

Upper-intermediate International Wordlist

Unit 1

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|------------------------------------|-----------------------|-------|--|
| actually <i>adv</i> | /ˈæktʃuəli/ | _____ | I'm actually going to be in Prague already. |
| arrogant <i>adj</i> | /ˈærəɡənt/ | _____ | It's quite arrogant to think you can succeed without really trying. |
| book <i>v</i> | /bʊk/ | _____ | Let me know if you need a taxi and I'll book one for you. |
| build relationships <i>phrase</i> | /bɪld rɪˈleɪʃnʃɪps/ | _____ | We build relationships with our customers via social media. |
| calling about <i>phrase</i> | /kɔːlɪŋ əˈbaʊt/ | _____ | I'm calling about the email I sent you. |
| catch <i>v</i> | /kætʃ/ | _____ | Will I have time to catch that train? |
| come across <i>phr v</i> | /kʌm əˈkrɒs/ | _____ | You need to think about how you come across to people. |
| complex <i>adj</i> | /ˈkɒmpleks/ | _____ | Websites in the West are often quite complex . |
| confirm <i>v</i> | /kənˈfɜːm/ | _____ | I'll get my assistant to call you later today to confirm . |
| cover <i>v</i> | /ˈkʌvə(r)/ | _____ | I'm covering for a colleague who's on maternity leave. |
| create an impression <i>phrase</i> | /kriˈeɪt ən ɪmˈpreʃn/ | _____ | Creating a good impression is about more than just shaking hands. |
| currently <i>adv</i> | /ˈkʌrəntli/ | _____ | We're currently updating our corporate image. |
| expensive <i>adj</i> | /ɪkˈspensɪv/ | _____ | That's a very expensive and ineffective way of doing things. |
| favourable <i>adj</i> | /ˈfeɪvərəbl/ | _____ | We need to create a favourable impression to attract customers. |
| form an opinion <i>phrase</i> | /fɔːm ən əˈpɪnjən/ | _____ | People form an opinion of a website in just a few seconds. |
| functional <i>adj</i> | /ˈfʌŋkʃənəl/ | _____ | The websites that work best are simple and functional . |
| get back <i>phr v</i> | /get bæk/ | _____ | We can meet when I get back to the office. |
| have a reputation <i>phrase</i> | /hæv ə ˌrepjuˈteɪʃn/ | _____ | They'll check if your company has a good reputation on review sites. |
| ineffective <i>adj</i> | /,ɪnɪˈfektɪv/ | _____ | The advertising campaign was ineffective – our sales actually fell. |
| let somebody know <i>phrase</i> | /let ˈsʌmbədi nəʊ/ | _____ | Let me know where you're staying. |
| manage <i>v</i> | /ˈmænɪdʒ/ | _____ | To manage your online profile, start with your company's website. |
| maternity leave <i>n</i> | /məˈtɜːnəti liːv/ | _____ | I'm covering for a colleague who's on maternity leave . |
| modest <i>adj</i> | /ˈmɒdɪst/ | _____ | Many Asian cultures prefer offices that are relatively modest . |
| ostentatious <i>adj</i> | /,ɒstenˈteɪʃəs/ | _____ | As a salesperson, your car should be smart but not too ostentatious . |
| project an image <i>phrase</i> | /prəˈdʒekt ən ˈɪmɪdʒ/ | _____ | It's important to project a positive image . |
| provisionally <i>adv</i> | /prəˈvɪʒənəli/ | _____ | Let's say, provisionally , Tuesday the 13th. |
| recommend <i>v</i> | /,rekəˈmend/ | _____ | She recommended you to me as a potential supplier. |
| respond <i>v</i> | /rɪˈspɒnd/ | _____ | I didn't expect you to respond so quickly. |
| successful <i>adj</i> | /səkˈsesfəl/ | _____ | The introduction of flexitime has been very successful . |
| suggest <i>v</i> | /səˈdʒest/ | _____ | I suggest we meet to discuss things further. |

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| suspicious <i>adj</i> | /sə'spi:ʃəs/ | _____ | People are bound to be suspicious if your website is full of mistakes. |
| take a dislike to <i>phrase</i> | /teɪk ə dɪs'laɪk tu/ | _____ | Don't put anything online that an employer might take a dislike to . |
| trustworthy <i>adj</i> | /'trʌstwɜ:ði/ | _____ | You have to work hard to show that you are trustworthy . |
| update <i>v</i> | /,ʌp'deɪt/ | _____ | Do you want to change the whole site or just update parts of it? |
| wary <i>adj</i> | /'weəri/ | _____ | Customers are still wary of newcomers and new technology. |
| whatever <i>n</i> | /wɒt'evə(r)/ | _____ | Fine, I'm happy to do whatever's best for you. |
| wonder <i>v</i> | /'wʌndə(r)/ | _____ | I wondered if you'd had time to look through the portfolio. |

Unit 2

| | | | |
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| achievement <i>n</i> | /ə'tʃi:vmənt/ | _____ | There are a number of impressive achievements on her CV. |
| appreciate something <i>v</i> | /ə'pri:ʃieɪt 'sʌmθɪŋ/ | _____ | Companies appreciate it when interns show interest in improving. |
| attendance reward <i>n</i> | /ə'tendəns rɪ'wɔ:d/ | _____ | Ten members of staff are receiving an attendance reward this year. |
| autonomy <i>n</i> | /ɔ:'tɒnəmi/ | _____ | I value the autonomy my sales job gives me. |
| be acknowledged <i>phrase</i> | /bi ək'nɒlɪdʒd/ | _____ | It's nice to be acknowledged for doing a good job. |
| benefit <i>v</i> | /'benɪfɪt/ | _____ | An internship will benefit you in the long-run. |
| bump into <i>phr v</i> | /bʌmp 'ɪntə/ | _____ | I bumped into an old client in reception at lunchtime. |
| by the way <i>phrase</i> | /baɪ ðə weɪ/ | _____ | By the way , I saw Martina at the conference. |
| catch you later <i>phrase</i> | /kætʃ ju 'leɪtə(r)/ | _____ | Sorry but I need to go. Catch you later . |
| coincidence <i>n</i> | /kəʊ'ɪnsɪdəns/ | _____ | What a coincidence ! What are you doing here? |
| commission <i>n</i> | /kə'mɪʃn/ | _____ | I get 15% commission on everything I sell. |
| company car <i>n</i> | /'kʌmpəni kɑ:(r)/ | _____ | With all the travel involved, I'm provided with a company car . |
| compensation plan <i>n</i> | /,kɒmpen'seɪʃn plæn/ | _____ | The salary's a little low but the compensation plan is good. |
| conference call <i>n</i> | /'kɒnfərəns kɔ:l/ | _____ | I missed lunch because of a conference call . |
| continue <i>v</i> | /kən'tɪnju:z/ | _____ | Can we continue talking later? |
| conversation <i>n</i> | /,kɒnvə'seɪʃn/ | _____ | Could we finish our conversation afterwards? |
| enthusiasm <i>n</i> | /'ɪnθju:ziæzəm/ | _____ | Try to show a bit more enthusiasm at work. |
| feel valued <i>phrase</i> | /'fi:l 'vælju:d/ | _____ | I feel valued as an important member of the team. |
| fulfilment <i>n</i> | /'fʊl'fɪlmənt/ | _____ | I get a lot of fulfilment from meeting new people, and from the travel. |
| have a chance <i>phrase</i> | /hæv ə tʃɑ:ns/ | _____ | I saw you but I didn't have a chance to speak to you. |
| incentive <i>n</i> | /'ɪnsentɪv/ | _____ | It's unusual to receive any cash incentive on an internship. |
| lovely <i>adj</i> | /'lʌvli/ | _____ | How lovely to see you here. |
| non-contributory pension plan <i>n</i> | /,nɒn kən'trɪbjʊtri 'penʃn plæn/ | _____ | The job offer includes a non-contributory pension plan . |
| on-time bonus <i>n</i> | /ɒn taɪm 'bɒnəs/ | _____ | There are incentives like on-time bonuses . |
| performance <i>n</i> | /pə'fɔ:məns/ | _____ | They can help you improve your performance in certain skills. |
| personal development <i>n</i> | /'pɜ:sənəl dɪ'veləpmənt/ | _____ | What opportunities for personal development are there? |
| positive feedback <i>n</i> | /'pɒzətɪv 'fɪ:dbæk/ | _____ | I'm hoping for positive feedback this time. |
| praise <i>n</i> | /'preɪz/ | _____ | Let's hope the reference will be full of praise for you! |
| private medical insurance <i>n</i> | /'praɪvət 'medɪkl ɪn'ʃʊərəns/ | _____ | We already have private medical insurance . |

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| profit-sharing scheme <i>n</i> | /ˈprɒfɪt ˌʃeərɪŋ ski:m/ | _____ | The company offers a profit-sharing scheme as one of its benefits. |
| promise <i>v</i> | /ˈprɒmɪs/ | _____ | Sorry, but I promised to meet someone. |
| recognition <i>n</i> | /ˌrekəɡˈnɪʃn/ | _____ | It's nice to get some recognition for all the hard work. |
| reward <i>n</i> | /rɪˈwɔ:d/ | _____ | The majority of internships do not come with a cash reward . |
| run out <i>phr v</i> | /rʌn aʊt/ | _____ | My parking ticket runs out in five minutes. |
| satisfaction <i>n</i> | /ˌsætɪsˈfækʃn/ | _____ | Positive feedback and praise do a lot for job satisfaction . |
| self-motivation <i>n</i> | /self ˌməʊtɪˈveɪʃn/ | _____ | Doing an internship shows you have plenty of self-motivation . |
| sense of achievement <i>n</i> | /sens əv əˈtʃi:vmənt/ | _____ | Receiving thanks certainly gives me a sense of achievement . |
| show somebody's appreciation <i>phrase</i> | /ʃəʊ ˈsʌmbədɪz əˌpri:ʃiˈeɪʃn/ | _____ | It's good for morale when management show their appreciation . |
| sound interesting <i>phrase</i> | /saʊnd ˈɪntrəstɪŋ/ | _____ | Really? That sounds interesting and I'd like to hear more about it. |
| staff discount <i>n</i> | /stɑ:f ˈdɪskaʊnt/ | _____ | Do you offer a staff discount ? |

Unit 3

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| accurate forecast <i>n</i> | /ˈækjərət ˈfɔ:kɑ:st/ | _____ | We need an accurate forecast of the time needed to complete it. |
| brainstorming <i>n</i> | /ˈbreɪnstɔ:mɪŋ/ | _____ | Phase one in most projects begins with brainstorming . |
| budget constraint <i>n</i> | /ˈbʌdʒɪt kənˈstreɪnt/ | _____ | There are no budget constraints at this brainstorming stage. |
| capacity <i>n</i> | /kəˈpæsəti/ | _____ | Let's look at ways to increase our capacity . |
| case <i>n</i> | /keɪs/ | _____ | Is that really the case ? |
| catering <i>n</i> | /ˈkeɪtərɪŋ/ | _____ | I've already received offers from various catering companies. |
| collaboration <i>n</i> | /kəˌlæbəˈreɪʃn/ | _____ | The Tech-Tariff project is a collaboration between two different companies. |
| come along <i>phr v</i> | /kʌm əˈlɒŋ/ | _____ | How's the product development coming along ? |
| convinced <i>adj</i> | /kənˈvɪnst/ | _____ | I'm afraid I'm not convinced at all. |
| entirely <i>adv</i> | /ɪnˈtaɪəli/ | _____ | I'm not entirely convinced by this argument. |
| fall behind schedule <i>phrase</i> | /fɔ:l brˈhaɪnd ˈʃedju:l/ | _____ | The whole project will be delayed if you fall behind schedule . |
| forward <i>adv</i> | /ˈfɔ:wəd/ | _____ | Are you sure that's the best way forward ? |
| go ahead with something <i>phr v</i> | /gəʊ əˈhed wɪð ˈsʌmθɪŋ/ | _____ | I suggest we just go ahead with the plan . |
| go out of control <i>phrase</i> | /gəʊ aʊt əv kənˈtrəʊl/ | _____ | Costs have gone out of control on this project. |
| go over budget <i>phrase</i> | /gəʊ ˈəʊvə(r) ˈbʌdʒɪt/ | _____ | One of our teams has gone over budget significantly. |
| handset <i>n</i> | /ˈhændset/ | _____ | We've hit a problem with the handset battery life. |
| hit a problem <i>phrase</i> | /hɪt ə ˈprɒbləm/ | _____ | We've hit a problem that the designers are looking at now. |
| ideal <i>adj</i> | /aɪˈdi:əl/ | _____ | That's not an ideal solution. |
| launch <i>v</i> | /lɔ:ntʃ/ | _____ | The aim is to launch a hi-tech phone with new advanced features. |
| make a mess of something <i>phrase</i> | /meɪk ə mes əv ˈsʌmθɪŋ/ | _____ | The manufacturers have really made a mess of things . |
| make a plan <i>phrase</i> | /meɪk ə plæn/ | _____ | Let's make a plan of how this will work. |
| make the launch date <i>phrase</i> | /meɪk ðə lɔ:ntʃ deɪt/ | _____ | They didn't make the launch date as advertised. |

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| meet the deadline <i>phrase</i> | /mi:t ðə 'dedlaɪn/ | _____ | They're not happy we can't meet the deadline . |
| merchandise <i>n</i> | /'mɜ:ʃəndaɪs/ | _____ | Our team will bring the merchandise to the venue. |
| miss the deadline <i>phrase</i> | /mɪs ðə 'dedlaɪn/ | _____ | Do everything you can in order not to miss the deadline . |
| miss the launch date <i>phrase</i> | /mɪs ðə lɔ:ntʃ deɪt/ | _____ | I'm afraid it looks like we're going to miss the launch date . |
| overspend <i>n</i> | /'əʊvəspend/ | _____ | All these problems led to a slight overspend . |
| point <i>n</i> | /pɔɪnt/ | _____ | I take your point , but is that really necessary? |
| proposal <i>n</i> | /'prəʊpəʊzl/ | _____ | Changing back to the old suppliers would be my proposal . |
| realistic budget <i>n</i> | /,rɪə'lɪstɪk 'bʌdʒɪt/ | _____ | It's just not possible as it simply isn't a realistic budget . |
| run into problems <i>phrase</i> | /rʌn 'ɪntə 'prɒbləmz/ | _____ | It's easy to run into problems with so many people involved. |
| run smoothly <i>phrase</i> | /rʌn 'smu:ðli/ | _____ | Things are running smoothly so far. |
| side <i>n</i> | /saɪd/ | _____ | How does your side of things look? |
| site <i>n</i> | /saɪt/ | _____ | The clearing of the site took place quickly and easily. |
| status <i>n</i> | /'steɪtəs/ | _____ | What's the current status of the project? |
| stay on track <i>phrase</i> | /steɪ ɒn træk/ | _____ | Let's assume the construction phase stays on track . |
| stay the course <i>phrase</i> | /steɪ ðə kɔ:s/ | _____ | It's important that you stay the course and don't give up. |
| stay within budget <i>phrase</i> | /steɪ wɪ'ðɪn 'bʌdʒɪt/ | _____ | That's good that we'll stay within budget this time. |
| tariff <i>n</i> | /'tærɪf/ | _____ | MMT-Tec's new tariff includes free videophoning and multimedia message services. |
| upfront planning <i>n</i> | /,ʌp'frʌnt 'plænɪŋ/ | _____ | It'll require years of upfront planning . |
| worth a try <i>phrase</i> | /wɜ:θ ə traɪ/ | _____ | I guess it's worth a try as we don't have any other options. |

Unit 4

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| bring about <i>phr v</i> | /brɪŋ ə'baʊt/ | _____ | We hope to bring about real improvements for everyone. |
| bring down <i>phr v</i> | /brɪŋ daʊn/ | _____ | We need to do something to bring down the costs. |
| carry out <i>phr v</i> | /'kæəri aʊt/ | _____ | We give back to the communities where we carry out our operations. |
| come up with <i>phr v</i> | /kʌm ʌp wɪð/ | _____ | Greenlight Planet came up with the idea of affordable lighting. |
| commercially-viable proposition <i>n</i> | /kə'mɜ:ʃəli 'vaɪəbl ,prɒpə'zɪʃn/ | _____ | It has to be a commercially-viable proposition . |
| concept <i>n</i> | /'kɒnsept/ | _____ | Well, it's a pretty simple concept . |
| cutting-edge technology <i>n</i> | /,kʌtɪŋ 'edʒ tek'nɒlədʒi/ | _____ | Their projects don't require cutting-edge technology . |
| database <i>n</i> | /'deɪtəbeɪs/ | _____ | The system scans your iris and matches it to a central database . |
| demonstrate <i>v</i> | /'demənstreɪt/ | _____ | I'd like to demonstrate how effective this type of brainstorming is. |
| emerge <i>v</i> | /i'mɜ:dʒ/ | _____ | For new ideas to emerge , you need people who respond positively. |
| far-reaching <i>adj</i> | /,fɑ: 'ri:tʃɪŋ/ | _____ | This decision will have far-reaching consequences for the rest of the company. |
| generate <i>v</i> | /'dʒenəreɪt/ | _____ | In this way, you can generate plenty of new ideas very quickly. |
| get round something <i>phr v</i> | /get raʊnd 'sʌmθɪŋ/ | _____ | They had to get round the problem of having no access to electricity. |
| illustrate <i>v</i> | /'ɪləstreɪt/ | _____ | These comments illustrate the difficulties customers are experiencing. |

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| in comparison to <i>phrase</i> | /ɪn kəm'pærɪsn tə/ | _____ | DiScan2 is extremely secure in comparison to other systems. |
| innovative approach <i>n</i> | /'ɪnəvətɪv ə'prəʊtʃ/ | _____ | They have taken an innovative approach to selling the lamp. |
| key concept <i>n</i> | /ki: 'kɒnsept/ | _____ | This is a key concept behind every new project. |
| look at <i>v</i> | /lʊk æt/ | _____ | OK, let's look at what DiScan2 has to offer. |
| major breakthrough <i>n</i> | /'meɪdʒə(r) 'breɪkθruː/ | _____ | They hope to make a major breakthrough in meeting energy needs. |
| overview <i>n</i> | /'əʊvəvjuː/ | _____ | First, I'll give you a brief overview of the process. |
| pay off <i>phr v</i> | /peɪ ɒf/ | _____ | Local communities pay off the cost in monthly instalments. |
| potential benefit <i>n</i> | /pə'tenʃl 'benɪfɪt/ | _____ | They highlight the potential benefit of sustainable energy projects. |
| practical solution <i>n</i> | /'præktɪkl sə'ljuːʃn/ | _____ | They have come up with a practical solution to the problem. |
| prove <i>v</i> | /pruːv/ | _____ | The study proves that we have improved reliability and reduced costs. |
| radical <i>adj</i> | /'rædɪkl/ | _____ | Although it may sound radical , it's up to you how far-reaching you want it to be. |
| recognition <i>n</i> | /'rekəg'nɪʃn/ | _____ | Iris recognition is part of the next generation in security. |
| retinal scan <i>n</i> | /'retɪnl skæn/ | _____ | For a retinal scan , you need to put your eye very close to the camera. |
| risk-taker <i>n</i> | /'rɪsk'teɪkə(r)/ | _____ | Many business people are by nature careful and not big risk-takers . |
| scan <i>v</i> | /skæn/ | _____ | When you look at a camera, the system scans your iris. |
| seek <i>v</i> | /si:k/ | _____ | PharmaLab is a medical research company seeking to increase security in its research centre. |
| set up <i>phr v</i> | /set ʌp/ | _____ | We set up a pilot project so we were able to test the system. |
| show <i>v</i> | /ʃəʊ/ | _____ | This graph shows the trend clearly. |
| state-of-the-art <i>adj</i> | /'steɪt əv ðɪ 'ɑːt/ | _____ | DiScan2 is a state-of-the-art security system. |
| suggest <i>v</i> | /sə'dʒest/ | _____ | The evidence suggests that there are three main factors involved. |
| take forward <i>phr v</i> | /teɪk 'fɔːwəd/ | _____ | The charity enables winners to take their work forward . |
| take up <i>phr v</i> | /teɪk ʌp/ | _____ | I'd like you to take up the challenge of improving our productivity. |
| whereas <i>conj</i> | /'weər'æz/ | _____ | You can use someone else's code, whereas you can't copy their iris. |

Unit 5

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|---|------------------------|-------|---|
| accompany <i>v</i> | /ə'kʌmpəni/ | _____ | You'll get the opportunity to accompany the workers in their daily work. |
| act responsibly <i>phrase</i> | /ækt rɪ'spɒnsəbli/ | _____ | Our values mean that we act responsibly for the good of the planet. |
| advise <i>v</i> | /əd'vaɪz/ | _____ | We advise you to set this up directly with the locals. |
| be welcome to <i>phrase</i> | /bi 'welkəm tə/ | _____ | You're welcome to get in touch when you're staying in Berlin. |
| beneficial <i>adj</i> | /'benɪ'fɪʃl/ | _____ | Is the contribution positive and beneficial ? |
| break the law <i>phrase</i> | /breɪk ðə lɔː/ | _____ | I will not break the law in order to further my career. |
| bribery <i>n</i> | /'brɪərəri/ | _____ | Some people might see making such a payment as a form of bribery . |
| commitment <i>n</i> | /kə'mɪtmənt/ | _____ | We've always had a strong commitment to our workforce. |
| comply with something <i>v</i> | /kəm'plai wɪð 'sʌmθɪŋ/ | _____ | We do more than simply comply with the regulations . |
| contribute <i>v</i> | /'kɒntrɪbjʊːt/ | _____ | What does your industry or company contribute to society? |

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| corruption <i>n</i> | /kə'ɾʌpʃn/ | _____ | It could be seen as corruption if all the money went to one individual. |
| credibility <i>n</i> | /,kredə'bɪləti/ | _____ | They have lost a great deal of credibility lately. |
| cross the line <i>phrase</i> | /krɒs ðə laɪn/ | _____ | Are you ever faced with the ethical dilemma of crossing the line ? |
| damaging <i>adj</i> | /'dæmɪdʒɪŋ/ | _____ | Is the contribution negative and damaging ? |
| deception <i>n</i> | /dɪ'sepʃn/ | _____ | Is it deception that they claim to be environmentally friendly? |
| delighted <i>adj</i> | /dɪ'laɪtɪd/ | _____ | We'd be delighted to show you around the city. |
| discrimination <i>n</i> | /dɪ,skrɪmɪ'neɪʃn/ | _____ | We do not tolerate discrimination in any form. |
| donate <i>v</i> | /dəʊ'neɪt/ | _____ | They donate time and services to environmental groups. |
| ethics <i>n pl</i> | /'eθɪks/ | _____ | We are proud of our business ethics . |
| fairness <i>n</i> | /'feənəs/ | _____ | They have a reputation for fairness . |
| generosity <i>n</i> | /,dʒenə'rɒsəti/ | _____ | We are grateful for your generosity . |
| get the opportunity <i>phrase</i> | /get ðə ,ɒpə'tju:nəti/ | _____ | You'll get the opportunity to visit some of the local attractions. |
| greed <i>n</i> | /gri:d/ | _____ | Are multinationals solely motivated by profit and greed ? |
| highly recommended <i>phrase</i> | /'haɪli ,rekə'mendɪd/ | _____ | A visit to one of the seafront restaurants is highly recommended . |
| initiative <i>n</i> | /'ɪnɪʃətɪv/ | _____ | They will tell us about their latest initiatives in social responsibility. |
| invite <i>v</i> | /ɪn'vaɪt/ | _____ | We'd like to invite you to our tenth anniversary dinner. |
| itinerary <i>n</i> | /aɪ'tɪnərəri/ | _____ | We'll email you the itinerary with all your flight and hotel details. |
| make sense <i>phrase</i> | /meɪk sens/ | _____ | I'll do exactly that as it makes a lot of sense . |
| personal standards <i>n pl</i> | /'pɜ:sənəl 'stændədz/ | _____ | Rule 47 requires you to set personal standards which you won't break. |
| prejudice <i>n</i> | /'predʒudɪs/ | _____ | We work hard to combat discrimination and prejudice . |
| principles <i>n pl</i> | /'prɪnsəplz/ | _____ | One of our guiding principles is to give back to the communities. |
| raise something's profile <i>phrase</i> | /reɪz 'sʌmθɪŋz 'prəʊfaɪl/ | _____ | It has recently brought in a PR consultant to help raise its profile . |
| reduce the impact <i>phrase</i> | /rɪ'dju:s ðə ɪm'pækt/ | _____ | We're working steadily to reduce the impact we have. |
| regulations <i>n pl</i> | /,regju'leɪʃnz/ | _____ | The government has introduced new environmental regulations to reduce CO ₂ emissions. |
| responsibility <i>n</i> | /,rɪspɒnsə'bɪləti/ | _____ | Tell us about your latest initiatives in social responsibility . |
| share <i>v</i> | /ʃeə(r)/ | _____ | We share a strong commitment to protecting nature. |
| source <i>v</i> | /sɔ:s/ | _____ | It sources teas from small, local farmers and supports fair trade. |
| stay true to something <i>phrase</i> | /steɪ tru: tə 'sʌmθɪŋ/ | _____ | We have stayed true to our principles during thirty years in business. |
| take an active part in <i>phrase</i> | /teɪk ən 'æktɪv pɑ:t ɪn/ | _____ | We take an active part in the fight to repair the damage. |
| values <i>n pl</i> | /'vælju:z/ | _____ | Looking after our staff is one of our core values . |
| well worth <i>phrase</i> | /wel wɜ:θ/ | _____ | It's well worth a visit while you're in the area. |

Unit 6

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|--------------------------------------|--------------------|-------|---|
| be good with <i>phrase</i> | /bi gud wɪð/ | _____ | Joel is good with computers so he can probably fix it. |
| budget deficit <i>n</i> | /'bʌdʒɪt 'defɪsɪt/ | _____ | Our budget deficit has increased again this year so we need to do something to make savings. |

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| consequences <i>n pl</i> | /ˈkɒnsɪkwənsɪz/ | _____ | I do things as I think of them without considering the consequences . |
| consider all the options <i>phrase</i> | /kənˈsɪdə(r) ɔ:l ðə ˈɒpʃnz/ | _____ | The whole point of analysis is to make you consider all the options . |
| correspondence <i>n</i> | /ˌkɒrəˈspɒndəns/ | _____ | Can you please forward all the correspondence to me? |
| creative <i>adj</i> | /kriˈeɪtɪv/ | _____ | Intuitives are often energetic and creative . |
| cut back <i>phr v</i> | /kʌt bæk/ | _____ | We need to cut back on overtime. |
| decide between two things <i>phrase</i> | /dɪˈsaɪd brɪˈtwɪn tu: θɪŋz/ | _____ | Let's say you have to decide between two things – Plan A and Plan B. |
| delay my decision <i>phrase</i> | /dɪˈleɪ maɪ dɪˈsɪʒn/ | _____ | I'll delay my decision until I have all the information. |
| detached <i>adj</i> | /dɪˈtætʃt/ | _____ | Thinkers prefer to remain detached . |
| determined <i>adj</i> | /dɪˈtɜ:mɪnd/ | _____ | They are determined and keep to their deadlines. |
| drawback <i>n</i> | /ˈdrɔ:bæk/ | _____ | The main drawback is the extra cost involved. |
| equipment <i>n</i> | /ɪˈkwɪpmənt/ | _____ | The equipment needs to be installed by the weekend. |
| establish <i>v</i> | /ɪˈstæblɪʃ/ | _____ | I'd like to establish a number of facts surrounding the controversy. |
| expenditure <i>n</i> | /ɪkˈspendɪtʃə(r)/ | _____ | Let's turn to the next item, customer expenditure . |
| flexible <i>adj</i> | /ˈfleksəbl/ | _____ | Perceivers like to be flexible and to keep their options open. |
| focused <i>adj</i> | /ˈfəʊkəst/ | _____ | They can be very focused when working on tasks. |
| get at <i>phr v</i> | /get æt/ | _____ | What are you getting at as I'm not sure what you mean exactly? |
| get different perspectives <i>phrase</i> | /get ˈdɪfrənt pəˈspektɪvz/ | _____ | I get different perspectives – and I listen to them. |
| have confidence in somebody's judgment <i>phrase</i> | /hæv ˈkɒnfɪdəns ɪn ˈsʌmbədɪz ˈdʒʌdʒmənt/ | _____ | You need to have confidence in your own judgement . |
| impulsive <i>adj</i> | /ɪmˈpʌlsɪv/ | _____ | They're talkers rather than listeners and can be impulsive . |
| indecisive <i>adj</i> | /ɪˌndɪˈsaɪsɪv/ | _____ | Perceivers are often indecisive . |
| instinctive <i>adj</i> | /ɪnˈstɪŋktɪv/ | _____ | Feelers are instinctive in their decisions. |
| insurance <i>n</i> | /ɪnˈʃʊərəns/ | _____ | The insurance should cover us for the full amount of our claim. |
| look into <i>phr v</i> | /lʊk ˈɪntə/ | _____ | Let's look into this and discuss it again at our next meeting. |
| methodical <i>adj</i> | /məˈθɒdɪkl/ | _____ | They are reliable and methodical and work at a steady pace. |
| outgoing <i>adj</i> | /ˈaʊtɡəʊɪŋ/ | _____ | Extroverts are often outgoing and enthusiastic. |
| oversee <i>v</i> | /ˌəʊvəˈsi:z/ | _____ | The meeting is led by a consultant brought in to oversee the measures. |
| pragmatic <i>adj</i> | /præɡˈmætɪk/ | _____ | Sensors are often sensible and pragmatic . |
| pros and cons <i>phrase</i> | /prəʊz ənd kɒnz/ | _____ | I'd like to discuss the pros and cons first. |
| punctual <i>adj</i> | /ˈpʌŋktʃuəl/ | _____ | They appreciate plans, rules and schedules and are usually punctual . |
| rational <i>adj</i> | /ˈræʃnəl/ | _____ | Thinkers usually take a rational approach to decision-making. |
| rely on feelings <i>phrase</i> | /rɪˈlaɪ ɒn ˈfi:lɪŋz/ | _____ | We rely on feelings associated with these patterns. |
| self-contained <i>adj</i> | /ˌself kənˈteɪnd/ | _____ | Introverts are often self-contained and reserved. |
| start off <i>phr v</i> | /stɑ:t ɒf/ | _____ | Jens, could you start us off , please? |
| tactful <i>adj</i> | /ˈtæktfl/ | _____ | Tactful and diplomatic, they avoid arguments. |
| thoughtful <i>adj</i> | /ˈθɔ:tfʊl/ | _____ | They are thoughtful when making decisions. |
| trust somebody's instincts <i>phrase</i> | /trʌst ˈsʌmbədɪz ˈɪnstɪŋkts/ | _____ | I let my inner wisdom emerge and trust my instincts . |
| weigh up <i>v</i> | /wei ʌp/ | _____ | Using your intuition is the best way of weighing up information. |

Unit 7

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| achieve <i>v</i> | /ə'tʃi:v/ | _____ | Outsourcing means we can achieve lower overheads. |
| as a result of <i>phrase</i> | /æz ə rɪ'zʌlt əv/ | _____ | Infrastructure has improved greatly as a result of large investment. |
| background <i>n</i> | /'bækgraʊnd/ | _____ | I've briefly looked at the background , so let's move on. |
| breakdown <i>n</i> | /'breɪkdaʊn/ | _____ | This chart gives a full breakdown of the results |
| business process outsourcing <i>phrase</i> | /'bɪznəs 'prəʊses 'aʊtsɔ:sɪŋ/ | _____ | Nearly 50% of all business process outsourcing services are based in India. |
| closer to home <i>phrase</i> | /'kləʊsə(r) tə həʊm/ | _____ | Western companies are now relocating parts of their business closer to home . |
| core activities <i>n</i> | /kɔ:(r) æk'tɪvətɪz/ | _____ | Businesses outsource routine work in order to concentrate on core activities . |
| cost-cutting measures <i>phrase</i> | /'kɒst kʌtɪŋ 'meɪʒəz/ | _____ | We were considering what cost-cutting measures we could take. |
| cost-savings <i>n</i> | /'kɒst 'seɪvɪŋz/ | _____ | Western businesses do not make the cost-savings they once did. |
| create <i>v</i> | /'kri'eɪt/ | _____ | Due to job losses, there's a need to create more high-quality jobs in the EU. |
| cut costs <i>phrase</i> | /'kʌt kɒsts/ | _____ | This is being done in order to cut costs and improve efficiency. |
| develop <i>v</i> | /'di'veləp/ | _____ | We've been developing a number of strategies to combat the issue. |
| dream job <i>n</i> | /'dri:m dʒɒb/ | _____ | I think being a pilot would be my dream job . |
| effect <i>n</i> | /'i:fekt/ | _____ | The effect of this policy change is not clear as yet. |
| expand operations <i>phrase</i> | /'ɪk'spænd ,ɒpə'reɪʃnz/ | _____ | We're interested in expanding our operations in China. |
| export growth <i>n</i> | /'eksɒ:t grəʊθ/ | _____ | Revenue from export growth led to greater investment in infrastructure. |
| food for thought <i>phrase</i> | /'fu:d fə(r) θɔ:t/ | _____ | I'd like to leave you today with you some food for thought . |
| free up <i>phr v</i> | /'fri: ʌp/ | _____ | We've managed to free up a lot of resources for our core activities. |
| gain <i>v</i> | /'geɪn/ | _____ | We hope to gain a competitive edge by outsourcing our legal processing. |
| get through <i>phr v</i> | /'get θru:/ | _____ | With 24/7 productivity, they can get through a huge volume of work. |
| have a look at <i>phrase</i> | /'hæv ə lʊk ət/ | _____ | Let's have a look at these figures in more detail. |
| improve <i>v</i> | /'ɪm'pru:v/ | _____ | It's a dream job and it has certainly improved my quality of life. |
| indicate <i>v</i> | /'ɪndɪkeɪt/ | _____ | Research indicates that this may not be true. |
| lead to <i>v</i> | /'li:d tə/ | _____ | Outsourcing business processing tasks leads to significant job losses in EU countries. |
| mention <i>v</i> | /'menʃn/ | _____ | Another point to mention is that the savings are significant. |
| notice <i>v</i> | /'nəʊtɪs/ | _____ | You'll notice on this chart that the trend is clearly upwards. |
| offshore location <i>n</i> | /'ɒf'ʃɔ:(r) ləʊ'keɪʃn/ | _____ | India is a major offshore location for service industries. |
| outside expertise <i>n</i> | /'aʊtsaɪd ,eksɒ:'ti:z/ | _____ | With so many graduates, India offered the outside expertise needed. |
| outsourcing vendors <i>n</i> | /'aʊtsɔ:sɪŋ 'vendəz/ | _____ | Outsourcing vendors in countries like India are facing uncertain times. |
| overseas <i>adj</i> | /'əʊvə'si:z/ | _____ | We expect outsourcing overseas to decrease in the next five years. |
| refer <i>v</i> | /'rɪ'fɜ:(r)/ | _____ | The report that I referred to earlier makes the same point. |
| relate back to <i>phr v</i> | /'rɪ'leɪt bæk tə/ | _____ | These production issues relate back to the design phase. |

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| send away <i>phr v</i> | /send ə'weɪ/ | _____ | The message I'd like to send you away with today is a simple one. |
| skilled workers <i>n</i> | /skɪld 'wɜ:kəz/ | _____ | Disney animation relies on the skilled workers of India. |
| streamline <i>v</i> | /'stri:mlaɪn/ | _____ | We've been able to streamline our operation. |
| take measures <i>phrase</i> | /teɪk 'meʒəz/ | _____ | We are taking a number of cost-cutting measures . |
| training facilities <i>n pl</i> | /'treɪnɪŋ fə'sɪlətɪz/ | _____ | India has invested heavily in training facilities for its workforce. |
| turn somebody's attention to <i>phrase</i> | /tɜ:n 'sʌmbədɪz ə'tenʃn tə/ | _____ | I'd like to turn your attention to this diagram. |

Unit 8

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| apprenticeship <i>n</i> | /ə'prentɪʃɪp/ | _____ | We offer a limited number of apprenticeships each year. |
| lay off <i>phr v</i> | /leɪ ɒf/ | _____ | The factory closed and everyone was laid off . |
| be made redundant <i>phrase</i> | /bi meɪd rɪ'dʌndənt/ | _____ | I'd worked there for 30 years when I was suddenly made redundant . |
| career prospects <i>n pl</i> | /kə'riə(r) 'prɒspekts/ | _____ | Good qualifications will improve your career prospects . |
| change of direction <i>phrase</i> | /tʃeɪndʒ ɒv də'rekʃn/ | _____ | Retraining in my forties resulted in a change of direction for me. |
| employ <i>v</i> | /ɪm'plɔɪ/ | _____ | I was first employed by the company as an apprentice 12 years ago. |
| employability <i>n</i> | /ɪm'plɔɪə'bɪləti/ | _____ | Skills and experience affect the employability of an individual. |
| employable <i>adj</i> | /ɪm'plɔɪəbl/ | _____ | The scheme aims to make young people more employable . |
| employee <i>n</i> | /ɪm'plɔɪi:/ | _____ | We have sixty employees . |
| employer <i>n</i> | /ɪm'plɔɪə(r)/ | _____ | They're a good employer who looks after their staff. |
| employment <i>n</i> | /ɪm'plɔɪmənt/ | _____ | We plan to offer new employment to six people every year. |
| full-time employment <i>n</i> | /,fʊl 'taɪm ɪm'plɔɪmənt/ | _____ | After doing my apprenticeship, I went into full-time employment . |
| glass ceiling <i>n</i> | /glɑ:s 'si:lɪŋ/ | _____ | I feel like there's a glass ceiling at my company and I can't progress. |
| guarantee <i>v</i> | /,gærən'ti:/ | _____ | If you can guarantee an order of over 1000 units, I can drop the price. |
| job opportunity <i>n</i> | /dʒɒb ,ɒpə'tju:nəti/ | _____ | There are very few job opportunities in a small town like this. |
| job satisfaction <i>n</i> | /dʒɒb ,sætɪs'fækʃn/ | _____ | A desire to change jobs is usually about ambition and job satisfaction . |
| job security <i>n</i> | /dʒɒb sɪ'kjʊərəti/ | _____ | I had job security and a decent wage. |
| keep somebody's options open <i>phrase</i> | /ki:p 'sʌmbədɪz 'ɒpʃnz 'əʊpən/ | _____ | I'd like to keep my options open for now, but I'll let you know. |
| live with something <i>phr v</i> | /lɪv wɪð 'sʌmθɪŋ/ | _____ | I think I can live with that as long as you can meet the deadline. |
| management <i>n</i> | /'mænɪdʒmənt/ | _____ | The company's management expect to make their decision this week. |
| operational <i>adj</i> | /,ɒpə'reɪʃənl/ | _____ | There is an operational board in charge of day-to-day management. |
| opportunity for advancement <i>phrase</i> | /,ɒpə'tju:nəti fə(r) əd'vɑ:nsmənt/ | _____ | I started to feel there wasn't a lot of opportunity for advancement . |
| outline <i>v</i> | /'aʊtlaɪn/ | _____ | Make sure that you outline the situation before you discuss solutions. |
| ownership <i>n</i> | /'əʊnəʃɪp/ | _____ | The ownership of the company has changed hands recently. |

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| profitable <i>adj</i> | /ˈprɒfɪtəbl/ | _____ | It's easy to sell a profitable business. |
| recap <i>n</i> | /ˈri:kæp/ | _____ | I'll just give you a quick recap of yesterday's meeting. |
| redeploy <i>v</i> | /ˌri:di'plɔɪ/ | _____ | They wanted to redeploy me to the new office. |
| relocate <i>v</i> | /ˌri:ləʊ'keɪt/ | _____ | Is it common for people to change jobs and relocate ? |
| retirement <i>n</i> | /rɪ'taɪəmənt/ | _____ | They've announced their plans for retirement . |
| self-employed <i>adj</i> | /ˌself ɪm'plɔɪd/ | _____ | Do you work for a company or are you self-employed ? |
| sideways move <i>phrase</i> | /ˈsaɪdweɪz mu:v/ | _____ | It's not a promotion, it's just a sideways move . |
| state <i>n</i> | /steɪt/ | _____ | Employees in a state of flow lose track of time and experience true job satisfaction. |
| stretch the budget <i>phrase</i> | /stretʃ ðə 'bʌdʒɪt/ | _____ | Supposing we stretch the budget a little. |
| summarize <i>v</i> | /ˈsʌməraɪz/ | _____ | Could you try to summarize the situation for us? |
| take early retirement <i>phrase</i> | /teɪk 'ɜ:lɪ rɪ'taɪəmənt/ | _____ | Have you ever thought about taking early retirement ? |
| training <i>n</i> | /ˈtreɪnɪŋ/ | _____ | They place great emphasis on training and personal development. |
| unemployable <i>adj</i> | /ˌʌnɪm'plɔɪəbl/ | _____ | Without any qualifications, you may be unemployable . |
| unemployed <i>adj</i> | /ˌʌnɪm'plɔɪd/ | _____ | I was unemployed for a few months after I was made redundant. |
| unemployment <i>n</i> | /ˌʌnɪm'plɔɪmənt/ | _____ | Unemployment has fallen to 3.8%. |

Unit 9

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| absolutely <i>adv</i> | /ˈæbsəlu:tli/ | _____ | My parents were absolutely fantastic to me when I was at university. |
| ages <i>n pl</i> | /eɪdʒɪz/ | _____ | I haven't seen you for ages . |
| anyway <i>adv</i> | /ˈeniweɪ/ | _____ | Anyway , what have you been up to? |
| acquaintance <i>n</i> | /ə'kweɪntəns/ | _____ | I met an old business acquaintance at last week's trade fair. |
| be up to <i>phrase</i> | /bi ʌp tu/ | _____ | What have you been up to lately? |
| business model <i>n</i> | /ˈbɪznəs 'mɒdl/ | _____ | Pop-ups can form part of a serious business model nowadays. |
| business venture <i>n</i> | /ˈbɪznəs 'ventʃə(r)/ | _____ | They asked for financial assistance with a business venture . |
| chat about <i>v</i> | /tʃæt ə'baʊt/ | _____ | Let's chat about that over dinner. |
| completely <i>adv</i> | /kəm'pli:tli/ | _____ | It's completely outrageous. |
| decide on <i>v</i> | /dɪ'saɪd ɒn/ | _____ | That isn't something I can decide on right now. |
| demand <i>n</i> | /dɪ'mɑ:nd/ | _____ | We have seen demand for our products grow steadily. |
| details <i>n pl</i> | /ˈdi:teɪlz/ | _____ | Send me the details and I'll let you know what I think. |
| downside <i>n</i> | /ˈdaʊnsaɪd/ | _____ | The downside is that they will want a share of the profits. |
| extremely <i>adv</i> | /ɪk'stri:mli/ | _____ | Some of my fellow students were extremely helpful. |
| financial backing <i>n</i> | /fə'nænʃl 'bækɪŋ/ | _____ | Jam Jar Investments gives financial backing to new businesses. |
| gap in the market <i>phrase</i> | /gæp ɪn ðə 'mɑ:kit/ | _____ | In 1999 three friends saw a gap in the drinks market . |
| in contact <i>phrase</i> | /ɪn 'kɒntækt/ | _____ | It's been a long time since we've been in contact . |
| in touch <i>phrase</i> | /ɪn tʌtʃ/ | _____ | Could you put me in touch with Mr Patel? |
| incredibly <i>adv</i> | /ɪn'kredəbli/ | _____ | It was incredibly difficult to persuade them. |
| investment fund <i>n</i> | /ɪn'vestmənt fʌnd/ | _____ | The owners set up an investment fund called 'Jam Jar Investments'. |
| niche market <i>n</i> | /ni:ʃ 'mɑ:kit/ | _____ | We operate in a niche market of highly-specialized products. |
| on a consultancy basis <i>phrase</i> | /ɒn ə kən'sʌltənsɪ 'beɪsɪs/ | _____ | We hire specialists on a consultancy basis as and when we need them. |
| pop-up stall <i>n</i> | /ˈpɒp ʌp stɔ:l/ | _____ | They sold their drinks from a pop-up stall at a music festival. |

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| return on somebody's investment <i>phrase</i> | /rɪ'tʒ:n ɒn 'sʌmbədɪz ɪn'vestmənt/ | _____ | The three founders saw an immediate return on their investment . |
| sound <i>v</i> | /saʊnd/ | _____ | It sounds an interesting proposal. |
| start-up capital <i>n</i> | /'stɑ:t ʌp 'kæpɪtl/ | _____ | Our pop-up store generated quick sales to help with start-up capital . |
| still <i>adv</i> | /stɪl/ | _____ | Are you still living in Manchester? |
| temporary outlet <i>n</i> | /'tempərəri 'aʊtlet/ | _____ | A pop-up is defined as a temporary outlet . |
| think about <i>v</i> | /θɪŋk ə'baʊt/ | _____ | I'll certainly think about it. |
| totally <i>adv</i> | /'təʊtəli/ | _____ | The rents in most places were totally ridiculous. |
| treat <i>v</i> | /tri:t/ | _____ | How's life treating you? |
| turn over <i>phr v</i> | /tʒ:n 'əʊvə(r)/ | _____ | The business now turns over £100 million a year. |
| venture capitalist <i>n</i> | /'ventʃə(r) 'kæpɪtəlɪst/ | _____ | It's best not to have to rely on investment from a venture capitalist . |
| with something in mind <i>phrase</i> | /wɪð 'sʌmθɪŋ ɪn maɪnd/ | _____ | With that in mind , maybe I could ask you a favour. |
| would-be entrepreneurs <i>n pl</i> | /'wʊd bi ,ɒntrəprəʊ'nɜ:z/ | _____ | It's a success story that brings hope to all would-be entrepreneurs . |

Unit 10

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| analyse <i>v</i> | /'ænləɪz/ | _____ | The microscope lets volunteers analyse blood and tissue samples. |
| as soon as <i>phrase</i> | /æz su:n æz/ | _____ | As soon as I've looked into it, I'll call you back. |
| break up <i>phr v</i> | /breɪk ʌp/ | _____ | Sorry, but you're breaking up and I can't hear you. |
| call back <i>phr v</i> | /kɔ:l bæk/ | _____ | Can you call Peter back ? |
| clarify <i>v</i> | /'klærəfaɪ/ | _____ | Could I just clarify what you're saying? |
| collaborate with <i>v</i> | /kə'ləbəreɪt wɪð/ | _____ | We use it to collaborate with colleagues in other parts of the world. |
| communication <i>n</i> | /kə,mju:nɪ'keɪʃn/ | _____ | So many people rely on mobile phones for daily communication . |
| connect <i>v</i> | /kə'nekt/ | _____ | The app connects local people to delivery drivers. |
| consultation <i>n</i> | /'kɒnsəl'teɪʃn/ | _____ | They can provide a consultation by email or video link. |
| deadline <i>n</i> | /'dedlaɪn/ | _____ | I expect it to be ready in time for the deadline . |
| deal with <i>phr v</i> | /di:l wɪð/ | _____ | There are a number of complaints I need to deal with . |
| developing nation <i>n</i> | /dɪ'veləpɪŋ 'neɪʃn/ | _____ | It delivers free health care to developing nations around the world. |
| draw up <i>phr v</i> | /drɔ: ʌp/ | _____ | The consultant drew the plan up . |
| eat out <i>phr v</i> | /i:t aʊt/ | _____ | I'd like to eat out tonight as I'm too tired to cook. |
| economy <i>n</i> | /'kɒnəmi/ | _____ | The technology has brought new business to local economies . |
| external <i>adj</i> | /'ɪk'stɜ:nl/ | _____ | Employees have to communicate regularly with their external clients. |
| fax <i>v</i> | /fæks/ | _____ | I'll fax it straight to them. |
| focus on <i>v</i> | /'fəʊkəs ɒn/ | _____ | The survey focused on the role of digital technology at work. |
| generation <i>n</i> | /'dʒenə'reɪʃn/ | _____ | There's a new generation of tech entrepreneurs in Africa. |
| get something straight <i>phrase</i> | /get 'sʌmθɪŋ streɪt/ | _____ | Let me get this straight as I'm not sure I understand. |
| hang up <i>phr v</i> | /hæŋ ʌp/ | _____ | I'll hang up and try your landline. |
| have access to <i>phrase</i> | /hæv 'ækses tə/ | _____ | For most jobs, you have to have access to the Internet. |
| have an impact on <i>phrase</i> | /hæv ən ɪm'pækt ɒn/ | _____ | Digital technology has had a huge impact on the workplace. |

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| innovation <i>n</i> | /,ɪnə'veɪʃn/ | _____ | The lack of infrastructure has driven this tech innovation . |
| integrate into <i>v</i> | /'ɪntɪɡreɪt 'ɪntə/ | _____ | Technology has been integrated into every part of the workplace. |
| limit <i>n</i> | /'lɪmɪt/ | _____ | Less than 50% said their bosses put limits on Internet usage. |
| look out <i>phr v</i> | /lʊk aʊt/ | _____ | Look out! There's a car coming. |
| look through <i>phr v</i> | /lʊk θruː/ | _____ | Look through this report, please. |
| policy <i>n</i> | /'pɒləsi/ | _____ | What's the company policy on personal use of the Internet? |
| put through <i>phr v</i> | /pʊt θruː/ | _____ | I'll put you through to the accounts department now. |
| read something back to somebody <i>phr v</i> | /red 'sʌmθɪŋ bæk tə 'sʌmbədi/ | _____ | Let me read the message back to you . |
| shortly <i>adv</i> | /'ʃɔːtli/ | _____ | I'll get back to you shortly . |
| speak up <i>phr v</i> | /spiːk ʌp/ | _____ | Could you speak up as the line is very bad? |
| speed up <i>phr v</i> | /spiːd ʌp/ | _____ | We need the team to speed up production. |
| talk somebody through something <i>phrase</i> | /tɔːk 'sʌmbədi θruː 'sʌmθɪŋ/ | _____ | Could you talk me through the process ? |
| technology <i>n</i> | /tek'nɒlədʒi/ | _____ | A key item of technology used on the ships is the 'Nikon Coolscope'. |
| transfer <i>v</i> | /træns'fɜː(r)/ | _____ | People can transfer money on their mobiles. |

Unit 11

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| a good chance <i>phrase</i> | /ə ɡʊd tʃɑːns/ | _____ | There's a good chance I'll be free in ten days or so. |
| administer <i>v</i> | /əd'mɪnɪstə(r)/ | _____ | This last point is probably going to be difficult to administer . |
| affect <i>v</i> | /ə'fekt/ | _____ | Make sure everyone knows how changes will affect them. |
| ambivalent <i>adj</i> | /æm'bɪvələnt/ | _____ | The ambivalent members of staff may oppose some of the plans. |
| anxious <i>adj</i> | /'æŋkʃəs/ | _____ | Some staff are bound to be anxious about change. |
| as you all know <i>phrase</i> | /æz ju ɔːl nəʊ/ | _____ | As you all know , it is likely that some of our branches will close. |
| assure <i>v</i> | /ə'ʃʊə(r)/ | _____ | We'd like to assure you that your jobs are all safe. |
| be bound to <i>phrase</i> | /bi baʊnd tə/ | _____ | There are bound to be a few loose ends to tie up. |
| be well aware of <i>phrase</i> | /bi wel ə'weə(r) əv/ | _____ | We are well aware of your concerns regarding the situation. |
| call on <i>phr v</i> | /kɔːl ɒn/ | _____ | We're calling on you to be positive. |
| certain <i>adj</i> | /'sɜːtn/ | _____ | There is certain to be more bad news in the coming week. |
| concerned <i>adj</i> | /kən'sɜːnd/ | _____ | People are naturally concerned about how change will affect them. |
| criticism <i>n</i> | /'krɪtɪsɪzəm/ | _____ | You have to accept that you will face criticism for it. |
| crucial <i>adj</i> | /'kruːʃl/ | _____ | It's crucial to get the employees on our side. |
| definitely <i>adv</i> | /'defɪnətli/ | _____ | I'm calling to say I definitely won't be able to attend the meeting. |
| doubtful <i>adj</i> | /'daʊtfl/ | _____ | It is doubtful whether the government can hold on to power. |
| guidance <i>n</i> | /'gaɪdnz/ | _____ | Make sure you offer the right guidance when asked. |
| host <i>v</i> | /həʊst/ | _____ | We'll be hosting departmental meetings to give more information. |
| hostile <i>adj</i> | /'hɒstail/ | _____ | Your opponents may be hostile and try to stop you. |
| implement <i>v</i> | /'ɪmplɪmənt/ | _____ | The next stage is to implement the changes. |
| in favour of <i>phrase</i> | /ɪn 'feɪvə(r) əv/ | _____ | Your supporters will be receptive and in favour of change. |
| keep somebody informed <i>phrase</i> | /kiːp 'sʌmbədi ɪn'fɔːmd/ | _____ | We plan to keep you informed about all developments. |

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| maintain <i>v</i> | /meɪn'teɪn/ | _____ | The reinforcement stage attempts to maintain the changes. |
| oppose <i>v</i> | /ə'pəʊz/ | _____ | There will be individuals who oppose the changes. |
| optimism <i>n</i> | /'ɒptɪmɪzəm/ | _____ | There's a great deal of optimism and positivity about it. |
| pass <i>v</i> | /pɑːs/ | _____ | I'd like to pass the next point over to Julian. |
| pay freeze <i>n</i> | /peɪ friːz/ | _____ | The company introduced a pay freeze in reaction to the poor economic conditions. |
| prevent <i>v</i> | /prɪ'vent/ | _____ | Find out if there are any remaining barriers that will prevent change. |
| propose <i>v</i> | /prə'pəʊz/ | _____ | We're proposing a Friday afternoon ideas forum. |
| react <i>v</i> | /ri'ækt/ | _____ | They are likely to react negatively to this idea. |
| receptive <i>adj</i> | /rɪ'septɪv/ | _____ | They were receptive to some of my suggestions. |
| remuneration <i>n</i> | /rɪ,mjuːnə'reɪʃn/ | _____ | We need to emphasize that there will be money available for remuneration . |
| resist <i>v</i> | /rɪ'zɪst/ | _____ | Explain the dangers of not changing to people who resist it. |
| resistance <i>n</i> | /rɪ'zɪstəns/ | _____ | Be prepared for resistance by offering the right guidance and training. |
| revert <i>v</i> | /rɪ'vɜːt/ | _____ | People often revert back to their old ways. |
| support <i>v</i> | /sə'pɔːt/ | _____ | Employees have to feel motivated to support change. |
| update <i>n</i> | /'ʌpdeɪt/ | _____ | We'll be putting up regular updates on our Intranet. |

Unit 12

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| abuse trust <i>phrase</i> | /ə'bjuz trʌst/ | _____ | We never abuse the trust our customers place in us. |
| according to <i>phrase</i> | /ə'kɔːdɪŋ tə/ | _____ | According to recent research, consumer confidence is declining. |
| analyse data <i>phrase</i> | /'ænləɪz 'deɪtə/ | _____ | Our staff need to analyse the data and then turn it into profit. |
| apparently <i>adv</i> | /ə'pærəntli/ | _____ | Apparently , a recent study shows a huge increase. |
| boost <i>n</i> | /buːst/ | _____ | The 20% discount gave the campaign a substantial boost . |
| claim <i>v</i> | /kleɪm/ | _____ | Simon claimed that no one told him about the meeting. |
| cookies <i>n pl</i> | /'kʊkiz/ | _____ | Cookies can be used in order to target users with certain adverts. |
| customer behaviour <i>n</i> | /'kʌstəmə(r) br'heɪvjə(r)/ | _____ | EE monitors customer behaviour and offers perks to certain customers. |
| data analytics <i>n</i> | /'deɪtə ,ænə'lɪtɪks/ | _____ | Data analytics has many real-world applications. |
| data breach <i>n</i> | /'deɪtə brɪ:tʃ/ | _____ | We encrypt things like passwords to prevent a data breach . |
| data gathering <i>n</i> | /'deɪtə 'gæðərɪŋ/ | _____ | Some companies specialize in sophisticated forms of data gathering . |
| data-driven <i>adj</i> | /'deɪtə 'drɪv(ə)n/ | _____ | So much decision-making is data-driven nowadays. |
| demographics <i>n pl</i> | /,demə'græfɪks/ | _____ | Starbucks studies traffic flows and demographics to identify potential new locations. |
| disclose <i>v</i> | /dɪs'kləʊz/ | _____ | Only disclose personal information online to trusted websites. |
| encrypt <i>v</i> | /ɪn'krɪpt/ | _____ | Will my credit card number be encrypted during the transaction? |
| figures <i>n pl</i> | /'fɪgəz/ | _____ | Can we look at the figures ? |
| fill in <i>phr v</i> | /fɪl ɪn/ | _____ | Could you fill us in on the most relevant information? |
| go up <i>phr v</i> | /gəʊ ʌp/ | _____ | In fact, spending went up to \$20.4 million. |
| in general <i>phrase</i> | /ɪn 'dʒenrəl/ | _____ | In general , trading conditions are improving. |
| in terms of <i>phrase</i> | /ɪn tɜːmz əv/ | _____ | What's that in terms of growth? |
| information age <i>n</i> | /,ɪnfə'meɪʃn eɪdʒ/ | _____ | In this information age , companies are obsessed with data. |
| interpret <i>v</i> | /ɪn'tɜːprɪt/ | _____ | So how should we interpret this drop? |
| keep records <i>phrase</i> | /kiːp rɪ'kɔːdz/ | _____ | We keep records of all online transactions. |

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| make | /meɪk | _____ | They make further recommendations based on previous purchases. |
| recommendations <i>phrase</i> | /,rekəmen'deɪfɪnz/ | _____ | |
| monitor behaviour <i>phrase</i> | /'mɒnɪtə(r) bɪ'heɪvjə(r)/ | _____ | We get our data from a company that monitors consumer behaviour . |
| offer perks <i>phrase</i> | /'ɒfə(r) pɜːks/ | _____ | We offer perks to regular customers. |
| overall <i>adv</i> | /,əʊvər'ɔːl/ | _____ | Overall , things are looking rather gloomy. |
| overriding trend <i>phrase</i> | /,əʊvə'raɪdɪŋ trend/ | _____ | The overriding trend is for technology brands to use this form of advertising. |
| privacy policy <i>n</i> | /'prɪvəsi 'pɒləsi/ | _____ | Protect yourself by giving customers access to your privacy policy . |
| report <i>v</i> | /rɪ'pɔːt/ | _____ | Two years ago it was reported that sales were worth \$416 million. |
| rise <i>n</i> | /raɪz/ | _____ | There was a noticeable rise in the overall response rate. |
| roughly speaking <i>phrase</i> | /'rʌfli 'spiːkɪŋ/ | _____ | Roughly speaking , by 2025 it'll only comprise about 40%. |
| state <i>v</i> | /steɪt/ | _____ | The policy should state who is collecting the data and how it's going to be used. |
| stay the same <i>phrase</i> | /steɪ ðə seɪm/ | _____ | That figure stayed roughly the same as last month. |
| supposedly <i>adv</i> | /sə'pəʊzɪdli/ | _____ | Supposedly , podcast advertising will be the frontrunner. |
| target users <i>phrase</i> | /'tɑːɡɪt 'juːzəz/ | _____ | We target users with specific adverts based on their purchase history. |
| the bottom line <i>n</i> | /ðə 'bɒtəm laɪn/ | _____ | So the bottom line is that this will be our new advertising platform. |
| the lowdown <i>n</i> | /ðə ləʊdaʊn/ | _____ | Could you give us the lowdown on the research? |
| transactional history <i>n</i> | /træn'zækʃənl 'hɪstri/ | _____ | It's important to keep records on a customer's transactional history . |

Unit 13

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| accepting <i>adj</i> | /ək'septɪŋ/ | _____ | Other cultures are more accepting of change. |
| adjust <i>v</i> | /ə'dʒʌst/ | _____ | How do you help them adjust to working in the local culture? |
| after that <i>phrase</i> | /'ɑːftə(r) ðæt/ | _____ | After that I was a lot more careful about what I asked my team to do. |
| all in all <i>phrase</i> | /ɔːl ɪn ɔːl/ | _____ | All in all it was a difficult situation. |
| as time went by <i>phrase</i> | /əz taɪm went baɪ/ | _____ | As time went by , I noticed that things weren't being done. |
| at first <i>phrase</i> | /æt fɜːst/ | _____ | At first I thought it might be a language problem. |
| aware <i>adj</i> | /ə'weə(r)/ | _____ | We aim to help people be more aware of the culture they are going to. |
| be used to <i>phrase</i> | /bi juːst tə/ | _____ | Obviously he was used to doing things his way. |
| cautious <i>adj</i> | /'kɔːʃəs/ | _____ | Some cultures, especially those with a long history, are quite cautious . |
| collectivist <i>adj</i> | /kə'lektɪvɪst/ | _____ | In more collectivist cultures, a self-centred approach is discouraged. |
| come about <i>phr v</i> | /kʌm ə'baʊt/ | _____ | It all came about because of a chance meeting. |
| commence <i>v</i> | /kə'mens/ | _____ | Guests should wait before drinking – their host will indicate when drinking can commence . |
| despite <i>prep</i> | /dɪ'spaɪt/ | _____ | They signed the contract despite having a number of reservations. |
| disappointed <i>adj</i> | /,dɪsə'pɔɪntɪd/ | _____ | I was extremely disappointed by the hotel we stayed in. |
| egalitarian <i>adj</i> | /i,gælɪ'teəriən/ | _____ | They are moving towards a more democratic and egalitarian society. |

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| familiar <i>adj</i> | /fə'miliə(r)/ | _____ | He was familiar with the country and how things worked. |
| faux pas <i>n</i> | /fəu'pa:z/ | _____ | Blowing your nose on a train is a cultural faux pas in Japan. |
| formal <i>adj</i> | /'fɔ:ml/ | _____ | Employees have a formal relationship with their manager. |
| guess <i>v</i> | /ges/ | _____ | You'll never guess what I heard. |
| hierarchical <i>adj</i> | /,haɪə'rɑ:kɪkl/ | _____ | Some cultures are hierarchical with a caste or class system. |
| in the end <i>phrase</i> | /ɪn ði end/ | _____ | In the end , it was Tony who got the contract. |
| individualistic <i>adj</i> | /,ɪndɪ,vɪdʒuə'lɪstɪk/ | _____ | Freedom of speech is important in individualistic cultures. |
| informed <i>adj</i> | /'ɪnfɔ:md/ | _____ | You need to be informed about the culture you're working in. |
| it seems (that) <i>phrase</i> | /'ɪt si:mz ðæt/ | _____ | It seems that none of them wanted to question an authority figure. |
| liberal <i>adj</i> | /'lɪbərəl/ | _____ | Other cultures, like Denmark, are more liberal and egalitarian. |
| luckily <i>adv</i> | /'lʌkɪli/ | _____ | Luckily I'd reserved a seat as the train was very busy. |
| nonsense <i>n</i> | /'nɒnsns/ | _____ | That sounds like complete nonsense to me. |
| open <i>adj</i> | /'əʊpən/ | _____ | They are more open to new ideas. |
| respectful <i>adj</i> | /'rɪ'spektfl/ | _____ | The employees are very respectful of authority and seniority. |
| rumour has it <i>phrase</i> | /'ru:mə(r) hæz ɪt/ | _____ | Well, rumour has it he's planning to produce wine. |
| sales pitch <i>n</i> | /seɪlz pɪtʃ/ | _____ | A good story is a well-delivered sales pitch . |
| sensitive <i>adj</i> | /'sensətɪv/ | _____ | We talk about any issues that people are sensitive about. |
| surprise <i>v</i> | /sə'praɪz/ | _____ | It really surprised me but it worked. |
| the latest <i>phrase</i> | /ðə 'leɪtɪst/ | _____ | Did you hear the latest about Sandra and Leroy? |
| the reason being <i>phrase</i> | /ðə 'ri:zn 'bi:ɪŋ/ | _____ | He's resigned, the reason being he got a better offer. |
| tolerant <i>adj</i> | /'tɒlərənt/ | _____ | You need to be tolerant of different customs. |
| understandable <i>adj</i> | /,ʌndə'stændəbl/ | _____ | I think his reaction was understandable given the circumstances. |
| what's more <i>phrase</i> | /wɒts mɔ:(r)/ | _____ | And what's more , he has to go back as he'd forgotten his phone. |
| word-of-mouth <i>adj</i> | /,wɔ:d əv 'maʊθ/ | _____ | It's a word-of-mouth recommendation from one satisfied customer to another. |

Unit 14

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| address concerns <i>phrase</i> | /ə'dres kən'sɜ:ɪnz/ | _____ | It allows managers to address any immediate concerns. |
| agree objectives <i>phrase</i> | /ə'gri: əb'dʒektɪvz/ | _____ | In the meeting, you agree your objectives for the coming year. |
| appraisal <i>n</i> | /ə'preɪzl/ | _____ | We've moved on from top-down staff appraisals . |
| carry on <i>phr v</i> | /'kæri ɒn/ | _____ | I would have told him to carry on speaking his mind. |
| certainly <i>adv</i> | /'sɜ:ɪnli/ | _____ | You certainly need to focus on gaining some more qualifications. |
| come over <i>phr v</i> | /kʌm 'əʊvə(r)/ | _____ | He came over as domineering and forceful. |
| complaint <i>n</i> | /kəm'pleɪnt/ | _____ | I've received a complaint about you. |
| conduct annual appraisals <i>phrase</i> | /kən'dʌkt 'ænjʊəl ə'preɪzlz/ | _____ | Does your company conduct annual appraisals ? |
| constraint <i>n</i> | /kən'streɪnt/ | _____ | Were there any constraints that affected your performance? |
| could do with <i>phrase</i> | /kəd du wɪð/ | _____ | We could do with some training on the new program. |
| criteria <i>n pl</i> | /'kraɪ'tɪəriə/ | _____ | We ask them to comment on various different assessment criteria . |
| delicate <i>adj</i> | /'delɪkət/ | _____ | This is rather delicate , but I have to mention your punctuality. |

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| easy for somebody <i>phrase</i> | /i:zi fə(r) 'sʌmbədi/ | _____ | I realize it isn't easy for you to hear this. |
| end up with <i>phr v</i> | /end ʌp wið/ | _____ | You end up with a more complete picture of performance. |
| express views <i>phrase</i> | /ɪk'spres vju:z/ | _____ | You'll be able to express your views on certain issues. |
| feedback <i>n</i> | /'fi:dbæk/ | _____ | Feedback from the markets has been generally positive. |
| go through <i>phr v</i> | /gəʊ θru:/ | _____ | Counselling is available when you go through the feedback results. |
| goal <i>n</i> | /gəʊl/ | _____ | Let's put that down on your list of goals . |
| hand out <i>phr v</i> | /hænd aʊt/ | _____ | We hand out a feedback form to everyone you come into contact with. |
| improve on <i>phr v</i> | /ɪm'pru:v ɒn/ | _____ | Are there any areas you feel you need to improve on ? |
| judgement <i>n</i> | /'dʒʌdʒmənt/ | _____ | We use a feedback form, with a value judgement system. |
| justify <i>v</i> | /'dʒʌstɪfaɪ/ | _____ | You will have to justify your decision to the rest of the team. |
| manage <i>v</i> | /'mænidʒ/ | _____ | You've managed to transform the performance of your team. |
| monitor performance <i>phrase</i> | /'mɒnɪtə(r) pə'fɔ:məns/ | _____ | Would you want your performance to be monitored all the time? |
| move on <i>phr v</i> | /mu:v ɒn/ | _____ | We've moved on from the difficulties of last year. |
| must say <i>phrase</i> | /mʌst seɪ/ | _____ | I must say we're very happy with your overall performance. |
| note <i>n</i> | /nəʊt/ | _____ | On a less positive note , the project went over budget overall. |
| performance management <i>n</i> | /pə'fɔ:məns 'mænɪdʒmənt/ | _____ | We use it as part of our overall performance management . |
| personal goal <i>n</i> | /'pɜ:sənəl gəʊl/ | _____ | Can I identify that as a personal goal for the coming year? |
| raise issues <i>phrase</i> | /reɪz 'ɪʃu:z/ | _____ | It gives employees the opportunity to raise any issues . |
| rate objectives on a scale <i>phrase</i> | /reɪt əb'dʒektɪvz ɒn ə skeɪl/ | _____ | You fill in a series of tick boxes and rate objectives on a scale . |
| rating <i>n</i> | /'reɪtɪŋ/ | _____ | With this kind of peer rating , you get a more complete picture. |
| receive constructive feedback <i>phrase</i> | /rɪ'si:v kən'strʌktɪv 'fi:dbæk/ | _____ | Receiving constructive feedback on a regular basis is beneficial. |
| respond to criticism <i>phrase</i> | /rɪ'spɒnd tə 'krɪtɪsɪzəm/ | _____ | How will you respond to the criticism ? |
| shift rota <i>n</i> | /ʃɪft 'rəʊtə/ | _____ | They undertake a range of administrative duties including working on the shift rota . |
| side of the story <i>phrase</i> | /saɪd ɒv ðə 'stɔ:ri/ | _____ | I'd like to hear your side of the story . |
| solve <i>v</i> | /sɒlv/ | _____ | What's the best way to solve this? |
| take on <i>phr v</i> | /teɪk ɒn/ | _____ | You shouldn't have been expected to take on so much. |
| tool <i>n</i> | /tu:l/ | _____ | You have to think of 360-degree as a development tool . |

Unit 15

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| a win-win situation <i>phrase</i> | /ə wɪn wɪn ,sɪtʃu'eɪʃn/ | _____ | It's a win-win situation for all concerned. |
| afford to <i>v</i> | /ə'fɔ:d tə/ | _____ | This is a chance I can't afford to miss. |
| appreciate <i>v</i> | /ə'pri:ʃieɪt/ | _____ | You'll really appreciate the time off work. |
| batteries recharged <i>phrase</i> | /'bætəri:z ,ri:'tʃɑ:dʒd/ | _____ | I came back with my batteries recharged and with new enthusiasm. |
| broaden somebody's horizons <i>phrase</i> | /'brɔ:dn 'sʌmbədi:z hə'raɪznz/ | _____ | I would like to broaden my horizons through travel. |
| career development <i>n</i> | /kə'riə(r) dɪ'veləpmənt/ | _____ | I see a break as an important part of my career development . |
| catch up on <i>phr v</i> | /kætʃ ʌp ɒn/ | _____ | I caught up on some DIY jobs I started in the summer. |

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| charity <i>n</i> | /ˈtʃærəti/ | _____ | I spend one day a week volunteering with a children's charity . |
| company policy <i>n</i> | /'kʌmpəni 'pɒləsi/ | _____ | Allowing career breaks is our official company policy . |
| costly <i>adj</i> | /'kɒstli/ | _____ | He made a costly mistake, but he didn't get the sack. |
| feel grateful for <i>phrase</i> | /fi:l 'ɡreɪtfl fə(r)/ | _____ | I feel grateful for the things I have got. |
| feel uncertain <i>phrase</i> | /fi:l ʌn'sɜːtɪn/ | _____ | If you're feeling uncertain about a career break, just do it. |
| fit in <i>phr v</i> | /fɪt ɪn/ | _____ | We managed to fit in a visit to my partner's family. |
| get away <i>phr v</i> | /get ə'weɪ/ | _____ | Did you manage to get away ? |
| get up to <i>phr v</i> | /get ʌp tu/ | _____ | What did you get up to on holiday? |
| hardly fair <i>phrase</i> | /'hɑːdli feə(r)/ | _____ | That's hardly fair as I've never refused to take on more work. |
| head off <i>phr v</i> | /hed ɒf/ | _____ | A break might help me head off in a new direction. |
| hesitate <i>v</i> | /'hezɪteɪt/ | _____ | I think she's now hesitating about taking a career break. |
| be inspired by <i>phrase</i> | /bi ɪn'spaɪəd baɪ/ | _____ | I've been inspired by the people I studied with. |
| invaluable <i>adj</i> | /'ɪnvələjuəbl/ | _____ | The experience was invaluable . |
| lifelong ambition <i>phrase</i> | /'laɪflɒŋ æm'bɪʃn/ | _____ | It would fulfil a lifelong ambition . |
| long-term goal <i>n</i> | /'lɒŋ 'tɜːm ɡəʊl/ | _____ | It's been a long-term goal of mine. |
| misgivings <i>n pl</i> | /'mɪs'ɡɪvɪŋz/ | _____ | I understand your misgivings . |
| once-in-a-lifetime <i>phrase</i> | /wʌns ɪn ə 'laɪftaɪm/ | _____ | It's a once-in-a-lifetime opportunity. |
| outlook <i>n</i> | /'aʊtlʊk/ | _____ | It broadened my outlook and I experienced a different pace of life. |
| perspective <i>n</i> | /'pɜːspektɪv/ | _____ | It gave me a new perspective on life and reordered my priorities. |
| piece of advice <i>n</i> | /'piːs əv əd'vaɪs/ | _____ | It was the best piece of advice I'd ever been given. |
| postpone <i>v</i> | /'pəʊspəʊn/ | _____ | I postponed my planned departure for a year to suit them. |
| put off <i>phr v</i> | /'pʊt ɒf/ | _____ | I put off looking for a permanent job for a while. |
| relaxing <i>adj</i> | /'rɪ'læksɪŋ/ | _____ | It was a relaxing way to spend a few days. |
| renewed enthusiasm <i>phrase</i> | /'riːnjuːd ɪn'θjuːzɪæzəm/ | _____ | I think I would return to work with renewed enthusiasm . |
| retention rate <i>n</i> | /'rɪ'tenʃn reɪt/ | _____ | Allowing career breaks would help our staff retention rate . |
| revitalize <i>v</i> | /'riː'vʌɪtəlaɪz/ | _____ | My career break revitalized me. |
| sabbatical <i>n</i> | /'sə'bætɪkəl/ | _____ | She has decided to request a nine-month sabbatical to make a documentary in the Antarctic. |
| soft skills <i>n pl</i> | /'sɒft skɪlz/ | _____ | I would like the opportunity to develop some soft skills . |
| spend <i>v</i> | /'spend/ | _____ | How did you spend the weekend? |
| turn out <i>phr v</i> | /'tɜːn aʊt/ | _____ | Actually, it turned out to be a lot of fun. |
| unfulfilled <i>adj</i> | /'ʌnfʊl'fɪld/ | _____ | Have you got any unfulfilled ambitions that you would still like to achieve? |
| valuable <i>adj</i> | /'væljuəbl/ | _____ | It was a valuable piece of equipment. |
| voluntary organization <i>n</i> | /'vɒləntəri ˌɔːɡənəɪ'zeɪʃn/ | _____ | It was a voluntary organization working with local communities. |