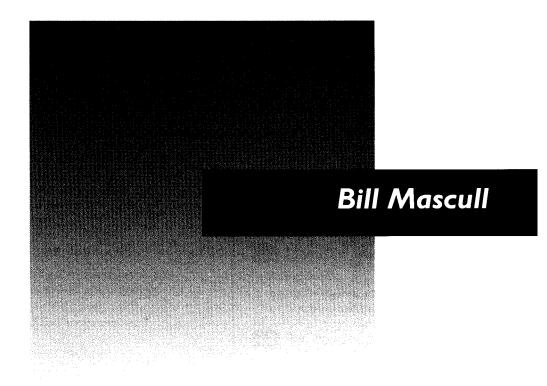
Business Vocabulary in Use

Bill Mascull

Cambridge Professional English

CAMBRIDGE UNIVERSITY PRESS

Business Vocabulary in Use





PUBLISHED BY THE PRESS SYNDICATE OF THE UNIVERSITY OF CAMBRIDGE The Pitt Building, Trumpington Street, Cambridge, United Kingdom

CAMBRIDGE UNIVERSITY PRESS

The Edinburgh Building, Cambridge CB2 2RU, UK 40 West 20th Street, New York, NY 10011–4211, USA 477 Williamstown Road, Port Melbourne, VIC 3207, Australia Ruiz de Alarcón 13, 28014 Madrid, Spain Dock House, The Waterfront, Cape Town 8001, South Africa http://www.cambridge.org

© Cambridge University Press 2002

This book is in copyright. Subject to statutory exception and to the provisions of relevant collective licensing agreements, no reproduction of any part may take place without the written permission of Cambridge University Press.

First published 2002 Second printing 2002 Third printing 2002

Printed in Italy by G. Canale & C.

Typeface Sabon 10/13pt. System QuarkXPress® [GECKO LTD]

A catalogue record for this book is available from the British Library

ISBN 0 521 77529 9

Contents

INTRODUCTION	8	8 Problems at work	24
JOBS, PEOPLE AND ORGANIZATIONS		A Health and safety B Bullying and harassment C Discrimination	
1 Work and jobs A What do you do? B Word combinations with 'work' C Types of job and types of work	10	9 Managers, executives and directors A Managers and executives: UK B Managers and executives: US	26
2 Ways of working A Old and new ways B Nice work if you can get it C Nature of work	12	10 Businesspeople and business leaders A Businesspeople and entrepreneurs B Leaders and leadership C Magnates, moguls and tycoons	28
A Recruitment and selection A Recruitment B Applying for a job C Selection procedures	14	11 Organizations 1 A Business and businesses B Commerce C Enterprise	30
4 Skills and qualifications A Education and training B Skilled and unskilled C The right person	16	D Word combinations with 'enterprise' 12 Organizations 2 A Self-employed people and partnerships B Limited liability	32
Fay and benefits A Wages, salary and benefits B Compensation 1 C Compensation 2	18	C Mutuals D Non-profit organizations PRODUCTION	
6 People and workplaces A Employees and management B Management and administration C Labour D Personnel and human resources	20	13 Manufacturing and services A Industry B Manufacturing and services C Countries and their industries	34
7 The career ladder A A job for life B A job for now C In-house staff or freelancers? D Losing your job	22	14 The development process A Market research B Development and launch	36

A B	Innovation and invention Innovation and invention Research and technology Patents and intellectual property	38	A B	Products and brands Word combinations with 'product' Goods Brands and branding	52
A B C 17 A B C	Making things Products Mass production Capacity and output Materials and suppliers Inputs Suppliers and outsourcing Just-in-time Business philosophies Total quality management Continuous improvement	42 44	A B C D	Price Pricing Word combinations with 'price' Upmarket and downmarket Mass markets and niches Place Distribution: wholesalers, retailers and customers Shops Direct marketing Promotion	54 56 58
C D MAI 19	Benchmarking Business process re-engineering RKETING Buyers, sellers and the market Customers and clients Buyers and sellers	46	26 A B	Advertising The sales force Promotional activities The Internet and e-commerce The Internet Clicks-and-mortar B2B, B2C and B2G	60
D 20 A B	The market Word combinations with 'market' Markets and competitors Companies and markets More word combinations with 'market' Competitors and competition Marketing and market	48	A B C	Sales and costs Sales 1 Sales 2 Costs Margins and mark-ups	62
A B	orientation Marketing The four Ps Market orientation	50	A B	Profitability and unprofitability Profitable and unprofitable products Budgets and expenditure Economies of scale and the learning curve	64

29	Getting paid	66	36	Financial centres	80
Α	Shipping and billing		Α	Financial centres	
	Trade credit		_	Stock markets	
С	Accounts			Other financial markets	
20	Assets liabilities and the		D	Derivatives	
3U	Assets, liabilities and the balance sheet	68	37	Trading	82
Α	Assets		Α	Market indexes	
В	Depreciation			Market activity: good times	
	Liabilities		С	and bad times	
D	Balance sheet		20	Indicators 1	0.4
21	The bottom line	70		Indicators 1	84
_		/0		Finance and economics	
	Accounts		i i	Inflation and unemployment	
В	Results		_	Trade	
22	Share capital and debt	72	ט	Growth and GDP	
_	•	/2	39	Indicators 2	86
	Capital				00
	Share capital Loan capital			Going down	
	Security Security			Going down Peaks and troughs	
	Leverage			Boom and bust	
	- 0		_	Doom und Duck	
33	Success and failure	74	DO!	NO THE BIOLIT THING	
Α	Cash mountains and surpluses		ווטע	NG THE RIGHT THING	
	Debt and debt problems		40	Mranadaina and corruntion	88
	Turnarounds and bailouts			Wrongdoing and corruption	oc
D	Bankruptcy			Wrongdoing	
24	Manus a Aslana and al		1	Bribery and corruption	
34	Mergers, takeovers and sell-offs	70	C	Fraud and embezzlement	
		76	41	Ethics	90
	Stakes and joint ventures				
	Mergers and takeovers			Code of ethics Ethical standards	
C	Conglomerates			Ethical investment	
				Zemeni mvestment	
FINA	ANCE AND THE ECONOMY				
_			PER	SONAL SKILLS	
35	Personal finance	78		Time and time accessors to	00
Α	Traditional banking			Time and time management	92
В	New ways of banking			Timeframes and schedules	
С	Personal investing		1	Projects and project management	
			C	Time tips	
			l		

A B	Stress and stress management When work is stimulating When stimulation turns to stress Downshifting	94	A B C	Telephoning 3: messages Asking to speak to someone 2 Giving and taking messages Spelling names Taking messages: checking information	108 on
A B	Leadership and management styles Leadership Modern management styles Empowerment	96	A B	Telephoning 4: arrangements Making arrangements Closing the conversation Changing arrangements	110
45	TURE Business across cultures 1 Cultures and culture Distance and familiarity	98	A B C	Faxes Sending faxes Fax layout Receiving faxes Emails	112 114
A B	Business across cultures 2 Names Business cards Dress	100	A B C	Email expressions Email abbreviations	
A B C	Business across cultures 3 Entertainment and hospitality Time Cross-cultural communication EPHONE, FAX AND EMAIL	102	54 A B	Meetings 1: types of meeting Word combinations with 'meeting' Types of meeting How was the meeting?	116
A B C	Telephoning 1: phones and numbers Telephones and beyond Phone, call and ring Numbers Doing things over the phone	104	A B C	Meetings 2: the role of the chairperson Before the meeting During the meeting Follow-up Meetings 3: points of view	118 120
A B	Telephoning 2: getting through Phoning scenario Asking to speak to someone 1 Voicemail	106	A B	Opening the meeting Inviting people to speak Making your point	120

57	Meetings 4: agreement and disagreement	122
В	Discussion without argument? Agreeing Disagreeing	
58	Meetings 5: discussion techniques	124
	Hedging Checking understanding, interrupting, referring back	
	Agreement, consensus or compromise? Concluding	
59	Presentations 1: preparation and introduction	126
В	Types of presentation Dos and don'ts: preparation Key phrases: introduction	
60	Presentations 2: main part	128
B C	Dos and don'ts: timing Dos and don'ts: voice Rapport with the audience Key phrases: main part	
61	Presentations 3: closing and questions	130
В	Dos and don'ts: body language Visual aids Key phrases: closing and dealing with questions	
62	Negotiations 1: situations and negotiators	132
A B C	Types of negotiation Word combinations with 'negotiations' Bargaining	
63	Negotiations 2: preparing	134
A B C	Preparing to negotiate Negotiating scenario Negotiating styles	

64	Negotiations 3: furthering negotiations	136
	Win-win Probing	
С	Proposal and counter-proposal Trade-offs	
65	Negotiations 4: difficulties	138
В	Confrontation Confrontational negotiating tactics Dealing with problems	
66	Negotiations 5: reaching agreement	140
В	Deadlock and mediators Agreements and contracts Checking the deal	
Ansv	ver key	142
Inde	x	160



Who is this book for?

Business Vocabulary in Use is designed to help intermediate and upper-intermediate learners of business English improve their business vocabulary. It is for people studying English before they start work and for those already working who need English in their job.

Apart from improving your business vocabulary, the book also helps you to develop the language needed for important business communication skills.

You can use the book on your own for self-study, or with a teacher in the classroom, one-to-one or in groups.

How is the book organised?

The book has 66 two-page units.

The first 46 of these units are **thematic** and look at the vocabulary of business areas such as people, organisations, production, marketing, finance and business-related economics.

The other 20 units focus on the language of skills you need in business, such as those for presentations, meetings, telephoning and negotiations.

The left-hand page of each unit explains new words and expressions, and the right-hand page allows you to check and develop your understanding of them and how they are used through a series of exercises.

There is cross-referencing between units to show connections between the same word or similar words used in different contexts.

There is an answer key at the back of the book. Most of the exercises have questions with only one correct answer. But some of the exercises, including the **Over to you** activities at the end of each section (see below), are designed for writing and/or discussion about yourself and your own organisation.

There is also an index. This lists all the new words and phrases introduced in the book and gives the unit numbers where they appear. The index also tells you how the words and expressions are pronounced.

The left-hand page

This page introduces new vocabulary and expressions for each thematic or skills area. The presentation is divided into a number of sections indicated by letters: A, B, C, etc, with simple, clear titles.

As well as explanations of vocabulary, there is information about typical word combinations and the grammar associated with particular vocabulary, for example the verbs that are typically used with particular nouns.

There are notes on mistakes to avoid, for example:

■ You can't say that someone is 'a responsible'.

There are also notes about differences between British and American English.

■ BrE: CV; AmE: résumé or resume

The right-hand page

The exercises on the right-hand page give practice in using the new vocabulary and expressions presented on the left-hand page. Sometimes the exercises concentrate on using the words or expressions presented on the left-hand page in context. Other exercises practise the grammatical forms of items from the left-hand page. Some units contain diagrams to complete, or crosswords.

'Over to you' sections

An important feature of *Business Vocabulary in Use* is the Over to you section at the end of each unit. There are sometimes alternative Over to you sections, for learners who are in work and those who are not. The Over to you sections give you the chance to put into practice the words and expressions in the unit in relation to your own professional situation, studies or opinions.

Self-study learners can do this section as a written activity.

In the classroom, the Over to you sections can be used as the basis for discussion with the whole class, or in small groups with a spokesperson for each group summarising the discussion and its outcome for the class. The teacher can then get students to look again at the exercises relating to points that have caused difficulty. Students can follow up by using the Over to you section as a written activity, for example as homework.

How to use the book for self-study

Find the topic you are looking by referring to the contents page or the index. Read through the explanations on the left-hand page of the unit. Do the exercises on the right-hand page. Check your answers in the key. If you have made some mistakes, go back and look at the explanations and exercise again. Note down important words and expressions in your notebook.

How to use the book in the classroom

Teachers can choose units that relate to students' particular needs and interests, for example areas they have covered in course books, or that have come up in other activities. Alternatively, lessons can contain a regular vocabulary slot, where students look systematically at the vocabulary of particular thematic or skills areas.

Students can work on the units in pairs, with the teacher going round the class assisting and advising. Teachers should get students to think about the logical process of the exercises, pointing out why one answer is possible and others are not.

We hope you enjoy using this book.