

in company Upper intermediate

■ Unit 5

headword	pronunciation	translation/notes	example sentence
account (n) debit sb's account	/ə'kaʊnt/ /ˌdeɪbɪt ˌsʌmbədɪz ə'kaʊnt/	I notice that you had no problem debiting our account for \$15,000.
alternative (n) have no alternative but to	/ɔ:l'tɜ:nətɪv/ /hæv, nəʊ ɔ:l'tɜ:nətɪv ˌbʌt tuː/	If we don't get delivery of the shirts within 48 hours, I shall have no alternative but to hand the matter over to our legal department.
assistance (n) be of assistance (to sb)	/ə'sɪstəns/ /ˌbiː əv ə'sɪstəns (tə, sʌmbədɪ)/	Glad to be of assistance . Is there anything else I can help you with?
authorised (adj) (not) be authorised to do sth	/ˈɔ:θəraɪzd/ /,(nɒt) biː 'ɔ:θəraɪzd tə ˌduː ˌsʌmθɪŋ/	We're not authorised to give refunds, I'm afraid.
caller (n)	/ˈkɔ:lə/	The article on p. 26 is about dealing with unwanted callers on the phone.
case (n) I hope this is not the case.	/keɪs/ /aɪ ˌhəʊp ðɪs ɪz, nɒt ðə 'keɪs/	I realise you may not have made a start on the report yet but I hope this is not the case .
check with (phr v)	/tʃek wɪð/	'Is there any chance of sending anyone else out here?'"I'll check with Liz and see if she can spare Kim for a few days.'
disgrace (n) be an utter disgrace	/dɪs'ɡreɪs/ /biː ən ˌʌtə dɪs'ɡreɪs/	You haven't even sent an email explaining why the order's taking so long to arrive. It's an utter disgrace .
foul up (phr v) foul things up	/ˌfaʊl 'ʌp/ /ˌfaʊl θɪŋz 'ʌp/	If you carry on fouling things up , your job could be in danger.
get down to business	/get ˌdaʊn tə 'bɪznəs/	Let's stop wasting time and get down to business .

in company Upper intermediate

■ Unit 5

headword	pronunciation	translation/notes	example sentence
get hold of	/get 'həʊld əv/	Can you get hold of the organisers and tell them we'll set the stand up tomorrow at 7am?
get in touch	/,get in 'tʌtʃ/	Mobile phones make it possible to get in touch whenever you want, wherever you want.
get on (phr v)	/,get 'ɒn/	'I'll let you get on ' is a polite way of telling someone you want to end a phone conversation.
get on to (phr v)	/get 'ɒn tu:/	'It might help to have a Polish interpreter.' 'OK, I'll get on to that right away.'
get round to (phr v)	/get 'raʊnd tu:/	I've been too busy to get round to typing up the report.
get to the point	/,get tə ðə 'pɔɪnt/	Some people can take a long time to get to the point when they're chatting on the phone.
get together (phr v)	/,get tə'geðə/	It's been great talking to you. We must get together soon.
hand over (phr v)	/,hænd 'əʊvə/	If we don't receive the delivery within 48 hours, I'll be handing the matter over to our legal department.
happen (v) happen to have/know etc	/'hæpən/ /,hæpən tə 'hæv/'nəʊ/	Do you happen to have a phone number for the promotions people?
just this minute	/dʒɪnst ðɪs 'mɪnət/	I'll have to go. Someone's just this minute stepped into the office.
keep (v) I mustn't keep you.	/ki:p/ /aɪ ,mʌsənt 'ki:p ju:/	' I mustn't keep you ' is a polite way of letting someone know you want to end a phone conversation.
logo (n) company logo (n)	/'ləʊgəʊ/ /kʌmpəni 'ləʊgəʊ/	We ordered 6,000 polo shirts with our company logo on.
look into sth (phr v)	/lʊk 'ɪntə sʌmθɪŋ/	'Did you order a reprint of the Polish brochures?' 'I'll look into it the minute I get off the phone.'

in company Upper intermediate

■ Unit 5

headword	pronunciation	translation/notes	example sentence
make yourself clear	/,meɪk jə'self 'kliə/	I shall be contacting our legal department unless I hear from you within 48 hours. I hope I've made myself clear .
point (n) Is there any point (in) ...?	/pɔɪnt/ /ɪz ðeə enɪ 'pɔɪnt/	Is there any point in sending the Russian brochures?
positive note (n) end sth on a positive note	/pɒzətɪv ,nəʊt/ /end sʌmθɪŋ ɒn ə 'pɒzətɪv ,nəʊt/	It's important to try and end phone calls on a positive note .
probationary period (n)	/prə'beɪʃənri 'pɪəriəd/	A probationary period is the initial period that someone spends doing a job that shows whether they are suitable for the post.
progress (n) make progress (on)	/prəʊgres/ /meɪk 'prəʊgres ɒn/	Are you making any progress on the Samsung report or not?
promotional product (n)	/prə'məʊʃənəl 'prɒdʌkt/	A promotional product is one that advertises a company or organization and often has a logo or the name of the company printed on it.
reach (v) reach sb on the phone	/ri:tʃ/ /ri:tʃ sʌmbədi ɒn ðə 'fəʊn/	I've tried calling several times but unfortunately I've been unable to reach him on the phone .
refund (n) give (sb) a refund	/ri:fʌnd/ /gi:v sʌmbədi ə 'ri:fʌnd/	We're unable to give refunds , I'm afraid, but we could send you a replacement.
rumour (n) There's a rumour going about ...	/ru:mə/ /ðeəz ə 'ru:mə ɡəʊɪŋ ə'baʊt .../	There's a rumour going about of a possible merger between the two companies.
start (n) make a start (on)	/stɑ:t/ /meɪk ə 'stɑ:t (ɒn)/	I've not even had time to make a start on the report yet.

in company Upper intermediate

■ Unit 5

headword	pronunciation	translation/notes	example sentence
state (v) state your business	/steɪt/ /,steɪt jə 'bɪznəs/	To avoid wasting time, try to state your business as soon as possible during the conversation.
strategy (n)	/ˈstrætədʒi/	Which strategy do you normally use for ending a phone conversation when you're busy?
termination (n)	/ˌtɜːmən'eɪʃən/	Phone call termination can be difficult, especially with hardened 'chatterers'!
type up (phr v) type up a report/ paper/presentation	/ˌtaɪp 'ʌp/ /ˌtaɪp ʌp ə 'rɪpɔːt/peɪpə/ 'presənteɪʃn/	How long do you think it will take to type up that report ?