

# Glossary | A–Z

- ability** /ə'biləti/ (n) someone's level of skill or intelligence
- about** /ə'baʊt/ (adv) approximately
- abroad** /ə'brɔ:d/ (adv) in or to a foreign country
- absenteeism** /,æbsən'ti:zəm/ (n) staying away from work, especially often and without good reasons
- absolutely** /,æbsə'lʊ:tli/ (adv) used to emphasize a negative or positive word that follows
- abstract** /'æbstrækt/ (adj) based on thoughts and ideas rather than on physical reality
- accept** /ək'sept/ (v) to agree to or approve of sth
- accepting** /ək'septɪŋ/ (adj) willing to agree to, approve of, or believe sth
- access** /'ækses/ (n) the opportunity or right to use sth or to see sb / sth
- accompany** /ə'kʌmpəni/ (v) to travel or go somewhere with sb
- according to** /ə'kɔ:diŋ tə/ (prep) as stated or reported by sb / sth
- accounts** /ə'kaʊnts/ (n pl) the part of a company that keeps written records of money that is owed to the business and money that has been paid by it
- accumulation** /ə,kju:mjə'leɪʃn/ (n) the process or action of gradually getting more and more of sth over a period of time
- accurate forecast** /,ækjərət 'fɔ:kəst; AmE -'fɔ:rkæst/ (n) a correct statement about what will happen in the future, based on information that is available now
- achieve lower overheads** /ə,tʃi:v ləʊər 'əʊvəhedz/ (phrase) to succeed in reducing the regular costs that you have when you are running a business or an organization
- achievement** /ə'tʃi:vmənt/ (n) the act or process of doing sth successfully, especially using your own effort and skill
- acknowledged** /ək'nɒlɪdʒd; AmE -'nɑ:l-/ (adj) accepted publicly as having a particular status or authority, or as having achieved sth
- acquaintance** /ə'kweməns/ (n) a person that you know, but who is not a close friend
- acquire** /ə'kwəɪə(r)/ (v) to gain or obtain sth
- act responsibly** /,ækt rɪ'spɒnsəbli; AmE -'spɑ:ns-/ (phrase) to behave in a way that shows you want to do the right thing and avoid harming people or things by your actions
- actual** /'æktʃʊəl/ (adj) real or existing in fact
- adapt** /ə'dæpt/ (v) to change your behaviour in order to deal more successfully with a new situation
- address issues** /ə,dres 'ɪʃu:z/ (phrase) to think about or discuss problems and decide how you are going to deal with them
- adjust to** /ə'dʒʌst tə/ (phr v) to get used to a new situation by changing the way you behave and/or think
- admit** /əd'mɪt/ (v) to agree, often unwillingly, that sth is true
- affect** /ə'fekt/ (v) to produce a change in sb / sth
- affiliated** /ə'fɪliətɪd/ (adj) closely connected to or controlled by a group or an organization
- afford** /ə'fɔ:d; AmE -'fɔ:rd/ (v) if you say that you can't afford to do sth, you mean that you should not do it because it will cause problems for you if you do
- affordable** /ə'fɔ:dəbl; AmE -'fɔ:rd-/ (adj) possible for someone to buy; not too expensive
- against** /ə'geɪnst/ (prep) opposing or disagreeing with sb / sth
- agitated** /'ædʒɪteɪtɪd/ (adj) showing in your behaviour that you are anxious and nervous
- agree objectives** /ə,gri: əb'jektɪvz/ (phrase) to decide with other people what things you or they should try to achieve
- ahead of schedule** /ə,hed əv 'ʃedju:l; AmE 'skedʒu:l/ (phrase) finished or done before the planned time
- alignment** /ə'laimmənt/ (n) the correct relationship of things with each other
- allocate resources** /,æləkeɪt rɪ'zɔ:sɪs; AmE 'rɪ:sɔ:rsɪs/ (phrase) to officially decide how money, equipment, staff etc. should be used
- ambivalent** /æm'bɪvələnt/ (adj) having or showing both good and bad feelings about sb / sth
- analyse** /'ænləɪz/ (v) to examine the nature or structure of sth, especially by separating it into its parts, in order to understand or explain it
- annual bonus** /,ænjʊəl 'bʌʊnəs; AmE -'boʊn-/ (n) extra money that is added to sb's wages once a year, as a reward
- antagonistic** /æntəgə'nɪstɪk/ (adj) showing or feeling opposition in an aggressive way
- anxious** /'æŋʃəs/ (adj) feeling worried or nervous
- apathy** /'æpəθi/ (n) the feeling of not being interested in or enthusiastic about anything
- apparent** /ə'pærənt/ (adj) that seems to be real or true, but may not be
- appeal** /ə'pi:l/ (v) to attract or interest sb
- appoint** /ə'pɔɪnt/ (v) to choose sb for a job or position of responsibility
- appraisal** /ə'preɪzəl/ (n) a meeting in which an employee discusses with their manager how well they have been doing their job
- appreciate** /ə'pri:ʃeɪt/ (v) to be grateful for sth; to welcome sth
- appreciation** /ə'pri:ʃeɪʃn/ (n) the feeling of being grateful for sth or of noticing sb's good qualities, good work, etc.
- apprehensive** /,æprɪ'hensɪv/ (adj) worried or frightened that sth unpleasant may happen
- approach** /ə'prəʊtʃ; AmE -'prəʊtʃ/ (n) a way of dealing with sb / sth; a way of doing or thinking about sth such as a problem or a task
- appropriate** /ə'prəʊprɪət; AmE -'prəʊ-/ (adj) suitable, acceptable, or correct for the particular circumstances
- approval** /ə'pru:vəl/ (n) agreement to or permission for sth, especially a plan or request
- approximately** /ə'prɒksɪmətli/ (adv) used to show that sth is almost, but not completely, accurate or correct
- argue** /'ɑ:gju:; AmE ɑ:rg-/ (v) to give reasons why you think that sth is right / wrong, true / not true, etc., especially to persuade people that you are right
- arrogant** /'ærəgənt/ (adj) behaving in a proud, unpleasant way
- assertiveness** /ə'se:ɪtvnəs; AmE -'sɛ:rt-/ (n) the quality of expressing opinions or desires strongly and with confidence, so that people take notice
- assessment criteria** /ə'sesmənt krai,təriə/ (n pl) the standards by which sb / sth is judged
- associated** /ə'səʊsiətɪd; AmE -'səʊ-/ (adj) if one thing is associated with another, the two things are connected because they happen together or one thing causes the other
- assure** /ə'ʃʊə(r)/ (v) to tell sb that sth is definitely true or is definitely going to happen, especially when they have doubts about it
- attendance reward** /ə'tendəns ri:wɔ:d; AmE -wɔ:rd/ (n) something such as extra money that is given to sb because they have come to work regularly and not missed any days

# Glossary | A–Z

- attentive** /ə'tentrv/ (adj) helpful and making sure that people have what they need
- attitude** /'ætɪtʃu:d; AmE -tʃu:d/ (n) the way that you behave towards sb / sth that shows how you think and feel
- autonomy** /ɔ:'tɒnəmi; AmE ɔ:tə:n-/ (n) the ability to act and make decisions without being controlled by anyone else
- aware** /ə'weə(r)/ (adj) knowing or realizing sth
- bagel** /'beɪgəl/ (n) a hard bread roll shaped like a ring
- banquet** /'bæŋkwɪt/ (n) a formal meal for a large number of people, usually for a special occasion, at which speeches are often made
- bargain** /'bɑ:gɪn; AmE 'bɑ:r-/ (v) to discuss prices, conditions, etc. with sb in order to reach an agreement that is acceptable
- base (sth) on** /'beɪs ɒn; AmE -ɑ:n/ (phr v) to use a fact, a situation, etc. as the point from which sth can be developed
- battery** /'bætəri/ (n) a device that is placed inside a car engine, clock, mobile phone, etc. and that produces the electricity that makes it work
- behind schedule** /bɪ'haɪnd 'ʃedju:l; AmE 'skedʒu:l/ (phrase) finished or done later than the planned time
- better (yourself)** /'betə(r)/ (v) to improve your social position through education, a better job, etc.
- blame** /bleɪm/ (v) to think or say that sb / sth is responsible for sth bad
- blow up** /,bləʊ 'ʌp; AmE ,blu:-/ (phr v) to explode
- book keeping** /'bʊk ,ki:pɪŋ/ (n) the work of keeping a record of the financial accounts of the business
- booming** /'bʊ:mɪŋ/ (adj) rapidly growing or becoming more successful
- boost staff morale** /bu:st sta:f mə'rɑ:l; AmE -stæf mə'ræl/ (phrase) to increase the confidence and enthusiasm of staff
- borrow** /'bɒrəʊ; AmE 'bɑ:rəʊ/ (v) to take money from a person or bank and agree to pay it back to them at a later time
- bottom-up** /,bɒtəm 'ʌp; AmE ,bɑ:t-/ (adj) starting with or involving the people who have lower positions in an organization or their ideas
- bound** /baʊnd/ (adj) if sth is bound to happen, it is certain or very likely to happen
- bow to** /'baʊ tu/ (phr v) to agree to do sth because other people want you to
- branch out** /,brɑ:nʃ 'aʊt; AmE ,brænʃ/ (phr v) to start to do an activity that you have not done before, especially in your work or business
- break the ice** /,breɪk ðɪ 'aɪs/ (phrase) to say or do sth that helps people to feel relaxed and to start talking, especially at the beginning of a meeting, party, etc.
- bribery** /'braɪbəri/ (n) the dishonest act of giving sb money to persuade them to help you or to do sth bad
- bring (sth) about** /brɪŋ ə'baʊt/ (phr v) to make sth happen
- bring (sth) down** /,brɪŋ 'daʊn/ (phr v) to reduce sth
- bring (sth) in** /,brɪŋ 'ɪn/ (phr v) to introduce something such as a new law or policy
- broaden (your) horizons** /,brɔ:dən hə'raɪzənz/ (phrase) to extend the limit of your knowledge or interests
- budget constraints** /'bʌdʒɪt kɒnstreɪnts/ (n pl) factors that limit or restrict the amount of money that can be spent on sth
- build a relationship** /,bɪld ə rɪ'leɪʃnʃɪp/ (phrase) to create or develop a friendly way of working or dealing with someone
- bulb** /bʌlb/ (n) the glass part that fits into an electric lamp, etc. to give light when it is switched on
- bulk** /bʌlk/ (n) a large amount or quantity of sth
- bump into** /,bʌmp 'ɪntə/ (phr v) to meet sb by chance
- buoyant** /'bɔɪənt/ (adj) tending to increase or stay at a high level, usually showing financial success
- bureaucracy** /bjʊə'rɒkrəsi; AmE bjʊ'rɑ:k-/ (n) official rules and ways of doing things that seem complicated or make things happen more slowly
- business angel** /'bɪznəs ,eɪndʒəl/ (n) someone who invests their own money to help a new business
- business model** /'bɪznəs ,mɒdəl; AmE -,mɑ:dəl/ (n) a plan for the way a business will operate to make money
- business plan** /'bɪznəs ,plæn/ (n) a written document stating how a business will get the money it needs and how it will make money
- business process outsourcing** /,bɪznəs ,prəʊses 'aʊtsɔ:sɪŋ/ (n) the practice of giving the responsibility for running a particular system or service to people outside the company
- by-product** /'baɪprɒdʌkt; AmE -prɑ:d-/ (n) a substance that is produced during the process of making or destroying sth else
- cabinet** /'kæbɪnət/ (n) a piece of furniture with doors, drawers and / or shelves, that is used for storing or showing things
- canvas** /'kænvəs/ (n) a strong heavy rough material used for making tents, sails, etc.
- capture** /'kæptʃə(r)/ (v) to succeed in getting control of sth that other people are also trying to control
- career development** /kə'rɪə dɪ'veləpmənt; AmE kə'rɪr-/ (n) the process of gradually making progress in your career by learning more, taking more senior jobs, etc.
- carry (sth) out** /,kæri 'aʊt/ (phr v) to do and complete a task
- carry on** /,kæri 'ɒn; AmE -'ɑ:n/ (phr v) to continue
- cashflow** /'kæʃfləʊ; AmE -fləʊ/ (n) the movement of money into and out of a business as goods are bought and sold
- cashier** /kæ'ʃɪə(r)/ (n) a person whose job is to receive and pay out money in a bank, shop / store, hotel, etc.
- caste** /kɑ:st; AmE kæst/ (n) a social class into which someone is born and which they cannot leave
- catalyst** /'kætəlɪst/ (n) a person or thing that causes a change
- caterer** /'keɪtərə(r)/ (n) person or company whose job is to provide food and drinks at a business meeting or for a special occasion
- cautious** /kɔ:ʃəs/ (adj) careful about what you say or do, in order to avoid danger or risk
- cement** /sɪ'ment/ (n) a grey powder that sets hard when it is mixed with water, used in building to stick bricks together and to make very hard surfaces
- challenge** /'tʃælɪndʒ/ (n) a new or difficult task that tests sb's ability and skill
- change of direction** /,tʃeɪndʒ əv daɪ'rekʃn/ (phrase) a change in sb's aims or the way in which their life is developing;
- chaos** /'keɪs; AmE -ɑ:s/ (n) a state of complete confusion and lack of order
- charity** /'tʃærɪti/ (n) an organization whose aim is to help people in need, rather than to make a profit
- check progress** /tʃek 'prɒɡres; AmE 'prəʊ-/ (v) to find out if sth is improving or developing, or getting nearer to being achieved or completed
- cheer** /tʃɪə; AmE tʃɪr/ (n) a shout of joy, support, or praise, especially from a group of people
- childish** /'tʃɪldrɪʃ/ (adj) behaving in a stupid or silly way; immature
- claim** /kleɪm/ (v) to say that sth is true although it has not been proved and other people may not believe it

# Glossary | A–Z

- coincide** /ˌkəʊɪn'saɪd; AmE ˌkoʊ-/ (v) to take place at the same time as another event
- collaborate** /kə'læbəreɪt/ (v) to work together with sb in order to produce or achieve sth
- collapsible** /kə'læpsɪbl/ (adj) that can be folded flat or made into a smaller shape that uses less space
- collate** /kə'leɪt/ (v) to collect and arrange information from several different sources, or several documents or pieces of paper
- collectivist** /kə'lektɪvɪst/ (adj) belonging to a system in which things such as businesses and goods are owned by groups or by all the people, rather than by individuals
- column** /'kɒləm; AmE 'kɔ:l-/ (n) a part of a newspaper or magazine which appears regularly and deals with a particular subject or is written by a particular writer
- combat** /'kɒmbæt; AmE 'kɑ:m-/ (v) to stop sth unpleasant or harmful from happening or from getting worse
- come across** /kʌm ə'krɒs; AmE -'krɔ:s/ (phr v) to make a particular impression
- come over as** /kʌm 'əʊvər əz; AmE 'oʊvər-/ (phr v) to make a particular impression
- come up with** /kʌm 'ʌp wɪð/ (phr v) to find or produce an answer, a sum of money, etc.
- commence** /kə'mens/ (v) (formal) to begin
- commercially-viable proposition** /kəmeɪʃəli 'vaɪəbl prɒpə'zɪʃn; AmE -meɪrɪʃəli/ (phrase) a business idea that is good enough to be successful and make money
- commission** /kə'mɪʃn/ (n) an amount of money that is paid to sb for selling goods and which increases with the amount of goods that are sold
- committed** /kə'mɪtɪd/ (adj) believing strongly in sth and willing to give time and energy to it
- commodity** /kə'mɒdəti; AmE -'mɑ:d-/ (n) a product or a raw material that can be bought and sold
- common practice** /kɒmən 'præktɪs; AmE ˌkɑ:m-/ (n) the way sth is often or usually done in a particular organization, profession, or situation
- communication** /kə,mju:nɪ'keɪʃn/ (n) methods of sending information, such as telephones, radio, computers, etc., or the activity of giving or sending information
- commuter** /kə'mju:tə(r)/ (n) a person who travels into a city to work each day, usually from quite far away
- company car** /ˌkʌmpəni 'kɑ:(r)/ (n) a car which is provided by the company that you work for
- company policy** /ˌkʌmpəni 'pɒləsi; AmE -'pɑ:l-/ (n) a plan of action agreed or chosen by an organization
- compensation plan** /ˌkɒmpən'seɪʃn plæn; AmE ˌkɑ:m-/ (n) [AmE] everything that an employee receives from their employer including pay, benefits, and other rewards
- competitive edge** /kəm,petətɪv 'edʒ/ (phrase) something that gives you an advantage over competitors
- compile** /kəm'paɪl/ (v) to produce a book, list, report, etc. by bringing together different items
- completely** /kəm'pli:tli/ (adv) in every possible way; used for emphasizing the word or phrase that follows
- complex** /'kɒmpleks; AmE kəm'pleks/ (adj) difficult to understand because of being made of many different things or parts
- compliment** /'kɒmplɪmənt; AmE 'kɑ:m-/ (v) to tell sb that you like or admire sth they have done, their appearance, etc.
- comply with regulations** /kəm,plaɪ wɪð regju'leɪʃnz/ (phrase) to obey the official rules about how sth should be done
- compromise** /'kɒmprəmaɪz; AmE 'kɑ:mp-/ (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
- concern** /kən'sɛ:n; AmE -'sɛ:rn/ (n) a strong interest in sb / sth and a desire to help or protect them
- concerned** /kən'sɛ:nd; AmE -'sɛ:rnd/ (adj) worried and feeling concern about sth
- concoction** /kən'kɒkʃn; AmE -'kɑ:k-/ (n) a strange or unusual mixture of things, especially drinks or medicines
- concrete** /'kɒnkri:t; AmE 'kɑ:n-/ (adj) made of concrete (= a building material that is made by mixing together cement and water)
- conduct an appraisal** /kən,dʌkt ən ə'preɪzl/ (phrase) to hold a meeting with an employee in order to discuss how well they have been doing their job
- confectionery** /kən'fekʃənəri/ (n) sweets / candy, chocolate, etc.
- confident** /'kɒnfɪdənt; AmE 'kɑ:n-/ (adj) feeling certain that sth will happen in the way that you want or expect
- confidential** /kənfrɪ'denʃl; AmE ˌkɑ:n-/ (adj) meant to be kept secret and not told to or shared with other people
- confirm** /kən'fɛ:m; AmE -'fɛ:rm/ (v) to state that sth is definitely true or correct, or that an arrangement is definite or official
- confront** /kən'frʌnt/ (v) to make sb face or deal with an unpleasant or difficult situation
- confusing** /kən'fju:zɪŋ/ (adj) difficult to understand; not clear
- connect** /kə'nekt/ (v) to join a computer to the Internet or a computer network
- connection** /kə'nekʃn/ (n) the act of connecting or the state of being connected
- consider all the options** /kən,sɪdər ə:l ðɪ 'ɒpʃənz; AmE -'ɑ:pʃənz/ (phrase) to think about all the possible things you could do in a situation before choosing the best one
- considerably** /kən'sɪdərəbli/ (adv) much; a lot
- constraint** /kən'streɪnt/ (n) something that limits or restricts sth, or your freedom to act
- constructive feedback** /kən,striktɪv 'fɪdɒbæk/ (phrase) criticism and opinions about someone's work that are useful and helpful, rather than being negative or without purpose
- consultant** /kən'sʌltənt/ (n) a person who knows a lot about a particular subject and is employed to give advice about it to other people
- consultation** /ˌkɒnsəl'teɪʃn; AmE ˌkɑ:n-/ (n) a meeting or discussion with an expert, especially a doctor, to get advice or treatment
- contented** /kən'tentɪd/ (adj) showing or feeling happiness or satisfaction, especially because your life is good
- contract** /'kɒntrækt/ (n) an official written agreement
- contributor** /kən'trɪbjʊtə(r)/ (n) something that helps to cause sth
- controversial** /ˌkɒntrə'veɪʃl; AmE kɑ:ntrə'veɪʃl/ (adj) causing a lot of angry public discussion and disagreement
- conventional** /kən'venʃənəl/ (adj) tending to follow what is done or considered acceptable by society in general
- cope with** /'kəʊp wɪð; AmE 'koʊp-/ (phr v) to deal successfully with sth difficult
- core activity** /ˌkɔ:r æk'tɪvɪti/ (phrase) the main or most important things that an organization does
- corporate culture** /ˌkɔ:pərət 'kʌltʃə(r); AmE kɔ:rp-/ (n) the values and ways of thinking that are typical of a large business organization

# Glossary | A–Z

- corroded** /kə'ɾəʊdɪd; AmE 'rəʊ-/ (adj) damaged by the gradual action of chemicals
- corruption** /kə'ɾʌpʃn/ (n) dishonest or illegal behaviour, especially of people in authority
- cost-cutting measures** /'kɒstkʌtɪŋ ˌmeʒəz/ (phrase) things you do to try to reduce the amount of money spent by a business
- counselling** /'kaʊnsəlɪŋ/ (n) professional advice about a problem or subject
- count (sth) out** /ˌkaʊnt 'aʊt/ (phr v) to decide that sth is not possible or definitely will not happen
- count for** /'kaʊnt fɔ:(r)/ (phr v) to be important or have an effect
- counteract** /ˌkaʊntər'ækt/ (v) to do sth to reduce or prevent the bad or harmful effects of sth
- counterpart** /'kaʊntəpɑ:t; AmE -təpɑ:rt/ (n) someone that has the same position or function as sb / sth else in a different place or situation
- counter-productive** /ˌkaʊntəprə'dʌktɪv; AmE ˌkaʊntər-/ (adj) having the opposite effect to the one which was intended
- courteous** /'kɜ:tɪəs; AmE 'kɜ:rt-/ (adj) polite in a way that shows respect
- courtroom** /'kɔ:tru:m; AmE 'kɔ:rt-/ (n) a room in which trials or other legal cases are held
- cover for** /'kʌvə fə(r); AmE 'kʌvər/ (phr v) to do sb's work or duties while they are away
- crash** /kræʃ/ (v) to lose value or fall suddenly and quickly
- create an impression** /kriːɪt ən ɪm'preʃn/ (phrase) to give people a particular feeling, idea, or opinion the first time they see sth or meet sb
- create jobs** /kriːɪt 'dʒɒbz; AmE -'dʒɑ:bz/ (phrase) to make work for more people
- creative** /kriː'etɪv/ (adj) having the ability to think of new things and ideas
- creativity** /kriː'etɪvɪti/ (n) the quality of being able to produce new ideas or works of art using skill and imagination
- credibility** /kredɪ'bɪlɪti/ (n) the quality that sb / sth has that makes people believe or trust them
- critical** /'krɪtɪkəl/ (adj) extremely important because a future situation will be affected by it
- crowded** /'kraʊdɪd/ (adj) having a lot of people
- crucial** /'kru:ʃəl/ (adj) extremely important, because it will affect other things
- crunchy** /'krʌŋʃi/ (adj) firm and crisp and making a sound when you bite or crush it
- cultural affinity** /ˌkʌltʃərəl ə'fɪnəti/ (phrase) a feeling that you understand and like sb's culture
- customer base** /'kʌstəmə beɪs; AmE -mər-/ (n) all the people who buy or use a particular product or service
- cutting-edge technology** /kʌtɪŋ ˌedʒ tek'nɒlədʒi; AmE -'nɑ:l-/ (phrase) the newest or most advanced technological machinery, equipment, or knowledge
- day's leave** /ˌdeɪz 'li:v/ (phrase) a day when you are allowed to be away from work for a holiday / vacation or for a special reason
- dead-end job** /dedend 'dʒɒb; AmE -'dʒɑ:b/ (n) a job with low wages and no hope of promotion or improvement
- deal** /di:l/ (n) a business agreement to buy or do sth
- deal with** /'di:l wɪð/ (phr v) to solve a problem, perform a task, etc.
- deception** /dɪ'sepʃn/ (n) the act of deliberately making sb believe sth that is not true
- decide between** /dɪ'saɪd bɪtwi:n/ (v) to choose one of two things
- deducted** /dɪ'dʌktɪd/ (v past participle) something such as money that is taken away from a total amount
- deficit** /'defɪsɪt/ (n) the amount by which money spent or owed is greater than money earned in a particular period of time
- delegate** /'deləgeɪt/ (v) to give part of your work, power, or authority to sb in a lower position than you
- delicatessen** /ˌdelɪkə'tesən/ (n) a shop / store that sells cooked meats and cheeses, and special or unusual foods that come from other countries
- delicious** /dɪ'lɪʃəs/ (adj) having a very pleasant taste
- demo** /'deməʊ; AmE -moʊ/ (n) (informal) an act of showing or explaining how sth works or is done
- demonstrate** /'demənstreɪt/ (v) to show sth clearly by actions or by giving proof
- deployment** /dɪ'plɔɪmənt/ (n) the fact of being moved to a particular place in order to be used there or to work there
- detached** /dɪ'tætʃt/ (adj) not influenced by other people or by your own feelings
- determined** /dɪ'tɛ:mɪnd; AmE -'tɛ:rm-/ (adj) firm in your decisions, so you will not let anyone prevent you from doing what you want to do
- develop strategies** /dɪˌveləp 'strætədʒi:z/ (phrase) to think of plans that are intended to achieve a particular purpose
- development** /dɪ'veləpmənt/ (n) a new event or stage in sth, or a new and advanced product
- development** /dɪ'veləpmənt/ (n) the process of gradually improving by learning more, becoming more advanced, etc.
- development tool** /dɪ'veləpmənt tu:l/ (n) something that helps someone to improve their skills and knowledge, so they can do their job more effectively
- devise** /dɪ'vaɪz/ (v) to invent sth new or a new way of doing sth
- diagnosis** /daɪəg'nəʊsɪs; AmE -'noʊs-/ (n) the act of discovering or identifying the exact cause of an illness or a problem
- differentiate** /ˌdɪfə'renʃɪeɪt/ (v) to show that things or people are not the same
- disappointed** /ˌdɪsə'pɔɪntɪd/ (adj) unhappy because sth you hoped for has not happened or been as good, successful, etc. as you expected
- discontinued** /dɪskən'tɪnju:d/ (adj) no longer being made
- discount** /'dɪskaʊnt/ (n) an amount of money that is taken off the usual cost of sth
- discourteous** /dɪs'kɜ:tɪəs; AmE -'kɜ:rt-/ (adj) not polite in a way that does not show respect
- discreet** /dɪ'skri:t/ (adj) careful in what you say or do, in order to keep sth secret or to avoid causing embarrassment or difficulty for sb
- discrimination** /dɪskrɪmɪ'neɪʃn/ (n) the practice of treating sb or a particular group in society less fairly than others
- dissatisfied** /dɪs'sætɪsfaɪd/ (adj) not happy or satisfied with sb / sth
- distinguish** /dɪs'tɪŋɡwɪʃ/ (v) to recognize how one thing is different from another
- distraction** /dɪs'trækʃn/ (n) a thing that takes your attention away from what you are doing or thinking about
- domineering** /ˌdɒmɪ'nɪəriŋ; AmE ˌdɑ:mənɪr-/ (adj) trying to control other people without considering their opinions or feelings
- donate time** /dəʊˌneɪt 'taɪm; AmE doʊ-/ (phrase) to spend some of your free time helping other people or helping an organization such as a charity

# Glossary | A–Z

- doubt** /daʊt/ (n) a feeling of being uncertain about sth or not believing sth
- drawback** /ˈdrɔːbæk/ (n) disadvantage or problem that makes sth less attractive
- drop out** /ˌdrɒp ˈaʊt/; AmE ˌdrɔːp-/ (phr v) to leave sth or no longer take part in sth, especially before finishing it
- drop slightly** /ˌdrɒp ˌslaɪtli/; AmE ˈdrɔːp-/ (phrase) to become a little less or lower
- dung** /dʌŋ/ (n) solid waste from animals, especially from large ones
- dye** /daɪ/ (v) to change the colour of sth, especially by using a special liquid or substance
- earthquake** /ˈɜːθkweɪk/; AmE ˈɛrθ-/ (n) a sudden, violent shaking of the earth's surface
- economy** /ˈiːkənəmi/; AmE ˈ-kɑːn-/ (n) the relationship between production, trade, and the supply of money in a particular country or region
- editorial** /ˌedɪtəriəl/ (adj) connected with the task of preparing sth such as a newspaper or book to be published
- efficient** /ˈfiːʃənt/ (adj) doing sth well and thoroughly with no waste of time, money, or energy
- egalitarian** /iˌgæliˈteəriən/; AmE ˈ-ter-/ (adj) based on the belief that everyone is equal and should have the same rights and opportunities
- emerge** /ˈiːmɜːdʒ/; AmE ˈ-mɛrɜːdʒ/ (v) to gradually start to exist, appear, or become known
- emotion** /ˈiːməʊʃn/; AmE ˈ-moʊ-/ (n) a strong feeling such as love, fear, or anger
- empowerment** /ˌɪmˈpaʊəmənt/; AmE ˈ-paʊər-/ (n) the action of giving sb more control or power over their life or situation
- enable** /ˈiːneɪbl/ (v) to make it possible for sb to do sth
- encounter** /ˌɪnˈkaʊntə(r)/ (n) an occasion on which two or more people meet and have to deal with each other, especially when this is unexpected
- end up with** /ˌend ˈʌp wɪð/ (phr v) to find that you have sth or are in a particular situation at the end of a process
- enhanced** /ˌɪnˈhɑːnst/; AmE ˈ-hænst/ (adj) improved, better than before
- ensure** /ˌɪnˈʃʊə(r)/ (v) to make sure that sth happens or is definite
- enthusiastic** /ˌɪnˌθjuːzɪˈæstɪk/ (adj) feeling or showing a lot of excitement and interest about sb / sth
- entire** /ˌɪnˈtaɪə(r)/ (adj) whole; used for emphasizing that you mean all or every part of something
- establishment** /ˌɪsˈtæblɪʃmənt/ (n) the act of starting or creating sth that is meant to last for a long time
- ethics** /ˈeθɪks/ (n pl) moral principles that control or influence a person's behaviour
- ethos** /ˈiːθɒs/; AmE ˈ-θɑːs/ (n) moral ideas and attitudes that belong to a particular group or society
- evidence** /ˈeɪdəns/ (n) the facts, signs, or objects that make you believe that sth is true
- exceed customers' expectations** /ɪkˌsiːd ˌkʌstəməz ˌekspekˈteɪʃnz/ (phrase) to make sth better than customers hoped or expected
- excluded** /ɪkˈskludɪd/ (adj) prevented from taking part in sth
- excuse** /ɪkˈskjuːs/ (n) a reason, either true or invented, that you give to explain or defend your behaviour
- exhibition** /ˌeksɪˈbɪʃn/ (n) a collection of things of a similar kind that are shown to the public
- existing** /ɪgˈzɪstɪŋ/ (adj) happening, used, or in place at the present time
- existing customer** /ɪgˈzɪstɪŋ ˈkʌstəmə(r)/ (n) a person who is a customer at the present time
- exotic** /ɪgˈzɒtɪk/; AmE ˈ-zɑːt-/ (adj) exciting and unusual because it is connected with foreign countries, especially tropical countries
- ex-pat** /ˈeks pæt/ (n) a person living in a country that is not their own
- expendable** /ɪkˈspendəbl/ (adj) that can be got rid of when no longer useful or needed
- expenditure** /ɪkˈspendɪtʃə(r)/ (n) the act of spending or using money, or an amount of money spent
- expensive** /ɪkˈspensɪv/ (adj) costing a lot of money
- expertise** /ˌeksˈpɜːtɪz/; AmE ˌeksˈpɜːr-/ (n) expert knowledge or skill in a particular subject, activity, or job
- exploit** /ɪkˈsplɔɪt/ (v) to treat sb unfairly by making them work and not giving them much in return
- exponentially** /ˌeksˈpəʊnɪʃli/ (adv) increasing at a faster and faster rate
- export growth** /ˌɛkspɔːt ˌgrəʊθ/; AmE ˈɛkspɔːrt ˌgrəʊθ/ (n) an increase in the number of goods sold to other countries
- exposure** /ɪksˈpəʊʒə(r)/; AmE ˈ-pəʊʒ-/ (n) the fact of being discussed, mentioned, or noticed by people
- express views** /ɪkˌspres ˈvjuːz/ (phrase) to say what your opinions are
- expressive** /ɪkˈspresɪv/ (adj) showing or able to show your thoughts and feelings
- extravagance** /ɪkˈstrævəɡəns/ (n) the act or habit of spending more money than you can afford or than is necessary
- extremely** /ɪkˈstriːmli/ (adv) to a very high degree; used to emphasize the adjective or adverb that follows
- extrovert** /ˌɛkstrəvɜːt/; AmE ˈ-vɛrt/ (n) a lively and confident person who enjoys being with other people
- faint** /feɪnt/ (adj) that cannot be clearly heard or seen
- fairness** /ˈfeərnəs/; AmE ˈfer-/ (n) the quality of treating people equally or in a way that is reasonable
- familiar with** /ˈfæmɪliə wɪð/; AmE ˈ-liər-/ (phrase) knowing sth well
- fare** /feə(r)/ (n) the money that you pay to travel by bus, plane, taxi, etc.
- favour** /ˈfeɪvə(r)/ (n) [BrE] [AmE favor] a thing that you do to help sb
- favourable** /ˈfeɪvərəbl/ (adj) [BrE] [AmE favorable] making people have a good opinion of sb / sth
- feature** /ˈfi:tʃə(r)/ (n) a special article or programme about sb / sth in a newspaper, on television, etc.
- fee** /fiː/ (n) an amount of money that you pay to join an organization, or to do sth
- feel valued** /ˌfiːl ˈvæljuːd/ (phrase) to feel that you and what you do are considered important by other people
- fertilizer** /ˈfɜːtɪlaɪzə(r)/; AmE ˈfɛːrt-/ (n) a substance added to soil to make plants grow more successfully
- filter through** /ˌfɪltə ˈθruː/; AmE ˌfɪltər-/ (phr v) to reach or become known by more people
- filtering** /ˈfɪltərɪŋ/ (n) the process of removing sb / sth that you do not want from a large number of people or things using a special system, device, etc.
- financial backing** /ˈfaɪnænʃəl ˈbækɪŋ/ (phrase) help in the form of money that makes it possible for you to do sth
- find your feet** /ˌfaɪnd ˈfi:t/ (phrase) to become able to act independently and with confidence
- flag** /flæg/ (v) to put a special mark next to information that you think is important

# Glossary | A–Z

- fleet** /fli:t/ (n) a group of ships
- flexible** /'fleksɪbl/ (adj) willing and able to change to suit different conditions or situations
- focus on** /'fəʊkəs ɒn; AmE 'fəʊkəs ɑ:n/ (phr v) to give attention, effort, etc. to one particular subject, situation, or person rather than another
- focused** /'fəʊkəst; AmE 'fəʊ-/ (adj) with very clear aims and your attention clearly directed towards what you want to do
- forge** /fɔ:dʒ; AmE fɔ:rdʒ/ (v) to create or develop sth successful using a lot of effort
- formal** /'fɔ:məl; AmE 'fɔ:rm-/ (adj) very correct and suitable for official or important occasions
- foster loyalty** /,fɒstə 'lɔ:lti; AmE ,fɔ:stər-/ (phrase) to encourage people to feel faithful in their support of sth such as an organization
- fractionally** /'frækʃənəli/ (adv) to a very small degree
- free up human resources** /,fri: ʌp ,hju:mən rɪ'zɔ:sɪz/ (phrase) to make more people available to work on other things
- freeze on recruitment** /fri:z ɒn rɪ'krut:mənt/ (phrase) a policy by a company of not employing any new people for a period of time
- front runner** /,frʌnt 'rʌnə(r)/ (n) the person or thing that seems most likely to win or succeed
- fuel by** /'fju:əl baɪ/ (v) to increase sth or make it stronger
- fulfilment** /'fʊl'fɪlmənt/ (n) a feeling of being happy and satisfied with what you are doing or have done
- functional** /'fʌŋkʃənəl/ (adj) practical and useful
- gain** /geɪn/ (v) to obtain or win sth such as an advantage or benefit
- gap in the market** /,gæp ɪn ðə 'mɑ:kɪt; AmE -'mɑ:rk-/ (phrase) a business opportunity to make or sell sth that is not yet available
- generosity** /dʒenə'reɪsɪti; AmE -'rɑ:s-/ (n) the fact of being generous (= willing to give sb money, gifts, time, or kindness freely)
- generous** /'dʒenərəs/ (adj) giving a large amount; giving freely
- genuinely** /'dʒenju:nli/ (adv) sincerely and honestly
- get (sb) on board** /,get ɒn 'bɔ:d; AmE -ɑ:n 'bɔ:rd/ (phrase) to persuade sb to work with you or join you
- get a different perspective** /get ə ,dɪfrənt pə'spektɪv; AmE -pər-/ (phrase) to change your attitude or way of thinking about sth
- get feedback** /get 'fɪd'bæk/ (phrase) to get advice, criticism, or information about how good or useful sth is
- get on** /,get 'ɒn; AmE -'ɑ:n/ (phr v) to be successful in your career
- get rid of** /,get'ri:d əv/ (phr v) to make yourself free of sb / sth that is annoying you or that you do not want
- get round** /,get 'raʊnd/ (phr v) to deal with a problem successfully
- get the sack** /,get ðə 'sæk/ (phrase) to be told by your employer that you can no longer continue working for them, usually because of sth that you have done wrong
- get through** /,get 'θru:/ (phr v) to succeed in finishing sth
- glass ceiling** /,glɑ:s 'si:lɪŋ; AmE ,glæs-/ (n) the barrier created by people's attitudes that stops women, or other groups, from getting the most senior jobs
- glossy** /'glɒsi; AmE 'glɑ:si/ (adj) printed on smooth, shiny, expensive paper
- go public** /,gəʊ 'pʌblɪk; AmE ,gəʊ-/ (phrase) to start selling shares on the stock exchange
- go through** /,gəʊ 'θru:; AmE ,gəʊ-/ (phr v) to look at or consider sth in detail
- gossip** /'gɒsɪp; AmE 'gɑ:sɪp/ (n) informal talk or stories about other people's private lives, that may be unkind or not true
- gradual** /'grædʒuəl/ (adj) happening slowly over a long period; not sudden
- graduate** /'grædʒu:ət/ (n) someone who has a university degree
- grant** /'grɑ:nt; AmE 'grænt/ (v) to agree to give sb what they ask for or do what they ask you to do
- grateful** /'greɪtful/ (adj) feeling or showing thanks for sth that you have or that sb has done for you
- (a) great deal** /,greɪt 'di:l/ (n) much; a lot
- greed** /gri:d/ (n) a strong desire for more wealth, possessions, power, etc. than a person needs
- grow gradually** /,grəʊ 'grædʒəli; AmE ,grəʊ-/ (phrase) to slowly become more or bigger over time
- grow rapidly** /,grəʊ 'ræpɪdli; AmE ,grəʊ-/ (phrase) to quickly become more or bigger
- hand (sth) out** /,hænd 'aʊt/ (phr v) to give a number of things to the members of a group
- handset** /'hændset/ (n) the part of a telephone that you hold close to your mouth and ear to speak into and listen
- hang up** /,hæŋ 'ʌp/ (phr v) to end a telephone conversation by putting the receiver down or switching the telephone off
- have a reputation** /hæv ə ,repju'teɪʃn/ (phrase) to be thought of in a particular way, because of what you have done in the past
- have an impact** /,hæv ən 'ɪmpækt/ (phrase) to have a powerful effect on sb / sth
- have confidence in (your) judgment** /hæv ,kɒnfɪdəns ɪn 'dʒʌdʒmənt/ (phrase) to feel sure that you are able to make sensible decisions
- head hunter** /'hed haʊntə(r)/ (n) a person or company whose job is to find people with the right skills for a particular position in a company and to persuade them to join this company
- head off** /,hed 'ɒf; AmE -'ɑ:f/ (phr v) to start moving away or developing in a new way
- hectic** /'hektɪk/ (adj) very busy and full of activity
- hepatitis** /,hepə'taɪtɪs/ (n) a serious disease of the liver
- hesitate** /'hezɪteɪt/ (v) to be slow to do or say sth because you feel uncertain
- hierarchical** /haɪə'rɑ:kɪkl; AmE -'ɑ:rk-/ (adj) based on a system in which people are organized into different levels of importance from highest to lowest
- high-quality** /,haɪ 'kwɒlɪti/ (adj) of a very good standard
- hire** /'haɪə(r)/ (n) person who has recently been given a job by a company
- horticulture** /'hɔ:tɪkʌltʃə(r); AmE 'hɔ:rt-/ (n) the study or practice of growing flowers, fruit, and vegetables
- host** /həʊst; AmE hoʊst/ (n) a country or place where a person is staying as a visitor or where an event is being held
- hostile** /'hɒstəl; AmE 'hɑ:stl/ (adj) very unfriendly or aggressive and ready to argue or fight
- hugely** /hju:dʒli/ (adv) extremely
- impressive** /ɪm'presɪv/ (adj) making you feel admiration, because of being very good, skilful, etc.
- improve performance** /ɪm'pru:v pə'fɔ:məns; AmE -pər'fɔ:rməns/ (phrase) to make people do sth better or work more effectively
- impulsive** /ɪm'pʌlsɪv/ (adj) acting suddenly without thinking carefully about what might happen because of what you are doing
- in favour** /ɪn 'feɪvə(r)/ (phrase) supporting or agreeing with sth / sb

# Glossary | A–Z

- incentive scheme** /ɪn'sentɪv skim/ (n) [BrE] a plan or system for encouraging people to do sth or to work harder by rewarding them
- incompetent** /ɪn'kɒmpɪtənt; AmE -'kɑ:m-/ (adj) not having the skill or ability to do your job or a task as it should be done
- incredibly** /ɪn'kredəbli/ (adv) extremely
- indecisive** /ɪndɪ'saɪsɪv/ (adj) unable to make decisions
- indirect employment** /ɪndaɪ'rekt ɪm'plɔɪmənt/ (n) employment of people to work for a company by an independent business that provides their services under a contract
- individualistic** /ɪndɪ,vɪdʒu:ə'lɪstɪk/ (adj) believing that individual people in society should have the right to make their own decisions and keep their own money and property
- ineffective** /ɪnɪ'fektɪv/ (adj) not achieving what you want to achieve; not having any effect
- inflatable** /ɪn'fleɪtəbl/ (adj) needing to be filled with air or gas before you use it
- informed** /ɪn'fɔ:mɪd; AmE -'fɔ:rmɪd/ (adj) having or showing a lot of knowledge about a particular subject or situation
- infrastructure** /'ɪnfɹəstrʌktʃə(r)/ (n) the basic systems and services that are necessary for a country or an organization to run smoothly, for example buildings, transport, and water and power supplies
- initiative** /ɪ'nɪʃɪətɪv/ (n) a new plan for dealing with a particular problem or for achieving a particular purpose
- innate** /ɪ'neɪt/ (adj) that a person is born with and never loses
- innovation** /ɪnə'veɪʃn/ (n) the introduction of new things, ideas, or ways of doing sth
- innovative** /ɪnə'veɪtɪv/ (adj) introducing or using new ideas, ways of doing sth, etc.
- innovative concept** /ɪnə'veɪtɪv 'kɒnsept; AmE -'kɑ:ms-/ (phrase) an idea that is very new and has never been thought of before
- inspire** /ɪn'spaɪə(r)/ (v) to give sb the desire, confidence, or enthusiasm to do sth well
- instinctive** /ɪn'stɪŋktɪv/ (adj) based on instinct, not thought or training
- insulation** /ɪn'sju'leɪʃn/ (n) materials used to prevent heat, sound, electricity etc. from passing through sth
- insurance** /ɪn'ʃʊərəns; AmE -'ʃʊr-/ (n) an arrangement with a company in which you pay them regular amounts of money and they agree to pay the costs, for example, if you die or are ill / sick, or if you lose or damage sth
- integrated** /ɪntə'greɪtɪd/ (adj) in which many different parts are closely connected and work successfully together
- interact** /ɪntər'ækt/ (v) to communicate with a person or machine
- internal combustion engine** /ɪn,tɛnəl kəm'bʌstʃən ɛndʒɪn/ (n) the type of engine found in most cars, that works by burning fuel inside it
- interpret** /ɪn'tɛ:pɪt; AmE -'tɛ:rp-/ (v) to translate one language into another as you hear it
- intervene** /ɪntə'veɪn; AmE ,ɪntər-/ (v) to become involved in a situation in order to improve or help it
- introvert** /ɪn'trəvɜ:t; AmE -vɜ:rt/ (n) a quiet person who is more interested in their own thoughts and feelings than in spending time with other people
- intuition** /ɪntju'ɪʃn; AmE -tu-/ (n) the ability to know sth by using your feelings rather than considering the facts
- invest** /ɪn'vest ɪn/ (v) to spend money on sth in order to make it better or more successful
- involved** /ɪn'vɒlvɪd; AmE -'vɑ:lvd/ (adj) taking part in sth or being connected with sth
- issue** /'ɪʃu:/ (n) an important topic that people are discussing or arguing about
- itinerary** /aɪ'tɪnəri/ (n) a plan of a journey, including the route and the places that you visit
- job losses** /'dʒɒb lɒsɪz; AmE 'dʒɑ:b lɑ:sɪz/ (n pl) the fact of people no longer having a job
- job mobility** /'dʒɒb mə'biləti; AmE ,dʒɑ:b-/ (n) the ability to move easily from one job to another
- judge** /dʒʌdʒ/ (v) to form an opinion about how good sb / sth is, based on the information you have
- just over** /,dʒʌst 'əʊvə(r); AmE -'oʊv-/ (adv) slightly more than
- just under** /,dʒʌst 'ʌndə(r)/ (adv) slightly less than
- keen** /ki:n/ (adj) wanting to do sth or feeling enthusiastic about an activity or idea
- keep track of spending** /ki:p ,træk əv 'spændɪŋ/ (phrase) to always have recent information about how much money has been spent
- key feature** /ki:'fi:tʃə/ (phrase) a part of a thing that is particularly important, interesting, or typical
- key vacancy** /,ki:'veɪkənsi/ (n) a very important job in a company that is available for sb to have
- knock-on effect** /,nɒkɒn ɪ'fekt; AmE ,nɑ:kɑ:n-/ (n) an event caused by another event
- lack of planning** /,læk əv 'plænɪŋ/ (phrase) a situation in which sb has not thought carefully enough in advance about what they are going to do
- laid off** /,leɪd 'ɒf; AmE -'ɑ:f/ (adj) told that you no longer have a job because there is not enough work for you to do
- landline** /'lændlaɪn/ (n) a telephone connection that uses wires carried on poles or under the ground, in contrast to a mobile phone / cellphone
- lay-off** /'leɪɒf; AmE -ɑ:f/ (n) an act of making people unemployed because there is no more work for them to do
- legal** /'li:gəl/ (adj) relating to the law
- level off** /,levəl 'ɒf; AmE -'ɑ:f/ (phr v) to stay at a steady level of development or progress after a period of sharp rises or falls
- liaise** /li'eɪz/ (v) to work closely with sb and exchange information with them
- liberal** /'lɪbrəl/ (adj) wanting or allowing a lot of political, economic, or personal freedom
- life span** /'laɪfspæn/ (n) the length of time that sth is likely to continue or function
- literacy** /'lɪtərəsi/ (n) the ability to read and write
- literally** /'lɪtərəli/ (adv) used to emphasize the truth of sth that may seem surprising
- little more than** /,lɪtl 'mɔ: ðən; AmE -'mɔ:r-/ (phrase) a slightly larger number or amount than
- livelihood** /'lɪvlihud/ (n) a means of earning money in order to live
- living expenses** /'lɪvɪŋ ɪkspensɪz/ (n pl) money spent on things you need in everyday life
- loan** /ləʊn; AmE loʊn/ (n) money that an organization such as a bank lends and sb borrows
- loose ends** /,lu:z 'endz/ (phrase) part of sth that has not been completely finished or resolved
- lose customers** /,lu:z 'kʌstəmə(r)z/ (phrase) to have customers taken away by another company
- loyal** /ləʊəl/ (adj) remaining faithful to sb / sth and continuing to support them or it

# Glossary | A–Z

- maintain** /meɪn'teɪn/ (v) to make sth continue at the same level, standard, etc.
- major advantage** /'meɪdʒərə əd'vɑ:ntɪdʒ; AmE -'vænt-/ (phrase) an important quality of sth that makes it better or more useful than sth else
- majority** /mə'dʒɔ:ri:ti; AmE -'dʒɔ:r-/ (adj) done, used etc. by the largest part of a group of people
- make (sb) redundant** /meɪk rɪ'dʌndənt/ (phrase) to tell sb they no longer have a job because there is no work available for them in a company
- make contingency plans** /meɪk kən'tɪndʒənsi plænz/ (phrase) to make plans for what to do if a particular event happens or does not happen
- make the grade** /,meɪk ðə 'ɡreɪd/ (phrase) to reach the necessary standard; to succeed
- make the launch date** /meɪk ðə 'lɔ:nʃ deɪt/ (phrase) to succeed in having a product ready to be made available or shown to the public by the planned date
- make up (your) mind** /meɪk ʌp 'maɪnd/ (phrase) to decide
- man-hours** /'mæn əʊə(r)z/ (n) relating to the amount of work done by one person in one hour
- marginally** /'mɑ:dʒɪnəli; AmE 'mɑ:rdz-/ (adv) by a very small amount
- maternity leave** /mə'te:nəti li:v; AmE -'te:rn-/ (n) a period of time when a woman temporarily leaves her job to have a baby
- measure customer satisfaction** /meʒə(r) ,kʌstəmə(r) sætɪs'fækʃn/ (phrase) to find out how pleased customers are with a product or service
- media exposure** /,mi:diə ɪk'spəʊʒə(r); AmE -'spəʊz-/ (phrase) the fact of being discussed or mentioned on television, in newspapers, etc.
- meet customers' needs** /mi:t ,kʌstəmə(r)z 'ni:dz/ (phrase) to give customers what they want or need
- mentor** /'mentɔ:(r)/ (v) to advise and help sb with less experience than yourself
- methane** /'mi:θeɪn/ (n) a gas without colour or smell, that burns easily and is used as fuel
- methodical** /mə'θɒdɪkəl; AmE -'θɑ:d-/ (adj) doing things in a careful and logical way
- microscope** /'maɪkrəskəʊp; AmE -skoʊp/ (n) an instrument used in scientific study for making very small things look larger so that you can examine them carefully
- misconception** /,mɪskən'septʃən/ (n) a belief or an idea that is not based on correct information
- misgivings** /'mɪs'ɡɪvɪŋz/ (n pl) feelings of doubt or anxiety about what might happen, or about whether or not sth is the right thing to do
- miss the deadline** /mɪs ðə 'dedlaɪn/ (phrase) to fail to do sth, such as finish a piece of work, before the time by which it must be done
- modest** /'mɒdɪst; AmE 'mɑ:d-/ (adj) not very large, expensive, important, etc.
- modify** /'mɒdɪfaɪ; AmE 'mɑ:d-/ (v) to change sth slightly
- monitor performance** /,mɒnɪtə pə'fɔ:məns / (phrase) to watch and check how well sb is doing their job over a period of time
- monopolize** /mə'nɒpəlaɪz; AmE -'nɑ:p-/ (v) to have or take control of the largest part of sth so that other people are prevented from sharing it
- monotonous** /mə'nɒtənəs; AmE -'nɑ:t-/ (adj) never changing and therefore boring
- morale booster** /mə'rɑ:l bu:stə(r)/ (n) something that increases the confidence and enthusiasm of a person or a group
- mortgage** /'mɔ:ɡɪdʒ; AmE 'mɔ:r-/ (n) 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
- motivate** /'məʊtɪveɪt; AmE 'mou-/ (v) to make sb want to do sth, especially sth that involves hard work and effort
- move on** /,mu:v 'ɒn; AmE -'ɑ:n/ (phr v) to start doing or discussing sth new, or to progress to sth new
- muscle** /'mʌsl/ (n) body tissue that you contract and relax in order to move a particular part of the body
- native** /'neɪtv/ (adj) your native country is the country where you were born and lived for the first years of your life
- natural wastage** /,nætʃrəl 'weɪstɪdʒ/ (n) the process of reducing the number of people who are employed by an organization by not replacing people who leave their jobs
- negotiation** /nɪɡəʊʃɪ'eɪʃn; AmE ɡou-/ (n) a formal discussion between people who are trying to reach an agreement
- nervous** /'nɛrvəs; AmE 'nɛ:rɪv-/ (adj) anxious about sth or afraid of sth
- network of contacts** /,netwɜ:k əv 'kɒntæktz/ (phrase) a group of people that you know who can be helpful to you in your work
- neutrality** /nju:'træli:ti/ (n) the state of not supporting any particular side in a disagreement, competition, etc.
- nickname** /'nɪkneɪm/ (n) an informal, often humorous, name for a person or organization
- nominate** /'nɒmɪneɪt; AmE 'nɑ:m-/ (v) to formally suggest that sb should be chosen for an important role, prize, position, etc
- non-cash rewards** /,nɒnkæʃ rɪ'wɔ:dz; AmE -'wɔ:rdz/ (n) something other than money that you are given because you have done sth good, worked hard, etc.
- non-contributory pension plan** /nɒn kɒn'trɪbjʊtəri 'penʃn plæn/ (n) a pension plan (= system of making regular payments into a fund for when a person retires) that is paid for by the employer and not the employee
- no-no** /'nəʊ nəʊ; AmE 'noʊ noʊ/ (n) a thing or a way of behaving that is not acceptable in a particular situation
- norms** /nɔ:mz; AmE nɔ:rmz/ (n pl) standards of behaviour that are typical of or accepted within a particular group or society
- noticeable rise** /,nəʊtɪsəbl 'raɪz; AmE ,noʊt-/ (phrase) an increase that is large enough to be easily noticed
- numeracy** /'nju:mərəsi/ (n) a good basic knowledge of mathematics; the ability to understand and work with numbers
- nutrition** /nju:'trɪʃn/ (n) the process of getting the food necessary in order to grow and be healthy
- obligatory** /ə'blɪɡətəri/ (adj) that you must do because of the law, rules, etc.
- offend** /ə'fend/ (v) to make sb feel upset because of sth you say or do that is rude or embarrassing
- offshore** /,ɒf 'ʃɔ:(r); AmE ,ɑ:f-/ (adj) happening or based in a different country
- on-call shift** /,ɒn kɔ:l 'ʃɪft; AmE ,ɑ:n-/ (phrase) a period of time when particular employees are available for work if necessary, especially in an emergency
- on-time bonus** /ɒn taɪm 'bɒʊnəs; AmE ɑ:n taɪm 'boʊnəs/ (n) an extra amount of money that is added to sb's wages as a reward for regularly coming to work at the correct time
- open** /'əʊpən; AmE 'oʊpən/ (adj) willing to listen to and think about new ideas



# Glossary | A–Z

- opportunity for advancement** /ɒpə'tju:nəti fɔ:r əd'vɑ:nsmənt/ (phrase) the possibility of making progress or reaching a higher position in your job
- oppose** /ə'pəʊz; AmE -'pouz/ (v) to disagree strongly with a plan or policy
- opt** /ɒpt; AmE ɑ:pt/ (v) to choose to take a particular course of action
- optimistic** /,ɒptɪ'mɪstɪk; AmE ,ɑ:pt-/ (adj) expecting good things to happen or sth to be successful
- organic** /ɔ:'gænɪk; AmE ɔ:r-/ (adj) (of food, farming methods, etc.) produced or practised without using artificial chemicals
- originate** /ə'ɪdʒɪneɪt/ (v) to happen or appear for the first time in a particular place or situation
- ostentatious** /,ɒstən'teɪʃəs; AmE ,ɑ:st-/ (adj) (disapproving) expensive or noticeable in a way that is intended to impress people
- out of control** /,aʊt əv kən'trəʊl; AmE -'troʊl/ (phrase) impossible to manage or to control
- outlook** /'aʊtlʊk/ (n) the attitude to life and the world of a particular person, group, or culture
- outrageous** /aʊt'reɪdʒəs; AmE ʊt-/ (adj) shocking and unacceptable
- outweigh** /aʊt'weɪ/ (v) to be greater or more important than sth
- over budget** /,əʊvə 'bʌdʒɪt; AmE ,oʊvər-/ (phrase) costing more than the money that is available or was planned to spend
- overheads** /'əʊvəhedz; AmE 'oʊvər-/ (n pl) regular costs that you have when you are running a business or an organization, such as rent, electricity, wages, etc.
- overriding** /,əʊvə'raɪdɪŋ; AmE ,oʊv-/ (adj) more important than anything else in a situation;
- P2P** /,pi: tu 'pi:/ (n) the activity of communicating directly from your computer with another computer user, for example to share files
- pace of life** /,peɪs əv 'laɪf/ (phrase) the speed at which sb does things, or the speed at which things happen and change in sb's life
- paddling** /'pædlɪŋ/ (n) moving in a small boat or canoe through water using a paddle (= a short pole with a flat wide part)
- participation** /'pɑ: tɪ'sɪ'peɪʃn; AmE pɑ:r-/ (n) the act of taking part in an activity or event
- partition** /'pɑ: tɪʃn; AmE pɑ:r-/ (n) a thin wall or screen that separates one part of a room from another
- patent** /'peɪtənt/ (n) an official right to be the only person to make, use, or sell a product
- pay off** /,peɪ 'ɒf; AmE -'ɑ:f/ (phr v) to be successful and bring good results
- payroll** /'peɪrəʊl; AmE -rəʊl/ (n) the activity of managing the payment of wages to everyone that works for a company
- peer rating** /'piə reɪtɪŋ; AmE 'pɪr-/ (n) a judgement of how good, popular, effective, etc. sb is by people who have the same status
- penny** /'peni/ (n) a small amount of money; used in the expression 'not a penny' to mean 'no money at all'
- perceived** /pə'si:vɪd/ (adj) understood or thought of in a particular way by people
- performance management** /pə'fɔ:məns 'mænɪdʒmənt/ (n) the activity of checking and controlling how well people do their jobs in an organization
- perk** /pɜ:k; AmE pɜ:rk/ (n) something you receive as well as your wages for doing a particular job
- personal development** /,pɜ:snəl dr'veləpmənt; AmE ,pɜ:rs-/ (n) growth and improvement in a person's skills, experience, and knowledge
- perspective** /pə'spektɪv/ (n) a particular attitude towards sth; a way of thinking about sth
- pesticide** /'pestɪsaɪd/ (n) a chemical used for killing pests, especially insects
- petty theft** /,petɪ 'θeft/ (n) the crime of stealing sth that is not very important or valuable
- phenomenon** /fɪ'nɒmɪnən; AmE -'nɑ:m-/ (n) a fact or an event in nature or society
- phrase** /freɪz/ (v) to say or write sth in a particular way or using particular words
- piece of advice** /,pi:z əv əd'vaɪs/ (phrase) a suggestion about what sb should do in a particular situation
- pilot** /'paɪlət/ (adj) done on a small scale in order to see if sth is successful enough to do on a large scale
- pitch** /pɪtʃ/ (n) talk or arguments used by a person trying to sell things or persuade people to do sth
- plumbing** /'plʌmɪŋ/ (n) the work of putting in and repairing the pipes and other systems that supply water to a building
- plummet** /'plʌmɪt/ (v) to suddenly fall to a much lower amount or value
- policy** /'pɒləsi; AmE 'pɑ:/ (n) a plan of action agreed or chosen by a political party, a business, etc.
- pop-up** /'pɒpʌp; AmE 'pɑ:p-/ (n) a small window, usually containing an advertisement, that appears on your computer screen
- portfolio** /pɔ:t'fəʊliəʊ; AmE pɔ:rt'fəʊliəʊ/ (n) a collection of photographs, drawings, etc. that you use as an example of your work, especially when applying for a job
- positive** /'pɒzətɪv; AmE 'pɑ:z-/ (adj) thinking about what is good in a situation; feeling confident and sure that sth good will happen
- positive feedback** /'pɒzɪtɪv 'fɪ:dbæk; AmE pɑ:z-/ (n) comments that sth or sb's work is good or useful
- postpone** /pə'spəʊn; AmE pəʊ'spəʊn/ (v) to arrange for an event, etc. to take place at a later time or date
- potential benefit** /pə'tenʃl 'benəfɪt/ (phrase) an advantage that sth may give you or a helpful and useful effect that it may have
- poverty** /'pɒvəti; AmE 'pɑ:vərti/ (n) the state of being poor
- pragmatic** /'præɡ'mætɪk/ (adj) solving problems in a practical and sensible way rather than by having fixed ideas or theories
- praise** /preɪz/ (n) words that show approval of or admiration for sb / sth
- precedent** /'presɪdənt/ (n) an official action or decision that has happened in the past and that is seen as an example or a rule to be followed in a similar situation later
- predecessor** /'pri:desə(r)/ (n) a thing, such as a machine, that has been followed or replaced by sth else
- prejudice** /'predʒədɪs/ (n) an unreasonable dislike of or preference for a person, group, custom, etc., especially when it is based on their race, religion, sex, etc.
- premises** /'premɪsɪz/ (n) the building and the land around it that a business uses
- press release** /'pres rɪli:s/ (n) an official statement made to journalists by a large organization

# Glossary | A–Z

- presumably** /prɪ'zju:məbli; AmE -'zu:-/ (adv) used to say that you think that sth is probably true
- pretend** /prɪ'tend/ (v) to try to make people believe sth that is not true
- principles** /'prɪnsəplz/ (n) moral rules or strong beliefs that influence your actions
- prioritize tasks** /praɪ'brətaɪz 'tɑ:skz; AmE praɪ'ɔ:rətaɪz tæskz/ (phrase) to put the jobs you have to do in order of importance, so that you can deal with the most important first
- private medical insurance** /praɪvət 'medɪkl ɪnʃʊərəns; AmE -'fɜ:r-/ (n) [BrE] an arrangement in which regular payments are made to a company who will pay for private medical care for sb if they are ill / sick
- procedure** /prə'si:dʒɪər/ (n) a way of doing sth, especially the usual or correct way
- productivity** /,prɒdvɪ'tɪvɪti; AmE ,prɑ:d-/ (n) 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
- professionalism** /prə'feʃənəlɪzəm/ (n) the high standard that you expect from a person who is well trained in a particular job
- proficient** /prə'fɪʃənt/ (adj) able to do sth well because of training and practice
- profit-sharing scheme** /'prɒfɪt ʃeərɪŋ ski:m; AmE 'prɑ:fɪt ʃeərɪŋ/ (n) [BrE] a system of dividing all or some of a company's profits among its employees
- project an image** /prɒ'dʒekt ən 'ɪmɪdʒ/ (phrase) to present sb / sth or yourself to other people in a particular way, especially one that gives a good impression
- promote** /prə'məʊt; AmE -'mouʔ/ (v) to move sb to a higher rank or more senior job
- proof reading** /'pru:f rɪdɪŋ/ (n) the process of checking a copy of printed material and correcting mistakes in it before it is published
- prospects** /'prɒspekts; AmE 'prɑ:s-/ (n pl) the chances of being successful
- protectionism** /prə'tekʃənɪzəm/ (n) the principle or practice of protecting a country's own industry by taxing foreign goods
- provider** /prə'vaɪdə(r)/ (n) a person or an organization that supplies sb with sth they need or want
- provisionally** /prə'vɪʒənəli/ (adv) in a way that is not yet definite
- pursue** /pə'sju:; AmE pər'su:/ (v) to do sth or try to achieve sth over a period of time
- put (sb) in touch** /,pʊt ɪn 'tʌtʃ/ (phrase) to make it possible for sb to communicate with sb, for example by giving them an address or phone number
- put (sth) off** /,pʊt 'ɒf; AmE -'ɑ:f/ (phr v) to avoid doing sth until a later date or time
- put (sth) on** /,pʊt 'ɒn; AmE -'ɑ:n/ (phr v) to provide sth specially
- quality of life** /,kwɒlɪti əv laɪf; AmE ,kwɑ:-/ (n) how good a person's life is when compared with others
- query** /'kwɪəri/ (n) a question, especially one asking for information or expressing a doubt about sth
- quibble** /'kwɪbl/ (v) to argue or complain about a small matter or an unimportant detail
- quit** /kwɪt/ (v) to leave your job, school, etc.
- quote** /kwəʊt; AmE kwouʔ/ (n) a statement of how much money a particular piece of work will cost
- R & D** /ɑ:r ən 'di:/ (n) Research and Development; the part of a business whose work is to find new products and processes or to improve existing ones
- radical** /'rædɪkl/ (adj) new, different, and likely to have a great effect
- raise** /reɪz/ (n) [esp AmE] [BrE rise] an increase in the money you are paid for the work you do
- raise awareness** /,reɪz ə'weənəs; AmE -'weɪr-/ (phrase) to help people know that sth exists and is important
- range** /reɪndʒ/ (n) a set of products of a particular type
- rappro** /ræ'pɔ:(r)/ (n) a friendly relationship in which people understand each other well
- rare** /rɛə(r); AmE rer/ (adj) not done, seen, happening, etc. very often
- rate objectives** /,reɪt əb'ʃektɪvz/ (phrase) to give a score showing how successful you think sb has been in achieving sth they wanted to achieve
- rational** /'ræʃənəl/ (adj) based on reason rather than emotions
- rave review** /,reɪv rɪ'vju:/ (phrase) an article in a newspaper, magazine etc. that is very enthusiastic about sth
- react** /rɪ'ækt/ (v) to behave in a particular way as a result of or in response to sth
- real estate** /'ri:əl ɪsteɪt/ (n) property in the form of land or buildings
- really** /'ri:əli/ (adv) very; used to emphasize an adjective or adverb
- reassure** /riə'sʊ:(r)/ (v) to say or do sth that makes sb less frightened or worried
- rebellious** /rɪ'belɪəs/ (adj) unwilling to obey rules or accept standards
- receipt** /rɪ'si:t/ (n) a piece of paper that shows that goods or services have been paid for
- recent** /'ri:sənt/ (adj) that happened or began only a short time ago
- receptive** /rɪ'septɪv/ (adj) willing to listen to or to accept new ideas or suggestions
- recharged** /ri:'tʃɑ:dʒd; AmE -'tʃɑ:rdʒd/ (adj) with more strength and energy after resting or doing sth different for a time
- recognition** /,rekəg'nɪʃn/ (n) public praise and reward for sb's work or actions
- recognize good performance** /,rekəgnaɪz gʊd pə'fɔ:məns/ (phrase) to do sth to show that you think sb has done a good job
- recommend** /,rekə'mend/ (v) to tell sb that sth is good or useful, or that sb would be suitable for a particular job, etc.
- recruit** /rɪ'kru:t/ (v) to find new people to join a company, an organization, the armed forces, etc.
- recurring** /rɪ'keɪrɪŋ/ (adj) that happens again and again
- red tape** /,red 'teɪp/ (n) official rules that seem more complicated than necessary and prevent things from being done quickly
- redeploy** /,ri:dɪ'plɔɪ/ (v) to move sb / sth to a new position or job
- reduce the impact** /rɪ,dju:s ðɪ 'ɪmpækt/ (phrase) to make sth have a less powerful effect on sb / sth, especially a bad effect
- referral** /rɪ'fɛərəl; AmE -'fɛ:r-/ (n) the act of sending sb who needs professional help to a person or place that can provide it
- reforestation** /rɪ:fɔ:reɪ'steɪʃn; AmE -fɑ:r-/ (n) the act of planting new trees in an area where there used to be a forest
- refreshment** /rɪ'freʃmənt/ (n) food or drink
- refrigeration** /rɪ,fɪdʒə'reɪʃn/ (n) the process of keeping food etc. cold so that it stays fresh
- refugee** /,refju:'dʒi:/ (n) a person who has been forced to leave their country or home, because there is a war or for political, religious, or social reasons

# Glossary | A–Z

- refund** /rɪ'fʌnd/ (v) to give sb their money back, especially because they have paid too much or because they are not satisfied with sth they bought
- regarding** /rɪ'gɑːdɪŋ; AmE -'gɑːrd-/ (prep) concerning sb / sth; about sb / sth
- regardless** /rɪ'gɑːdləs; AmE -'gɑːrd-/ (adv) treating something as not important or not relevant
- regret** /rɪ'gret/ (v) to feel sorry about sth you have done
- reject** /rɪ'dʒekt/ (v) to refuse to accept or consider sth
- relocation** /,rɪləʊ'keɪʃn/ (n) the process of moving sb / sth to a new place to work or operate
- rely on feelings** /rɪ,lai ɒn 'fiːlɪŋz/ (phrase) to use your emotions to help you decide what to do
- remark** /rɪ'mɑːk; AmE -'mɑːrk/ (n) something that you say or write which expresses an opinion, a thought, etc. about sb / sth
- remote** /rɪ'məʊt; AmE -'moʊt/ (adj) far away from places where other people live
- remuneration package** /rɪ,mjuːnə'reɪʃn pækɪdʒ/ (n) the pay and other benefits that sb gets for doing their job
- renewed enthusiasm** /rɪ,njuːd m'θjuːzɪəsm/ (phrase) a stronger feeling of excitement and interest in sth and a desire to become involved in it again
- repatriation** /,rɪ:pætri'eɪʃn; AmE -peɪt-/ (n) the action of sending or bringing sb back to their own country
- repeal** /rɪ'piːl/ (v) to officially make a law no longer valid
- repeat** /rɪ'piːt/ (adj) happening or doing sth again in the same way as before
- represent** /,reprɪ'zent/ (v) to be a member of a company or group and act or speak on their behalf
- reputable** /re'pjʊtəbl/ (adj) that people consider to be honest and to provide a good service
- reputation** /,repju'teɪʃn/ (n) the opinion that people have about what sb / sth is like, based on what has happened in the past
- resentful** /rɪ'zentfʊl/ (adj) feeling bitter or angry about sth that you think is unfair
- resign** /rɪ'zain/ (v) to officially tell sb that you are leaving your job, an organization, etc.
- resist** /rɪ'zɪst/ (v) to refuse to accept sth and try to stop it from happening
- resistant** /rɪ'zɪstənt/ (adj) opposing sth and trying to stop it happening
- resolve conflict** /rɪ,zɒlv 'kɒnflɪkt; AmE rɪ,sɑːlv 'kɑːnflɪkt/ (phrase) to deal with a disagreement or argument between people or groups
- resource** /rɪ'zɔːs; AmE -'zɔːrs/ (v) to provide sth with the money or equipment that is needed
- respectful** /rɪ'spektfʊl/ (adj) showing or feeling respect
- responsibility** /rɪspɒnsə'bɪlɪti; AmE -spɑːns-/ (n) the feeling that you have a duty to deal with or take care of sb / sth
- responsive** /rɪ'spɒnsɪv/ (adj) reacting quickly and in a positive way
- restless** /restləs/ (adj) unable to stay still or be happy where you are, because you are bored or need a change
- retail outlet** /'riːteɪl aʊtlət/ (n) a place such as a shop / store that sells goods directly to the public
- retailer** /'riːteɪlə(r)/ (n) a person or business that sells goods to the public
- retain** /rɪ'teɪn/ (v) to keep sb / sth and stop them from leaving or being lost
- retention rate** /rɪ'tenʃn reɪt/ (n) the ability of a company to keep its staff
- retirement** /rɪ'taɪəmənt; AmE -'taɪər-/ (n) the fact of stopping work because you have reached a particular age, or the time when you do this
- return on investment** /rɪ,tɛ:n ɒn m'vestmənt; AmE rɪ,tɛ:n ɑːn-/ (phrase) the amount of profit that you get from money you have invested
- reunion** /rɪ:'juːniən/ (n) a social occasion or party attended by a group of people who have not seen each other for a long time
- revenue** /'revənjuː/ (n) money that an organization receives from its business
- revitalize** /rɪ'vaɪtəlaɪz/ (v) to make sb / sth stronger, more active, or more healthy
- revolutionary idea** /revə'ljuːʃənri aɪ'dɪə/ (phrase) an idea that is new and that involves a great or complete change
- ridiculous** /rɪ'dɪkjələs/ (adj) very silly or unreasonable
- rigid** /'rɪdʒɪd/ (adj) stiff and difficult to move or bend
- ring tone** /'rɪŋtəʊn; AmE -təʊn/ (n) the sound or short tune played by a mobile phone / cellphone when someone calls you
- rise substantially** /,raɪz səb'stænʃəli/ (phrase) to increase by a large amount
- rocket** /'rɒkɪt; AmE 'rɑːk-/ (v) to increase very quickly and suddenly
- roofing** /'ruːfɪŋ/ (n) the work of building and repairing roofs
- roster** /'rɒstə(r); AmE 'rɑːs-/ (n) a list of people's names and the jobs that they have to do or the times when they are available
- rotate** /rəʊ'teɪt; AmE rəʊ-/ (v) to regularly change a job or regularly change who does the job
- roughly** /'rʌfli/ (adv) approximately, but not exactly
- RSS feed** /,ɑːr es 'es fɪd/ (n) a link to a website that makes the most recent information appear on a user's computer screen every time the website is changed
- rule of thumb** /,ruːl əv 'θʌm/ (phrase) a practical method of doing or measuring sth, usually based on past experience rather than on exact measurement
- rumoured** /'ruːməd; AmE -mɔːd/ (adj) reported as a rumour and possibly not true
- run into** /,rʌn 'ɪntu/ (phr v) to experience difficulties, etc.
- run out of money** /rʌn ,aʊt əv 'mʌni/ (phrase) to use up a supply of money so there is no more available
- run over** /,rʌn 'əʊvə(r); AmE -'oʊv-/ (phr v) to continue for longer than planned or agreed
- rural** /'rʊərəl; AmE 'rʊr-/ (adj) connected with or in the countryside
- sabbatical** /sə'bætɪkəl/ (n) a period of time when sb is allowed to stop their normal work in order to study or travel
- sabotage** /sə'bɒtɑːʒ/ (v) to deliberately prevent sth from being successful or being achieved
- sample** /'sɑːmpl; AmE 'sæmpl/ (v) to taste a particular food, usually for the first time
- satisfaction** /sætɪs'fækʃn/ (n) the good feeling that you have when you have achieved sth or when things happen in the way that you want
- satisfied** /'sætɪsfaɪd/ (adj) pleased because you got what you wanted
- sceptical** /'skeptɪkəl/ (adj) having doubts that a claim or statement is true or that sth will happen
- scholarship** /'skɒləʃɪp; AmE 'skɑːlər-/ (n) an amount of money given to sb by an organization to help pay for their education
- scooter** /'skuːtə(r)/ (n) a light vehicle with two wheels, that has a small engine or is pushed along using the rider's feet

# Glossary | A–Z

- scrap** /skræp/ (v) to cancel or get rid of sth that is no longer practical or useful
- screensaver** /ˈskriːnseɪvə(r)/ (n) an image on a computer screen that is displayed when the computer is not used for a particular length of time
- scuba dive** /ˈskuːbə daɪv/ (v) to swim underwater using special breathing equipment consisting of a container of air which you carry on your back and a tube through which you breathe the air
- sealed** /siːld/ (adj) closed tightly so that air, liquid, etc. cannot get in or out
- secondment** /sɪˈkɒndmənt; AmE -ˈkɑːnd-/ (n) the fact of moving an employee to another department, office, etc. in order to do a different job for a short period of time
- sector** /ˈsektə(r)/ (n) a part of an area of activity, especially of an economy
- seldom** /ˈseldəm/ (adv) not often; rarely
- self-contained** /ˌself kənˈteɪnd/ (adj) not needing or depending on other people
- sensitive** /ˈsensɪtv/ (adj) aware of and able to understand other people and their feelings
- sensor** /ˈsensə(r)/ (n) someone who likes to be sensible and to make decisions by considering the facts rather than based on their feelings
- set up** /ˌset ˈʌp/ (phr v) to start sth such as a business
- share a strong commitment** /ˌʃeə ə strɒŋ kəˈmɪtmənt; AmE ˌʃer ə strɑːŋ-/ (phrase) to promise as a group that you will do sth, support sth, etc. because you strongly believe that it is important
- shareholder** /ˈʃeəhəʊldə(r); AmE ˈʃerhəʊld-/ (n) an owner of shares in a company or business
- shelf life** /ˈʃelf laɪf/ (n) the length of time that food, etc. can be kept before it is too old to be sold
- shoot up** /ˌʃuːt ˈʌp/ (phr v) to suddenly increase to a much higher amount or value
- shortfall** /ˈʃɔːtɆl; AmE ˈʃɔːrt-/ (n) less of something than you need or expect
- short-staffed** /ˌʃɔːt ˈstɑːft; AmE ˌʃɔːrt-/ (adj) having fewer members of staff than you need or usually have
- sideways move** /ˌsaɪdweɪz ˈmuːv/ (n) a change to another job at the same level as before, not higher or lower
- significant drop** /sɪɡnɪfɪkənt ˈdrɒp; AmE -ˈdrɔːp/ (phrase) a fall in amount or value that is large enough to be important
- significant increase** /sɪɡnɪfɪkənt ˈmkrɪːs/ (phrase) a rise in amount or value that is large enough to be important
- site** /saɪt/ (n) a place where a building is or will be situated
- skilled worker** /ˌskɪld ˈweːkə(r); AmE ˈweːrk-/ (n) a worker who has special abilities or training
- slight fall** /ˌslaɪt ˈfɔːl/ (n) a small decrease in amount or value
- slightly less than** /ˌslaɪtli ˈles ðən/ (phrase) a slightly smaller number or amount than
- soft skills** /ˌsɒft ˈskɪlz; AmE ˈsɔːft-/ (n pl) the abilities that sb has to communicate and work well with other people
- solicitor** /səˈlɪsɪtə(r)/ (n) [BrE] a lawyer who prepares legal documents, for example for the sale of land or buildings, and advises people on legal matters
- somewhere in the region of** /ˌsʌmwɛər ɪn ðə ˈriːdʒən əv/ (phrase) approximately
- source** /sɔːs; AmE sɔːrs/ (v) to get sth from a particular place
- speak (your) mind** /ˌspiːk ˈmaɪnd/ (phrase) to say exactly what you think, in a very direct way
- specifically** /spəˈsɪfɪkli/ (adv) in a detailed and exact way
- specification** /ˌspesɪfɪˈkeɪʃn/ (n) a detailed description of how sth is, or should be, designed or made
- speculation** /ˌspekjəˈleɪʃn/ (n) the act of discussing or thinking about what might happen in the future, without knowing all the facts
- spill** /spɪl/ (v) to make liquid flow over the edge of a container by accident
- spontaneous** /spɒnˈteɪniəs; AmE spɑːn/ (adj) not planned, but done because you suddenly want to do it
- spread** /spred/ (v) to make sth affect, be known by, or used by more and more people
- staff appraisal** /ˌstɑːf əˈpreɪz/ (n) a meeting in which a member of staff discusses with their manager how well they have been doing their job
- staff development** /ˌstɑːf dɪˈveləpmənt; AmE ˌstaf/ (n) the process of allowing employees to grow and improve in their skills, experience, and knowledge
- staff discount** /stɑːf ˈdɪskaʊnt; AmE stæf-/ (n) an amount of money that is taken off the usual cost of sth when it is sold to an employee of the company that makes or provides it
- staff retention** /stɑːf rɪˈtenʃn; AmE stæf-/ (n) the action of keeping employees at the same company rather than losing them to other companies
- staff turnover** /ˌstɑːf ˈtɜːnəʊvə(r); AmE ˌstaf ˈtɜːnoʊvər/ (n) the rate at which employees leave a company and are replaced by other people
- stake** /steɪk/ (n) money that sb invests in a company
- standardized** /ˈstændədaɪzd/ (adj) made to have the same features or qualities as other things of the same type
- standstill** /ˈstændstɪl/ (n) a situation in which all activity or movement has stopped
- start-up capital** /ˈstɑːtʌp ˌkæpɪtl; AmE ˈstɑːrt-/ (n) money used to start a new business
- state-of-the-art design** /steɪt əv ðɪ ˌɑːt dɪˈzɑɪn; AmE -,ɑːrt-/ (phrase) design that uses the most modern or advanced techniques or methods
- stay on track** /steɪ ɒn ˈtræk/ (phrase) to continue doing the right thing in order to achieve a particular result
- stay the same** /ˌsteɪ ðə ˈseɪm/ (phrase) to remain at the same level, not rising or falling
- stay true to (your) principles** /steɪ truː tə ˈprɪnsəplz/ (phrase) to continue to behave according to particular beliefs about what is right, even when situations change
- stick with** /ˈstɪk wɪð/ (phr v) to continue with sth or continue doing sth
- stock** /stɒk; AmE stɑːk/ (n) a supply of goods that is available for sale in a shop / store
- stock taking** /ˈstɒktɜːkɪŋ; AmE ˈstɑːk-/ (n) the process of making a list of all the goods that a shop / store or business has available for use or sale
- streamline** /ˈstriːmlaɪn/ (v) to make a system, an organization, etc. work better, especially in a way that saves money
- stretch** /stretʃ/ (v) to use more of or use a lot of your money, supplies, time, etc
- strict** /strikt/ (adj) that must be obeyed exactly
- struggle** /ˈstrʌɡl/ (v) to try very hard to do sth when it is difficult or when there are a lot of problems
- stuff** /stʌf/ (n) (informal) used to refer in a general way to a group or type of things

# Glossary | A–Z

- subscribe** /sʌb'skraɪb/ (v) to pay an amount of money regularly in order to receive or use sth
- subsequently** /'sʌbsəkwentli/ (adv) afterwards; later; after sth else has happened
- subsidiary** /səb'sɪdiəri; AmE -dieri/ (n) a business company that is owned or controlled by another larger company
- subsidy** /'sʌbsədi/ (n) money that is paid by a government or an organization to reduce the costs of services or of producing goods so that their prices can be kept low
- sub-standard** /sʌb'stændəd; AmE -dərɔd/ (adj) not as good as normal; not acceptable
- substantial drop** /səb'stænʃl 'drɒp; AmE -'drɔ:p/ (phrase) a large fall in amount or value
- successful** /sək'sesfl/ (adj) achieving your aims or achieving success, for example by making a lot of money
- suitable** /'su:təbl/ (adj) right or appropriate for a particular purpose
- superb** /su:'peɪb; AmE -'pe:rb/ (adj) excellent; of very good quality
- surgeon** /'seɪdʒən; AmE 'se:rd-/ (n) a doctor who is trained to perform surgery (= medical operations that involve cutting open a person's body)
- suspicious** /sə'spiʃəs/ (adj) feeling that sb has done sth wrong, illegal, or dishonest, without having any proof
- sustainable** /səs'teməbl/ (adj) involving the use of natural products and energy in a way that does not harm the environment
- sweep** /'swi:p/ (v) to clean a room, surface, etc. using a broom (= a type of brush on a long handle)
- switch** /swɪtʃ/ (v) to change from one thing to another
- sympathize** /'sɪmpəθaɪz/ (v) to show that you understand and feel sorry about sb's problems
- synergy** /'sɪnədʒi; AmE -nərdʒi/ (n) a relationship in which two or more people or companies work together and achieve more energy, power, success, etc. than they could separately
- taboo** /tə'bu:/ (adj) not done or talked about as people find it offensive or embarrassing
- tactful** /'tæktfl/ (adj) careful not to say or do anything that will annoy or upset other people
- take (sth) forward** /,teɪk 'fɔ:wəd; AmE -'fɔ:rwəd/ (phr v) to help sth to progress towards a good result
- take (sth) on** /,teɪk 'ɒn; AmE -'ɔ:n/ (phr v) to agree to do or be responsible for sth
- take (sth) up** /,teɪk 'ʌp/ (phr v) to accept sth that is offered or available
- take a dislike to** /,teɪk ə dɪs'laɪk tə/ (phrase) to feel that you do not like sb / sth, especially when this is sudden
- take an active part in** /teɪk ən ,æktɪv 'pɑ:t ɪn; AmE -'pɑ:t/ (phrase) to be involved in a situation in a way that involves doing things and making an effort
- take early retirement** /,teɪk ɛ:li rɪ'taɪəmənt; AmE -ɛ:rlɪ rɪ'taɪə-/ (phrase) to choose to stop work before the age when people normally do this
- take notice** /,teɪk 'nəʊtɪs; AmE -'nəʊt-/ (phrase) to pay attention to sb / sth
- take off** /,teɪk 'ɒf; AmE -'ɔ:f/ (phr v) to become successful or popular quickly or suddenly
- tank** /tænk/ (n) a large container for holding liquid or gas
- tariff** /'tærɪf/ (n) a fixed price that is charged by a company for a particular service, for example for the use of a phone
- team spirit** /,ti:m 'spɪrɪt/ (n) the desire and willingness of people to work together and help each other as part of a team
- technological breakthrough** /tek'nɒlədʒɪkl 'breɪkθru:; AmE -,lɑ:dʒ-/ (n) an important development in technology that may lead to an achievement
- temporary secondment** /,tempərəri sɪ'kɒndmənt/ (phrase) a short time spent in another department, office, etc. doing a different job
- tentative** /'tentətɪv/ (adj) not definite or certain
- text** /tekst/ (n) a way of sending written messages using a mobile phone / cellphone
- thorough** /'θʌrə; AmE 'θe:roʊ/ (adj) doing things very carefully and with great attention to detail
- thoughtful** /'θɔ:tfʊl/ (adj) showing careful thought, especially about other people's feelings
- threat** /θret/ (n) person or thing that is likely to cause trouble, danger, etc.
- threefold** /'θri:fəʊld; AmE -fəʊld/ (adv) by three times as much
- tight** /taɪt/ (adj) difficult to manage because there is not enough time, money etc.
- tills** /tɪlz/ (n pl) machines used in shops / stores, restaurants, etc. that have a drawer for keeping money in, and that show the amount of money received for each thing that is sold
- time in lieu** /,taɪm ɪn 'lu:/ (phrase) time off that an employee is allowed to take in return for extra hours they have worked at other times
- tip** /tɪp/ (n) a small piece of advice about sth practical
- tissue** /'tɪʃu:/ (n) a collection of cells that form the different parts of humans, animals, and plants
- tolerant** /'tɒlərənt; AmE 'tɔ:l-/ (adj) able to accept what other people say or do even if you do not agree with it
- tool** /tu:l/ (n) a thing that helps you to do your job or to achieve sth
- top-down** /,tɒp 'daʊn; AmE ,tɑ:p-/ (adj) starting from or involving the people who have higher positions in an organization
- totally** /'təʊtəli; AmE 'təʊt-/ (adv) completely
- tough** /tʌf/ (adj) (informal) unfortunate, but impossible to change
- tough** /tʌf/ (adj) causing problems or difficulties
- tradition** /trə'dɪʃn/ (n) a belief, custom, or way of doing sth that has existed for a long time among a particular group of people; a set of these beliefs or customs
- training** /'treɪnɪŋ/ (n) the process of learning the skills that you need to do a job
- training facilities** /'treɪnɪŋ fə'sɪlətɪz/ (n pl) buildings, services, equipment, etc. that are provided for the purpose of training staff
- transferable** /trɑ:ns'fɛ:rəbl; AmE trəns-/ (adj) that can be moved from one place, person, or use to another
- transferable skills** /trɑ:ns'fɛ:rəbl 'skɪlz; AmE trəns-/ (phrase) skills that can be used in different jobs or situations
- transistor** /træn'zɪstə(r)/ (n) a small electronic device used in computers, radios, televisions, etc. for controlling an electric current as it passes along a circuit
- treble** /'trebl/ (v) to become three times as much or as many
- tremendous** /trɪ'mendəs/ (adj) very great
- trends** /trendz/ (n pl) general directions in which situations are changing or developing
- trigger** /'trɪgə(r)/ (n) something that is the cause of a particular reaction or development
- trouble-shooter** /'trʌbl ʃu:tə(r)/ (n) a person who helps to solve problems in a company or an organization

# Glossary | A–Z

- trust your instincts** /ˌtrʌst jɔːr ˈɪnstɪŋkts/ (phrase) to have faith in your feelings about what to do, even when they may not be based on fact or reason
- trustworthy** /ˈtrʌstwɜːði; AmE -wɛrði/ (adj) that you can rely on to be good, honest, sincere, etc.
- try (sth) out** /ˌtraɪ ˈaʊt/ (phr v) to test or use sb / sth in order to see how good or effective they are
- turbines** /ˈtɜːbaɪnz; AmE ˈtɜːrb-/ (n pl) machines that receive power from a wheel that is turned by the pressure of water, air, or gas
- turn (sb) away** /ˌtɜːn əˈweɪ; AmE ˌtɜːrn-/ (phr v) to refuse to allow sb to enter a place
- turnover** /ˈtɜːnəʊvə(r); AmE ˈtɜːrnəʊvər/ (n) the total amount of goods or services sold by a company during a particular period of time
- turtle** /ˈtɜːtl; AmE ˈtɜːrtl/ (n) a large reptile with a hard round shell that lives in the sea
- twist** /twɪst/ (n) an unexpected change or development in a story or situation
- tyre** /ˈtaɪə(r)/ (n) [BrE] [AmE tire] a thick rubber ring that fits around the edge of a wheel of a car, bicycle, etc.
- ultimately** /ˈʌltɪmətli/ (adv) in the end; finally
- uncaring** /ʌnˈkeərɪŋ; AmE -ˈker-/ (adj) not kind or helpful, and not sympathetic to other people's feelings
- unconventional** /ʌnkənˈvənʃənəl/ (adj) tending to behave or think in an unusual way rather than following what is done or considered acceptable by most people
- underestimate** /ˌʌndəˈestɪmeɪt/ (v) to think or guess that the amount, cost, or size of sth is smaller than it really is
- unemployed** /ˌʌnɪmˈplɔɪd/ (adj) without a job when you want one
- unique** /juːˈniːk/ (adj) being the only one of its kind
- unpublicized rule** /ʌnˌpʌblɪsaɪzd ˈruːl/ (n) a rule that is not official or written down, but that people know about and follow
- unrealistic budget** /ʌnrɪəˈlɪstɪk ˈbʌdʒɪt/ (phrase) an amount of money that has been allowed for sth, that is not enough because it does not accept things as they really are
- unwind** /ʌnˈwaɪnd/ (v) to stop worrying or thinking about problems and start to relax
- update skills** /ʌpˌdeɪt ˈskɪlz/ (phrase) to learn the most modern ways of doing a job
- upfront planning** /ˌʌpfɹʌnt ˈplænɪŋ/ (phrase) making plans for sth in advance, before you start
- upset** /ʌpˈset/ (adj) unhappy or annoyed
- urgent** /ˈɜːdʒənt; AmE ˈɜːrd-/ (adj) that needs to be dealt with or happen immediately
- USP** /ˌjuː es ˈpiː/ (n) unique selling point; a feature of a product or service that makes it different from all the others
- vaccine** /ˈvæksɪn/ (n) a substance that is put into the blood and that protects the body from a disease
- value judgement** /ˈvæljuː ʤʌdʒmənt/ (n) a judgement about how good or important sth is, based on personal opinions rather than facts
- values** /ˈvæljuːz/ (n pl) beliefs about what is right and wrong and what is important in life
- van** /væn/ (n) a covered vehicle with no side windows in its back half, usually smaller than a lorry / truck, used for carrying goods or people
- various** /ˈveəriəs; AmE ˈver-/ (adj) several different
- vary** /ˈveəri; AmE ˈveri/ (v) to change or be different according to the situation
- vast** /vɑːst; AmE væst/ (adj) extremely large
- venture capitalist** /ˌventʃə(r) ˌkæpɪtɪst/ (n) a private investor or company that invests money in new companies, which may involve a lot of risk and bring good profits
- vertical** /ˈvɜːtɪkl; AmE ˈvɜːrt-/ (adj) going straight up or down from a level surface
- viable** /ˈvaɪəbl/ (adj) that can be done; that will be successful
- vibration** /ˌvaɪˈbreɪʃn/ (n) a continuous shaking movement or feeling
- vineyard** /ˈvaɪnjɑːd; AmE -jɑːrd/ (n) a piece of land where grapes are grown in order to produce wine, or a business that produces wine from a vineyard
- vital** /ˈvaɪtəl/ (adj) necessary or essential in order for sth to succeed or exist
- volume of work** /ˌvɒljʊm əv ˈwɜːk/ (phrase) the amount of work that is done or has to be done
- voluntary organization** /ˌvɒləntəri ɔːgənəɪˈzeɪʃn; AmE ˌvɒləntəri ɔːrg-/ (n) an organization which is set up to help people and which does not make a profit, for example a charity
- volunteer** /ˌvɒlənˈtɪə(r); AmE ˌvɒlənˈtɪr/ (n) a person who does a job without being paid for it
- voucher** /ˈvaʊtʃə(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
- wary** /ˈweəri; AmE ˈweri/ (adj) careful when dealing with sb / sth because you think that there may be a danger or problem
- weigh up information** /weɪ ʌp ɪnfəˈmeɪʃn; AmE -ɪnfər-/ (phrase) to consider information carefully before forming an opinion about it
- wider** /ˈwaɪdə(r)/ (adj) more general; including more or many things
- wisdom** /ˈwɪzdəm/ (n) the ability to make sensible decisions and give good advice because of the experience and knowledge that you have
- within budget** /wɪˌðɪn ˈbʌdʒɪt/ (phrase) costing no more than the money that is available or was planned to spend
- word-of-mouth** /ˌwɜːd əv ˈmaʊθ/ (adj) spread news by people telling each other
- work ethic** /ˈwɜːk eθɪk; AmE ˈwɜːrk-/ (n) a moral belief that it is good to work hard
- work out** /ˌwɜːk ˈaʊt; AmE ˌwɜːrk-/ (phr v) to develop in a successful way
- worried** /ˈwɒrɪd/ (adj) feeling unhappy because you are thinking about unpleasant things that have happened or that might happen