪs'mɪs/ (verb) to decide that sb / sth is not worth thinking or talking about

disposable income /dɪ,spəʊzəbl 'ɪnkʌɪm; AmE dɪ,spou-/ (noun) income left after taxes, etc. have been taken away from it and that you are free to spend or save

distribute /dɪ'strɪbjʊːt; 'dɪstrɪbjʊːt/ (verb) to give things to a large number of people

distributor /dɪ'strɪbjətə(r)/ (noun) a person or company that supplies goods to shops / stores and organizations

diversify /daɪ'vɜːsɪfaɪ; AmE -'vɜːrs-/ (verb) to develop a wider range of products in order to be more successful or reduce risk

doctorate /'dɒktərət; AmE 'dɑːk-/ (noun) the highest university degree

document /'dɒkjumənt; AmE 'dɑːk-/ (noun) a computer file or piece of paper containing text that gives information about sth

domestic appliance /də,mestɪk ə'plaɪəns/ (noun) a machine that is used in the home, for example for cleaning, cooking, or heating

dotted line /,dɒtɪd 'laɪn; AmE ,dɑːt-/ (noun) a line made of dots, especially a place on a document where you sign to show that you have agreed to buy sth or do sth

double-booked /,dʌbl 'bʊkt/ (adjective) reserved by more than one person or group at the same time, because of a mistake

downshifting /'daʊnʃɪftɪŋ/ (noun) a change to a job or way of life where you may earn less but you have less pressure and stress

downtown /'daʊntaʊn/ (adjective) in or towards the centre of a city, especially its main business area (AmE)

draft /dra:ft; AmE dræft/ (noun) a rough written version of sth that is not yet in its final form

dress code /'dres kəʊd; AmE kəʊd/ (noun) rules about what clothes people should wear at work

drive sb crazy /draɪv 'kreɪzi/ (idiom) to make sb very annoyed

drop /drɒp; AmE drɑ:p/ (verb) if you **drop** sb somewhere, you stop a car in order to let the person get out

drop out /,drɒp 'aʊt; AmE ,dra:p/ (verb) to reject the ideas and ways of behaving that are accepted by the rest of society

due /djuː; AmE duː/ (adjective) arranged or expected, for example expected to be done or paid

due to /'djuː tə; 'djuː tuː; AmE duː/ (idiom) caused by; because of

duplicate /'dju:plikət; AmE duː-/ (noun) an exact copy of sth

duty /'dju:ti/ (noun) something that you feel you have to do because it is your responsibility

easy-going /,i:zi 'gəʊɪŋ; AmE -'gəʊ-/ (adjective) relaxed and happy to accept things without worrying or getting angry

efficiency /'ɪfɪjnsi/ (noun) the quality of doing sth well with no waste of time or money

efficient /'ɪfɪjnt/ (adjective) doing sth well with no waste of time, money, or energy

eggplant /'egplɑ:nt; AmE -plænt/ (noun) an aubergine (BrE); a large vegetable with shiny dark purple skin and soft white flesh (AmE)

emphasize /'emfəsaɪz/ (verb) to give special importance to sth; to stress sth

emphatic /ɪm'fætɪk/ (adjective) speaking with force to make your meaning very clear or make it clear that what you say is important

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

evolve /i'vɒlv; AmE i'vɑ:lv/ (verb) to develop gradually, especially from sth simple to sth larger and more complicated

excuse /ɪk'skju:s/ (noun) a reason, either true or invented, that you give to explain or defend your behaviour

exhausted /ɪg'zɔ:stɪd/ (adjective) very tired

expedition /,ɛkspə'diʃn/ (noun) (humorous) a short trip that you make to get sth that you want or need

express /ɪk'spres/ (adjective) very fast

facilities /fə'sɪləti:z/ (noun) services, equipment, etc. that are provided so that sb can do a particular thing, for example in a hotel

fake /feɪk/ (adjective) not genuine; appearing to be sth it is not

familiar with /fə'mɪliə(r) ,wɪð/ knowing sth very well

fan /fæn/ (noun) a machine with blades that go round to create a current of air in order to cool sth

fascinating /'fæsɪneɪtɪŋ/ (adjective) very interesting

feature /'fi:tʃə(r)/ (noun) a particular quality of a product or sth it can do

fermentation /,fɜ:men'teɪʃn; AmE ,fɜ:rm-/ (noun) a chemical process in which sugar changes to alcohol, because of the action of yeast or bacteria

field worker /'fi:ld wɜ:kə(r); AmE wɜ:rkər/ (noun) a person who does practical work in different places, rather than always working in an office, a laboratory, etc.

figures /'fɪgəz; AmE 'fɪgjəz/ (noun) numbers given in official information, such as numbers representing sales or profits

file /faɪl/ (noun) a collection of information kept together on paper or stored together in a computer

file /faɪl/ (verb) to put and keep documents, etc. in a particular place and in a particular order so that you can find them easily

fix /fɪks/ (verb) to decide on a date, a time, an amount, etc. for sth

fizzy /'fɪzi/ (adjective) (of a drink) having bubbles of gas in it

flash /flæʃ/ (noun) a sudden bright light that shines for a moment and then disappears

floor /flɔ:(r)/ (noun) one level of a building and all the rooms that are on it

forecast /'fɔ:kɑ:st; AmE 'fɔ:rkæst/ (noun) a statement about what you think will happen in the future, based on information that is available now

foresee /fɔ:'si:; AmE fɔ:r'si:/ (verb) to know about sth before it happens

formally /'fɔ:məli; AmE 'fɔ:rm-/ (adverb) in an official way

founder /'faʊndə(r)/ (noun) a person who starts an organization, company, etc.

to be frank /tə bi 'frɑŋk/ (idiom) used when you are going to say sth honest and direct, often in a way that other people might not like

frankly /'fræŋkli/ (adverb) used to show that you are being honest about sth, even though people might not like what you are saying

fraud /frɔ:d/ (noun) the crime of cheating sb in order to get money or goods illegally

freelancer /'fri:lɑ:nsə(r); AmE -lænsər/ (noun) a person who earns money by selling their work or services to several different organizations rather than being employed by one particular organization

frequently /'fri:kwəntli/ (adjective) often

fried /fraɪd/ (adjective) cooked in hot fat or oil

fuel store /'fju:əl stɔ:(r)/ (noun) a place where fuel (petrol / gas or other material that can be burnt to produce heat or power) is kept

function /'fʌŋkʃn/ (noun) the purpose or job of a person or thing

fungus /'fʌŋɡəs/ (noun) a plant such as a mushroom, that has no leaves, flowers or green colouring, and usually grows on other plants or on decaying matter

further to /'fɜːð(r) ,tu; AmE 'fɜːrð-/ (idiom) used in letters, emails, etc. to refer to a previous letter, email, conversation, etc.

gadget /'ɡædʒɪt/ (noun) a small tool or device that does sth useful

get in touch /,get ɪn'tʌtʃ/ (verb) to communicate with sb, especially by writing to them or telephoning them

get on with /,get'ɒn wɪð; AmE 'ɑːn/ (verb) to have a friendly relationship with sb

get sth sorted /,get 'sɔːtɪd; AmE 'sɔːrt-/ (verb) (infml) to deal with a problem successfully or organize sth properly

gimmick /'ɡɪmɪk/ (noun) an unusual trick or device that is intended to attract attention or to persuade people to buy sth

give notice /,ɡɪv 'nəʊtɪs; AmE 'noʊ-/ (verb) to give an official warning in advance of sth that is going to happen, for example when you are going to leave your job

give thought to /,ɡɪv 'θɔːt tu/ (verb) to think seriously and carefully about sth; to consider sth

go about /,ɡəʊ ə'baʊt/ (verb) to start working on sth; to tackle sth

goal-oriented /'ɡəʊl ,ɔːrɪəntɪd; AmE 'ɡoʊl-/ (adjective) working hard to achieve the task that has been set

going nowhere /ɡəʊɪŋ 'nəʊweə(r); AmE ɡoʊɪŋ 'noʊweɪr/ (idiom) making no progress

grant /ɡrɑːnt; AmE ɡrænt/ (noun) a sum of money that is given by the government or by another organization to be used for a particular purpose

greet /ɡriːt/ (verb) to say hello to sb or welcome them

grilled /ɡrɪld/ (adjective) cooked under direct heat or over heat on metal bars (BrE)

groom /ɡruːm/ (noun) a man on his wedding day

hand in (your) notice /,hænd ɪn 'nəʊtɪs; AmE 'noʊ-/ (idiom) to write a formal letter or make a formal statement saying that you will leave your job at the end of a particular period of time

handle /'hændl/ (verb) to deal with a situation, a problem, an area of work, etc.

hang on /,hæŋ 'ɒn; AmE 'ɑːn/ (idiom) (infml) used to ask sb to wait or to stop talking for a moment

hang up /,hæŋ 'ʌp/ (verb) to end a telephone conversation by putting the telephone receiver down or switching the telephone off

have enough of /,hæv ɪ'nʌf əv/ (idiom) used when sth is annoying you and you no longer want to do, have or see it

have the day off /hæv ðə deɪ 'ɒf; AmE 'ɑːf/ (idiom) to not have to work on a particular day

highlight /'haɪlaɪt/ (noun) the best, most interesting or most exciting part of sth

hospitality /,hɒspɪ'tæləti; AmE ,hɑːs-/ (noun) food, drink or services that are provided by an organization for guests, customers, etc

hot-air balloon /hɒt 'eə(r) bə,lʊːn; AmE ha:t 'er/ (noun) a large balloon that is filled with hot air or gas to make it rise in the air, usually carrying a basket for passengers

humble /'hʌmbəl/ (adjective) not as important as other people

hurry up /,hʌrɪ 'ʌp; AmE 'hɜːrɪ/ (idiom) used to tell sb to do sth more quickly because there is not much time

imagine /ɪ'mædʒɪn/ (verb) to form a picture in your mind of what sth might be like

in favour (BrE) / **favor** (AmE) /ɪn'feɪvə(r)/ (idiom) supporting or agreeing with sth / sb

in the long run /ɪn ðə 'lɒŋ rʌn; AmE 'lɔːŋ/ (idiom) concerning a longer period in the future

inconsistent /,ɪnkən'sɪstənt/ (adjective) tending to change opinions or ways of behaving too often

inconvenient /,ɪnkən'viːniənt/ (adjective) causing difficulties or problems

inform /ɪn'fɔːm; AmE ɪn'fɔːrm/ (verb) to tell sb about sth in an official way

informal /ɪn'fɔːml; AmE ɪn'fɔːrml/ (adjective) in a relaxed and friendly style, suitable for friends or people you know well, rather than following strict rules about what is correct

initiative /ɪnɪ'ʃɪtɪv/ (noun) if you take the **initiative**, you act first without waiting for other people to act or to tell you what to do

innovation /ɪnə'veɪʃn/ (noun) a new idea or way of doing sth that is introduced or discovered

insert /ɪn'sɜːt; AmE ɪn'sɜːrt/ (verb) to put sth into sth else, especially into a small space

insist on (doing) /ɪn'sɪst ɒn; AmE ɑːn/ (verb) to continue doing sth even though other people think it is annoying or wrong

inspection /ɪn'spekʃn/ (noun) an official visit to a company, factory, etc. in order to check that rules are being obeyed and that standards are acceptable

install /ɪn'stɔːl/ (verb) to fix equipment into position so that it can be used

intercom /'ɪntəkɒm; AmE 'ɪntərka:m/ (noun) a system of communication by telephone or radio inside an office or other building

investment /ɪn'vestmənt/ (noun) sth that you buy or spend money on because it will be useful or will make you more money

invoice /'ɪnvɔɪs/ (noun) a list of goods that have been supplied, work that has been done etc., showing what the customer must pay

irritation /,ɪrɪ'teɪʃn/ (noun) a feeling of being annoyed or slightly angry

issue /'ɪʃuː/ (noun) an important topic that people are discussing or arguing about

item /'aɪtəm/ (noun) one thing on a list of things to do, talk about, etc.

jot (sth) down /,dʒɒt 'daʊn; AmE ,dʒaɪt/ (verb) to write sth quickly

key /kiː/ (adjective) most important

launch /lɔːntʃ/ (noun) an occasion when a product is made available to the public for the first time

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

legal action /,liːgəl 'ækʃn/ (noun) the act of using the legal system to settle a disagreement

legislation /,ledʒɪs'leɪʃn/ (noun) a law or set of laws passed by parliament

lend /lend/ (verb) to give sth to sb or allow them to use sth that belongs to you, which they have to return to you later

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

liaise /li'eɪz/ (verb) to work with sb and exchange information with them

link /lɪŋk/ (verb) to make a connection between two facts, ideas, etc.

load of rubbish /,ləʊd əv 'rʌbɪʃ/ (idiom) (informal) comments, ideas, etc. that you think are stupid or wrong (British English)

lock /lɒk; AmE lɔːk/ (verb) to fasten a door or window with a key

logistics /lɒ'dʒɪstɪks/ (noun) the practical organization of complicated things that involve a lot of people and equipment

logo /'ləʊgəʊ; AmE 'loʊgəʊ/ (noun) a printed design or symbol that a company or an organization uses as its special sign

lose (your) temper /,luːz 'tempə(r)/ (idiom) to fail to control your anger

mailing list /'meɪlɪŋ list/ (noun) a list of the names and addresses of people, for example customers, who are regularly sent information by a company

manage /'mænɪdʒ/ (verb) to be able to solve your problems, deal with a difficult situation, etc.

manipulate /mæ'nɪpjuleɪt/ (verb) to control or influence sth, often in a dishonest way

manufacturer /,mænjʊ'fæktʃərə(r)/ (noun) a person or company that produces goods in large quantities

margin /'mɑːdʒɪn; AmE 'mɑːrɪʒən/ (noun) the empty space at the side of a written or printed page

maritime /'mærɪtam/ (adjective) connected with the sea or ships

material /mə'tɪəriəl/ (noun) things that are needed for a particular activity

meant to do /ment tə du/ (idiom) if you are **meant to do** sth, rules or instructions say that you should do it, or sb intends you to do it

media /'miːdiə/ (noun) the ways that large numbers of people receive information and entertainment, for example television, radio, newspapers, and the Internet

mention /'menʃn/ (verb) to write or speak about sth / sb, especially without giving much information

merchant /'mɜːtʃənt; AmE 'mɜːrtʃ-/ (noun) a person who buys and sells goods in large quantities, especially one who imports and exports goods

message board /'mesɪdʒ ,bɔːd; AmE bɔːrd/ (noun) a place on a website where a user can write or read messages

meter /'miːtə(r)/ (noun) a device that measures and records something such as the time and distance you have travelled

minutes /'mɪnɪts/ (noun) a record of what is said and decided at a meeting

misinterpret /,mɪsmɪ'tɜːprɪt; AmE -tɜːrp-/ (verb) to understand sth / sb wrongly

modding /'mɒdɪŋ; AmE 'mɑːd-/ (noun) the activity of making changes to a computer's appearance or adding devices to it so it can perform particular tasks

modify /'mɒdɪfaɪ; AmE 'mɑːd-/ (verb) to change sth slightly, especially in order to make it more suitable for a particular purpose

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

mood /muːd/ (noun) the way sb is feeling at a particular time

mortgage /'mɔːgɪdʒ; AmE 'mɔːrg-/ (noun) a legal agreement by which a bank or similar organization lends you money to buy a house, etc., and you pay the money back over a particular number of years

negotiation /nɪ,gəʊ'ʃi'eɪʃn; AmE 'gəʊ-/ (noun) a formal discussion between people who are trying to reach an agreement

non-stop /,nɒn'stɒp; AmE ,nɑːn'stɑːp/ (adverb) without stopping or pausing

notify /'nəʊtɪfaɪ; AmE 'nəʊ-/ (verb) to formally or officially tell sb about sth

objection /əb'dʒɛkʃn/ (noun) a reason why you do not like or are opposed to sth

off work /ɒf 'wɜːk; AmE ɔːf; ɔːf 'wɜːrk/ (idiom) not at work, especially because of illness

on the road /ɒn ðə 'rəʊd; AmE ɑ:n ðə 'roʊd/ (idiom) travelling, especially for long distances or periods of time

optimistic /,ɒptɪ'mɪstɪk; AmE ˌɑ:p-/ (adjective) expecting good things to happen or sth to be successful

option /'ɒpʃn; AmE ˌɑ:p-/ (noun) one of several things that you can choose to do or have

otherwise /'ʌðəwaɪz; AmE ˌʌðərwaɪz/ (adverb) used to state what the result would be if sth did not happen or if the situation were different

outgoing /ˌaʊt 'gəʊɪŋ; AmE -'ɡoʊ-/ (adjective) liking to meet other people, enjoying their company and being friendly towards them

outline /'aʊtlaɪn/ (verb) to give a description of the main facts or points involved in sth

outsource /'aʊtsɔ:s; AmE -sɔ:rs/ (verb) to arrange for sb outside a company to do work or provide goods for that company

packaging /'pækɪdʒɪŋ/ (noun) materials used to wrap or protect goods that are sold in shops / stores

papering /'peɪpərɪŋ/ (noun) the action of giving out pieces of paper to people to give them information about a company, a product, etc.

passenger /'pæsɪndʒə(r)/ (noun) a person who is travelling in a plane, car, train, etc. and who is not driving it or working on it

pension /'penʃn/ (noun) an amount of money paid regularly by a company to sb after they stop work because they are too old

performance /pə'fɔ:məns; AmE pər'fɔ:rm-/ (noun) how well or badly you do sth

phase /feɪz/ (noun) a stage in a process of change or development

pick (sb) up /,pɪk 'ʌp/ (verb) to go somewhere, usually in your car, and collect sb who is waiting for you

pick (sth) up /,pɪk 'ʌp/ (verb) to collect sth from a place

pigeon /'pɪdʒɪn/ (noun) a fat grey and white bird with short legs, common in cities

pile /paɪl/ (noun) a number of things that have been placed on top of each other

pitch /pɪtʃ/ (noun) talk or arguments used by a person trying to sell things or persuade people to do sth

plant /plɑ:nt; AmE plænt/ (noun) a factory

plumber /'plʌmə(r)/ (noun) a person whose job is to fit and repair things such as water pipes, toilets, etc.

pocket /'pɒkɪt; AmE 'pɑ:k-/ (verb) to put sth into your pocket

point of view /,pɔɪnt əv 'vju:/ (noun) the particular attitude or opinion that sb has about sth

poison /'pɔɪzn/ (noun) a substance that causes death or harm if it is swallowed or absorbed into the body

poo /pu:/ (noun) (infml) solid waste that is passed out of the body (BrE)

pop up /,pɒp 'ʌp; AmE ˌpɑ:p/ (verb) to suddenly appear

post /peʊst; AmE poʊst/ (noun) a job

PR /,pi: 'ɑ:(r)/ (noun) the business of giving the public information about an organization in order to create a good impression

practical /'præktɪkəl/ (adjective) connected with real situations rather than with ideas or theories

praise /preɪz/ (noun) words that show approval of, or admiration for, sb / sth

precise /preɪ'saɪs/ (adjective) exact and accurate

predict /prɪ'dɪkt/ (verb) to say that sth will happen in the future

premises /'premɪsɪz/ (noun) the building and the land around it that a business uses

prize /praɪz/ (noun) an award that is given to a person who wins a competition, race, etc.

procedure /prə'si:dʒə(r)/ (noun) a way of doing sth, especially the usual or correct way

process /'prəʊses; AmE 'pra:ses; 'prou-/ (verb) to deal officially with a document, request, etc.

productivity /,prɒdʌk'tɪvəti; AmE 'prɑ:d-; 'prɒd-/ (noun) 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

profile /'prəʊfaɪl; AmE 'prɒu-/ (noun) a description of sb / sth that gives useful information

profit margin /'prɒfɪt mə:dʒɪn; AmE 'prɑ:fit mə:dʒən/ (noun) the difference between the cost of buying or producing sth and the price that it is sold for

prohibition /,prəʊ'bɪʃn; AmE ˌprəʊə'b-/ (noun) a law or a rule that stops sth being done or used

project /'prɒdʒekt; AmE 'prɑ:dʒ-/ (noun) a planned piece of work that is designed to produce sth new, to improve sth, or to find information about sth

promptly /'prɒmptli; AmE 'prɑ:m-/ (adverb) without delay or exactly at the correct time

proofread /'pru:fri:d/ (verb) to read and correct a piece of written or printed work

proof /pru:f/ (noun) a copy of printed material which is produced so that mistakes can be corrected

proposal /prə'pəʊzəl; AmE -'pouzl/ (noun) a formal suggestion or plan

prototype /'prəʊtətaɪp; AmE 'prɒu-/ (noun) the first design of sth from which other forms are copied or developed

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

provisional /prə'vɪʒənəl/ (adjective) arranged, but not yet definite

public sector /,pʌblɪk 'sektə(r)/ (noun) the part of the economy of a country that is owned or controlled by the government

purpose /'pɜːpəs; AmE 'pɜːrps/ (noun) the intention, aim, or function of sth

put (sth) back /,pʊt 'bæk/ (verb) to move sth to a later time or date

put (sb) through /,pʊt 'θruː/ (verb) to connect sb by telephone

quantify /'kwɒntɪfaɪ; AmE 'kwɑːnt-/ (verb) to describe or express sth as an amount or a number

quarter /'kwɔːtə(r); AmE 'kwɔːrt-/ (noun) a period of three months, used especially as a period for which a company's income is calculated

quintuple /kwɪntjʊpl; AmE kwɪn'tuːpl; -'tjuːpl/ (verb) to become five times bigger

quote /kwəʊt; AmE kwəʊt/ (noun) a statement of how much money a particular piece of work will cost

rage /reɪdʒ/ (noun) a feeling of violent anger that is difficult to control

rationalize /'ræʃnəlaɪz/ (verb) to make changes to a business, system, etc. in order to make it more efficient, especially by spending less money (BrE)

record /'rekɔːd; AmE 'rekərd/ (noun) a written account of sth that is kept so that it can be looked at and used in the future

redundant /rɪ'dʌndənt/ (adjective) without a job because there is no more work available for you in a company

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

regularly /'regjələli; AmE -ləri/ (adverb) often

relocation /,rɪ:ləʊ'keɪʃn; AmE ,rɪ:ləʊ-/ (noun) an occasion when sb has to move to a new place to work

remote control /rɪ,məʊt kən'trəʊl; AmE rɪ,məʊt kən'trəʊl/ (noun) a device that allows you to operate a television, etc. from a distance

removal company /rɪ'muːvəl ,kʌmpəni/ (noun) a business that helps people or companies to move, by taking furniture from one house or office to another (BrE)

Renaissance /rɪ'neɪsɪns; AmE 'renɑːsɑːns/ (noun) the period in Europe during the 14th, 15th and 16th centuries when people became interested in the ideas and culture of ancient Greece and Rome and used these influences in their own art, literature, etc.

reputation /,repju'teɪʃn/ (noun) the opinion that people have about what sb / sth is like, based on what has happened in the past

resign /rɪ'zaɪn/ (verb) to officially say that you are leaving your job or an organization

rethink /rɪ:'θɪŋk/ (verb) to think again about an idea, a course of action, etc., especially in order to change it

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

return sb's call /rɪ,tʊn 'kɔːl; AmE rɪ,tʊrɪn/ (idiom) to telephone sb because they have telephoned you and you were not able to speak to them

revenue /'revənjuː; AmE -nuː/ (noun) the money that an organization receives from its business

review /rɪ'vjuː/ (noun) a report published in a newspaper or magazine, on the Internet, etc., in which sb gives their opinion of sth such as a restaurant, book, or film / movie

ringtone /'rɪŋtəʊn; AmE -təʊn/ (noun) the sound or short tune played by a telephone, especially a mobile phone / cellphone, when sb is calling you

risk /rɪsk/ (verb) to put sth valuable or important in a dangerous situation, in which it could be lost or damaged

roadworks /'rəʊdwɜːks; AmE 'rəʊdwɜːrks/ (noun) an area where repairs are being done to the road

roast /rəʊst; AmE rəʊst/ (adjective) (of food, especially meat), cooked without liquid in an oven

roughly /'rʌfli/ (adverb) approximately but not exactly

rrp /,ɑːr ɑː 'piː; AmE ɑːr ɑːr 'piː/ (noun) recommended retail price: the price at which the maker of a product suggests it should be sold in shops / stores

rude /ruːd/ (adjective) showing a lack of respect for other people and their feelings

sacked /sækt/ (adjective) if sb is **sacked**, they are told to leave their job

safe /seɪf/ (noun) a strong metal box or cupboard with a complicated lock, used for storing valuable things in

salami /sə'lɑːmi/ (noun) a type of large spicy sausage served cold in thin slices

sales rep /'seɪlz rep/ (noun) an employee of a company who travels around a particular area selling the company's goods to shops / stores, etc.

sample /'sɑːmpl; AmE 'sæmpl/ (noun) a small amount or example of a product that can be looked at, or tried, to see what it is like

savory (BrE), **savory** (AmE) /'seɪvəri/ (adjective) having a taste that is salty, not sweet

scam /skæm/ (noun) a dishonest plan for making money

schedule /'ʃedjuːl; AmE 'skedʒuːl/ (noun) a plan that lists all the work that you have to do and when you must do each thing

scrap /skræp/ (verb) to cancel or get rid of sth that is not practical or useful

script /skrɪpt/ (noun) a written text of sth spoken, for example a play, film / movie, broadcast, talk, etc.

sector /'sektə(r)/ (noun) a part of an area of activity, especially economic activity

seed /siːd/ (noun) the small hard part produced by a plant, from which a new plant can grow

sense of humour (BrE) / **humor** (AmE) /,sens əv'

hju:mə(r)/ (noun) the ability to find things funny or to make people laugh

server /'sɜ:və(r); AmE 'sɜ:rɪv-/ (noun) the main computer that controls or supplies information to several computers connected in a network

set-up /'setʌp/ (noun) a situation in which sb tricks you

shake /ʃeɪk/ (verb) to move with short quick movements from side to side or up and down

ship /ʃɪp/ (verb) to send or transport sth by ship, by plane, by road, or by rail

shortened /'ʃɔ:tənd; AmE 'ʃɔ:rt-/ (adjective) made shorter

show sb the ropes /,ʃəʊ ðə 'rəʊps; AmE ,ʃoʊ ðə 'roʊps/ (idiom) to show sb how a particular job should be done

shut (sth) down /,ʃʌt 'daʊn/ (verb) to stop a machine from working

sick note /'sɪk nəʊt; AmE nəʊt/ (noun) an official letter from a doctor saying that sb could not come to work because of a particular health problem

simultaneously /,sɪml'teɪniəsli; AmE ,saɪml-/ (adverb) at the same time as sth else

sink /sɪŋk/ (noun) a large open container in a kitchen that has taps / faucets to supply water and that you use for washing dishes in

slot /slɒt; AmE slɑ:t/ (noun) a long narrow opening, into which you put or fit sth

speciality /,speʃi'æləti/ (noun) a type of food or product that a restaurant or place is famous for because it is so good (BrE)

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

spice /spaɪs/ (noun) one of the various types of powder or seed that come from plants and are used in cooking

spicy /'speɪsi/ (adjective) having a strong taste because spices have been used to flavour it

sponsorship /'spɒnsərʃɪp; AmE 'spɑ:nsərʃɪp/ (noun) financial support from a company for something such as a television programme, concert, or event, usually in return for advertising

stability /stə'bɪləti/ (noun) the quality or state of being steady and not likely to suddenly change or fail

stagnate /stæg'nert; AmE 'stægnerɪt/ (verb) to stop developing or making progress

stall /stɔ:l/ (noun) a table or small shop with an open front that people sell things from, for example at a fair or market

stand /stænd/ (noun) a table or a vertical structure that goods are sold from, especially in the street, or at a fair, or market

standard /'stændəd; AmE -dard/ (noun) a level of quality that people think is acceptable; an official rule about what level of quality is acceptable

starter motor /'stɑ:tə ,məʊtə(r); AmE 'stɑ:rtər ,mou̯tər/ (noun) an electrical part in a vehicle that makes the engine start

state of the art /,steɪt əv ði 'ɑ:t; AmE 'ɑ:rt/ (idiom) using the most modern or advanced techniques or methods

stationery /'steɪʃənri; AmE -neri/ (noun) materials for writing and for using in an office, for example paper, pens, and envelopes

stative /'steɪtɪv/ (adjective) (fml) describing a state rather than an action

stative verb /,steɪtɪv 'vɜ:b; AmE 'vɜ:rb/ (noun) a verb, for example *be*, *seem*, *understand*, *like*, or *own*, that describes a state rather than an action and is not usually used in the progressive tenses

statutory /'stætʃətəri; AmE -tɔ:ri/ (adjective) fixed by law

steamed /sti:md/ (adjective) cooked using steam, by being placed over boiling water

stock /stɒk; AmE stɑ:k/ (noun) a supply of goods that is available for sale

straightforward /,streɪt'fɔ:wəd; AmE -'fɔ:rwəd/ (adjective) easy to do or to understand; not complicated

strategy /'strætədʒi/ (noun) a plan that is intended to achieve a particular purpose

summarize /'sʌməraɪz/ (verb) to give a summary of sth (a statement of the main points)

supplier /sə'plɑ:ə(r)/ (noun) a person or company that supplies goods

suspension /sə'spenʃn/ (noun) the system in a vehicle which supports it on its wheels and which makes it more comfortable to ride in when the road surface is not even

swear /swɛə(r); AmE swer/ (verb) to use rude or offensive language, usually because you are angry

take sb's word for it /,teɪk 'wɜ:d fɔr ɪt; AmE 'wɜ:rd/ (idiom) to believe what sb says, although you have no proof

talk shop /,tɔ:k 'ʃɒp; AmE 'ʃɑ:p/ (verb) to talk about your work with the people you work with, especially when you are also with other people who are not connected with, or interested in, it

tangible /'tændʒəbl/ (adjective) that can be clearly seen to exist

tank /tæŋk/ (noun) a large container for holding liquid or gas

target /'tɑ:ɡɪt; AmE 'tɑ:rgɪt/ (noun) a result that a business or organization tries to achieve

target /'tɑ:ɡɪt; AmE 'tɑ:rgɪt/ (verb) to try to have an effect on a particular group of people

target focussed /'tɑ:ɡɪt ,fəʊkəst; AmE 'tɑ:rgɪt ,foʊkəst/ (adjective) concerned mainly with the results that a person or organization is trying to achieve

tax year /'tæks jɪə(r); AmE jɪr/ (noun) a period of twelve months over which the accounts and taxes of a company or a person are calculated (BrE)

team-building /'ti:m bɪldɪŋ/ (noun) the process of getting people to work together as a team

text message /'tekst məsɪdʒ/ (noun) a written message that you send using a mobile / cellular phone

textile plant /'tekstail plɑ:nt; AmE plənt/ (noun) a factory that produces textiles (any type of cloth made by weaving or knitting)

texture /'tekstʃə(r)/ (noun) the way food or drink tastes or feels in your mouth, for example whether it is rough, smooth, light, heavy, etc.

thumb /θʌm/ (noun) the short thick finger at the side of the hand, slightly apart from the other four

timer /'taɪmə(r)/ (noun) a device that starts or stops a machine working at a particular time

tip /tɪp/ (noun) a small piece of advice about how to do sth

tool /tu:l/ (noun) a thing that helps you to do a job, make sth, or achieve sth

trade delegation /'treɪd ,delɪ'geɪʃn/ (noun) a group of manufacturers or suppliers who visit another country in order to increase business with that country

trade fair /'treɪd feə(r); AmE fər/ (noun) an event at which many different companies producing related products show and sell their products

trainee /,treɪ'ni:z/ (noun) a person who is being taught how to do a particular job

trend /trend/ (noun) a general direction in which a situation is changing or developing

trendy /'trendi/ (adjective) (informal) very fashionable

trick /trɪk/ (verb) to make sb believe sth which is not true, especially in order to cheat them

turn (sth) up /,tɜ:n 'ʌp; AmE ,tɜ:rɪn/ (verb) to increase the sound, heat, etc. of a piece of equipment

unbearable /ʌn'beərəbl; AmE -'ber-/ (adjective) too painful, annoying or unpleasant to deal with or accept

under pressure /,ʌndə 'preʃə(r); AmE ,ʌnder/ (adjective) feeling anxious or finding it hard to deal with what has to be done, for example because there is too much work

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

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

update /ʌp'deɪt/ (verb) to give sb the most recent information about sth

upset /ʌp'set/ (verb) to make sb feel unhappy, anxious or annoyed

usury /'ju:ʒəri/ (noun) the practice of lending money to people at unfairly high rates of interest

vague /veɪg/ (adjective) not having or giving enough information or details about sth

valuables /'væljuəblz/ (noun) things that are worth a lot of money, especially small personal things such as jewellery, a camera, etc.

venison /'venɪsn/ (noun) meat from a deer

venture /'ventʃə(r)/ (noun) a business project or activity, especially one that involves taking risks

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

visuals /'vɪʒuəlz/ (noun) pictures, pieces of film, etc. used to make a talk easier to understand or more interesting

vital /'vaɪtl/ (adjective) necessary or essential in order for sth to exist

wake-up call /'weɪkʌp kɔ:l/ (noun) a telephone call which is intended to wake you up

waste /weɪst/ (noun) a situation in which things are lost or destroyed because of being used in an unnecessary or careless way

website hit /'websaɪt hɪt/ (noun) a visit to a website (a page on the Internet belonging to a person or company)

well equipped /,wel r'kwɪpt/ (adjective) provided with all the things that are needed for a particular purpose or activity

whiteboard /'waɪtbɔ:d; AmE -bɔ:rd/ (noun) a large board with a smooth white surface that can be written on with special pens

wholesale /'həʊlseɪl; AmE 'həʊl-/ (adverb) bought and sold in large quantities, especially in order to be sold again to make a profit

winery /'wɪnəri/ (noun) a place where wine is made

wireless /'waɪələs; AmE 'waɪərləs/ (adjective) not using wires or cables

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

zucchini /zu'ki:ni/ (noun) a courgette (BrE); a long vegetable with dark green skin and white flesh (AmE)