

# in company Elementary

## ■ Unit 11

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>after-work</b> (adj) after-work social event (n)	/ɑ:ftə'wɜ:k/ /ɑ:ftə'wɜ:k 'səʊʃl ɪvent/	nach Feierabend Veranstaltung nach Feierabend	A suit can look too formal for <b>after-work social events</b> .
<b>briefcase</b> (n)	/'bri:fkɛɪs/	Aktentasche	She was carrying all her papers and documents in a smart leather <b>briefcase</b> .
<b>business</b> (n) business traveller (n)	/'bɪznəs/ /bɪznəs ˌtrævlə/	Geschäft Geschäftsreisender	It's important that the <b>business traveller</b> arrives at his or her destination looking good.
<b>bundle</b> (n) bundle wrap (v)	/'bʌndl/ /bʌndl ˌræp/	Bündel zu einem Bündel zusammenrollen	Put the small bag on top of the clothes to form the centre of the <b>bundle</b> . The idea of <b>bundle wrapping</b> your clothes is to prevent them getting creased.
<b>carousel</b> (n)	/ˌkærə'seɪl/	Gepäckkarussell	Passengers were waiting at the <b>carousel</b> to pick up their luggage.
<b>carry-on</b> (adj)	/ˌkæriˌɒn/	Handgepäck	" <b>Carry-on</b> " luggage is an expression meaning hand luggage.
<b>cash</b> (n)	/kæʃ/	Bargeld	You can use a credit card in most places but it's a good idea to take some <b>cash</b> .
<b>casual clothes</b> (n)	/kæʒʊəl 'kləʊðz/	legere Kleidung	All business travellers need <b>casual clothes</b> for those after-work social events.
<b>check-in</b> (n) automated check-in (n)	/tʃekɪn/ /ɔ:tə'meɪtɪd tʃekɪn/	Check-in Check-in-Automat	Use the <b>automated check-in</b> for your hand luggage.
<b>clothing</b> (n) item of clothing (n)	/ˌkləʊðɪŋ/ /aɪtəm əv 'kləʊðɪŋ/	Kleidung Kleidungsstück	Wrap the top <b>item of clothing</b> around the "core" of the bundle.
<b>combine</b> (v)	/kəm'baɪn/	kombinieren	<b>Combine</b> your clothes in different ways to make sure you look different every day.
<b>connection</b> (n) miss a connection (opposite = <b>get your connection</b> )	/kə'nekʃn/ /mɪs ə kə'nekʃn/	Anschluss einen Anschluss verpassen	<b>Missing your connection</b> can cause luggage problems.

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<b>crease</b> (n)	/kri:s/	Falte	Bundle wrapping means you can avoid having <b>creases</b> in your clothes.
<b>dark</b> (adj) dark clothing/suit etc (opposite = <b>light</b> )	/dɑ:k/ /dɑ:k 'kləʊðɪŋ/'su:t/	dunkel dunkle/r Kleidung/Anzug	Where I work, we're all expected to wear <b>dark</b> suits.
<b>destination</b> (n) arrive at your destination	/,destɪ'neɪʃn/ /ə,raɪv ət jɔ: ,destɪ'neɪʃn/	Zielort an seinem Zielort ankommen	It's important to <b>arrive at your destination</b> looking good.
<b>fold</b> (v) fold your clothes/clothing (opposite = <b>unfold</b> )	/fəʊld/ /fəʊld jə 'kləʊðz/'kləʊðɪŋ/	falten seine Kleider/Kleidung zusammenfalten	<b>Folding your clothes</b> in the normal way means they end up with a lot of creases.
<b>journey</b> (n) journey time (n)	/dʒɜ:nɪ/ /dʒɜ:nɪ ,taɪm/	Reise Reisezeit	One of the advantages of travelling with hand luggage only is that you reduce your <b>journey time</b> .
<b>key</b> (n) the key to	/ki:/ /ðə ki: tu:/	Schlüssel der Schlüssel zu	Good packing can be <b>the key to</b> a successful business trip.
<b>look good</b>	/lʊk 'gʊd/	gut aussehen	You <b>look</b> really <b>good</b> in that suit!
<b>miss</b> (v) miss the connection/ flight/train etc (opposite = <b>get the connection/flight etc</b> )	/mɪs/ /mɪs ðə kə'neɪʃn/ 'flaɪt/'treɪn/	verpassen den Anschluss/Flug/Zug etc. verpassen	We arrived 40 minutes late in Amsterdam and I <b>missed my connection</b> to Singapore.
<b>off</b> (adv) be off	/ɒf/ /bi: 'ɒf/	weg aufbrechen	"So, when <b>are you off</b> ?" "In about ten minutes."

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<b>office</b> (n) office rule (n)	/ɒfɪs/ /ɒfɪs 'ru:l/	Büro "Büroregel", ungeschriebenes Gesetz	It's not very practical to wear a skirt but it's the <b>office rule</b> .
<b>outfit</b> (n)	/aʊtfɪt/	Outfit	It's possible to make a big variety of <b>outfits</b> with just a small wardrobe.
<b>pack</b> (v) (opposite = <b>unpack</b> )	/pæk/	packen	The number of creases in your clothes depends on how you <b>pack</b> them.
packing (n)	/pækɪŋ/	Packen	Susana Jones is an expert on <b>packing</b> – she has packed and unpacked over 4,000 times.
<b>pair</b> (n) a pair of socks/ shoes/trousers	/peə/ /ə ,peər əv 'sɒks/'ju:z/'traʊzəz/	Paar ein Paar Socken/Schuhe/Hosen	You can travel round the world on just three <b>pairs of socks</b> – a pair to wear, a pair to wash and a spare pair when you don't have time to wash!
<b>porter</b> (n)	/pɔ:tə/	Gepäckträger	A <b>porter</b> is someone whose job is to help people with their luggage.
<b>practical</b> (adj) it's practical to do sth (opposite = <b>impractical</b> )	/præktɪkl/ /ɪts ,præktɪkl tə 'du: ,sʌmθɪŋ/	praktisch Es ist praktisch, etwas zu tun.	I find <b>it's</b> more <b>practical to wear</b> trousers when I'm travelling.
<b>raincoat</b> (n)	/reɪn,kəʊt/	Regenmantel	It rains a lot in London at this time of year. Don't forget to pack a <b>raincoat</b> !
<b>ready</b> (adj)	/redi/	bereit	All my bags are packed and <b>ready</b> .
<b>shoulder bag</b> (n)	/ʃəʊldə bæɡ/	Umhängetasche	She carried her passport and ticket in a shoulder <b>bag</b> .
<b>suitcase</b> (n)	/su:t,keɪs/	Koffer	The advantages of travelling with only "carry-on" luggage is that you don't have to worry about your <b>suitcase</b> getting lost!
<b>-sleeved</b> (adj) short-/long-sleeved	/,sli:vð/ /ʃɔ:t/'lɒŋ,sli:vð/	-ärmlich kurz-/langärmlich	Don't forget to pack a <b>long-sleeved</b> shirt in case it gets cold.
<b>suit</b> (n)	/su:t/	Anzug	A <b>suit</b> can look too formal at an after-work social event.

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<b>tip</b> (v) tip the porter	/tɪp/ /tɪp ðə 'pɔ:tə/	Trinkgeld geben dem Gepäckträger Trinkgeld geben	She <b>tipped</b> the hotel <b>porter</b> generously.  We spent ages looking for a <b>trolley</b> for our luggage.
<b>trolley</b> (n)	/trɒli/	Kofferkuli	
<b>underwear</b> (n) set of underwear	/ʌndə,weə/ /set əv 'ʌndə,weə/	Unterwäsche Unterwäschegarnitur	You can travel round the world on just three <b>sets of underwear</b> .  Susana Jones has packed and <b>unpacked</b> over 4,000 times!
<b>unpack</b> (v) (opposite = <b>pack</b> )	/ʌn'pæk/	auspacken	
<b>weight limit</b> (n)	/weɪt ,lɪmɪt/	maximal zulässiges Gewicht	What's the <b>weight limit</b> on hand luggage?
<b>well dressed</b> (adj)	/wel'drest/	gut gekleidet	Your image is important – you need to arrive at a meeting looking <b>well dressed</b> .
<b>wrap</b> (v)	/ræp/	wickeln	Start bundle wrapping by <b>wrapping</b> the top item of clothing around the centre of the bundle.

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<b>advertising</b> (n) Internet/TV advertising (n)	/ædvə'taɪzɪŋ/ /ɪntə'net/ti:vi: 'ædvə'taɪzɪŋ/	Werbung Internet-/Fernsehwerbung	<b>TV advertising</b> is more effective than <b>Internet advertising</b> .
<b>agriculture</b> (n)	/ægrɪ,kʌltʃə/	Landwirtschaft	<b>Agriculture</b> is one industry that depends heavily on the weather.
<b>assess</b> (v) assess the risks	/ə'ses/ /ə,ses ðə 'rɪskz/	einschätzen die Risiken einschätzen	In countries where the climate is changeable, it is more difficult to <b>assess the risks</b> .
<b>attraction</b> (n)	/ə'trækʃn/	Anziehungspunkt	Open-air terraces are an important <b>attraction</b> for customers in the summer months.
<b>boiling</b> (adj) (opposite = <b>freezing</b> )	/'bɔɪlɪŋ/	kochend heiß eiskalt	It was boiling at Heathrow yesterday – 37°C!
<b>business</b> (n) business agreement (n)  business district (n)	/'bɪznəs/ /bɪznəs ə'grɪ:mənt/  /bɪznəs 'dɪstrɪkt/	Geschäft geschäftliche Übereinkunft  Geschäftsviertel	A "deal" is another word for a <b>business agreement</b> .  Thursday and Friday evening are peak drinking times in London's <b>business district</b> .
<b>changeable</b> (adj)	/tʃeɪndʒəbl/	unbeständig	The climate nowadays is very <b>changeable</b> .
<b>cold</b> (adj) (opposite = <b>hot</b> )	/kəʊld/	kalt	"Take some warm clothes to Helsinki." "No, it's not <b>cold</b> at this time of year."
<b>come into</b> (phr v)	/,kʌm 'ɪntu:/	hereinkommen	The money <b>coming into</b> a business is called "revenue".
<b>company</b> (n) company profits (n pl)	/ˈkʌmp(ə)nɪ/ /ˈkʌmpnɪ 'prɒfɪts/	Firma Firmeneinkünfte	Bad weather can have an effect on <b>company profits</b> .
<b>compensation</b> (n) receive compensation (for)	/ˌkɒmpən'seɪʃn/ /rɪ,sɪ:v ˌkɒmpən'seɪʃn/	Kompensation, Ausgleichszahlung eine Kompensation erhalten	By taking out insurance, commercial airfields <b>receive compensation</b> on days when high winds stop them flying.

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<b>construction</b> (n)	/kən'strʌkʃn/	Baugewerbe	<b>Construction</b> is another industry that can be affected by the weather.
<b>cool</b> (adj) (opposite = <b>warm</b> )	/ku:l/	kühl	"February is always quite cool in Frankfurt." "Cool? It's freezing!"
<b>costly</b> (adj) (opposite = <b>cheap</b> )	/kɒstli/	kostspielig	Face-to-face meetings are more <b>costly</b> than video conferences.
<b>dry</b> (adj) (opposite = <b>wet</b> )	/draɪ/	trocken	Obviously, more customers drink outside in <b>dry</b> , sunny weather.
<b>effective</b> (adj) (opposite = <b>ineffective</b> )	/ɪ'fektɪv/	effektiv	A phone call can sometimes be more <b>effective</b> than an e-mail message.
<b>efficient</b> (adj) (opposite = <b>inefficient</b> )	/ɪ'fɪjənt/	effizient	In my opinion, working at home is a lot more <b>efficient</b> than working in an office.
<b>energy</b> (n) energy sector (n)	/enədʒɪ/ /enədʒɪ ,sektə/	Energie Energiebranche	<b>Energy</b> is another example of an industry that is dependent on the weather. A mild winter reduces the demand for heating and affects the <b>energy sector</b> .
<b>entertaining</b> (adj) (opposite = <b>boring</b> )	/entə'teɪnɪŋ/	unterhaltsam	TV advertising is more <b>entertaining</b> than advertising on the Internet.
<b>face-to-face</b> (adj) face-to-face meeting (n)	/feɪstə'feɪs/ /feɪstə'feɪs 'mi:tiŋ/	persönlich persönliches Treffen	Which do you prefer – video conferences or <b>face-to-face meetings</b> ?
<b>farming</b> (n)	/fɑ:mɪŋ/	Landwirtschaft	Extreme weather conditions can affect <b>farming</b> very badly.
<b>financial</b> (adj)	/faɪ'nænʃl/	finanziell	Insurance is <b>financial</b> protection against risks.

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foreign exchange rate (n)	/ˌfɔːrɪn ɪksˈtʃeɪndʒ ,reɪt/	Umtauschkurs	Companies often have insurance against a fall in interest or <b>foreign exchange rates</b> .
freezing (adj) (opposite = <b>boiling</b> )	/ˈfriːzɪŋ/	eiskalt	It's freezing in Toronto in the winter.
hot (adj) (opposite = <b>cold</b> )	/hɒt/	heiß	They say that it's been the <b>hottest</b> summer on record in Britain this year.
industry (n)	/ˈɪndəstri/	Branche, Industrie(zweig)	Agriculture, energy and leisure are three examples of <b>industries</b> that depend on the weather.
insurance (n) insurance against	/ɪnˈʃʊərəns/ /ɪnˈʃʊərəns əˌɡeɪnst/	Versicherung Versicherung gegen	In the USA the market for <b>insurance against</b> the weather is worth around \$9 billion a year.
take out insurance (against)	/ˌteɪk aʊt ɪnˈʃʊərəns əˌɡeɪnst/	sich versichern (gegen)	Commercial airfields can <b>take out insurance against</b> high wind speeds.
insure (v) insure against	/ɪnˈʃʊə/ /ɪnˈʃʊə əˌɡeɪnst/	sich versichern sich versichern gegen	<b>Insuring against</b> bad weather is another form of risk management.
interest rate (n)	/ˈɪnrəst ,reɪt/	Zinssatz	Some companies insure themselves against negative changes in <b>interest rates</b> .
leisure (n)	/ˈleɪʒə/	Freizeit	The <b>leisure</b> industry can be badly affected by the weather – people won't go skiing if there's no snow and there are fewer visitors to theme parks in a wet summer.
minus (prep) (opposite = <b>plus</b> )	/ˈmaɪnəs/	minus	Profits are the money earned by a business <b>minus</b> costs.
payout (n) receive a payout	/ˌpeɪˌaʊt/ /rɪˌsiːv ə ˈpeɪˌaʊt/	Auszahlung eine Auszahlung bekommen	The London wine bar chain, Corney and Barrow, <b>receives a payout</b> for every Thursday and Friday the temperature does not rise above 24°C.

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<b>precaution</b> (n) take precautions against	/prɪ'kɔːʃn/ /teɪk prɪ'kɔːʃənz əgenst/	Vorsorge Vorsorge treffen gegen	What <b>precautions</b> can businesses <b>take against</b> bad weather?
<b>rainfall</b> (n) average rainfall (n)  inches of rainfall	/reɪn'fɔːl/ /æv(ə)rɪdʒ 'reɪn'fɔːl/  /ɪntʃəz əv 'reɪn'fɔːl/	Regen durchschnittliche Regenmenge  Regenmenge (in Zoll gemessen)	The average rainfall in Frankfurt in June is 73.7 mm.  Weather insurance is based on specific measurements such as hours of sunshine, <b>inches of rainfall</b> etc.
<b>revenue</b> (n) loss of revenue (n)	/revənjuː/ /lɒs əv 'revənjuː/	Einkommen Einkommensverlust	We receive compensation for <b>loss of revenue</b> when the weather conditions are extreme.
<b>risk</b> (n) assess the risks  risk management (n)	/rɪsk/ /ə'ses ðə 'rɪskz/  /rɪsk ,mænɪdʒmənt/	Risiko die Risiken einschätzen  Risikomanagement	Insurance is financial protection against <b>risks</b> . If the weather information isn't very reliable, it's difficult to <b>assess the risks</b> .  Insuring against bad weather is simply another form of <b>risk management</b> .
<b>sector</b> (n) the energy/construction/ publishing sector (n)	/sektə/ /ði 'enədʒɪ/ kən'strʌkʃn/ 'pʌblɪʃɪŋ ,sektə/	Branche die Energie-/Bau-/Verlagsbranche	A mild winter will reduce the demand for heating and therefore affect <b>the energy sector</b> .
<b>sunshine</b> (n)	/sʌn'ʃaɪn/	Sonnenschein	One advantage of weather insurance is that it is easy to measure the weather by specifying wind speed, hours of <b>sunshine</b> etc.
<b>temperature</b> (n) average temperature (n)	/temprɪ'tʃə/ /æv(ə)rɪdʒ 'temprɪ'tʃə/	Temperatur Durchschnittstemperatur	What's the <b>average temperature</b> in Helsinki in December?
<b>tourism</b> (n)	/tuə'rɪzəm/	Tourismus	<b>Tourism</b> is badly affected in ski resorts when there is no snow.

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<b>video conference</b> (n)	/ˈvɪdɪəʊ ˌkɒnfrəns/	Videokonferenz	<b>Video conferences</b> are often more convenient than face-to-face meetings.
<b>warm</b> (adj) (opposite = <b>cool</b> )	/wɔːm/	warm	Finland is <b>warmer</b> than people think in July.
<b>wet</b> (adj) (opposite = <b>dry</b> )	/wet/	nass	The number of visitors to a theme park like Disneyland falls in a <b>wet</b> summer.
<b>wind</b> (n) high winds (n pl)	/wɪnd/ /haɪ ˈwɪndz/	Wind starker Wind	On days when <b>high winds</b> stop them flying, commercial airfields can receive compensation.
wind speed (n)	/wɪnd ˌspiːd/	Windgeschwindigkeit	They take out insurance against the average <b>wind speed</b> exceeding a certain level.

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<b>according to</b>	/ə'kɔ:dɪŋ ,tu:/'	nach, laut	<b>According to</b> some experts, regular commuters can suffer from high blood pressure, anxiety or even fatal heart conditions.
<b>angry</b> (adj) get angry	/æŋgrɪ/ /get 'æŋgrɪ/'	wütend wütend werden	Passengers on crowded trains <b>get angry</b> because they have to stand.
<b>anxiety</b> (n)	/æŋ'zaiəti/'	Angst, Unruhe	Overcrowding on trains causes high blood pressure and <b>anxiety</b> .
<b>blood pressure</b> (n) high blood pressure (n)	/'blʌd ,preʃə/ /haɪ 'blʌd ,preʃə/'	Blutdruck hoher Blutdruck	Regular commuters can suffer from <b>high blood pressure</b> or even fatal heart conditions.
<b>by car/bus/train etc</b>	/baɪ 'kɑ:/bʌs/'treɪn/'	mit dem Auto/Bus/Zug etc.	Dave commutes to the city's business district <b>by tram</b> .
<b>cancel</b> (v) cancel a train/flight etc	/kænsəl/ /kænsəl ə 'treɪn/'flaɪt/'	streichen, ausfallen lassen einen Zug/Flug etc. streichen	<b>Trains</b> are often delayed or <b>cancelled</b> without warning.
<b>carriage</b> (n)	/kærɪdʒ/'	Personenwagen	Providing an extra <b>carriage</b> is not profitable for a train company.
<b>clockwork</b> like clockwork	/klɒk,wɜ:k/ /laɪk 'klɒk,wɜ:k/'	Uhrwerk wie am Schnürchen, reibungslos	In Melbourne the trams arrive <b>like clockwork</b> .
<b>combination</b> (n) the combination of ... and ...	/kɒmbɪ'neɪʃn/ /ðə ,kɒmbɪ'neɪʃn əv ... ,ənd .../'	Kombination die Kombination von ... mit ...	<b>The combination of</b> uncomfortable trains <b>and</b> unreliable services can cause high tension levels.
<b>commute</b> (v) commute to	/kə'mju:t/ /kə'mju:t ,tu:/'	pendeln pendeln nach	Dave Smith <b>commutes to</b> Melbourne's central business district by tram.
<b>commuter</b> (n)  regular commuter	/kə'mju:tə/  /regjələ kə'mju:tə/'	Pendler  regelmäßiger Pendler	A study by the Rail Passenger Council measured the heart rate and blood pressure of <b>commuters</b> on overcrowded trains. Some <b>regular commuters</b> suffer from stress-related conditions.

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<b>commuting</b> (n)	/kə'mju:tɪŋ/	Pendeln	The study suggests that <b>commuting</b> can be bad for you.
<b>company car</b> (n)	/ˌkʌmpni 'kɑ:/	Firmenwagen	I do a lot of driving in my job and have a <b>company car</b> .
<b>conditions</b> (n pl) poor conditions (n pl)	/kən'dɪʃənz/ /pɔ: kən'dɪʃənz/	Zustände schlechte Zustände	As a result of the <b>poor conditions</b> of their journey to work, many commuters are stressed before they arrive at the office.
<b>consulting company</b> (n)	/kən'sʌltɪŋ ˌkʌmp(ə)nɪ/	Beratungsunternehmen	Jane Stevens, an executive in a <b>consulting company</b> , prefers driving as it gives her time to plan her day.
<b>crowded</b> (adj)	/ˈkraʊdɪd/	überfüllt	The alternative to driving is a 30-minute journey on a <b>crowded</b> train and then two tube rides.
<b>cycle path</b> (n)	/saɪkl ˌpɑ:θ/	Fahrradweg	I cycle into work in Strasbourg and almost all the journey is on <b>cycle paths</b> so I don't have to worry about the traffic.
<b>disadvantage</b> (n) the disadvantages of ... (opposite = <b>the advantages of</b> )	/ˌdɪsədˈvɑ:ntɪdʒ/ /ðə ˌdɪsədˈvɑ:ntɪdʒəz əv/	Nachteil die Nachteile von	One of <b>the disadvantages of</b> driving to work in London is the amount of traffic on the roads.
<b>drive</b> (v) drive to work	/draɪv/ /draɪv tə 'wɜ:k/	fahren zur Arbeit fahren	She likes having time to plan her day as she <b>drives</b> . She <b>drives to work</b> every day from her home in southeast London.
<b>ecological</b> (adj)	/i:kə'lɒdʒɪkl/	umweltfreundlich	The bicycle is a far more <b>ecological</b> form of transport than the car.
<b>financial penalty</b> (n pl)	/faɪnænʃl 'penəltɪ/	Geldstrafe	A 'fine' is a word meaning a <b>financial penalty</b> .
<b>fine</b> (n) pay a fine	/faɪn/ /peɪ ə 'faɪn/	Geldbuße eine Geldbuße zahlen	For the rail companies it is cheaper to <b>pay fines</b> than to provide longer trains.

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Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>foot</b> (n) go on foot	/fʊt/ /ˌgəʊ ɒn 'fʊt/	Fuß zu Fuß gehen	If I <b>go on foot</b> to the office, it's a half-hour walk.
<b>frustration</b> (n)	/frʌ'streɪʃn/	Frustration	Passengers get angry because they have to stand and when the train stops for 20 minutes for no particular reason, this adds to their <b>frustration</b> .
<b>get</b> (v) get a bus/taxi/train/tram	/get/ /ˌget ə 'bʌs/tæksɪ/ 'treɪn/'træm/	<i>hier:</i> nehmen einen Bus etc. nehmen	I usually <b>get a bus</b> to work.
<b>get into</b> (phr v) get into the car/taxi/train	/ˌget 'ɪntuː/ /ˌget ɪntə ðə 'kɑː/tæksɪ/'treɪn/	einsteigen ins Auto etc. einsteigen	I walk out of the house, <b>get into the car</b> and drive to the station.
<b>get off</b> (phr v) get off the train/bus/tram (opposite = <b>get on</b> )	/ˌget 'ɒf/ /ˌget ɒf ðə 'treɪn/'bʌs/'træm/	aussteigen aus dem Zug etc. aussteigen	She <b>gets off the train</b> at Lime Street and walks to work.
<b>get on</b> (phr v) get on the train/bus/tram (opposite = <b>get off</b> )	/ˌget 'ɒn/ /ˌget ɒn ðə 'treɪn/'bʌs/'træm/	einsteigen in den Zug etc. einsteigen	He <b>gets on the train</b> , sits down and tries to sleep.
<b>get out of</b> (phr v) get out of the car	/ˌget 'aʊt əv/ /ˌget ˌaʊt əv ðə 'kɑː/	aussteigen aus dem Auto aussteigen	After a ten-minute drive I <b>get out of the car</b> and walk into the station.
<b>the good thing</b> the good thing about ...	/ðə 'gʊd θɪŋ/ /ðə 'gʊd θɪŋ əˌbaʊt/	das Gute das Gute an ...	One of <b>the good things about</b> cycling to work is that it's cheap.
<b>health problem</b> (n)	/helθ ˌprɒbləm/	Gesundheitsproblem	Overcrowded trains can cause <b>health problems</b> for passengers.
<b>heart condition</b> (n)	/hɑːt kənˌdɪʃən/	Herzleiden	As a result of the stress commuters can suffer from high blood pressure or even fatal <b>heart conditions</b> .
<b>inconvenient</b> (adj) (opposite = <b>convenient</b> )	/ɪnkənˈviːniənt/	unbequem	Waiting for half an hour for a train is frustrating and <b>inconvenient</b> .

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## ■ Unit 13

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>loan</b> (n)	/ləʊn/	Darlehen	Companies sometimes help employees to buy their season tickets by giving them <b>loans</b> .
<b>measure</b> (v)	/meʒə/	messen	The study <b>measured</b> the heart rate and blood pressure of commuters on crowded trains.
<b>overcrowded</b> (adj)	/əʊvə'kraʊdɪd/	überfüllt	Travelling on <b>overcrowded</b> trains can cause a level of tension which is dangerous.
<b>overcrowding</b> (n)	/əʊvə'kraʊdɪŋ/	Überfüllung	Rail companies prefer to pay a small fine for <b>overcrowding</b> rather than provide an extra carriage.
<b>passenger</b> (n)	/pæsɪndʒə/	Reisender	<b>Passengers</b> who have to stand on crowded trains often get angry.
rail passenger (n)	/reɪl pæsɪndʒə/	Bahnreisender	Putting on an extra carriage to make <b>rail passengers</b> more comfortable is not profitable.
<b>price</b> (n)	/praɪs/	Preis	Commuters resent paying <b>high prices</b> for a poor service.
high prices (n pl) (opposite = <b>low prices</b> )	/haɪ 'praɪsɪz/	hohe Preise	
<b>profitable</b> (adj) (opposite = <b>unprofitable</b> )	/prɒfɪtəbl/	profitabel	Putting on an extra carriage is not <b>profitable</b> for a train company.
<b>public transport</b> (n)	/pʌblɪk 'trænspɔ:t/	öffentliche Verkehrsmittel	<b>Public transport</b> is unreliable in this country.
<b>punctual</b> (adj) (opposite = <b>unpunctual</b> )	/pʌŋktʃʊəl/	pünktlich	The 6.45 train is usually very <b>punctual</b> .
<b>rail</b>	/reɪl/	Eisenbahn	For <b>rail companies</b> it is cheaper to pay fines than to provide longer trains.
rail company (n)	/reɪl ˌkʌmp(ə)nɪ/	Eisenbahngesellschaft	
rail passenger (n)	/reɪl pæsɪndʒə/	Bahnreisender	Many <b>rail passengers</b> suffer health problems because of the poor conditions on trains.
rail travel (n)	/reɪl ˌtrævl/	Bahnreise	The disadvantages of <b>rail travel</b> is that it is expensive and often very unreliable.

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Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>result</b> (n) as a result	/rɪ'zʌlt/ /æz ə rɪ'zʌlt/	Ergebnis folglich	Uncomfortable trains and unreliable services cause dangerous tension levels; <b>as a result</b> many rail passengers have health problems.
<b>ride</b> (v) ride a bike/motorbike	/raɪd/ /raɪd ə 'baɪk/ 'məʊtəbaɪk/	fahren mit einem Fahrrad/Motorrad fahren	In Holland a lot of people <b>ride</b> their <b>bikes</b> to work.
<b>season ticket</b> (n)	/si:zn 'tɪkɪt/	Zeitkarte	A <b>season ticket</b> is a ticket that is valid for an extended period of time.
<b>service</b> (n) a poor/unreliable service	/sɜ:vɪs/ /ə 'pɔ:/ʌnrɪ'laɪəbl 'sɜ:vɪs/	Service ein schlechter/unzuverlässiger Service	They pay high prices for a <b>poor service</b> and, logically, they resent this.
<b>slow</b> (adj) (opposite = <b>fast</b> )	/sləʊ/	langsam	Commuting by car in London can be very <b>slow</b> .
<b>stressed</b> (adj)	/strest/	gestresst	Many commuters are <b>stressed</b> even before they arrive at the office.
<b>subsidy</b> (n)	/sʌbsədi/	finanzielle Unterstützung	Employees often buy their season tickets with loans or <b>subsidies</b> from their company.
<b>sweaty</b> (adj) hot and sweaty	/sweti/ /hɒt ən 'sweti/	verschwitzt heiß und verschwitzt	She doesn't cycle fast because she wants to avoid getting <b>hot and sweaty</b> .
<b>take</b> (v) take a bus/train/taxi/tram to work/the office	/teɪk/ /teɪk ə 'bʌs/ 'treɪn/tæksɪ/træm tə 'wɜ:k/ði: 'ɒfɪs/	nehmen einen Bus etc. zur Arbeit / ins Büro nehmen	If I'm late I <b>take a taxi to the office</b> .
<b>It takes ...</b> It takes sb half an hour/ 40 minutes/two hours etc	/ɪt 'teɪks/ /ɪt 'teɪks sʌmbədi 'hɔ:f ən 'aʊə/fɔ:ti 'mɪnɪts/tu: 'aʊəz/	... braucht ... Jemand braucht eine halbe Stunde/40 Minuten/zwei Stunden etc.	<b>It takes him ten minutes</b> to get to work by tram.

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Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>tension</b> (n) level of tension	/tenʃn/ /ˌlevl əv 'tenʃn/	Anspannung Grad der Anspannung	Unreliable services and uncomfortable trains cause a dangerous <b>level of tension</b> .
<b>traffic</b> (n)	/træfɪk/	Verkehr	Cycling can be dangerous if there's a lot of <b>traffic</b> .
<b>tube</b> (n) on the tube	/tjuːb/ /ɒn ðə 'tjuːb/	U-Bahn in der U-Bahn	<b>On the tube</b> in the morning, no one really talks.
tube ride (n)	/tjuːb ˌraɪd/	Fahrt mit der U-Bahn	My journey to work involves a 15-minute walk and two <b>tube rides</b> .
<b>underground</b> (n) the underground	/ʌndəgraʊnd/ /ðiː 'ʌndəgraʊnd/	U-Bahn die U-Bahn	The worst thing about <b>the underground</b> is the dirt.
<b>valid</b> (adj) be valid for	/væɪd/ /bɪ 'væɪd fɔː/	gültig gültig sein für	A season ticket <b>is valid for</b> an extended period of time.
<b>walk</b> (v) walk to work	/wɔːk/ /ˌwɔːk tə 'wɜːk/	zu Fuß gehen zu Fuß zur Arbeit gehen	I'd love to be able to <b>walk to work</b> .
<b>warning</b> (n) without warning	/wɔːnɪŋ/ /wɪðaʊt 'wɔːnɪŋ/	Warnung ohne Vorwarnung	Trains are often delayed or cancelled <b>without warning</b> .
<b>workplace</b> (n)	/wɜːkpleɪs/	Arbeitsplatz	The majority of Europeans live within 30 minutes of their <b>workplace</b> .

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## Unit 14

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>add</b> (v) add sth to sth	/æd/ /æd ,sʌmθɪŋ tə 'sʌmθɪŋ/	hinzufügen etwas zu etwas hinzufügen	Mobile phone companies are now looking at <b>adding</b> video <b>to</b> their phones.
<b>built-in camera</b> (n)	/ˌbɪltɪn 'kæmrə/	eingebaute Kamera	They're trying to improve the quality of the <b>built-in cameras</b> many mobile phones feature.
<b>city centre</b> (n)	/ˌsɪtɪ 'sentə/	Stadtzentrum	Trams are making a come-back to many <b>city centres</b> around the world.
<b>come-back</b> (n) make a come-back	/ˌkʌm,bæk/ /ˌmeɪk ə 'kʌm,bæk/	Comeback wiederkehren	Trams are now <b>making a come-back</b> as a means of transport in city centres.
<b>company rules</b> (n pl)	/ˌkʌmp(ə)nɪ 'ru:lz/	Firmenregeln	We normally wear a dark suit and tie to work – it's <b>company rules</b> .
<b>delivery</b> (n) expect delivery	/dɪ'lɪv(ə)rɪ/ /ɪk,spekt dɪ'lɪv(ə)rɪ/	Lieferung die Lieferung erwarten	I'm phoning about our special order. When can we <b>expect delivery</b> ?
<b>develop</b> (v)	/dɪ'veləp/	entwickeln	Sanyo electric is <b>developing</b> a 3-D TV screen.
<b>development</b> (n)	/dɪ'veləpmənt/	Entwicklung	"Global Trends" is a webpage with information about the latest trends and <b>developments</b> .
<b>digital camera</b> (n)	/ˌdɪdʒɪtl 'kæmrə/	Digitalkamera	Prices of <b>digital cameras</b> are falling.
<b>dress code</b> (n)	/dres ,kəʊd/	Kleiderordnung	The <b>dress code</b> where I work is suits and ties.
<b>environmentally-friendly</b> (adj)	/ɪn,vʌɪrəmentlɪ 'frendlɪ/	umweltfreundlich	More car manufacturers are marketing <b>environmentally-friendly</b> vehicles that run on hydrogen.
<b>feature</b> (v)	/ˈfi:tʃə/	ausgestattet sein mit, bieten	Many mobile phones now <b>feature</b> built-in cameras.
<b>figures</b> (n pl)	/ˈfɪgəz/	Zahlen	"Sonia, can you help me with these <b>figures</b> ?" "Sorry, I'm a bit busy right now."
<b>filter</b> (n)	/ˈfɪltə/	Filter	A special <b>filter</b> fitted to the screen allows viewers to see solid-looking images without wearing glasses.

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## Unit 14

Stichwort	Aussprache	Übersetzung	Beispielsatz
free time (n)	/fri: 'taɪm/	Freizeit	According to the survey, 12% of adults are still enjoying <b>free time</b> at midnight.
get back in contact	/get ,bæk ɪn 'kɒntækt/	sich wieder melden	If you <b>get back in contact</b> in July, we'll probably have some vacancies then.
hydrogen-powered (adj)	/haɪdrədʒən,pəʊəd/	wasserstoffbetrieben	Madrid is now using <b>hydrogen-powered</b> buses, which are more environmentally-friendly.
improve (v)	/ɪm'pru:v/	sich verbessern	Picture quality on digital cameras is <b>improving</b> all the time.
job vacancy (n)	/dʒɒb ,veɪkənsɪ/	freie Stelle	"Do you have any <b>job vacancies</b> ?" "No, I'm sorry, we're not recruiting at the moment."
manufacturer (n)	/mænʃə'fæktʃərə/	Hersteller	Car <b>manufacturers</b> are now making more and more environmentally-friendly vehicles.
market (n) come onto the market	/mɑ:kɪt/ /kʌm ,ɒntə ðə 'mɑ:kɪt/	Markt auf den Markt kommen	Robots that do the housework are now <b>coming onto the market</b> .
market (v)	/mɑ:kɪt/	vermarkten	Pressure has been put on car manufacturers to <b>market</b> environmentally-friendly vehicles.
notice (n) hand in your notice	/nəʊtɪs/ /hænd ɪn jə 'nəʊtɪs/	Kündigung seine Kündigung einreichen	"Why are you wearing those old jeans and a T shirt?" "I'm not working; I <b>handed in my notice</b> yesterday."
order (n) order reference (n)	/ɔ:də/ /ɔ:də ,refrəns/	Bestellung, Auftrag Auftrags-, Bestellungsnummer	The <b>order reference</b> number is 5948.
special order (n)	/speʃl 'ɔ:də/	Sonderbestellung	I'm phoning from Laiz Co-op about our <b>special order</b> . When can we expect delivery?
order despatch department (n)	/ɔ:də 'dɪspætʃ dɪpɑ:tmənt/	Versandabteilung	<b>Order despatch department</b> . Can I help you?

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## Unit 14

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>per cent</b> (n) 77 per cent	/pə 'sent/ /fɪftɪ ,faɪv pə 'sent/	Prozent 77 Prozent	On weekdays <b>77 per cent</b> of adults are awake and out of bed by 8 a.m.
<b>phone</b> (v) phone about	/fəʊn/ /fəʊn ə'baʊt/	anrufen anrufen wegen	I'm <b>phoning about</b> our special order.
<b>picture quality</b> (n)	/pɪktʃə ,kwɒlətɪ/	Bildqualität	Digital camera <b>picture quality</b> is improving all the time.
<b>price</b> (n) prices are falling (opposite = <b>prices are rising/increasing</b> )	/praɪs/ /praɪsəz ə 'fɔ:lɪŋ/	Preis die Preise fallen	<b>Prices</b> of digital cameras <b>are falling</b> .
<b>recruit</b> (v)	/rɪ'krʊ:t/	einstellen	There are no job vacancies at the moment – we're not <b>recruiting</b> .
<b>report</b> (n) finish a report	/rɪ'pɔ:t/ /fɪnɪʃ ə rɪ'pɔ:t/	Bericht einen Bericht fertig stellen	I'm busy at the moment. I'm <b>finishing a report</b> .
<b>revolution</b> (n)	/ˌrevə'lʊ:ʃn/	Revolution	The first paragraph on the webpage is all about the photographic <b>revolution</b> .
<b>robot</b> (n)	/rəʊbɒt/	Roboter	<b>Robots</b> that do housework are coming onto the market.
<b>run on</b> (phr v)	/rʌn ,ɒn/	betrieben werden mit	There's an increase in the number of environmentally-friendly vehicles <b>running on</b> hydrogen.
<b>statistics</b> (n pl)	/stə'tɪstɪks/	Statistik	The <b>statistics</b> show the percentage of the population doing a particular activity each hour over a 24-hour period.
<b>stresses</b> (n pl) relieve the stresses of sth	/stresəz/ /rɪ,lɪ:v ðə 'stresəz əv ,sʌmθɪŋ/	die Stressfaktoren den Stress von etwas lindern	Yoga and meditation help to <b>relieve the stresses of</b> modern life.

## ■ Unit 14

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>technology</b> (n) technology develops	/tek'nɒlədʒɪ/ /tek'nɒlədʒɪ dɪ'veləps/	Technologie die Technologie entwickelt sich	<b>Technology is developing</b> at an amazing speed.
<b>tendency</b> (n)	/tendənsɪ/	Tendenz	The Global Trends webpage gives information about the latest <b>tendencies</b> and developments.
<b>time</b> (n) spend (your) time	/taɪm/ /ˌspend jə 'taɪm/	Zeit (seine) Zeit verbringen	The statistics show how people in the UK <b>spend their time</b> .
<b>trend</b> (n) global trend (n)  a trend in business/ lifestyle/technology etc	/trend/ /ˌɡləʊbl 'trend/  /ə ,trend ɪn 'bɪznəs/lɑɪfstɑɪl/ tek'nɒlədʒɪ/	Trend weltweiter Trend  Wirtschafts-/Lifestyle-/Technologietrend	There's a <b>global trend</b> towards using trams in city centres.  Read about the latest <b>trends in technology</b> and <b>business</b> on our webpage.
<b>vacancy</b> (n) job vacancy (n)	/veɪkənsɪ/ /dʒɒb ,veɪkənsɪ/	freie Stelle freie Stelle	We usually have <b>vacancies</b> in July. I'm calling to ask if you have any <b>job vacancies</b> .
<b>viewer</b> (n)	/vjuːə/	Zuschauer	With the help of a special filter, <b>viewers</b> can see solid-looking images without wearing special glasses.
<b>weekday</b> (n)	/wi:kdeɪ/	Wochentag	On <b>weekdays</b> the majority of adults are awake and out of bed by 8 a.m.
<b>zoom lens</b> (n)	/zu:m ,lenz/	Zoomlinse	Digital cameras now have new features such as powerful <b>zoom lenses</b> and video.

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## Unit 15

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>accumulate</b> (v)	/ə'kjʊ:mjə,leɪt/	sich ansammeln	A lot of work <b>accumulated</b> during the strike and we now have a huge backlog.
<b>airline</b> (n) airline information desk (n)	/eə,laɪn/ /eə,laɪn ,ɪnfə'meɪʃn ,desk/	Fluglinie Auskunftsschalter einer Fluglinie	Some of the cheaper <b>airlines</b> sell more tickets for their flights than there are seats. Please approach the <b>airline information desk</b> for details of alternative flights.
<b>air traffic controller</b> (n)	/eə ,træfɪk kən'trəʊlə/	Fluglotse	The flight was cancelled due to a strike by <b>air traffic controllers</b> .
<b>aisle seat</b> (n)	/aɪl ,si:t/	Gangplatz	Could I change to an <b>aisle seat</b> ? I have a bad leg.
<b>announce</b> (v)	/ə'naʊns/	ankündigen	British Airways regrets to <b>announce</b> the cancellation of flight BA146.
<b>announcement</b> (n) airport announcement (n) announcement about	/ə'naʊnsmənt/ /eəpɔ:t ə'naʊnsmənt/ /ə'naʊnsmənt ə,bəʊt/	Durchsage Flughafendurchsage Durchsage zu/über	Listen carefully to the <b>airport announcement</b> . What is the problem? Excuse me. I didn't understand the <b>announcement about</b> flight BA123.
<b>approach</b> (v)	/ə'prəʊtʃ/	kommen zu	Passengers should <b>approach</b> the airline information desk for further details.
<b>backlog</b> (n) a backlog of	/'bæk,lɒg/ /ə 'bæk,lɒg əv/	Rückstand ein Rückstand von	Once we've dealt with <b>the backlog of</b> cancelled flights we will resume normal service.
<b>baggage</b> (n)	/'bæɡɪdʒ/	Gepäck	We all waited for our <b>baggage</b> at the carousel.
<b>boarding</b> (n)	/'bɔ:dɪŋ/	Einsteigen	We only hold reservation until 20 minutes before <b>boarding</b> .
<b>booking system</b> (n) on-line booking system (n)	/'bʊkɪŋ ,sɪstəm/ /ɒnlaɪn 'bʊkɪŋ ,sɪstəm/	Buchungssystem Online-Buchungssystem	Their <b>on-line booking system</b> doesn't seem to be working.

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## ■ Unit 15

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>bump</b> (v)	/bʌmp/	herauswerfen	“Do you mean you’re <b>bumping</b> me?” “I can offer you a later flight, sir, or a refund.”
<b>cancellation</b> (n)	/ˌkænsəˈleɪʃn/	Ausfall, Streichung	Thousands of passengers were stranded at Heathrow after flight <b>cancellations</b> .
<b>category</b> (n)	/ˌkætəg(ə)rɪ/	Kategorie	The Office of Aviation organises the complaints they receive into different <b>categories</b> .
<b>charges</b> (n pl) extra charges (n pl)	/tʃɑːdʒəz/ /ˌekstrə ˈtʃɑːdʒəz/	Kosten Extrakosten	Airlines should inform passengers about any <b>extra charges</b> they might have to pay.
<b>check-in</b> (n) check-in desk (n)	/tʃekɪn/ /tʃekɪn ˌdesk/	Check-in Check-in-Schalter	When I arrived at <b>check-in</b> , they told me there were no more seats left on the plane. You’ll have to go back to the <b>check-in desk</b> and check your bag in.
checked-in (adj)	/tʃektɪn/	eingecheckt, aufgegeben	Unfortunately my <b>checked-in</b> luggage got lost.
<b>complaint</b> (n)	/kəmˈpleɪnt/	Beschwerde	Passenger <b>complaints</b> are organised into different categories.
<b>customer service</b> (n)	/ˌkʌstəmə ˈsɜːvɪs/	Kundenservice	The flights are really cheap but the standard of <b>customer service</b> isn’t that high.
<b>damaged</b> (adj)	/ˌdæmɪdʒd/	beschädigt	You can claim on your travel insurance if your luggage gets lost or <b>damaged</b> .
<b>discrimination</b> (n)	/dɪˌskrɪmɪˈneɪʃn/	Diskriminierung	Companies found guilty of <b>discrimination</b> can be fined heavily.
<b>engaged</b> (adj) the lines are engaged	/ɪnˈɡeɪdʒd/ /ðə ˌlaɪnz ə ɪnˈɡeɪdʒd/	besetzt die Leitungen sind besetzt	I tried phoning the airline but all <b>their lines were engaged</b> .
<b>fare</b> (n)	/feə/	<i>hier:</i> Flugpreis	For more information about <b>fares</b> and payment methods, visit our website.

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## ■ Unit 15

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>flight</b> (n) flight arrangement (n)	/flaɪt/ /flaɪt əˈreɪndʒmənt/	Flug <i>hier:</i> Flugmöglichkeit	Details of alternative <b>flight arrangements</b> are available at our information desk.
flight attendant (n)	/flaɪt əˈtendənt/	Flugbegleiter	Passengers complained that the <b>flight attendants</b> were unhelpful and rude.
in-flight (adj)	/ɪnˌflaɪt/	während des Flugs	The <b>in-flight</b> food was pretty poor.
<b>full</b> (adj)	/fʊl/	voll	"I'm afraid the flight's <b>full</b> , sir." "What do you mean? I have a reservation."
<b>gauge</b> (n)	/geɪdʒ/	Waage, Messgerät	You can weigh your own hand luggage by putting it in the <b>gauge</b> .
<b>ground</b> (n) on the ground	/graʊnd/ /ɒn ðə 'graʊnd/	Boden am Boden	A strike on Friday and Saturday left thousands of passengers <b>on the ground</b> .
ground staff (n)	/graʊnd ˌstɑːf/	Bodenpersonal	BA <b>ground staff</b> called the strike because of proposed new working conditions.
<b>hotel accommodation</b> (n)	/həʊˈtel əˌkɒməˈdeɪʃn/	Unterkunft im Hotel	Many people were unable to find <b>hotel accommodation</b> and had to spend the night at the airport.
<b>loss</b> (n) a loss of £ 3.5 million (opposite = <b>profit</b> )	/lɒs/ /ə ˌlɒs əv ˈθriː pɔɪnt ˌfaɪv ˌmɪljən 'pɒʊndz/	Verlust ein Verlust von £ 3,5 Mio. etc.	The strike was estimated to have resulted in <b>losses of</b> over <b>£10 million</b> a day.
<b>nationality</b> (n)	/næʃəˈnæləti/	Nationalität	Unfair treatment on the grounds of race or <b>nationality</b> counts as discrimination.
<b>normal service</b> (n) restore normal service	/ˌnɔːml 'sɜːvɪs/ /rɪˌstɔː ˌnɔːml 'sɜːvɪs/	normaler Service den normalen Service wiederherstellen	The company hopes to <b>restore normal service</b> as soon as possible.
<b>overbooking</b> (n)	/əʊvəˈbʊkɪŋ/	Überbuchung	<b>Overbooking</b> is sometimes a problem with cheaper airlines who sell more tickets than there are seats.
<b>on-line</b> (adj) on-line booking system (n)	/ɒnˈlaɪn/ /ɒnlaɪn ˈbʊkɪŋ ˌsɪstəm/	online Online-Buchungssystem	Our <b>on-line booking system</b> is quick and easy to use.

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## ■ Unit 15

Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>phone line</b> (n) The phone lines are engaged.	/fəʊn ˌlaɪn/ /ðə ˌfəʊn ˌlaɪnz əv m'geɪdʒd/	(Telefon)Leitung Die Leitungen sind besetzt.	It's hard to speak to anyone directly as <b>the phone lines</b> always seem to <b>be engaged</b> .
<b>protest</b> (n) a protest against	/ˈprəʊtest/ /ə ˌprəʊtest ə'genst/	Protest ein Protest gegen	BA staff called the strike as a <b>protest against</b> a change in working conditions.
<b>publicity</b> (n)	/pʌb'lɪsəti/	Werbung	Some people have complained that information in the airline's <b>publicity</b> is untrue.
<b>queue</b> (n) a queue forms	/kjuː/ /ə 'kjuː ˌfɔːmz/	Schlange eine Schlange bildet sich	Long <b>queues formed</b> as passengers arrived for cancelled flights.
<b>race</b> (n)	/reɪs/	Rasse	Unfair treatment on the grounds of <b>race</b> or nationality counts as discrimination.
<b>refund</b> (n)	/ˈriːfʌnd/	Erstattung	The flight's full, but we can offer you a later flight or a <b>refund</b> .
<b>regulations</b> (n pl) follow the regulations	/ˌregjəˈleɪʃənz/ /ˌfɒləʊ ðə ˌregjəˈleɪʃənz/	Vorschriften sich an die Vorschriften halten	I'm just doing my job. We have to <b>follow the regulations</b> .
<b>reservation</b> (n) hold a reservation	/ˌrezəˈveɪʃn/ /ˌhəʊld ə ˌrezəˈveɪʃn/	Reservierung eine Reservierung aufrechterhalten	We only <b>hold reservations</b> until 20 minutes before boarding.
<b>response</b> (n) response to	/rɪˈspɒns/ /rɪˈspɒns ˌtuː/	Antwort Antwort auf	Passengers criticised BA's <b>response to</b> the strike.
<b>restore</b> (v) restore normal service	/rɪˈstɔː/ /rɪˌstɔː ˌnɔːml 'sɜːvɪs/	wiederherstellen den normalen Service wiederherstellen	We are hoping to <b>restore normal service</b> as soon as possible.
<b>be scheduled to do sth</b>	/bɪ ˌʃedjuːld tə 'duː ˌsʌmθɪŋ/	planmäßig etwas tun sollen	The strike also affected people <b>scheduled to return</b> to Heathrow from destinations all over Europe.

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Stichwort	Aussprache	Übersetzung	Beispielsatz
seat (n)	/si:t/	Sitzplatz	I'm afraid the flight's full – there are no more <b>seats</b> .
senior manager (n)	/,si:nɪə 'mæni:dʒə/	hoch stehender Angestellter, Mitglied der Geschäftsführung	Angry travellers asked why no <b>senior managers</b> were present.
share (n) shares fell (by 1.2p/2% etc) ( <b>opposite</b> = shares rose (by 1.2p/2% etc))	/ʃeə/ /ʃeəz ,feɪ (baɪ ,wʌn pɔɪnt ,tu: 'pens/tu: pə 'sent)/	Aktie die Aktien fielen (um 1,2 Pence/2%)	<b>Shares</b> in the company <b>fell by 3.9%</b> on the London stock market.
spokesperson (n)	/spəʊks,pɜ:sn/	Sprecher	A British Airways <b>spokesperson</b> said they were hoping to return to normal service as soon as possible.
stock market (n) the New York/London/ Tokyo etc stock market	/stɒk 'mɑ:kɪt/ /ðə ,nju: jɔ:k/ ,lʌndən,təʊkjəʊ 'stɒk ,mɑ:kɪt/	Börse die Börse in New York/London/Tokio	Shares fell on <b>the London stock market</b> by 3.9%.
stranded (adj) be stranded by	/strændəd/ /bi 'strændəd ,baɪ/	gestrandet festsitzen wegen	Thousands of passengers <b>were stranded by</b> the strike.
strike (n) call a strike (v)  be on strike	/straɪk/ /kɔ:l ə 'straɪk/  /bi: ɒn 'straɪk/	Streik einen Streik ausrufen  streiken	British Airways staff returned to work yesterday after a two-day <b>strike</b> . They <b>called the strike</b> because of proposed new working conditions.  Flights were cancelled because air traffic controllers <b>were on strike</b> .
technical reasons (n pl) due to technical reasons	/teknɪkl ,ri:zənz/ /dju: tu 'teknɪkl ,ri:zənz/	technische Gründe aus technischen Gründen	We regret to announce the cancellation of flight BA146 <b>due to technical reasons</b> .
timetable (n)	/taɪm,teɪbl/	Zeitplan	Something that is scheduled is part of a programme or <b>timetable</b> .

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Stichwort	Aussprache	Übersetzung	Beispielsatz
<b>treat</b> (v) treat sb badly	/tri:t/ /tri:t ,sʌmbədi 'bædli/	behandeln jemanden schlecht behandeln	The man claimed <b>he was treated badly</b> because of his race.
<b>trip</b> (n)	/trip/	Reise	The Condie family had saved for over a year for their <b>trip</b> to Spain.
<b>union representative</b> (n)	/ju:njən ,reprɪ'zentətɪv/	Gewerkschaftsvertreter	According to a <b>union representative</b> , the staff later returned to work as a "gesture of goodwill".
<b>voucher</b> (n)	/'vaʊtʃə/	Gutschein	Airline companies sometimes offer their passengers <b>vouchers</b> for hotels when flights are cancelled.
<b>working conditions</b> (n pl)	/wɜ:kɪŋ kən'dɪʃənz/	Arbeitsbedingungen	The strike was about proposed new <b>working conditions</b> .