

Administrative department

1. Finance

- A. Are you good at numbers?:** 1. 1B (n.b. No "s" on hundred. The "and" is used in British English but not in American English), 2F, 3A, ("a" or "one") 4D, 5C, 6E
2. 1C, 2F (n.b. The "0" before the decimal point is said "nought", the "0" after the decimal point is said "oh". The figures after the decimal point are said individually), 3B, 4E, 5D, 6A
3. 1F, 2A, 3E, 4B (A ratio), 5C, 6D
4. 1D, 2F, 3C, 4A, 5B, 6E (n.b. $1/10 = \text{one-tenth}$, $2/10 = \text{two-tenths}$)
5. 1E (to add), 2A (to subtract / deduct), 3B (to divide), 4D (to multiply), 5F (or makes nineteen), 6C (or five point 6 recurring)
- B. Different kinds of accounting:** 1. Cost Accounting, 2. Auditing, 3. Creative Accounting, 4. Managerial Accounting (or Management Accounting), 5. Bookkeeping, 6. Tax Accounting
- C. In the accounts department:** 1. pay back (re-pay), 2. carry forward (also carry over), 3. mileage rate, 4. afford, 5. miscourt, 6. expense account, 7. entry, 8. unpaid invoice, 9. I.O.U., 10. ledger, 11. incidental expenses (sundry expenses), 12. subsidize
- D. Invoicing and payment:** 1. Method of payment: Payment by instalments, Hire purchase, Prepaid due / payment terms: Payment date, Mid-July, Balance due / due date 3. Billing: Bill for services rendered, Invoice, Subtotal 4. Late payment: Overdue payment, Payment past due, Owe
- E. Financial Statements:** (1) Balance Sheet (2) Assets (3) Liabilities Note: Total Shareholder Equity can also be called Shareholder's Funds. Net Assets = stockholder equity minus intangible assets, e.g. goodwill and I.P. (Intellectual Property) (4) Income statement / Profit & Loss (P&L) / Statement of Operations (5) Revenue (Total Revenue / Gross Profit) (6) Operating Expenses (7) Net Income (Bottom Line) (8) Cash Flow Statement
- F. Corporate Finance:** Overheads – fixed costs: Running costs – operating expenses: Expenditure – outgoings: Man-hour – person hour: Miscellaneous expense – general expense: Forecast – prediction: YTD – Year-to-date (Cumulative over a certain period): Break-even point – Revenue = expenses (Point at which you can start to make a profit): Unit cost –

production cost per unit item: Yield – Rate of return (on investment): Cost analysis – costing: Operating margin – Operating profit margin: Ready cash – cash in hand: Debt – arrears: Rate of Exchange – currency exchange rate: Cash flow – Cash inflow and outflow: Bankruptcy (to go bankrupt) – insolvency (to be insolvent): Liquidate (to go into liquidation) – Wind up (down) / close down: To show a loss – To show a shortfall

SWOT: Strength – Weakness – Opportunities – Threats. By the way, a "swot" is also someone who works or studies hard!

G. Taxation: 1a), 2c), 3a), 4b), 5c), 6b) Also called Goods and Services Tax, 7a) or IRS (UK – Inland Revenue), 8b), 9c) (UK – Tax Year), 10a), 11c), 12b), 13a), 14 c), 15b) (Pay as you earn)

2. Human Resources

A. Remuneration: 1. Perk, 2. Overtime, 3. Payroll Costs, 4. Profit sharing, 5. Bonus, 6. Pay rise, 7. Take-home pay, 8. Wage / salary, 9. Lunch(ion) voucher, 10. Incentive plan, 11. Fringe Benefits, 12. Payday, 13. Weekly pay packet, 14. Stock Options, 15. Work sharing, 16. Earn, 17. Pension Plan, 18. Payslip, 19. Award, 20. Double time. (Also: time and a half) Down: Performance Appraisal

B. Situations vacant: 1. Goes to job centre, 2. Writes up resumé (C.V.), 3. Looks at job adverts (advertisements, ads), 4. Fills in application form, 5. Writes cover letter (UK Covering letter), 6. Applies for job, 7. Goes through screening process, 8a. Yes – (Candidate) Put on short list, 8b. No – (Candidate) Put on waiting list, 9. Has interview, 10a. Appointed for the job, 10b. Turned down for the job, 11. Has a 3-month trial period (or Probationary period), 12. Gives permanent part-time contract.

C. Classified Ads: hiring – applicant – hands-on experience – hard worker – recruiting – experienced – basic salary – responsibilities – qualified – skills – candidate – motivated team – working knowledge – per annum – vacancy – drive – work permit – background – qualifications

D. You've got the job:
Dear Ms. Hopeful,
Thank you for coming to the interview in Los Angeles last week. We would like to offer you the position of Junior Consultant, commencing 25th January 2011. You will have a statutory 6-month probationary period followed by a permanent full-time contract.

The rewards package includes a starting salary of \$5,050 per month, to be increased according to your proficiency level. You will also be paid commission on a percentage basis according to the contracts signed, and there is a payment by results scheme which enables you and your future colleagues to increase their monthly revenue.

The contracted hours of work are the equivalent of 10 hours a day multiplied by the number of working days in the month. Your leave entitlement (or paid leave) of 2 days a calendar month will accumulate as from your starting date.

Because you will be moving to the States, we shall provide a relocation allowance.

Career prospects and advancement are encouraged and we shall help you on the path to success with in-house training and computer-based training programs.

Please find enclosed a job description and the terms and conditions of employment, as well as the agreement for you to return signed.

Should you require any further information, please do not hesitate to contact my office.

Yours sincerely,
James Joboffer,
H.R. Manager

E. Leaving or losing a job: 1. Redundancy plan, 2. \$500,000 Golden Handshake for C.E.O., 3. Sacked for Professional Misconduct, 4. No more merit bonuses. Note: To give notice = to hand in notice. To sack = to fire = to dismiss. To lay off – to be laid off. To be unemployed = to be on gardening leave = to be on furlough

F. Labour relations: 1. Short time working, 2. Unfair dismissal, 3. Bullying, 4. Sexual harassment, 5. Understaffed, 6. Minimum wage, 7. Grievance, 8. Dispute, 9. Trouble-maker, 10. Worker representation, 11. Strike, 12. Picket line, 13. Scab, 14. Walk-out, 15. In company time, 16. Absenteeism, 17. Arbitrate (Arbitrator), 18. Labor Union (UK: Trade union), 19. Works council (Works committee), 20. Labor code, 21. Collective bargaining

3. I.T.

A. Computer keywords: 1C, 2F, 3G, 4A, 5D, 6E, 7B

B. Hardware: 1. Scanner, 2. USB, 3. Screen, 4. CD Drive, 5. Printer, 6. Mouse, 7. CPU, 8. Keyboard

C. Software: 1) Computer memory, 2) Data, 3) Computer programs, 4) Bits / Bytes / Megabytes / Gigabytes, 5) Operating system, 6) Computer games, 7) Driver software, 8) Media player, 9) Database management; Word processing; Desk top publishing;

Presentation software, 10) Educational software

D. Surfing the web: 1.A, 2E, 3.H, 4.L, 5.F, 6.I, 7.D, 8.K, 9.B, 10.G, 11.J, 12.C

E. Computer problems: 1.b, 2.e, 3.f, 4.a, 5.c, 6.d

F. I had no internet connection: 1. I needed High Speed Internet Access, 2. I wanted to use my WIFI but was to far away from the AP to use Wireless, 3. I had to use an Ethernet Cable, 4. Which I plugged into a wall jack, 5. This had no effect, so I had to re-boot my computer, 6. In fact another program was a bandwidth hog and disrupted my connection, 7. Conclusion: Beware of P2P applications!

G. 5 Confusing words: 1. Actually / currently, 2. Advised / advice, 3. Ensure / insure / assure, 4. Check / inspected / control, 5. Besides / beside

4. Logistics

A. In the warehouse:
reception / incoming goods: Check the raw materials / part assemblies / purchased parts, on arrival from the supplier / sub-contractor – Sign the delivery note

warehouse / storehouse / storeroom / stockroom:
Unload / unpack the goods – Use a fork – lift truck / hand pallet truck to handle the goods – Stack the raw materials / part assemblies / purchased parts / finished products on the rack

dispatch / shipping: Make up the order and package the goods – Dispatch the finished product – Deliver the goods to the customer

B. Stock Management: – Calculate the lead time – Check the delivery deadlines – Warn customer of a delivery delay

Use FIFO Management tools – Take stock to avoid a shortage / lack of goods – Check the stock-in-hand

Send a reminder to the supplier about the remainder of the order – Re-order goods before being out of stock

Update your stocklist (U.K.) / inventory (U.S.A.) – Once a month / year, do the inventory / stocktaking

C. What's on the sticker?: Expiry date – Handle with care – Hazardous materials – RFID tag – Quality control Label – Barcode – Batch number

D. Freight Transportation: CARRIAGE COSTS – Haulier Freight rate – Carrier Loading charges – Haulage company handling charges

PAPERWORK – Consignment note – Certificate of origin – Air waybill – Shipment notice – Freight forwarder invoice – Customs clearance documents – Packing list

CUSTOMS – Regulations – Duty – Border – Bonded warehouse – Goods in bond – Prohibited goods

E. Goods in transit:
Lorry (UK) – Truck (USA)

Delivery van – HGV (heavy goods vehicle)

FCL (Full container load) – Part load

Rail transport – Carriage by sea

Driver (UK) – Trucker (USA)

Trailer – RORO (roll on roll off)

Cubic capacity – Net weight

Time of arrival – Scheduled time of departure

5. Maintenance

A. What a week!

We have had a lot of problems recently. Just take a look at this report:

Monday: Electricity – we had a power cut so there was no power supply to the machines.

Tuesday: Several machine breakdowns. We had to put “out of order” signs up on them all – and just before a customer audit! The sudden failure (quite unexpected) of the punching machine caused the most downtime, when the operators had to sit around doing nothing while the equipment was out of use.

Wednesday: Time to sort out the reasons for machine failure. This is what we found:

Wear – some parts had just been progressively worn away.

Neglect – some of the machines had not been looked after well enough.

Core damage – we cannot repair the material and will need to order new parts.

Thursday: Electricity overload – this time too much energy! There seems to be an anomaly in the system, something is not quite right.

You can just imagine the backlog we have now – really late compared with our schedule!

Friday: T.G.I.F. If there is a malfunction over the weekend, someone else will have to mend it. (TGIF = Thank God it's Friday!)

B. Prevention is better than cure: 1. recondition, 2. refft, 3. after sales service, 4. bench marking, 5. repair, 6. do it now, 7. shut down, 8. overhaul, 9. FMECA. Hidden word: dismantle.

6. Management

A. Business Planning: 1. Goal – target – aim, 2. First quarter, 3. Second half / semester, 4. Outcome, 5. Guidelines, 6. Forecast, 7. In the short / medium / long run, 8. Compulsory, 9. Corporate strategy, 10. Profitability, 11. Cost effective, 12. anticipate

Speech: Forecast – quarter – target – cost effective – half - productivity – guidelines – compulsory – cor-

porate strategy – anticipate – long run

B. An over-paid manager: 1. workload, 2. paperwork, 3. business sense, 4. wavelength, 5. involved, 6. masterminds, 7. feedback, 8. corporate strategy, 9. need-to-know, 10. businesslike, 11. adaptability, 12. overworked & underpaid

C. Running a company: 1. MBO, 2. Teamwork, 3. Leadership, 4. Mediate, 5. Goodwill, 6. Ideas box, 7. Tackle a problem, 8. Be aware, 9. Sensitive issue, 10. The pros and cons, 11. Shortfall in earnings, 12. Fall short of forecasts

D. Corporate Governance and Ethics: 1. Truthful, 2. Fair, 3. Honest, 4. Decent, 5. Moral, 6. Legal, 7. Respect, responsibility, results, 8. Environmental responsibility, 9. Fairness towards employees, 10. Accountability to local communities, 11. Providing responsible products and services to customers, 12. Maintaining a healthy rate of return for investors

7. EH&S

A. Safety first: 1a), 2a), 3a), 4b), 5a), 6b), 7b), 8a), 9b), 10b), 11b), 12a), 13b), 14b), 15a).

NB: Flammable and Inflammable mean the same thing. Non-flammable means the item cannot be fired.

1. Marketing & Advertising

A. The marketing mix: Product – Price – Place – Promotion

B. A marketing brief: 1. Marketing brief, 2. A non-starter, 3. Product range, 4. Market trend, 5. Target market, 6. Opinion poll, 7. Market research, 8. OTS

– Opportunity to see, 9. Brand awareness, 10. Eye-catching packaging, 11. Jingle, 12. Launch

C. Which word should I use? 1.D, 2.R, 3.G, 4.N, 5.O, 6.B, 7.J, 8.H, 9.E, 10.L, 11.A, 12.M, 13.I, 14.P, 15.F, 16.C, 17.K, 18.O

D. Different kinds of promotion & advertising: 1.E, 2.I, 3.B, 4.L, 5.G, 6.D, 7.K, 8.A, 9.H, 10.J, 11.C, 12.F

E. Let's give sales a boost: 1. Showcase, 2. Blurp, 3. Advertising, 4. Advertiser, 5. Media Coverage, 6. Prime Time, 7. Viewership, 8. Teaser campaign, 9. Display case, 10. Showroom, 11. Brand loyalty, 12. Loyalty card, 13. Booklet, 14. Promotion, 15. Copy

2. Products

A. Product Features in all shapes and sizes: 1. Throw-away, 2. Fake, 3. Shoddy, 4. Produce, 5. Custom-made, custom-built, tailor-made, 6. Cordless, 7. Own brand label, 8. Good value for money, 9. Foodstuffs, 10. Sell-by date, 11. Taken the place of, 12. Watertight (étanche à l'eau), airtight (étanche à l'air), tamper-proof, refillable, self-locking, 13. Lid, 14. Lifespan, 15. No-brand articles.

B. The bare necessities: A: 1c, 2b, 3a, B: 1b, 2a, C: 1a, 2b, D: 1b, 2a, E: 1a, 2b, F: 1b, 2a, G: 1b, 2a, C: 6 more confusing words: 1. Underside /downside, 2. Hardly / hard, 3. Lay down / lie down, 4. Rise / raise, 5. Remind / remember, 6. Earns / won

3. Production

A. On the factory floor: Procedures: J.I.T.P. (Just in time production), self-inspection, process costing, lean production, safety instructions – People: foreman, mechanic, setter, workmate – Places: workshop, cleanroom, changing room, restricted area, rework area for defective products or customization – Problems: backlog, bottleneck, stoppage, wastage

B. A production process flowchart: 1. Purchase raw materials and purchased parts (outsourced / sub-contracted), 2. Prepare machine tools / tooling, 3. Do pilot / test run, 4. Prepare Product Schedule / planning / routing, 5. Write up work orders and standard work, 6. Initiate launch / product run, 7. Make as many by-products as possible, 8. Keep waste and scrap to a minimum, 9. Continue, 10. Better do Value Stream Mapping!, 11. Deliver part assemblies / subsets / semi-processed goods to the assembly line, 12. Work in progress / work in hand, 13. Smooth assembly process with no idle capacity time, 14. Shrink-wrap goods before dispatch

C. A few more homonyms: 1. Fax / facts, 2. Least / leased, 3. Principle / principal, 4. Right / write, 5. Stationary / stationary, 6. Bye / by / buy

4. Purchasing & Procurement

A. Purchasing and procurement: 1. Large red lights, 2. 5 Euros, 3. 01/03/20., 4. 01/04/20., 5. No – only 3 out of 5 boxes, 6. 5.6 kg, 7. Take-it-away Bros., 8. Fragile goods needing bubble wrap, 9. Within 30 days after delivery, 10. To Illuminate Interiors

B. Purchasing parts: 1.c, 2.m, 3.k, 4.o, 5.n, 6.b, 7.d / I, 8.l / d, 9.e, 10.l, 11.h, 12.a, 13.j, 14.g, 15.f

C. Some parts are lacking: 1.B, 2.D, 3.F, 4.E, 5.A, 6.C

D. Try your hand at...: 1. Shortly / briefly, 2. Illegible / eligible, 3. Looking over / overlooked, 4.

Personal / personnel

5. Quality

A. The 5s: sort, set in order / store, shine, standardize, sustain

B. Quality catchwords: Performance, Appearance, Reliability, Durability, Serviceability, Traceability

C. The quality department: One role of the quality department is to HANDLE COMPLAINTS when an item is not CONFORM. When you find a DEFECT you should take CORRECTIVE ACTION immediately, so that you continue to MEET CUSTOMER REQUIREMENTS and obtain a CERTIFICATE OF COMPLIANCE. You can either REPAIR, REPLACE, REWORK or RE-DESIGN the items. The goods which DEVIATE FROM THE NORM will have to be SCRAPPED. You may have to improve your TESTING PROCEDURES or alter the TOLERANCE. Remember, PREVENTIVE ACTION will avoid NON-QUALITY COSTS and enable keeping customer GOODWILL. Of course, we are also responsible for certification, such as ISO.

D. Zero defect?: Shrinkage: Bad workmanship; Slapdash; Shoddy; Slipshod; Unreliable; Substandard; Wear & tear

6. Research, Development & Industrialization

A. Advanced technology:

– Technological awareness – keeping up to date with the latest technology; Technological lead – being a technological forerunner; Technological know-how – knowing how to do something; Technological gap – being rather behind in technology; – Leading-edge technology – the foremost position in a trend or technology; Out-of-date / outdated technology – old-fashioned technology; Obsolete technology – technology which is no longer applicable; High tech – the latest advancements in a certain technology; Rise of new technologies – the rapid development of new technology

– Experiment – a test under controlled conditions; Breakthrough – a major achievement in technology which enables further progress

– Patent – government authorisation to an inventor for the sole use of the invention for a set time; (n.b. To patent) Patent pending – waiting to be protected by a government authorisation; Innovate – to begin or introduce something new

– Design lead time – the time between the initiation and the completion of a design process; Lean manufacturing – where storage, waste and errors are kept to a strict minimum; Unit costing – calculating the

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Assorted business acronyms

cost of a given unit of a product

- Pilot study - a preliminary study; Prototype - an original, full-scale and working model of a new product; Sample - an example

B. New technology buzzwords: 1. c, 2. b, 3. b, 4. c, 5. a, 6. b.

C. Equipment for the lab: 1. d, 2. f, 3. i, 4. b, 5. n, 6. m, 7. k, 8. h, 9. a, 10. j, 11. e, 12. l, 13. c, 14. g

D. Horrendous homonyms: 1. Eight / ate, 2. Board / bored, 3. Foreword / forward, 4. Hear / here, 5. Meat / meet, 6. Piece / peace

E. Bookworm specifications: 1. 240 mm, 2. 180 mm, 3. 12 mm, 4. 0.55 kg, 5. 210 mm, 6. 25 mm, 7. 359 g, 8. 240 by 180 by 12, 9. 3045 mm², 10. 7612 mm³

7. Sales & After Sales

A. The retail trade - Where can you sell it?: marketplace, department store, factory outlet, vending machine, bulk (wholesale) outlet, off-label store, supermarket, superstore, one-price store, convenience store, chain store, auction, shopping arcade / centre / mall, mail order business (MOB), the Internet, office, retail outlet, cash & carry, self-service store

B. What do you find in the shop?: 1. Sales person, 2. Floor / shop walker, 3. Reseller, 4. Tradesman, 5. Cashier, 6. Shelf-filler, 7. Shoplifter, 8. Fixtures and fittings, 9. Cash register, 10. Receipt, 11. Price tag, 12. Second-hand goods, 13. Display Unit, 14. Second-rate goods, 15. Shelving, 16. Check out

C. Trading times: Mass market / niche market; Sunday trading / Weekday trading hours; Stock clearance sale / Closing down sale; Late night opening / Early closing hours; Impulse buying / Planned purchase; Returned goods / Refund request; Retail / wholesale

D. Trading trends: a4; b1; c5; d2; e3

E. Pricing and payment: 1. Tax-inclusive price, 2. Grant a discount, 3. List price, 4. Knock-down prices, 5. Price cut, 6. Interest-free credit, 7. Installment plan (UK Hire Purchase), 8. Charge account

F. Corporate customers: 1. Supplier, 2. Trade magazines (also "journal"), 3. Trade Fair (also "show", e.g. Car show, Boat Show, etc.), 4. Trademarks (also "Trade name"), 5. Put in a tender, 6. Trade secret, 7. Complaints, 8. Faulty goods, 9. Prospective customers, 10. Trade discount, 11. proposals, 12. Transactions,

G. Receipts & Invoices: 1A, 2C, 3B, 4A, GST 4b, VAT, 5, PST, 6, \$33.66, 7, 15/02/-, 8, 18/02/-, 9, 10%, 10. Quantity.

1. Agriculture & Forestry

Make hay while the sun shines: 1. People: Farmer - Landowner - Farm labourer - Farmhand - Farm Manager - Forest ranger - Woodcutter - Beekeeper - Winher, 2. Working the land: General - Poultry - Stock - Dairy - Organic - Market Gardening - Sea Farming - A timber forest - A tea plantation - vineyard, 3. Farm machinery: Tractor - Combine Harvester - Trailer - Chain saw, 4. Farm buildings: Outbuildings - Farmyard - Silo - Shed - Barn - A lumber mill, 5. Farm Produce: Vegetables - Fruit - Crops - Mushrooms - Tropical crops, 6: Livestock: Cattle breeding - A flock of sheep - A litter of pigs - Thoroughbred horses, 7: Fieldwork for a bumper crop: Plow - Sow - Fertilize - Harvest, 8: Forest exploitation: Plant - Fell - Season - Market - Weeds - Rodents - Barren land - Drought - Bad crop rotation - Deforestation

2. Money & Banking

A. A few financial acronyms: 1. Borrow, 2. Deflation, 3. Mark-up, 4. Expense, 5. Bankrupt (or insolvent), 6. Withdraw, 7. In the black, 8. Loss, 9. Net, 10. Overcharged, 11. Spend, 12. Priceless

B. A visit to Counting House Coffey Bank:

1. Branch Manager, 2. Bank statement, 3. Current account, 4. Teller, 5. Savings account / Deposit account, 6. ATM (Automatic Teller Machine), 7. PIN, 8. Cheque / Check book, 9. Counterfoil / Stub, 10. Coins and notes, 11. Foreign currency, 12. Exchange rate, 13. Mortgage, 14. Loan, 15. Mortgage repayment, 16. Maturity date, 17. Home banking

C. Unpleasant confusing words: 1. alone / lonely, 2. until / as far as, 3. audience / spectators, 4. Most / The most, 5. homework / housework, 6. valueless / invaluable, 7. game / play, 8. trip / travel / Journey / voyage

D. An investment on the stock market: 1. INVESTOR, 2. INVESTMENT, 3. A BULL MARKET AT LAST, 4. THE COMMODITY MARKET

E. Acronyms: APR: Annualized Percentage Rate, ASAP: As Soon As Possible, ATM: Automatic Teller Machine, BSI: British Standards Institute, CADM: Computer Assisted Design and Manufacturing, CEO: Chief Executive Officer, CPI: Consumer Price Index,

DDD: Deadline Delivery, Date, ERP: Enterprise Requirement Planning, FAT: First Article Inspection, ERM: Exchange Rate Mechanism, FYI: For Your Information, NCA: No Commercial Value, PDCA: Plan, Do, Check, Act, POS: Point of sale, PTO: Please Turn Over, OEM: Original Equipment Manufacturer, VAT: Value Added Tax, SAE: Stamped Addressed Envelope, SKU: Stock Keeping Unit, WWW: World Wide Web, YTD: Year To Date, OTC: Over The Counter, ROI: Return On Investment, OTD: On Time Delivery, FAQ: Frequently Asked Questions

3. Insurance

A. Have you got insurance coverage? DIFFERENT KINDS OF INSURANCE: - Life assurance - Burglary insurance - Insure baggage against loss - Car insurance - Casualty insurance - Health insurance - Marine insurance - Life insurance - Annuity policy / FULL COVERAGE: full coverage - all risks policy - Third-party fire and theft - Comprehensive TAKING OUT INSURANCE: Insurance policy - Certificate of insurance - Assess value - To be covered by insurance - To be insured PAYMENTS - YOU PAY: Annual Insurance premium - Annuity due - YOU GET: Annuity - settlement for the claim PUT IN A CLAIM: Damage - Injured party - Assess damage - Act of God - Act of vandalism - Fair wear and tear BEARING THE RISKS: underwriter - to underwrite

B. Countless confusing words: 1. borrow / lend, 2. split / pour, 3. priceless / worthless, 4. recipe / receipt, 5. good / night, 6. tell / say

4. Land Settlement & Zoning

Regulations

A. Urban planning & who is involved: 1. Local authorities, 2. Mayor (and deputy mayor), 3. Town council, 4. Business Park, 5. Business premises, 6. Pedestrian precinct, 7. Shopping district, 8. Business development zone, 9. Chartered Surveyor, 10. Architect, 11. Industrial Estate, 12. Urban activity zone, 13. Property Developer, 14. Housing Estate

B. Let's do some town planning: 1.D, 2.F, 3.H, 4.C (or mass transit system), 5.A, 6.I, 7.E, 8.G, 9.B

5. Legal Matters

A little bit of legal jargon: 1.a, 2.b (An heir is someone who inherits) 3.b / c, 4.c, 5.b / c, 6.a, 7.a / b, 8.b, 9.b, 10.c, 11.a / c (A crook has been proven guilty), 12.a, 13.b, 14.c, 15.b / c, 16.a

6. The Media

A. The Printed word: 1. Circulation, 2. Readership

3. Daily, 4. Coverage, 5. Features, 6. Freelance, 7. Editor, 8. Headlines, 9. Copyright, 10. Complimentary copy, 11. Subscription, 12. Page rate, 13. Renewal, 14. Press Clipping, 15. Newsletter, 16. Proofreaders, 17. Going to press, 18. Printing works, 19. Print run, 20. Royalties

B. Here we go again! - homonyms: 1. patients / patience, 2. weak / week, 3. with / which, 4. wear / where, 5. weather / whether, 6. would / wood.

C. Television & Radio: Programme: Weather forecast - Quiz show - TV Cartoon - Commercial - Game show - Reality show - Chat / talk show - Sports Program - Variety show - Documentary - Current affairs program - Serial - Sitcom - Soap opera - Thriller - News - Equipment: Cable TV - Satellite TV - AM/FM Radio - Remote Control - DVD Player, Verbs: Turn on - Turn off - Turn over - Turn up - Turn down - Censor People: Newscaster - Broadcaster - Guest - Host - Viewer - Couch Potato, NB: Program (USA) Programme (UK):

1. Sports program, 2. Commercial, 3. Newscaster / news anchor, 4. Quiz show / game show, 5. Cable TV and satellite TV, 6. Viewers, 7. Turn off / turn over / change channel, 8. Current affairs program

7. Real Estate & Corporate Property

A. Accommodation: 1. Detached / single family homes, 2. Semi-detached, 3. terraced / row houses (party wall), 4. Cottage, 5. Bungalow, 6. Caravan, 7. Mobile home, 8. Houseboat, 9. Housing estate, 10. Flat / apartment, 11. Tower block, 12. Office block, 13. Turnkey factory, 14. Flatlet / bedsit, 15. Skyscraper

B. Inside the house: 1. Office / study, 2. staircase, 3. basement / cellar, 4. kitchen, 5. bathroom, 6. bedroom, 7. attic, 8. garage, 9. spare room / guest room, 10. living / family / sitting room, 11. hall / hallway, 12. landing

C. Renting property: 1. Office space to let, 2. Tenancy agreement, 3. (To) rent, 4. Life tenancy, 5. To let, 6. Sub-lease / sublet

D. Purchasing property: (1) estate agency (2) estate agent / realtor (3) particulars of sale (4) plot / patch (5) leasehold (6) freehold (7) restricted or unrestricted access (8) survey (9) provisional sales agreement (10) time-share property (11) ownership (12) gazumped (UK) (13) property deed (14) housewarming party

E. A new landlord: People: home owner, tenant, neighbour, surveyor, estate agent, landlord, landowner, Moving house: housing allowance, decorate, relocate, removal

F. The construction industry: 1. surveyor (a person), 2. Design-build contract - "one-stop shopping" (you only need contact with one person), 3. General contractor (again, one person to do everything)

4. Building site (the others are different types of construction) 5. Cost overrun (the others are construction materials) 6. Zoning and building requirements (the law, the others are building materials)
G. Public Utilities: 1.F, 2.T, 3.F, 4.F, 5.T, 6.T, 7.F, 8.T, 9.T, 10.T
- 8. Volunteer Work**
Charity begins at home : 1. Financial gain
 2. Humanitarian organisation 3. Needy areas 4. Local branch 5. Charity shop 6. Raise money 7. Rum-mage sales 8. Fund raiser 9. Sponsored marathon 10. Monthly donation

Communicating

- 1. Letters, Faxes, E-mails**
A. A bit of letter writing: 1.e, 2.s, 3.n, 4.k, 5.a.a, 6.v, 7.r, 8.h, 9.c.c, 10.u, 11.b, 12.l, 13.q, 14.o, 15.g, 16.y, 17.t, 18.a, 19.w, 20.j, 21.d.d, 22.d, 23.x, 24.z, 25.m, 26.c, 27.b, 28.i, 29.p, 30.f
- B. What's in a name:** Full name: James Adam Smith, Surname: Smith, First name: James, Middle name: Adam, Nickname: Jimbo
- C. Get the title right:** 1.B, 2.D, 3.A, 4.C
- D. Sending an e-mail:** @ = at; . = dot; company = com; send on = forward; United Kingdom = uk; organisation = org; erase = delete; unsolicited message = spam
- E. Where does it go?:**
- | | |
|---|---|
| 8 | 5 |
| 1 | 1 |
| 3 | 7 |
| 4 | 4 |
| 6 | 2 |

- 2. Telephone**
A. Thank you for calling: 1 D, 2 K, 3 F, 4 I, 5 N, 6 A, 7 G, 8 C, 9 J, 10 L, 11 B, 12 H, 13 M, 14 E
- B. Is he on the blower?** 1.b, 2.b, 3.a, 4.a, 5.b, 6.a, 7.b, 8.b, 9.b, 10.a, 11.b, 12.a, 13.a, 14.b, 15.b, 16.a
- 3. Contracts**
A. Lay down the regulations: 1. retainer 2. to comply with 3. small print 4. by right 5. confirmed in writing 6. set forth 7. dotted line 8. liable 9. bona fide 10. is binding 11. undersigned 12. subject to 13. read and approved 14. unless otherwise stipulated 15. abide by 16. unwritten agreement 17. price in effect 18. antedated 19. undertake 20. in triplicate

- B. Understanding the agreement:** 1.G, 2.I, 3.E, 4.B, 5.J, 6.D, 7.A, 8.F, 9.C, 10.H
- C. The beginning, the middle and the end:** 1. Commencing 2. Term of notice 3. Rider 4. Affidavit 5. Waiver 6. Breach of contract 7. Completion date 8. Terminate
- D. Compound nouns:** 1. minerals (no "s" - the first word in a compound is like an adjective) 2. Traveling (no "-ing") 3. Money (turnover can be financial but not money) 4. Myself (not a reflexive pronoun) 5. Coffee (which is served in a cup or mug, not a glass) 6. Peanut (you eat peanut butter) 7. Cell phone - no "s" for possession 8. Greeting - for once there should be an "s" as there are more than one greeting = greetings 9. Tickets (no "s") 10. Parenting = parental 11. Interests (no "s") 12. Ware - It's shareware (the share describes the kind of ware it is and is the "adjective" part of the compound) 13. bathing - it's a bathroom! 14. "Pink" wine is called rose in English too. 15. five-minutes (no "s").

4. Meetings & Appointments

- A. Let me look in my diary:** 1. 1st, 2. 31st May, 3. 4th & 5th, 4. 13th, 5. 11th & 12th, 6. 18th & 19th, 7. 8th - 10th, 8. 14th & 28th, 9. 17th - 24th, 10. 6th & 7th, 11. 30th June, 1st July, 12. 15th - 17th, 13. 4th & 5th July, 14. 29th
- B. Sunrise or sunset?:** 1.E, 2.P, 3.K, 4.T, 5.O, 6.B, 7.L (or two thousand and twelve), 8.I, 9.R, 10.N, 11.G, 12.A, 13.J, 14.D, 15.Q, 16.S, 17.C, 18.H, 19.M, 20.F
- C. The meeting has been deferred:** Organise the meeting for 18th March, 2009 = arrange / fix / set up; Watch out! Meeting in 7 days' time! = give a week's warning; 12th June, 2010, to 6th July, 2010 = Defer / postpone / put back; 9th November, 2009, to 30th October, 2009 = Bring forward; 8th January, 2009, to never! = Cancel / be off
- D. Kinds of meeting:** 1. Quarterly, 2. Steering committee, 3. AGM (Annual General Meeting), 4. Board (of Directors), 5. Briefing / debriefing, 6. Study group, 7. Think tank, 8. Task Force, 9. Committee, 10. seminar
- E. Organisation:** 1. available 2. suitable 3. notify 4. agenda 5. chair (i.e. run the meeting) / be chairperson 6. limit 7. minutes of meeting 8. proxy vote 9. any other business 10. sum up 11. record (of the meeting) 12. report 13. task, 14. conference call.
- F. A few useful expressions:** 1.E, 2.H, 3.M, 4.J, 5.B, 6.L, 7.K, 8.L, 9.F, 10.D, 11.N, 12.G, 13.C, 14.A

5. Negotiating

- A. A bit of bargaining:** A: 11, 2, 17, B: 5, 20, 7, C: 19, 13, 16, D: 4, 9, 18, E: 21, 12, 6, F: 10, 1, 15, G: 3, 14, 8.
- B. 6 more confusing words:** 1. sensible / sensitive 2. shade / shadow 3. talk / speaks 4. teach / learn 5. wander / wonder 6. Look at / watches
- C. I just had a thought:** 1.D, 2.F, 3.B, 4.J, 5.G, 6.I, 7.A, 8.E, 9.H, 10.C

6. Presentations & Graphs

- A. Equipment for a presentation:** 1. Handout 2. Screen 3. Slides 4. Flipchart 5. (Laser) pointer 6. Whiteboard 7. Data projector / beamer 8. Overhead projector (OHP)
- B. What kind of graph shall I use?:** 1. Run chart / line graph 2. Pie chart 3. Bar chart 4. Organisation Chart 5. Flowchart 6. Cause and effect diagram (A diagram can show how something works, interaction between different variables...) 7. Spreadsheet 8. Value Stream Mapping
- C. Ups & downs:** Go up / improve: 1, 7, 12 Go down / deteriorate: 2, 5, 10, 11 Even out / remain stable: 3, 8, 9 Top and bottom: 4, 6

7. Small Talk

- A. A little social chit-chat:** 1. Have a good trip / journey. 2. How do you do? I'm pleased to meet you. 3. Shall we / let's break for lunch. That's a good idea. 4. Would you like a cup of coffee? 5. How are you? It's nice to see you again. 6. I'm afraid / I'm sorry, but he will be late. 7. I have an appointment / a meeting with Mr. Smith. 8. See you later / on Friday. 9. How's the company / business? 10. Welcome to Birmingham Mr. / Mrs. / Miss / Ms. Smith / Peter. 11. I do not agree - I think it's a bad idea. 12. What's your line of business? / What business are you in? 13. What's your full name? Joan Smith. 14. Could we fix / arrange an appointment? 15. I do appreciate you coming so early. 16. Does that suit you? / Is that convenient?
- B. What wonderful weather:** 1.C, 2.J, 3.G, 4.O, 5.L, 6.B, 7.N, 8.F, 9.M, 10.I, 11.A, 12.K, 13.P, 14.D, 15.H, 16.E
- C. What's the temperature?:** Below freezing - Freezing cold - Chilly - Cool - Mild - Warm - Hot - Boiling hot
- D. Colourful expressions:**
- | | | | | |
|--------------|---------------|-----------|-------|-------------------|
| Black & Blue | Black & White | Brown | Blue | Grey |
| Black | Blue | White | Brown | Blue |
| 1, 20 | 5 | 9 | 8 | 4, 15, 16, 11, 14 |
| Green | Pink | Red | White | Yellow |
| 2, 10 | 7, 17 | 3, 12, 18 | 19 | 13 |
| | | | | 6 |

Travelling & Entertainment

1. Travelling

- A. Globe-trotting:** 1.B, 2.D, 3.A, 4.E, 5.C
- B. A touch of ecotourism:** 1. Package deal 2. Vacation (Holiday in UK English) 3. Affordable 4. All-inclusive 5. Off-season 6. Peak-season 7. Accommodation 8. Vacancies 9. Transfers 10. Valid passport 11. Traveler's check (Traveler's cheque in UK English) 12. Departure date.
- C. Flying out:** 1.K, 2.P, 3.T, 4.Y, 5.B, 6.S, 7.Y, 8.X, 9.W, 10.I, 11.A, 12.U, 13.R, 14.J, 15.F, 16.C, 17.Z, 18.E, 19.L, 20.N, 21.W, 22.D, 23.H, 24.O, 25.Q, 26.G
- D. Problems and yet more problems:** 1. Overweight 2. Delayed 3. Cancelled 4. Overbooked 5. Customs regulations 6. Invalid 7. Steward 8. Reouted
- E. On the road again:** 1. 8, 13, 16, 3, 10, 7, 14, 18, 4, 20, 9, 15, 2, 19, 11, 5, 17, 12, 6.
- F. Car hire or rental:** Mini - economy - compact - intermediate - standard - full-size - premium - luxury - convertible - sports car - limousine - minivan - Full-size van - pick-up truck - sport utility vehicle (SUV) - station wagon : 1.D (tick), 2.F (tick), 3.J, 4.I, 5.B (tick), 6.E, 7.H, 8.A, 9.C, 10.G (tick)
- G. Taking a taxi (or cab):** 1.F, 2.T, 3.J (Usually marked inside the taxi), 4.F, 5.T, 6.T, 7.T, 8.F (about €90), 9.T, 10.F, 11.F, 12.T, 13.T, 14.F (about 10%)
- H. So the train takes the strain:** 1.D, 2.W, 3.J, 4.S, 5.G, 6.O, 7.B, 8.O, 9.K, 10.I, 11.E, 12.T, 13.A, 14.P, 15.R, 16.N, 17.F, 18.C, 19.L, 20.H
 NB: Subway (USA) Underground / tube (UK) Metro (Paris)
- I. On the bus:** 1. Fares 2. Crowded 3. Bus stop 4. Through bus (Express) 5. Bus service 6. Double Decker 7. Season ticket 8. Missed
- J. We took the ferry:** Ferry - hovercraft - foot passengers - boarding lounge - crossing - ship - calm - rough
- K. Homonyms for hopping around:** 1. aisle / isle 2. aloud / allowed 3. find / fined 4. for / four 5. sail / sale 6. through / threw
- L. Booking Hotel Accommodation:** 1. inclusive, 2. half-board, 3. rates, 4. Check in / sign in, 5. check out / sign out, 6. facilities
- M. Choose your hotel room:** Double - 1 bed for 2 people; En-suite - with private bathroom; Single - for 1 person; Suite - with bedroom and sitting room; Twin - 2 single beds; Family - for parents and children
- N. What kind of accommodation?:** A. Youth hostel

B. Holiday cottage C. In the capital, luxury hotel, all-inclusive D. Motel in a nearby suburb E. B&B in the countryside F. Full board G. Budget hotel in the outskirts of the city H. Apartment hotel, half board I. Condo hotel J. Self-catering

O. Customary complaints: 1.D, 2.J, 3.G, 4.M, 5.B, 6K, 7.F, 8.N, 9.H, 10.L, 11.A, 12.O, 13.C, 14.I, 15.P, 16.E, NB: Elevator (USA) Lift (UK) Bellhop (USA) Bellboy (UK)

P. Laundry & dry cleaning: OUTDOOR WEAR: G&L: raincoat, overcoat, hat BUSINESS WEAR: G&L: suit (jacket and trousers / jacket and skirt), shirt, G: tie, L: dress, skirt, blouse CASUAL WEAR: G&L: trousers, jeans, sweater / pullover, shirt, cardigan SPORTS WEAR: G&L: tracksuit, t-shirt, sweatshirt, NIGHT WEAR: G: pyjamas, L: nightdress, G&L: dressing gown UNDERWEAR: G&L: socks, pants (underpants), vest (undershirt) L: bra, stockings, tights

2. Health Care

A. Know your body: 1. Head, 2. Hair, 3. Eye, 4. Nose, 5. Mouth, 6. Chin, 7. Throat, 8. Chest, 9. Arm, 10. Back, 11. Wrist, 12. Hand, 13. Leg, 14. Foot, 15. Heel, 16. Toe, 17. Ankle, 18. Knee, 19. Finger, 20. Thumb, 21. Hip, 22. Elbow, 23. Stomach, 24. Shoulder, 25. Neck, 26. Tooth (2 teeth), 27. Ear, 28. Eyebrow

B. So what's the matter with you?: 1. Senior Citizen & G.P. (General practitioner) – doctor's surgery 2. Student & doctor – doctor's surgery 3. Housewife & psychologist – psychologist's office 4. Star or model & plastic surgeon – luxurious clinic 5. Elderly person & dentist – dentist's surgery 6. Patient waiting for surgery & anaesthetist – hospital 7. Man going deaf & ENT specialist – in his successful practice 8. Short-sighted person and eye specialist – eye clinic.
C. What treatment do you need?: 1.D, 2.G, 3.J, 4.F, 5.I, 6.A, 7.H, 8.C, 9.E, 10.B
D. Have you got medical insurance?: 1.Private 2. Welfare 3. Complementary 4. Premium 5. Alternative 6. Disability 7. Screening 8. Referrals 9. Nursing 10. Prescription 11. Hearing 12. Deductibles

3. Winning & Dining

A. Eating out: PLACES TO EAT: cafeteria – restaurant – wine bar – eatery – pizza house – tea room – drive-in / WHO YOU MIGHT SEE: waiter – waitress – waiting staff – chef – wine waiter – bartender / VARIOUS KINDS OF MEAL: business lunch – family dinner – a snack with mates – nibbles with drinks – drinks at

happy hour / THE STAGES IN A MEAL: starter – main course – dessert – cheese – doggie bag / EQUIPMENT FOR MEALTIME: booster seat – napkin – tablecloth – highchair – booth – cutlery – crockery – glassware / DIFFERENT WAYS OF COOKING: fry – boil – roast – smoke – grill – bake – steam – poach

B. Let's go out for a meal: A: 1, 5, 2, 4, 3. / B: 1, 7, 4, 2, 6, 3, 8, 5. / C: 1, 9, 3, 8, 14, 6, 12, 10, 4, 13, 7, 11, 5, 2. / D: 1, 8, 5, 9, 2, 6, 10, 3, 7, 4, / E: 1, 5, 8, 2, 6, 9, 3, 7, 4.

C. What's in the refrigerator?: MEAT: beef – lamb – pork – mutton – veal / POULTRY: egg – goose – chicken – guinea fowl – turkey – frogs' legs – duck / VEGETABLES & SALAD: cauliflower – brussels sprouts – beans – turnip – leeks – asparagus – green / red pepper – mushrooms – carrots – peas – potatoes – cabbage – spinach – tomato – lettuce – cucumber – avocado pear / FISH & SEAFOOD: oysters – trout – shrimp – scallops – kipper – mussels – prawns – pike – salmon – lobster GAME: Pheasant – hare – partridge – wild boar – venison – rabbit / DESSERT / PUDDING & FRUIT: pineapple – lemon – banana – raspberry – pancake – apple – fruit salad – grapefruit – black-currant – pear – grapes – ice cream – lime – custard – orange

D. Arranging a wedding banquet: 1.C 2.E 3.G 4.I 5.A 6.H 7.F 8.B 9.J 10.D

4. Leisure & The Arts

A. At the 5-screen cinema: 1. Blockbuster 2. Trailer 3. Screening time 4. Director 5. Drive-in movie 6. Release 7. Actor 8. Box Office 9. Low-Budget Film 10. Soundtrack 11. Award 12. Flop 13. Movie theatre 14. Scenery

B. A full-length film or short feature: 1. Silent movie 2. Drama 3. Science Fiction 4. Western 5. Horror 6. Action 7. Musical 12. War

C. Theatre & shows: 1. F 2. F 3. T 4. F 5. T 6. T 7. F 8. F 9. +, 10. -, 11. +, 12. +

D. Exhibitions and museums: 1.a 2.b 3.b 4.a 5.a 6.b 7.a 8.b 9.a 10.a 11.b 12.a

E. Fictional and non-fictional literature: short-story, autobiography, essays, poetry, journal, prose, novel, myth, diary, folktale, biography

F. A good read: 1.-, 2.-, 3+, 4.-, 5.-, 6. +, 7.-, 8.-, 9. +, 10.-, 11. +, 12. +
G. Can you play music by ear?: 1) concert 2) orchestra 3) conductor 4) musicians 5) choir 6) classical 7) latecomers 8) jazz 9) festival 10) amateur

H. Fame at last: 1.C, 2.E, 3.A, 4.D, 5.F, 6.B

I. At the match: 1.C, 2.A, 3.B, 4.E, 5.D, 6.H, 7.F, 8.I, 9.G, 10.K, 11.J, 12.O, 13.L, 14.M, 15.N (Can also be a noun – a score)

J. A trip to the zoo with the family: 1. twin 2. great uncle's 3. grandmother and grandfather 4. step-mother (step-daughter / father / brother 5. half brother (sister) 6. grandchildren (granddaughter / grandson 7. niece and nephew 8. father-in-law (mother / sister / brother-in-law) NB: BZW & ATB = Back to work and all the Best

K. One word, many meanings: 1. Quote, 2. Issue, 3. meet, 4. plant, 5. tip, 6. launch, 7. miss

L. High Days and Holidays: 1. No 2. Yes – the day is replaced by a working day but not necessarily the same one (see Christmas!) 3. No – USA 10 / UK 8 4. USA – Yes (4th July) / UK – No 5. Yes – New Year's Day, Christmas Day 6. No 7. Yes – Veteran's Day, Thanksgiving Day, Saint Patrick's Day, Easter Tuesday, Orangeman's Day 8. No

Just a warm-up: 1. I must call the supplier this afternoon. 2. I agree 3. What is Mary like? She is attractive and bright. 4. How long does it take you to go to work? 5. He was much fatter 10 years ago 6. I look forward to hearing from you. Yours faithfully..... 7. She is responsible for (in charge of) quality 8. The economic situation is not very good. 9. He works all day every day of the week. 10. We are interested in your proposal. 11. I want you to pay attention. 12. Firstly / first, we'll look at the pie chart. 13. I would like some information about.... 14. It's high time you spoke fluent English! 15. You mustn't touch that handle! 16. One of the managers has forgotten their laptop. 17. There are people who have no ambition. 18. I'd rather you used the other phone. 19. Never have I seen such an efficient production line. 20. Nowhere are people so hardworking as in our company, there is such a lot to do!