Glossary

Unit 1

abroad /əˈbrɔːd/ (adv) to or in other countries; not in your home country
aim /eɪm/ (n) something that you are trying to achieve; your purpose in doing sth
application /əˈpliʃ ˈkefn/ (n) a formal written request for sth, such as money or permission to do sth
attendee /əˈtend ˈdi:/ (n) a person who goes to a place or an event such as a meeting
bureaucracy /ˈbjʊərəkrəsi; Ame ˈrəʊk-/ (n) the system of official rules and ways of doing things that an organization or government has, especially when these seem too complicated
challenging /tʃəlˈendɪŋ/ (adj) difficult in a way that is interesting or satisfying
conditions /ˈkʌndɪʃnz/ (n pl) the circumstances in which people work or do sth, for example the physical environment around them or the hours that they have to work
consultant /kənˈsultənt/ (n) a person who knows about a particular subject and is employed to give advice about it to other people
corruption /kərˈrʌpʃn/ (n) dishonest or illegal behaviour, especially by people in authority
demanding /dəˈmændɪŋ/; Ame -ˈmænd-; (adj) needing a lot of effort, skill, hard work, etc.
depressing /dɪˈpresɪŋ/ (adj) making sb feel very unhappy or without hope
development /dɪˈveləpmənt/ (n) the process of becoming better or more advanced, or the process of creating sth new or more advanced
donation /dəˈneɪʃn/ (n) the act of giving money, equipment, etc. to sb to help them
dull /dʌl/ (adj) not interesting or exciting; boring
estimate /ɪˈstɪmət/ (v) to form an idea of the cost, size, value etc. of sth, without calculating it exactly
event /ˈevənt/ (n) a planned public or social occasion
fun /fʌn/ (adj) amusing or enjoyable
fundraiser /ˈfʌndrəzə(r)/ (n) a person who collects money for charity or an organization
generate /dʒəˈneɪreɪt/ (v) to produce or create sth
glamorous /ˈɡlemərəs/ (adj) appearing to be attractive and exciting, and different from ordinary things or people
grant /grændt; Ame graʊnt/ (n) a sum of money that is given by the government or by another organization to be used for a particular purpose
impression /ɪmˈpreʃn/ (n) an opinion or idea that you get about sb / sth when you see or meet them
maintenance /ˌmenəˈteɪʃn/ (n) the act of keeping sth in good condition by checking or repairing it regularly
negotiation /ˈnɛɡəteɪʃn; Ame ˈnɛɡəteɪʃn/ (n) the process of holding formal discussions in order to reach an agreement
networking /ˈnɛtwɜːkɪŋ; Ame ˈnɛtwɜːrkɪŋ/ (n) a system of meeting and talking to other people who may be useful or helpful to you in your work
promotion /prəˈmɔːʃn; Ame ˈproməʃn/ (n) a move to a more important job in a company or organization
recognition /rɪˈkeɪʒnɪʃn/ (n) praise and rewards for the work that you do
recruitment /rɪˈkrʊtmen t/ (n) the process of finding new people to join a company or an organization

results /rɪˈzʌltz/ (n pl) things that are achieved or produced successfully
rewarding /rɪˈwɔːrdɪŋ/ (adj) providing benefits such as a feeling of achievement
routine /rʊˈtɪn/ (adj) done or happening as a normal part of a particular job, situation, or process
series /ˈsɜːri/ (n) several events or things of a similar kind that happen one after the other
sponsor /ˈspɒnsə(r); Ame ˈspɔːn-/ (n) a person or company that helps pay the costs of sth such as a special event or scientific project, usually in order to advertise their products
statement /ˈsteɪmənt/ (n) something that you say or write that gives information or an opinion
stressful /ˈstresfʊl/ (adj) causing a lot of anxiety and worry
target /ˈtɑːɡt; Ame ˈtɑːrɡt/ (n) a result that you try to achieve
varied /ˈvɛərd/ (adj) not staying the same, but changing often
variety /ˈvɛərɪti/ (n) the quality of not staying the same or not doing the same things all the time
worthwhile /ˈwɜːθwˈaɪl; Ame ˈwɜːrθwˈaɪl-/ (adj) interesting and enjoyable, especially because you feel you are doing sth important or useful to others

Unit 2

accomplished /əˈkæmplɪʃd/ (adj) very good or skilful at a particular thing
advice /ˈædvəs/ (n) an opinion or a suggestion about what sb should do in a particular situation
allocate resources /əˈlækt rəˈzɔːrəs; Ame ˈrɪskrərs-/ (phrase) to decide officially that money, labour, etc. will be used for a particular purpose
budget /ˈbʌdʒt/ (n) an amount of money that is available to a person or organization to spend on sth
catch up /ˈkætʃ ʌp/ (pfr v) to spend extra time or do extra work because you have not done sth earlier, so that you finish everything you planned to finish
catering /ˈkætərɪŋ/ (n) the work of providing food and drinks for meetings or social events
charity /ˈtʃærəti/ (n) an organization whose aim is to help people in need
committed /ˈkɒmɪtɪd/ (adj) believing strongly in sth and willing to give time and energy to it
community /ˈkəmjuːnɪti/ (n) all the people who live in a particular place, for example the area near to where a company is based, when talked about as a group
crucial /ˈkruːʒəl/ (adj) very important
deadline /ˈdedlən/ (n) a point in time by which sth must be done
decorating /dɪˈkərətɪŋ/ (n) the job of putting paint, wallpaper, etc. on the walls and ceilings inside a room or building
delegate tasks /ˈdelɪɡeɪt ˈtæskz/ (phrase) to give particular pieces of your work to other people to do
develop /dɪˈveləp/ (v) to think of or produce a new idea, product, etc. and make it successful
environmentally-friendly /ˌɪnvaɪrənˈmentəl ˈfrendli/ (adj) not harming the environment
equip /əˈkwɪp/ (v) to supply sb / sth with things such as machines or materials that are needed for a particular purpose
essential /ɪˈsenʃəl/ (adj) extremely important; completely necessary so that sth can be done
experience /ɪkˈspɪrəns/ (n) an event or sth that happens to you, that affects you in some way

fall behind schedule /fɔːl bɪhənd ˈʃedʒuːl; Ame -ˈskedʒuːl/ (phrase) to progress too slowly, so that things are not done by the time they were planned to be done

finish ahead of schedule /ˈfɪnm ə ʃedʒuːl; Ame -ˈskedʒuːl/ (phrase) to finish earlier than planned

get on with a job /ɡet ˌɔn wið ə ˈdʒɔb/ (phrase) to continue or make progress with sth you have to do

get updates /ɡet ˈəpdez/ (phrase) to get the most recent information about sth from sb

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

issue /ˈɪʃuː/ (v) to give sth to sb, especially officially

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

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

meet a deadline /mɪt ə ˈdedəlɪn/ (phrase) to succeed in doing sth by the point in time when it was agreed it should be done

objectives /ˈɒbjəktɪvz/ (n) things that you are trying to achieve

on track /ɒn ˈtræk; Ame ˈæn-/ (adj) happening in the right way to achieve a particular result at the time that was planned

organic /ˈɔrɡənɪk; Ame ˈɔrgənɪk-/ (adj) produced without using artificial chemicals

plastering /ˈplæstərɪŋ; Ame ˈplæstərɪŋ/ (n) the activity of covering a wall, etc. with plaster (a substance that is put on walls or ceilings to give them a smooth, hard surface)

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

predicted /ˈprɪdɪktɪd/ (adj) expected to happen or stated by sb to be going to happen

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

progress /ˈprɔɡrɛs; Ame ˈprɑːɡ-]/ (n) the process of improving or developing; if sth makes progress, it improves or develops

raise awareness /reɪ;zə wˈɛəznz; Ame -ˈwɔːr-/ (phrase) to help people know that sth exists, to understand more about it, and to know that it is important

resources /rɪˈsɜːsiz; Ame ˈrɪsərsiz-/ (pl) a supply of sth that a country, an organization, or a person has and can use, especially to increase their wealth

schedule /ˈʃedʒuːl; Ame ˈskedʒuːl/ (n) a plan that lists all the work that you have to do and when you must do each thing

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

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

stationery /ˈsteɪʃənəri/ (n) special paper for writing letters on

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

teamwork /ˈtiːmwork; Ame -ˈwɜːrk/ (n) the activity of working well together as a team

tiling /ˈtɪlɪŋ/ (n) the work of covering a floor, wall, etc. with tiles (hard, flat, usually square pieces of material)

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

volunteer /ˌvɒlənˈtər(r); Ame ˌvɑːlənˈtər(r)/ (v) a person who does a job without being paid for it

volunteerism /ˌvɒlənˈtɜːrɪzəm/ (n) the practice of working without being paid for it, for example in order to help people

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

Unit 3

accommodation /əˌkɒməˈdeɪʃən; Ame -ˈkɑːm-/ (n) a place to live or stay

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

bored /bɔːrd; Ame bɔːrd/ (adj) if you are bored of sth, you have lost interest in it so that you do not want to do it, have it, etc. any more

boring /ˈbɔːrɪŋ/ (adj) not interesting; making you feel tired and impatient

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

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

department /dɪˈpɑːrtmənt; Ame -ˈpɑːrt-/ (n) a section of a large organization such as a business, government, university, etc.

do exercise /djuː ˈɛksəsaɪz; Ame -ˈoʊvər-/ (phrase) to take part in physical activity in order to stay healthy or become stronger

do overtime /djuː ˈɔvətɪm; Ame ˌoʊvər-/ (phrase) to work extra time in addition to your normal hours at work

do work /djuː ˈwɜːk; Ame ˌwɜːk/ (phrase) to do your job

emphasis /ˈɛmfəsɪs/ (n) extra force or importance that is given to sth that you say

employee /ɪmˈplɔɪi; Ame -ˌploʊr-/ (n) a person who is paid to work for sb

enjoyable /ɪnˈdʒɔɪəbl/ (adj) giving pleasure

excited /ɪkˈsɛtɪd/ (adj) feeling or showing happiness and enthusiasm

fascinating /fəˈsenətɪŋ/ (adj) causing great interest, happiness, or enthusiasm

exercise /ˈɛksəsaɪz; Ame -ˈoʊsəs-/ (n) physical activity done in order to stay healthy or become stronger

exhilarated /ɪɡˈzɪləreɪtɪd/ (adj) feeling very happy and excited

exhilarating /ɪɡˈzɪləreɪtɪŋ/ (adj) causing ab to feel very happy and excited

frightened /ˈfrɪtənd/ (adj) afraid; feeling fear

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

hard work /ˈhɑːd ˈwɜːk; Ame ˌhɑːrd-ˈwɜːrk/ (adj) work that needs or uses a lot of physical strength or mental effort

human resources /ˈhjuːmən rɪˈsɜːsiz; Ame ˈrɪsərsiz-/ (n) the department in a company that deals with employing and training people

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

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

make progress /meɪk ˈprɔɡrɛs; Ame -ˈprɑːɡ-/) (phrase) to improve or develop

make time /ˌmeɪk ˈteɪm/ (phrase) to make time available to do sth
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make useful contacts /meik juzəlktəksθ; Ame -'kænt-/ (phrase) to meet people who could be helpful to you in your business

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

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

paid leave /pɛd lɪv/ (n) a period of time when you are allowed to be away from work and you are paid as usual

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

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

progress /ˈprəgres/; Ame -ˈprəɡ-/ (n) the process of improving or developing

relaxing /ˈrɛləksɪŋ/ (adj) helping you to rest and become less anxious

take holiday /tekˈhɔlIðer/ (phrase) [BrE] to be away from work for a period of time with permission, in order to have a holiday / vacation

take paid leave /tek pɛd ˈlɪv/ (phrase) to be away from work for a period of time, for example for a holiday / vacation, when you have permission and are being paid as usual

take time off /tek tæm ˈɒf; Ame -ˈɑdf/ (phrase) to be away from work for a period of time with permission

time off /ˈtæm ˈɒf; Ame -ˈɑdf/ (n) time when you are allowed to be away from work

tired of /ˈtɪərd av; Ame ˈtɛərd-/ (adj) feeling that you have had enough of sb / sth because you no longer find them / it interesting or because they make you angry or unhappy

tiring /ˈtɛərɪŋ/ (adj) making you feel tired; making you feel that you need to sleep or rest

work flexitime /wɜkˈflekstɪm; Ame ˈwɜrk-/ (phrase) to work using a system in which you do a particular number of hours each week or month, but can choose when you start and finish each day

work from home /wɜk frəm ˈhɑm; Ame ˈwɜrk frəm ˈhɑm/ (phrase) to do your job in your own house rather than travel to an office to work

work late /wɜk ˈleɪt; Ame ˈwɜrk-/ (phrase) to stay at work after the time that you usually go home

consumer /ˈkʌnsər/; Ame -ˈsər-/ (n) a person who buys goods or services for their own use

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

convenient /ˈkənˈvenɪənt/ (adj) useful or easy; not causing problems

cost-effective /ˈkɒst ɪˈfɪktɪv; Ame -ˈɛfɪktɪv-/ (adj) giving the best possible profit or benefits in comparison with the money that is spent

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

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

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

deliver /dɪˈlɪvər/ (v) to take or supply sth to a particular person or people that it has been sent to

demand /dəˈmænd; Ame dɪˈmænd/ (v) to ask for sth very firmly

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

encourage /ɪnˈkərɪdʒ; Ame -ˈkərɪdʒ/ -v) to persuade sb to do sth by making it easier for them and making them believe it is a good thing to do

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

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

immediate /ɪˈmiːdɪət/ (adj) happening or done without delay

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

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

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

make it easier /ˈmeik tɪˈɪzər/ (phrase) if you make it easier for sb to do sth, you do sth or give them sth that helps them to do it

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

promotion /prəˈmɔːʃn; Ame -ˈmɔːʃn/ (n) activities done in order to increase the sales of a product or service

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

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

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

relocate /rɪˈleɪkət; Ame ˈriːˈləʊkət/ (v) to move or to move sb to a new place to work or operate

review /rɪˈvjuː/ (n) a report in a newspaper or magazine, or on the Internet, television, or radio, in which sb gives their opinion of sth such as a book, play, website, etc.

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

secure /səˈkjʊər; Ame ˈsəkjʊər/ (adj) safe from danger; unable to be harmed or affected by sth

separately /ˈseprətli/ (adv) not together; not at the same time

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

store /stoʊr/ (v) to keep information or facts in a computer
Unit 5

assess /ə'ses/ (v) to make a judgement about the nature, quality, or value of sth
assist /ə'sist/ (v) to help sb to do sth
attend /ə'tend/ (v) to be present at an event
based in /'best m/ (adj) working or doing business in or from a particular place
care /keə(r)/ Ame ker/ (n) the process of providing sb with what they need and treating them well because they are important to you
check /tʃek/ (v) to examine sth to see if it is correct, safe, or acceptable
comment /'koment/ Ame 'kamənt/ (v) if you comment on sth, you show that you have noticed it and give your opinion on it
confirm /'kəmfrənt/ Ame 'kəmfrənt/ (v) to say that an arrangement, an agreement, etc. is definite or official
current /'kərənt/ (adj) happening or being used now, at the present time
customer /'kʌstəmə(r)/ (n) a person or an organization that buys sth from a shop / store or business
discount /dɪs'kaʊnt/ Ame 'kaʊnt/ (n) an amount of money that is taken off the usual cost of sth
dismiss /ɪm'fɪz(r); Ame 'ɪm'sɪz(r)/ (v) to make sure that sth happens
expectation /ɪk'spektɪʃn/ (n pl) a belief about the way sth should happen or how sb should behave
external /ɪk'trænəl/ Ame -'trænəl/ (adj) happening outside an organization, or involving people who come from outside an organization
internal /ɪn'trænəl/ Ame -'trænəl/ (adj) involving or concerning people who are part of an organization, rather than people from outside it
issue /'ɪʃu/ (n) a problem or worry that sb has with sth
layout /'leɪnət/ (n) the way in which the parts of sth such as the equipment in an office, the land in a garden, or the parts of the page of a book are arranged
monitor /'mɔnɪtər/ Ame 'mɑnər-/ (v) to watch and check sth over a period of time in order to see how it develops
provide /'prə'vайд/ (v) to give sth to sb or make it available for them to use
receive /ri'siːv/ (v) to get or accept sth that is sent or given to you recently /rɪ'riːntɪli/ (adv) not long ago

refurbish /rɪ'fɜːbɪʃ; Ame -'fɜːrɪʃ-/ (v) to clean and decorate a room, building, etc. in order to make it more attractive, more useful, etc.
rehabilitation /rɪ'heɪbəlɪ'teɪʃn/ (n) the process of returning to a normal life after having been very ill / sick or injured
require /rɪ'kwər(ə)/ (v) to need or want sth
requirements /rɪ'kwərnənts; Ame -'kwərnənts/ (n pl) the things that you need or want
satisfaction /sætɪs'fækʃn/ (n) the good feeling that you have when you have achieved or got what you wanted
service /sɜːvɪs; Ame 'sɜːrvɪs-/ (n) the work of doing sth for customers, or a business whose work involves doing sth for customers rather than producing goods
specific /sɪ'spɛk(ə)/ (adj) detailed and exact
support /sə'pɔrt; Ame -'pɔrt/ (n) help that is given to sb such as a customer, for example, help with using a product
tailor /'teɪlə(r)/ (v) to make or adapt sth for a particular purpose, a particular person, etc.
treadmill /'treʊmdɪl/ (n) an exercise machine that has a moving surface that you can walk or run on while remaining in the same place
unique /ju'niːk/ (adj) being the only one of its kind

Unit 6

admit /'ædmɪt/ to agree, often unwillingly, that sth is true
assemble /'æsəmbl/ (v) to fit together all the separate parts of sth, for example, a piece of furniture
bunny suit /'bʌni sʌt/ (n) a loose piece of clothing like a shirt and trousers / pants in one piece, usually worn over other clothing
chamber of commerce /'tʃeɪmbr əv 'kɒmɜːz; Ame -'kəmərs/ (n) a group of local business people who work together to help business and trade in a particular town
check in /tʃek 'ɪn/ (phr v) to go to a desk at an airport and tell an official there that you have arrived for your flight
conference /'kɒnfrəns; Ame 'kənfrəns/ (n) a large official meeting, usually lasting for a few days, at which people with the same work or interests come together
delay /'dɛli/ (n) a period of time when sb / sth has to wait because of a problem that makes sth slow or late
deliver /'dɛlɪvər/ (n) a person who is chosen to represent a group of people and vote and make decisions for them, for example, at a conference
drop (sb) off /drɒp 'ɔf; Ame ˈdrɔːp 'ɔf/ (phr v) to take sb somewhere in your car, usually on the way to another place
fume /fjuːm/ (n) the fine powder of dirt that forms in buildings, on furniture, floors, etc.
eat out /i't; 'əut/ (phr v) to have a meal in a restaurant, rather than at home
enemy /'enəmi/ (n) something that harms sth or prevents it from being successful
entertainment /ɪn'tɜːtmen/ Ame enter- / (n) things that people watch and listen to in order to have fun and relax
equivalent /ɪk'vɪlənt/ (n) something that is equal in value, amount, meaning, importance, etc. to sth else
etiquette /ɪtɪ'keɪt/ (n) formal rules of correct or polite behaviour in society or among members of a particular profession
excursion /ˈeksəs(ə)rn/ Ame -'skəz(ə)n/ (n) a short journey made for pleasure, especially one that has been organized for a group of people
exhibition /ækˈsɪb江南/n (n) a collection of things, for example, products or works of art, that are shown to the public

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

freshen up /ˈfreʃn ˈʌp/ (phr v) to wash and make yourself look clean and tidy

go out /ˌgouˈaʊt/ Ame goo-/ (phr v) to leave your house or the place where you are staying to go to a social event

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

hospitality /ˌhɒspɪˈteləti/ (n) friendly and generous behaviour towards guests

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

look around /ˈlʊk əˈraʊnd/ (phr v) to visit a place or building, walking around it to see what is there

meet up with /ˈmiːt ˈʌp wið/ (phr v) to meet sb, especially by arrangement

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

off-limits /ˈɒfˈlɪmɪts; Ame ˌɔf-ˈlɪmɪts-/ (adj) where people are not allowed to go

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

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

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

prohibition /ˌprəʊˈbiʃn/ Ame ˌprəʊˈbɪʃn-/ (n) a rule or statement that says sth cannot be done or used

show (sb) around /ˌʃoʊ əˈraʊnd Ame ˌʃoʊ-əˈraʊnd-/ (phr v) to guide sb for sb when they visit a place for the first time to show them what is interesting

sightseeing /ˈsaɪtsiːɪŋ/ (n) the activity of visiting interesting buildings and places as a tourist

souvenir /ˌsəʊvəˈnɪər/ (n) a thing that you buy when you travel, and give as a gift or to remind yourself of a place

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

subordinate /ˈsəʊˌbɹɔːdnɪst Ame ˈsəʊrˌbɹɔːrd-/- (n) a person who has a position with less authority and power than sb else in an organization

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

tour /tʊər/ Ame tor-/ (n) an act of walking around a building, organization, town, etc. in order to visit it

uncommon /ʌnˈkɔmən Ame ˌəkˈmən-/ (adj) unusual or rare

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

virtual /ˈvɜːtʃəl/ Ame ˈvɜːrtʃəl-/ (adj) made to appear to exist by the use of computer software, for example, on the Internet

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

breach /briːtʃ/ (n) a failure to do sth that must be done, or an action that breaks a rule or agreement
deter /ˈdɪtər/ (v) to make sb decide not to do sth or continue doing sth, especially by making them understand the difficulties and unpleasant results of their actions

disadvantage /ˌdɪsəˈvɑːntɪdʒ Ame ˌventɪdʒ- (n) something that causes problems and tends to stop sb / sth from succeeding or making progress

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

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

identity theft /ˌaɪdəˈtɪəti ˈθeft/ (n) using sb else’s name and personal information in order to obtain credit cards and other goods or to take money out of the person’s bank accounts

illegal /ɪˈlɪgəl/ (adj) not allowed by the law

lift /lɪft/ (n) [BrE] a machine that carries people or goods up and down to different levels in a building

load /ləʊd Ame ləʊd-/ (v) to put a large quantity of things or people onto or into sth

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

monitor /ˈmɒnɪtər Ame ˌmɑːnɪtər- (v) to watch sth over a period of time in order to check that a particular thing does not happen, or check how sth develops

network /ˈnetwərk/ Ame ˈnetwɜːrk-/ (n) a number of computers and other devices that are connected together so that equipment and information can be shared

notify /ˈnəʊtɪf/ Ame ˈnəʊtɪf-/ (v) to formally or officially tell sb about sth

pass /pɑːs Ame pes-/ (n) an official document or ticket that shows that you have the right to enter or leave a place, to travel on a bus or train, etc.

password /ˈpɑːswəd Ame ˈpɔːswərd-/ (n) a secret word or series of letters or numbers that you need to know in order to be allowed into a place, or that you must type into a computer or computer system in order to be able to use it

procedure /ˈprəʊsɪdʒər/ (n) a way of doing sth, especially the usual or correct way

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

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

security breach /ˈsɪkərɪti ˈbreɪʃ/ (n) an action that means that sth that is normally protected is no longer secure

security camera /ˈsɪkərɪti kæmərə/ (n) a camera that is used to film what happens in or around a building, in order to protect the building from attack, crime, etc.

security pass /ˈsɪkərɪti pæs Ame ˈseɪkərɪti pæs-/ (n) an official document or card that shows that you have the right to enter or leave a building, an office, etc.

security procedures /ˈsɪkərɪti prə sɪdʒərɪz/ (n pl) ways of doing things and rules that must be followed in order to protect a building, organization, etc. against attack, danger, or crime

security staff /ˈsɪkərɪti stæf Ame ˌstɪf-/ (n) people in an organization who are responsible for protecting it against attack, danger, or crime
swipe /swaɪp/ (v) to pass a plastic card, such as a credit card, through a special machine that is able to read the information that is stored on it

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

unauthorized access /ˌʌnəˈthɔːrəd ˈækses/ (n) a situation in which sb enters a place, or uses or sees sth such as information on a computer, when they do not have permission or the right to do this

Glossary | Unit by unit

### Unit 8

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

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

**chart** /ʃɑːt/ (n) a page or sheet of information in the form of diagrams, lists of figures, etc.

**common ground** /ˈkɒmən ˈɡraʊnd/ (n) similar ideas, interests, or knowledge

**complementary skills** /ˌkɒmpləˈmɛntəri ˈskɪlz/ (n pl) abilities that are different, but together form a useful combination

**conduct business** /kənˈdʌŋt ˈbaɪznəs/ (phrase) to conduct business

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

**detail** /ˈdiːtəl/ (n) the small facts or features of sth, that may not be easy to notice

**form alliances** /fɔːrm əˈlaɪnəls/ (phrase) to form alliances

**freelancer** /ˈfriːlənsər/ (n) a person who earns money by selling their work or services to several different organizations, rather than being employed by one particular organization

**join forces** /dʒɔɪn ˈfɔːrsiz/ (phrase) to join forces

**merchant** /mərˈʃɛnt/ (n) a business or person that sells goods to the public

**merger** /ˈmɜːrʒər/ (n) a project that is being worked on by two or more people or organizations

**mutual benefit** /mjuːˈʃʊəl ˈbɛnɪt/ (n) an advantage or useful result that helps both the people or groups involved in sth

**prediction** /prɪˈdɪkʃn/ (n) a statement that says what you think will happen

**premises** /ˈpremɪsiz/ (n) the building and the land around it that a business uses

**response** /rɪˈspɔns/ (n) a spoken or written answer

**shared goals** /ʃeəd ˈɡɔːls/ (n pl) similar things that two or more people or groups want to achieve

**suspicion** /ˈsʌspʃn/ (n) the feeling that you cannot trust sb / sth

**take responsibility** /teɪk ˈrɛspənsɪbɪlɪtɪ/ (phrase) to take responsibility

**team player** /ˈtiːm ˈpleɪər/ (n) a person who is good at working as a member of a team, usually in their job

**work closely** /wɜːk ˈkloʊsli/ (phrase) to work closely

**worrying** /ˈwɜrɪŋ/ (adj) that makes you worry

### Unit 9

**appropriate** /əˈprəʊprɪt/; Ame əˈprəʊpər/ (adj) suitable, acceptable, or correct for the particular circumstances

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

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

**breathtaking** /ˈbreɪtiŋk/ (adj) very impressive or exciting

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

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

**component** /kəmˈpəʊnənt/; Ame -ˈpəʊnənt/ (n) one of several parts from which sth is made

**container** /ˈkæntərn/ (n) a large metal or wooden box of a standard size in which goods are packed so that they can easily be transported by ship, train, etc.

**courier** /ˈkjuərɪ/ (n) a person or company whose job is to take packages or important papers somewhere

**demand** /dɛmənd/; Ame -mənd/ (n) the desire or need of customers for goods or services which they want to buy or use

**dispatch** /dɪˈspætʃ/ (v) to send a letter, package, or message somewhere

**distributor** /dɪˈstrɪbjʊtər/ (n) a person or company that supplies goods from the company that makes them to shops / stores, etc.

**enormous** /ɪˈnɔːməs/; Ame -ˈnɔrməs/- (adj) extremely large

**home improvement** /hoʊm ɪˈmpróʊmənt/; Ame ɪˈmproʊmənt/ (n) changes that are made to a house, that increase its value

**inventory** /ɪnˈvɛntəri/; Ame -tərri/ (n) goods that a business has available for sale at a particular time

**keep track of** /kɪp ˈtræk əv/ (phrase) to keep track of

**manufacturer** /mənˈʃəʊnər/ (n) a company or person that produces goods in large quantities

**motherboard** /ˈmʌðəbɔːd/; Ame ˈmaʊðəbɔːrd/ (n) the main board of a computer, containing all the circuits

**out of stock** /aʊt əv ˈstɒk/ (adj) not ready or not available to be bought

**performance** /pərˈfɔːrməns/; Ame pərˈfɔrməns/- (n) how well or badly sth works or is done

**raw material** /ˈrɔː ˈmeɪtrɪəl/ (n) a basic material that is used to make a product

**run low on** /rʌn ˈlöʊ ən/ (phrase) to run low on

**solution** /ˈsəljuːʃn/ (n) a way of solving a problem or dealing with a difficult situation

**stock up on** /stɒk əp ən/; Ame ən/ (phrase) to buy a lot of sth so that you can use it later

**streamlined** /ˈstriːmlaɪnd/ (adj) working well in a way that does not use any unnecessary money, time, or effort

**supplier** /ˈsplaʊrər/ (n) a person or company that supplies goods or services to another company
Glossary | Unit by unit

supply chain /səˈplætʃ ˈʃiːm/ (n) the series of processes involved in the production and supply of goods, from when they are first made, grown, etc. until they are bought or used

ultimately /əˈlɪtməli/ (adv) in the end; finally

urgentley /əˈdʒʌŋtli; Ame ˈɜrdʒ-/ (adv) in a way that needs to be dealt with or happen immediately

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

Unit 10

amount /ˈaʊmənt/ (n) a sum of money

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

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

badly-equipped /ˈbeɪdli ɪˈkwɪpt/ (adj) not provided with the things that are needed for a particular purpose or activity

beautifully maintained /ˈbeɪtjʊli mɛnˈtɛnd/ (adj) kept in a very good condition by being regularly checked and repaired

breast cancer /ˈbrest kərəns/ (n) a form of the disease cancer (a serious disease in which cells grow in the body and kill normal body cells) that affects the breasts

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

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

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

co-operation /koʊəˈpɛrəʃən; Ame koʊəˈpɛrəʃən/ (n) the fact of doing sth together or of working together towards a shared aim

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

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

desire /dɪˈzɜːr/ (n) a strong wish to have or do sth

ever /ˈɛvər/ (adv) not at all; not at any time

fairly /ˈfɛri; Ame ˈfɛri/ (adv) to some extent, but not very

initial /ɪnˈʃuːl/ (adj) happening at the beginning; first

interactive /ɪntəˈræktɪv/ (adj) that involves people working together and having an influence on each other, or that involves information being passed in both directions between sth such as a computer and the person who uses it

interior /ɪnˈtɪərɪər/ (n) the way that the inside of a building, room, or car is designed and decorated, including fabrics, carpets, paint, etc.

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

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

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

not exactly /nɔt ɪˈzɛkktli/ (adv) not very; sometimes used when you are saying the opposite of what you mean

old-fashioned /ˌɔld ˈfæʃənd; Ame ˌɔuld-/ (adj) not modern or fashionable

pretty /ˈprɪti/ (adv) to quite a large extent

productivity /ˌprɔdəskˈtɪvətɪ; Ame ˌprəzd-/ (n) the rate at which a worker, a company, or a country produces goods, and the amount produced, compared with how much time, work, and money is needed to produce them

profit /ˈprɒft/ (n) the money that you make in business or by selling things, especially after paying the costs involved

quite /ˈkwɒt/ (adv) to some degree

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

recommendation /ˌrekəmenˈdeɪʃən/ (n) an official suggestion about the best thing to do

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

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

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

successful /ˈsəks əˈsɛfəl/ (adj) having become popular and / or made a lot of money

up-to-date /ʌp təˈdeɪt/ (adj) new or recent

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

Unit 11

argument /əˈɡjʊmənt; Ame əˈɑrg-/ (n) a discussion in which people disagree, often angrily

avoid confrontation /əˌvɑːrd ˌkɒnfrəntˈeɪʃən; Ame ˌkɒnfrənˈteɪʃən/ (n) (phrase) to prevent a situation in which there is angry disagreement between people or groups

backing /ˈbækɪŋ/ (n) support or approval

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

branch /brend/ (n) a local office or shop / store belonging to a large company or organization, especially a bank

carry out a decision /kəri ə dəˈʃɪzn/ (phrase) to take action based on sth that has been decided

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

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

competition /ˌkɒmpəˈtɪʃn; Ame ˌkɒmpəˈtɪʃn/ (n) an event in which people compete with each other to find out who is the best at sth

complaint /kəmˈpleɪnt/ (n) a statement that sb makes saying that they are not satisfied

compromise /ˌkɒmprəməz; Ame ˌkʌm-/ (n) an agreement made between two people or groups in which each side gives up some of the things they want so that both sides are happy at the end

consensus /ˈkɒnsənsəs/ (n) an opinion that all members of a group agree with

concession /ˈkɑːnˈsɛfən; Ame ˌkɑːnˈsɛfən/ (n) something that you allow or do, or allow sb to have, in order to end an argument or to make a situation less difficult

confrontation /ˌkɒnfrəntˈeɪʃn; Ame ˌkɒnfrəntˈeɪʃn/ (n) a situation in which there is an angry disagreement between people or groups who have different opinions
consultation /ˌkonsəˈteɪʃn/ (n) the act of discussing sth with sb or with a group of people before making a decision about it
co-operative /ˈkəʊəpərətɪv/ (Ame ˌkoo-ər-pərt/) (n) a business or organization that is owned and run by the people involved, with the profits shared by them
democratic /dɪˈməʊkrətɪk/ (adj) based on the principle that all members have an equal right to be involved in running an organization
dress code /ˈdrɛs kɔd; Ame -ˈkood/ (n) rules about what clothes people should wear at work
evaluate ideas /ˌeɡvəˈleɪte idɪəz; Ame -ˈdɪəz/ (phrase) to form an opinion of the quality or value of ideas after thinking about them carefully
express an opinion /ɪkˈspres ən əˈpɪnjən/ (phrase) to show or make known your feelings or thoughts about sth
go for /ɡəʊ fə(r)/ (Ame ˈgoʊ-/) (phr v) to choose sth
have a say /hæv əˈseɪ/ (phrase) to have the right to influence sth by giving your opinion before a decision is made
hierarchy /hɪərəˈkrɪki; Ame ˌhɪərəˈkrɪk/ (n) a system in an organization in which people are organized into different levels of importance from highest to lowest
in favour /ɪn ˈfərə(r)/ (phrase) if you are in favour of sb / sth, you support and agree with them / it
independent /ɪnˈdɪpənt/ (adj) not part of a larger company or group of companies
instinct /ˈɪnstɪkt/ (n) a feeling that makes you do sth or believe that sth is true, even though it is not based on facts or reason
investigate /ˈɪnvestɪgət/ (v) to find out information and facts about a subject or problem by study or research
leak /lɪk/ (v) to give secret information to the public, for example, by telling a newspaper
magnet /ˈmeɡnət/ (n) a person, place, or thing that sb / sth is attracted to
majority /meɪˈdʒorɪtɪ; Ame ˌmeɪdʒər-ɪt/ (n) the largest part of a group of people or things
make a suggestion /meɪk ə səˈdʒestʃən/ (phrase) to mention an idea or a plan for sb else to think about
make up your mind /meɪk əˈpɜːdʒɪn/ (phrase) to decide sth
maximum /ˈmeɪkʌməm/ (n) the greatest amount, size, speed, etc. that is possible, recorded, or allowed
option /ˈɒptən; Ame ˈɑːptən/-/ (n) something that you can choose to have or do
panic /ˈpænɪk/ (n) a situation in which people are made to feel very anxious, causing them to act quickly and without thinking carefully
patriotic /ˈpærətɪstɪk; Ame ˌpærəˈtɪstɪk/ (adj) having or expressing a great love of your country
persuasive /prəˈswɛsɪv; Ame prəˈswɛsɪv/-/ (adj) able to persuade sb to do or believe sth
praise /preɪz/ (v) to express your approval or admiration for sb / sth
proposal /ˈprəʊpəzl; Ame ˌprəʊpoʊzl/ (n) a suggestion or plan
put (sth) forward /pʊt ˈfɔːward; Ame ˈfɔːrwd/ (phr v) to suggest sth, such as an idea, for discussion
reach a consensus /riːtʃə kənˈsensəs/ (phrase) to find an opinion that all members of a group agree with
reconsider /ˌriːkənˈsɜːdʒ(ə)r/ (v) to think about sth again, especially because you might want to change a previous decision or opinion
regret /ˈrɛɡret/ (v) to feel sorry about sth you have done
salary /ˈsæbri/ (n) money that employees receive for doing their job, especially professional employees or people working in an office, usually paid every month
soda /ˈsoʊdə; Ame ˈsoʊ-/ (n) [AmE] a sweet fizzy drink
strike /strɪk/ (n) a period of time when an organization of employees of a company stops working because of a disagreement over pay or conditions
tabloid /ˈteɪbləʊd/ (adj) a tabloid newspaper is a newspaper with small pages, especially one that has short articles and a lot of pictures, and is thought of as less serious than other newspapers
union /ˈjuːniʃən/ (n) an organization of workers, usually in a particular industry, that exists to protect their interests, improve conditions of work, etc.
vacant /ˈveɪkənt/ (adj) if a job is vacant, nobody is doing it and it is available for sb to take
vote /vɔːt; Ame vəut/ (n) the right to make a formal choice in an election or at a meeting in order to choose sb or decide sth
willingly /ˈwɪlɪŋli/ (adv) in an enthusiastic way, without needing to be persuaded
workforce /ˈwɜːkfoʊrse; Ame ˈwɜːrkfɔːrs/-/ (n) all the people who work for a particular company, organization, etc.

Unit 12
a-ha moment /əˈhɑː. məʊmənt; Ame ˌmɑʊmənt/-/ (n) a moment when you suddenly understand or realize sth
asset /ˈæsət/ (n) a thing or person that is valuable or useful to sb / sth
badge /ˈbædʒ/ (n) a small piece of metal or plastic, with a design or words on it, that a person wears to show their name, the organization that they belong to, etc.
brainchild /ˈbreɪntʃaʊld/ (n) an idea or invention of one person or a small group of people
catalyst /ˈkætəlɪst/ (n) a person or thing that causes a change
come up with /kəm ˈap wɪt/ (phr v) to find or produce an idea, an answer, etc.
concept /ˈkɒnsept; Ame ˈkɑːn-/ (n) an idea or a principle
convince /kənˈvɪns/ (v) to make sb believe that sth is true
dynamic /daiˈnæmɪk/ (adj) always changing and making progress
facilitator /fəˈsɪlɪteɪtər/ (n) a person who helps sb do sth or helps a process to take place by discussing problems, giving advice, etc. rather than telling people what to do
graduate /ˈɡrɛdʒʊet/ (n) a person who has a university degree
income /ˈɪnkəm/ (n) the money that a person or organization earns, especially on a regular basis
independence /ɪndɪˈpendəns/ (n) the freedom to organize your own life, make your own decisions, etc. without needing help from other people
innovative /ɪnəˈveɪtɪv/ (adj) introducing or using new and original ideas, ways of doing sth, etc.
invention /ɪnˈvenʃən/ (n) a thing or an idea that has been produced or designed that did not exist before
joystick /ˈdʒɒsɪstɪk/ (n) a stick with a handle used to control sth such as a computer game or aircraft
mission statement /ˈmɪʃən stɛtəmənt/ (n) an official statement of the aims of a company or an organization
obstacle /ˈɔbstəkl; Ame ˈəbstk/ (n) a situation, an event, etc. that makes it difficult for you to do or achieve sth
original /ˈɒrɪɡənl/ (adj) new and interesting in a way that is different from anything that has existed before

pension /ˈpensən/ (n) an amount of money paid regularly by a government or company to sb who is considered to be too old or too ill / sick to work

prototype /praʊˈtɒtɪp/; Ame /ˈproʊtətɪp/ (n) the first design of sth from which other forms are copied or developed

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

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

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

revolutionary /rɪˈvoʊʃənəri/; Ame /-ər/ (adj) involving a great or complete change

roll /rʊl; Ame /ˈrʊl/ (v) to move smoothly on wheels

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

sophisticated /səˈfɪstɪkeitid/ (adj) clever and complicated in the way that it works

steering wheel /ˈstrɪərj ˌwɛl; Ame ˈstrɪərj ˌwɛl/ (n) the wheel that the driver turns to control the direction that a vehicle goes in

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

wheelchair /ˈwɪlɪtʃeɪ(r); Ame ˈwɛlɪtʃeɪ(r)/ (n) a special chair with wheels, used by people who cannot walk because of illness, an accident, etc.

Unit 13

approve /əˈpruːv/ (v) to officially agree to a plan, request, etc.

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

break down /brek ˈdəʊn/ (phr v) (of a machine or vehicle) to stop working because of a fault

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

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

damaged /ˈdæmɪdʒtɪd/ (adj) harmed or spoiled

defect /dɪˈfɛkt/ (n) a fault in sth or in the way it has been made which means that it is not perfect

defective /dɪˈfɛktɪv/ (adj) having been made with a fault or faults; not perfect

domestic appliance /dəˈmɛstɪk ˈplænəs/ (n) a machine that is designed to do a particular thing in the home, such as preparing food, or cleaning

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

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

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

fix /fɪks/ (v) to repair or correct sth

flaw /flɔː/ (n) a mistake in sth that means that it is not correct or does not work correctly

go wrong /ɡoʊ ˈrɛŋ; Ame ɡoʊ ˈræŋ/ (phr v) to stop working correctly or to experience problems or difficulties

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

incompatible /ˌɪnkəmˈpɛtɪb(ə)l/ (adj) two things that are incompatible are of different types so that they cannot be used together

lead /liːd/ (n) [BrE] a long piece of wire, usually covered in plastic, that is used to connect a piece of electrical equipment to a source of electricity

let (sb) down /ˈlet ˈdaʊn/ (phr v) to fail to help or support sb as they had hoped or expected

misunderstanding /ˌmaɪsəndərɪŋ; Ame ˌmaɪsənˈdɛrɪŋ/ (n) a situation in which a comment, an instruction, etc. is not understood correctly

out of order /ˌaʊt əv ˈɔːrdər; Ame ˌaʊtərˈdɛr/ (phrase) (of a machine, etc.) not working correctly

policy /ˈpɒləsi; Ame ˈpɑləsi/ (n) a plan of action agreed or chosen by a business, an organization, or a political party

quality /ˈkwɒləti; Ame ‘kwɔlɪtɪ/ (n) the standard of sth when it is compared to other things like it, especially when this is a high standard

reboot /rɪˈbʊt/ (v) if you reboot a computer or it reboots, you switch it off and then start it again

relieve /rɪˈliːv/ (v) to make a problem less serious

remotely /rɪˈmoʊtli; Ame ˈrɛmətli/ (adv) from a distance or from a different machine, using an electronic link

report /rɪˈpɔːrt; Ame ˈrɛpɔːrt/ (n) a spoken or written description of sth containing information that sb needs to have

unreliable /ˌʌnəˈriːəbl/ (adj) that cannot be trusted or depended on

workload /ˈwɜːklɔːd; Ame ˈwɜːklɔːd/ (n) the amount of work that has to be done by a particular person or organization

Unit 14

apologize /əˈpɒlədʒaɪz; Ame əˈpɑlədʒaɪz/ (v) to say that you are sorry for doing sth wrong or causing a problem

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

attention /əˈtɛnʃon/ (n) the act of looking at or listening carefully to sth such as a job

available /əˈveləbl/ (adj) that you can get, buy, or find

basic procedure /ˈbeɪsɪk prəˈsaɪdʒərɪ/ (n) the way that sth is done, in its simplest form

competitive /kəmˈpɛtɪtɪv/ (adj) as good as or better than others

competitor /kəmˈpɛtɪtər/ (n) a business, person, product etc. that competes against others

contract /ˈkɒntrækt; Ame ˈkəntrækt/ (n) an official written agreement, for example, that sb will do a particular job or provide a particular service

disciplinary procedures /dɪsˈplɪnəri prəˈsaɪdʒərɪz/ (n) an officially agreed way that people who break rules are punished in an organization

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

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

feed (sth) into /fɪd ˈɪntʊ/ (phr v) to supply sth to or put sth into a machine

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

first of all /fɜːrst əv ˈɔːl; Ame ˌfɜːrst əv ˈɔːl/ (phrase) used to introduce the first in a list of things

fuel /fjuːəl/ (n) any material that produces heat or power, usually when it is burnt

having /ˈheɪvɪŋ/ (auxiliary) used in the construction ‘having done sth’ to mean ‘when sb has done sth

ink /ɪŋk/ (n) coloured liquid for writing, drawing, and printing
proceed /ˈprəʊsid/ (v) to continue doing sth

investor /ˈɪnvestə(r)/ (n) a person or an organization that invests money (buys property or shares in a company or spends money on sth in the hope of making a profit)

make (sth) out of /mək ˈɑːt ət/ (phr v) to create or prepare sth by combining materials or putting parts together

once /ˈwaɪns/ (conj) as soon as; when

passenger /ˈpæsɪndʒə(r)/ (n) a person who is travelling in a plane, train, bus, car, or ship and who is not working on it or operating it

pick (sth) up /pɪk əp/ (phr v) to take hold of sth and lift it up

put (sth) in /pʊt ɪn/ (phr v) to move sth into a place or position inside sth

refinery /ˈrefɪnəri/ (n) a factory where a substance such as oil is refined (made pure)

research /rɪˈsɜːtʃ; Ame ˈriːsɛʃtʃ/ (n) careful study of a subject, especially in order to discover new facts or information about it

revenue /rɪˈvənjuː; Ame -ˈnuː/ (n) the money that is received by a business, usually from selling goods or services

short notice /ʃɔːt ˈnəʊtɪs; Ame ʃɔːrt ˈnəʊtɪs/ (n) a small amount of time before sth happens, so that there is not much warning or opportunity for preparation

stage /steɪdʒ/ (n) a separate part that a process, etc. is divided into

take (sth) out /tɛk ˈɑːt/ (phr v) to remove sth from a particular thing or place

dedicated /ˈdedɪkətɪd/ (adj) working hard at sth because it is very important to you

dedication /ˈdedɪkeɪʃn/ (n) the hard work and effort that sb puts into an activity or purpose because they think it is important

dependability /ˌdɪpendəˈbɪlɪti/ (n) the quality of being dependable

dependable /ˌdɪpendəˈbl/ (adj) that can be relied on to do what you want or need

enthusiasm /ˈɛnθəsɪzəm; Ame ˈɛnθəsɪz-/ (n) the quality of being enthusiastic

enthusiastic /ˈɛnθəsɪstɪk; Ame ˈɛnθəsɪstɪk-/ (adj) feeling or showing a lot of excitement and interest about sb / sth

factory /ˈfæktəri/ (n) a building or group of buildings where goods are made

flexibility /ˈfleksɪˈbɪləti/ (n) the quality of being flexible

flexible /ˈfleksɪbl/ (adj) able to change to suit new conditions or situations

hardworking /ˈhɑːdˌwɜːkɪŋ; Ame hɑːrdˈwɜːrk-/ (adj) putting a lot of effort into a job and doing it well

health /hɛlθ/ (n) the condition of a person's body or mind

helpful /ˈhelpfəl/ (adj) willing to help sb

launch /ləʊntʃ/ (v) to start an activity, especially an organized one

map /mæp/ (n) a drawing or plan of an area or of part of the earth's surface, showing things such as countries, towns, rivers, or streets

motivated /ˈməʊtɪvətɪd; Ame ˈmʌtɪt-/) (adj) willing to do sth that involves hard work and effort

motivation /ˈməʊtɪveɪʃn; Ame ˈmʌtɪ-/) (n) the quality of being willing to do sth that involves hard work and effort

nominate /nəˈmeɪt/ (v) formally to suggest that sb should be chosen for an important role, prize, position, etc.

patient /ˈpeɪʃnt/ (adj) able to wait for a long time or accept annoying behaviour or difficulties without becoming angry

punctual /ˈpʌŋktʃuəl/ (adj) arriving or doing sth at the arranged or correct time; not late

punctuality /ˈpʌŋktʃuələti/ (n) the quality of being punctual

raise /rɛɪz/ (n) an increase in the money you are paid for the work that you do; a rise

serious /ˈsɪriəs; Ame ˈsɜːr-/) (adj) that must be treated as important because it could be bad or dangerous

shift /ʃɪft; Ame ʃɛft/ (n) a metal bar that joins parts of a machine or an engine together, enabling power and movement to be passed from one part to another

slide /slaɪd/ (n) a small piece of film held in a frame that can be shown on a screen when you shine a light through it

submit /səˈmɪt-/ (v) to give a document, proposal, etc. to sb in authority so that they can consider it

subsidiary /ˈsʌbdɪəri; Ame ˈsʌr-/) (n) a company that is owned or controlled by another company

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

ambition /ˈæmbɪʃn/ (n) the desire or determination to be successful, rich, powerful, etc.

ambitious /ˈæmbɪʃəs/ (adj) determined to be successful, rich, powerful, etc.

annoying /əˈnɔɪɪŋ/ (adj) making sb feel slightly angry

anticipate /ənˈtɪspət/ (v) to see what might happen in the future and take action to prepare for it

appearance /əˈpærəns/ (n) the way that sb / sth looks on the outside

appraisal /əˈprɪzəl/ (n) a meeting between an employee and their manager to discuss the quality of the employee's work and to plan future tasks

assume /əˈsjuːm; Ame əˈsəm-/ (v) to think or accept that sth is true, but without having proof

audience /ˈɔːdɪəns/ (n) the group of people who have gathered to watch or listen to sth

award /ɔːrwd; Ame ˈɔːrwəd/ (n) a prize such as money, etc. for sth that sb has done

bring (sb) up to speed /brɪŋ əp tʊ ˈspiːd/ (phrase) to give sb the most recent and accurate information or knowledge

caring /ˈkærɪŋ; Ame ˈkɛr-/) (adj) kind, helpful, and showing that you care about other people

certainty /ˈkɛnfrɪdəns; Ame ˈkæn-/) (n) a belief in your own ability to do things and be successful

confident /ˈkɑːnfrɪdənt; Ame ˈkæn-/) (adj) feeling sure about your own ability to do things and be successful

confused /ˈkʌnfrəzd/ (adj) unable to understand clearly what is happening or what sb is saying

creative /ˈkriːtɪv/ (adj) having the skill and imagination to produce sth new or create a work of art

creativity /ˈkriːtɪvɪtɪ/ (n) the ability to use skill and imagination to produce sth new or create a work of art

absolute /əˈbsəljuːt/ (adj) total and complete; used to give emphasis to what you are saying

achievement /əˈtʃiːvmənt/ (n) a thing that sb has done successfully, especially using their own effort and skill

amazing /əˈmeɪzɪŋ/ (adj) very good, especially in an unexpected way
breakthrough /'breikθruː/ (n) an important development that may lead to an agreement, achievement, or discovery

chaotic /kiːtɪk/; Ame -'ktɪk/ (adj) in a state of complete confusion and lack of order

come across /'kʌm ə'krʌs/ (phr v) to find sth by chance

complete /'kɒmplɪt/ (adj) to the greatest degree possible; used to give emphasis to what you are saying

concern /'kənɜːrn; Ame -'sɜrn/ (n) a feeling of worry about a particular thing

cosmetic /'kɒzmɪtɪk; Ame -'kæzmɪtɪk/ (adj) a cosmetic product is one that you put on your face or body to make it more attractive

disaster /'dɪzəstə(r); Ame -'dɪzəstə(r)/ (n) a complete failure

discover /dɪskʌvə(r)/ (v) to find sth, for example to find sth that was hidden or not known about, or find information about sth

discovery /dɪskʌvərɪ/ (n) a finding or something that is discovered

disguise /dɪs'gaɪz/ (v) to make sth or sb look different from what they really are

driver /'draɪvə(r)/ (n) a person who drives a car or other vehicle

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

expertise /ɪk'spɜːtɪs/; Ame -'spɜːtɪs/ (n) expert knowledge or skill in a particular subject, activity, or job

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

floppy /'flɒpi/; Ame 'flʌpi/ (n) something that is not at all successful

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

fugitive /'fʌɡɪtɪv/ (adj) a person who is running away from the law

furlough /'fɜːləʊ/ (n) a period of leave taken from work

futuristic /'fjuːtərɪstɪk/ (adj) relating to or having the features of the future

give up /'ɡɪv aʊp/ (v) to stop doing sth or trying to do sth

grace /ɡreɪs/ (n) a pleasing or attractive quality

handicap /'hændɪkæp/ (n) a disadvantage that sb has that makes it harder for them to do sth

hazard /'hæzəd/ (n) a possible danger

huge /hjuː/ (adj) very large

imagine /'ɪmædʒɪn/ (v) to think about sth that does not exist or is not real

incident /'ɪn�ɪdənt/ (n) an occurrence that happens unexpectedly

incur /ɪnˈkɜːr/ (v) to suffer from sth

independence /ɪnˈdɪpendəns/ (n) the state of being independent

injunction /ɪnˈdʒʌŋkʃən/ (n) an order given by a court of law

insult /ˈɪnsʌlt/ (v) to hurt sb's feelings

insurer /ɪnˈsɜərər/ (n) a person who offers insurance

issue /ˈɪʃuː/ (n) a particular point or topic

jailer /ˈdʒeɪlər/ (n) a person who keeps prisoners

jailor /ˈdʒeɪlər/ (n) a person who keeps prisoners

judgment /ˈdʒudʒmənt/ (n) a decision or opinion

kick /kɪk/ (v) to hit sth or sb with the leg

knowledge /ˈnɔːθnɪdʒ/ (n) what you learn or understand

laugh /lɑːf/ (v) to smile in a happy or relaxed way

lieutenant /ˈlɪtjənənt/ (n) a person who has an official position below that of a captain

link /lɪŋk/ (n) a connection or relationship between things

loss /lɒs/ (n) the situation of having sth that you want or need not there

magnet /ˈmæɡnɪt/ (n) a strong attraction

mend /mɛnd/ (v) to repair or fix sth

merit /ˈmɜːrɪt/ (n) a quality that makes sth worth doing

moral /ˈmɔːrəl/ (adj) involving ethics, right, and wrong

mother /ˈmʌðər/ (n) the parent or main person that十月怀胎 brings a baby into the world

mountain /ˈmaʊntən/ (n) a large hill

musculoskeletal /ˈmjuːskələʊˈskɛlətʃuːl/ (adj) involving muscles and bones

operate /ˈɒpəreɪt/ (v) to do sth with the hands or body

owe /əʊ/ (v) to have a debt or obligation

paint /peɪnt/ (v) to put paint on a surface

pension /ˈpɛnsʃən/ (n) a regular payment made to sb in retirement

pessimistic /ˌpɛsɪˈmɪstɪk/ (adj) believing that things will be bad

photograph /ˌfəʊtəˈɡrɑːf/ (n) a picture taken with a camera

preparation /prəˈpreɪʃn/ (n) the work you do before sth

propose /ˈprəʊpəs/ (v) to suggest sth

questionnaire /ˈkwɪzənəri/ (n) a list of questions

receive /rɪˈsiːv/ (v) to get sth

register /ˈrɛɡɪstr/ (v) to put a name on a list

rescue /rɪˈsiːk/ (v) to save sb / sth from danger

rise /raɪz/ (v) to grow higher or increase

robbery /ˈrɒbəri/ (n) the theft of money or goods

sandwich /ˈsæn(d)wɪtʃ/ (n) a food made of bread with meat, cheese, or vegetables

speak /spleɪk/ (v) to use words in talking

steal /stiːl/ (v) to take sth that is not yours

suggest /ˈsɪɡəst/ (v) to say that sth is possible

tax /tæks/ (n) a payment that is put on sth such as goods or income

tease /ˈtiːz/ (v) to make fun of sb

unemployment /ˌʌnɪˈemploʊmənt/ (n) the situation of having no work

unemployment /ˌʌnɪˈemploʊmənt/ (n) the situation of having no work

undertake /ˌʌndərtək/ (v) to do sth

university /ˌjuːniˈvɜːsəti/ (n) a large college

valuable /ˈvæluəbl/ (adj) worth a lot of money

validate /ˈvælɪdeɪt/ (v) to prove sth is true

veterinary /vɛtəˈrənerɪ/ (adj) related to the care of animals

vindictive /ˈvɪndɪkətɪv/ (adj) wanting to punish sb

waste /weɪst/ (n) sth that is used or thrown away without value

waste /weɪst/ (n) sth that is used or thrown away without value

way /weɪ/ (n) the route that you take to get to sth

weary /ˈwɛəri/ (adj) feeling tired or weak

weigh /weɪ/ (v) to put sth on a scale to find its weight

wield /wiːld/ (v) to hold and use a weapon

withhold /wɪðˈhəʊld/ (v) to keep sth from being given out

xenophobia /ˌzɛnəˈfəʊbiə/ (n) the fear of strangers or different cultures

yak /ˈjɑːk/ (n) a large animal

zealous /ˈzɛloʊs/ (adj) having a strong and loyal love or interest in sth

zest /ˈzɛst/ (n) a healthy appetite for sth