

in company Intermediate

■ Unit 15

headword	pronunciation	translation/notes	example sentence
action immediate action	/ˈækʃn/	We have had constant problems with the equipment you sold us and I am afraid I must now insist on immediate action .
circulate (v) circulate sth to sb	/ˈsɜːkjʊleɪt/	I used to circulate memos to other people in the department; now I just e-mail them.
contract (n) draft a contract	/ˈdrɑːft ə ˌkɒntrækt/	Working in the legal department means I spend a lot of time drafting contracts .
draw up a contract	/ˈdrɔː ʌp ə ˌkɒntrækt/	Some of our contracts are very complicated and take a long time to draw up .
enclose (v)	/ɪnˈkləʊz/	I enclose a copy of our latest catalogue and current price list.
expenses (n pl)	/ɪkˈspensəz/	I have to keep a record of all expenses so I always ask for receipts.
fill in (phr v) fill in a form /questionnaire	/fɪl ˌɪn/	I hate filling in forms – there's never enough space to write the answers!
Further to ... Further to our telephone conversation/our meeting	/ˈfɜːðə ˌtuː/	Further to our meeting I am writing to confirm the decisions made.
hot-desking (n)	/ˈhɒtˈdeskɪŋ/	" Hot-desking " is a method of working in which people do not have their own desk but use any desk that is available.
incoming mail (n) (opposite = outgoing mail)	/ɪnˌkʌmɪŋ ˈmeɪl/	All incoming mail is copied by means of an electronic scanner.
journal (n) trade journal	/ˈdʒɜːnl/	Trade journals are essential reading if you want to keep up with what's going on in the industry.

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keep up (with) (phr v) (opposite = lose track of)	/ki:p 'ʌp (,wɪð)/	I try to read as many trade journals as possible in order to keep up with what's going on.
look forward to (phr v)	/lʊk 'fɔ:wəd ,tu:/	I look forward to hearing from you soon.
multi-tasking (n)	/mʌltɪ'tɑ:skɪŋ/	" Multi-tasking " means working on several things at once.
paperwork (n) routine paperwork	/ˈpeɪpəwɜ:k/	Managers spend up to a third of their time in the office doing routine paperwork .
put together (phr v) put together a report /questionnaire	/pʊt tə'geðə/	After doing the initial market research we then try to put together a questionnaire .
record (n) keep a record of	/ˈrekɔ:d/	Remember to keep a record of all your expenses.
reference (n) with reference to	/ˈrefrəns/	With reference to your fax of June 3rd, I would like to confirm that the meeting will take place on Friday June 26th.
refund (n) full refund	/ˈfʊl ri:fʌnd/	Due to the persistent problems we have had, I am writing to ask for a full refund of the purchase price.
offer a refund	/ɒfə ə ri:fʌnd/	They sent a letter of apology offering a 20% refund or a free upgrade.
regard (n) with regard to	/rɪ'gɑ:d/	I am writing with regard to our recent meeting in Frankfurt.
sort through (phr v)	/sɔ:t 'θru:/	How long does it take you to sort through your mail?
workstation (n) sit at a workstation	/wɜ:ksteɪʃn/	Rows of people sat at their workstations answering phones or typing on their keyboards