

Unit 6

headword	pronunciation	translation/notes	example sentence
<b>access</b> (n)	/ˈækses/	Zugang	<b>Access</b> to some websites is restricted.
<b>activate</b> (v) (opposite = <b>deactivate</b> )	/ˈæktɪveɪt/	aktivieren, anstoßen	To <b>activate</b> this transaction we will need to re-take your card details.
<b>agreed</b> (adj)	/əˈɡri:d/	festgesetzt, vereinbart	I'm not happy about this. The <b>agreed</b> delivery date was 22 June.
<b>apologise</b> (v) apologise for sth	/æˈpɒlədʒaɪz/ /æˈpɒlədʒaɪz fə ˌsʌmθɪŋ/	entschuldigen sich für etw. entschuldigen	I would like to <b>apologise for</b> the delay.
<b>apology</b> (n) accept an apology	/æˈpɒlədʒi/ /ækˌsept ən æˈpɒlədʒi/	Entschuldigung eine Entschuldigung annehmen	Please <b>accept our apologies</b> .
<b>attached</b> (adj)	/əˈtætʃt/	angehängt	I'll e-mail you a copy as an <b>attached</b> PDF.
<b>availability</b> (n)	/əˌveɪləˈbɪləti/	Verfügbarkeit	The limited <b>availability</b> of the service has caused problems.
<b>business</b> (n) do business with sb	/ˈbɪznəs/ /duː ˈbɪznəs wɪθ ˌsʌmbədi/	Geschäft Geschäfte betreiben, Handel treiben	We hope to <b>do more business with</b> them in the future.

take your business elsewhere	/teɪk jə 'bɪznəs els,weə/	Geschäftsbeziehung beenden	Unless you offer us some compensation we will be <b>taking our business elsewhere</b> .
<b>certificate</b> (n)	/sɜ:'tɪfɪkət/	Bescheinigung, Nachweis	I need a copy of a <b>certificate</b> for customs.
<b>charge</b> (v)	/tʃɑ:ʒ/	(hier:) berechnen, in Rechnung stellen	Making mistakes in correspondence is worse than <b>charging</b> too much.
<b>communicate</b> (v)	/kə'mju:nɪ,keɪt/	kommunizieren	People see e-mail as an informal way of <b>communicating</b> .
<b>compensation</b> (n) offer sb compensation	/kɒmpən'seɪʃən/ /ɒfə ,sʌmbədi kɒmpən'seɪʃən/	Ausgleich(szahlung), Entschädigung, Schadenersatz	Unless you <b>offer us</b> some <b>compensation</b> we will be taking our business elsewhere.
<b>component</b> (n)	/kɒm'pəʊnənt/	Einzelteil, Bauteil, Komponente	I'm afraid some of the <b>components</b> have not arrived yet.
<b>confirm</b> (v)	/kən'fɜ:m/	bestätigen	Please <b>confirm</b> the order details as soon as possible.
<b>confirmation</b> (n)	/kɒnfə'meɪʃən/	Bestätigung	John sent me an order <b>confirmation</b> but the delivery date is wrong.
<b>contact</b> (v)	/'kɒntækt/	in Verbindung treten, Kontakt aufnehmen	I'll take down the details and get John to <b>contact</b> you.
<b>contract</b> (n)	/'kɒntrækt/	Vertrag	Jim has made a decision about the Mason <b>contract</b> .
<b>correspondence</b> (n)	/kɒrə'spɒndəns/	Korrespondenz, Schriftverkehr	I need to look at the <b>correspondence</b> again.
<b>courier</b> (n) by courier	/'kʊrɪə/ /baɪ 'kʊrɪə/	Bote, Kurier	I will send you the packet <b>by courier</b> this afternoon.

<b>crash</b> (v)	/kræʃ/	abstürzen	My computer keeps <b>crashing</b> .
<b>customs</b> (n pl)	/'kʌstəmz/	Zoll	I need a copy of a certificate for <b>customs</b> .
<b>deal with</b> (phr v)	/'di:l wɪθ/	sich kümmern um	I'll <b>deal with</b> the dispatch problems if you speak to Elena.
<b>decision</b> (n)	/dɪ'sɪʒən/	Entscheidung	Sometimes it's difficult to <b>make a decision</b> .
make a decision	/meɪk ə dɪ'sɪʒən/		
<b>delay</b> (n)	/dɪ'leɪ/	Verzug, Verspätung, verspätete Lieferung	I would like to apologise for the <b>delay</b> .
<b>delivery</b> (n)	/dɪ'lɪvəri/	Lieferung	John sent me an order confirmation but the <b>delivery date</b> is wrong.
delivery date	/dɪ'lɪvəri deɪt/	Liefertermin	
<b>details</b> (n pl)	/'di:teɪlz/	nähere Angaben, Einzelheiten	To activate this transaction we will need to re-take your card <b>details</b> . I'll <b>take down</b> the details and get John to contact you.
take down (the) details	/teɪk daʊn ðə	Einzelheiten notieren	
	'di:teɪlz/		
<b>discount</b> (n)	/'dɪskaʊnt/	Rabatt, (Preis-)Nachlass	We can offer you a 10% <b>discount</b> on all future orders.
<b>dispatch</b> (n)	/dɪs'pætʃ/	Versand	The transport strike is causing <b>dispatch</b> problems.
<b>down</b> (adv)	/daʊn/	nicht funktionsfähig	Our intranet is <b>down</b> .
<b>e-mail</b> (n)	/'i:meɪl/	E-Mail	Do you know Tony's <b>e-mail address</b> ?
e-mail address	/'i:meɪl ədres/	E-Mail-Adresse	
e-mail system	/'i:meɪl ,sɪstəm/	E-Mail(-System)	Our <b>e-mail system</b> isn't working.
by e-mail		per E-Mail	Can you confirm the order <b>by e-mail</b> .

	/baɪ 'i:mleɪl/		
<b>error</b> (n)	/'erə/	Fehler	This letter has several <b>errors</b> in it.
<b>excuse</b> (n)	/ɪk'skju:əs/	Entschuldigung, Erklärung	If you don't have a good <b>excuse</b> , invent one.
<b>expiry date</b> (n)	/ɪk'spaɪəri deɪt/	Ablauf-, Auslaufdatum	What is the <b>expiry date</b> of your card?
<b>fax</b> (n)	/fæks/	Fax	We didn't get your <b>fax</b> .
<b>fax</b> (v)	/fæks/	faxen, per Fax schicken	I'll <b>fax</b> the details to you instead.
<b>file</b> (v)	/faɪl/	ablegen	<b>File</b> this e-mail for future reference.
<b>ink cartridge</b> (n)	/ɪŋk 'kɑ:trɪdʒ/	Tintenpatrone	Please change the <b>ink cartridge</b> in the printer before you go.
<b>the Internet</b> (n)	/ðə 'ɪntənət/	Internet	I'll look for information on <b>the Internet</b> .
<b>intranet</b> (n)	/'ɪntrənət/	Intranet	Our <b>intranet</b> is down.
<b>IT (information technology)</b> (n)	/aɪ'ti:/	IT (Informationstechnologie)	My computer crashed but the <b>IT technician</b> was able to sort it out.
IT technician/support	/aɪ'ti: tek,nɪʃən/sə,pɔ:t/	IT-Techniker/Unterstützung	
<b>let sb down</b> (phr v)	/let ,sʌmbədi 'daʊn/	im Stich lassen, jdn. hängen lassen	I'm sorry; the production department has <b>let us down</b> .
<b>manually</b> (adv)	/'mænjʊəli/	manuell, händisch	We will need to process the payment <b>manually</b> .
<b>message</b> (n)	/'mesɪdʒ/	Nachricht	Sarah <b>left</b> you <b>a message</b> .
leave a message	/li:v ə 'mesɪdʒ/	Nachricht hinterlassen	
take a message	/teɪk ə 'mesɪdʒ/	jdm. etw. ausrichten	

<b>modification</b> (n)	/ˌmɒdɪfɪˈkeɪʃən/	Änderung, Anpassung	<b>message?</b> Diego phoned to discuss some <b>modifications</b> on the unit.
<b>modified</b> (adj)	/ˌmɒdɪfaɪd/	geändert, angepasst	We have worked out the shipping costs for your <b>modified</b> order.
<b>nature</b> (n)	/ˈneɪtʃə/	Art, Wesen, Kern	I do not understand the <b>nature</b> of the problem.
<b>order</b> (n)	/ˈɔːdə/	Bestellung	I can confirm that we have received your <b>order</b> details and ...
<b>priority</b> (n) give priority to sth	/praɪˈɒrəti/ /gɪv praɪˈɒrəti tə ,sɪmθɪŋ/	Priorität, Dringlichkeitsstufe	We are <b>giving</b> top <b>priority</b> to your order.
<b>process</b> (v) process a payment/order	/ˈprəʊses/ /ˈprəʊses ə peɪmənt/ˈɔːdə/	abwickeln, ausführen Zahlung durchführen	We will need to <b>process the payment</b> manually.
<b>production department</b> (n)	/prəˈdʌkʃən dɪˌpɑːtmənt /	Produktion, Herstellung	I'm sorry; the <b>production department</b> has let us down.
<b>promise</b> (n) make a promise	/ˈprɒmɪs/ /meɪk ə ˈprɒmɪs/	(feste) Zusage eine Zusage machen	We <b>made</b> them <b>a promise</b> that the order would be ready by the end of the month.
<b>prompt</b> (adj)	/prɒmpt/	unmittelbar, direkt, prompt	Thank you for your <b>prompt</b> reply.
<b>proposal</b> (n)	/prəˈpəʊzəl/	Angebot	I need three copies of this <b>proposal</b> .
<b>reference</b> (n) for future reference	/ˈrefərəns/ /fɔː ˌfjuːtʃə ˈrefərəns/	Aktenzeichen, Vorgang zum Vorgang nehmen	The order <b>reference</b> is DH010601. File this e-mail <b>for future reference</b> .

<b>register</b> (v)	/ˈrɛdʒɪstə/	eintragen, melden	Thank you for <b>registering</b> your Lexington product.
<b>resolve</b> (v) resolve an issue	/rɪˈzɒlv/ /rɪˈzɒlv ən ˌɪʃuː/	lösen ein Problem lösen	Please send us the details and I am sure we will be able to <b>resolve the issue</b> .
<b>responsible</b> (adj) be responsible for sth	/rɪsˈpɒnsəbəl/ /biː rɪsˈpɒnsəbəl fə ˌsʌmθɪŋ/	verantwortlich für etw. verantwortlich sein	John Bird <b>is responsible for</b> this delay.
<b>security</b> (n)  security code	/sɪˈkjʊərəti/  /sɪˈkjʊərəti keud/	Sicherheit  Sicherheitscode	Many users still have concerns about the <b>security</b> of online banking. Please read me the <b>security code</b> on the back of your card.
<b>shipping costs</b> (n pl)	/ˈʃɪpɪŋ kɒsts/	Versandkosten	We have worked out the <b>shipping costs</b> for your modified order.
<b>signature</b> (n)	/ˈsɪɡnətʃə/	Unterschrift	We need both <b>signatures</b> on the contract.
<b>stock</b> (n) in stock	/stɒk/ /ɪn ˈstɒk/	Lager am (auf) Lager	We only have twenty <b>in stock</b> but we can order the rest for you.
<b>subject line</b> (n)	/ˈsʌbdʒekt ˌlaɪn/	Betreff(zeile)	Use a sensible title in the <b>subject line</b> of your e-mail.
<b>survey</b> (n)	/ˈsɜːveɪ/	Befragung	In another <b>survey</b> 80% of managers said they worked at the weekend.
<b>take down</b> (phr v)	/teɪk ˈdaʊn/	notieren, aufschreiben	I'll <b>take down</b> the details and get John to contact you.
<b>technical support</b> (n)	/ˌteknɪkəl səˈpɔːt/	technische Kundenbetreuung	The printer isn't working. I'll call a <b>technical support</b> engineer.

<b>text message</b> (n) send sb a text message	/tekst 'mesɪdʒ/ /send ˌsʌmbədi ə tekst 'mesɪdʒ/	SMS(-Nachricht) jdm. eine SMS schicken	I sent him a <b>text message</b> but he hasn't replied.
<b>touch</b> (n) be/get in touch	/tʌtʃ/ /biː/get ɪn tʌtʃ/	Kontakt Kontakt aufnehmen, sich melden	I'll <b>be in touch</b> when I'm next in Bangkok.
<b>transaction</b> (n)	/træn'zækʃən/	Transaktion, Vorgang, Abwicklung eines Geschäfts	To activate this <b>transaction</b> we will need to re-take your card details.
<b>transport strike</b> (n)	/'trænsɒt ˌstraɪk/	Streik im Güterverkehr	The <b>transport strike</b> is causing dispatch problems.
<b>urgent</b> (adj)	/'ɜːdʒənt/	dringend	Can you make sure he gets my message. It's really quite <b>urgent</b> . This was an <b>urgent</b> order for a new customer.
<b>urgently</b> (adv)	/'ɜːdʒəntli/	dringend	I need to speak to you <b>urgently</b> .
<b>welcome</b> (adj)	/'welkəm/	(hier:) gerne, mit Vernügen	"Thank you for your help." "You're <b>welcome</b> ."
<b>work out</b> (phr v)	/wɜːk 'aʊt/	ermitteln	We have <b>worked out</b> the shipping costs for your modified order.

Unit 7

headword	pronunciation	translation/notes	example sentence
<b>accounting</b> (n)	/ə'kaʊntɪŋ/	Buchhaltung, Rechnungswesen	I find marketing more interesting than <b>accounting</b> .
<b>affordable</b> (adj)	/ə'fɔ:dəbəl/	erschwinglich, bezahlbar	They offer luxury at an <b>affordable</b> price.
<b>air conditioning</b> (n)	/'eə kən,dɪfənɪŋ/	Klimaanlage	All our rooms have <b>air conditioning</b> and a widescreen television.
<b>automated</b> (adj)	/'ɔ:tə'meɪtəd/	(voll) automatisiert, automatisch	Check-in is <b>automated</b> but there is room service available.
<b>automatic service</b> (n)	/'ɔ:tə'mætɪk ,sɜ:vɪs/	automatischer/mechanischer Service	I checked in using the <b>automatic service</b> .
<b>available</b> (adj) (opposite = <b>unavailable</b> )	/ə'veɪləbəl/	verfügbar	I need to send some e-mails. Is there Internet access <b>available</b> ?
<b>book</b> (v) book in (phr v)	/bʊk/ /bʊk 'ɪn/	buchen, bestellen, reser- vieren auf etw. gebucht sein	Yotel's pricing policy encourages early <b>booking</b> . You're <b>booked in</b> on the next flight.
<b>budget flight</b> (n)	/'bʌdʒət flɑɪt/	Billigflieger	To reduce costs Yotel use many of the features of <b>budget flights</b> .
<b>capsule</b> (n)	/'kæpsju:l/	Kapsel	The concept is a Western adaptation of the Japanese <b>capsule</b> .
<b>chain</b> (n)	/'tʃeɪn/	Kette	The Yotel <b>chain</b> plans to open hotels at more airports around the world.

<b>charge</b> (v)	/tʃɑːdʒ/	(hier:) berechnen, in Rechnung stellen	I'm sorry but it is the hotel <b>policy</b> to charge for the whole night.
<b>check-in</b> (n)	/'tʃekɪn/	Anmeldung	<b>Check-in</b> is automated but there is room service available.
<b>check in</b> (v)	/'tʃek 'ɪn/	sich anmelden	It is now possible to <b>check in</b> online.
<b>check out</b> (v)	/'tʃek 'aʊt/	auschecken, abmelden	I have a flight at eleven o'clock this evening so I'll <b>check out</b> in a few hours.
<b>cite</b> (v)	/saɪt/	angeben	64% of respondents <b>cited</b> uncomfortable beds as the major frustration.
<b>claustrophobic</b> (adj)	/klaʊstrə'fəʊbɪk/	klaustrophisch, Platzangst auslösend	A Yotel room is less <b>claustrophobic</b> than a capsule.
<b>comfortable</b> (adj) (opposite = uncomfortable)	/'kʌmfətəbəl/	bequem	Although the room was small, it was perfectly <b>comfortable</b> .
<b>compensate</b> (v) compensate for sth	/'kɒmpənsət/ /'kɒmpənsət fə ,sʌmθɪŋ/	ausgleichen etw. ausgleichen, für etw. kompensieren	Yotel's rooms may seem a little claustrophobic but the rooms' quality should <b>compensate for</b> this.
<b>competitor</b> (n)	/kəm'petɪtə/	Wettbewerber, Konkurrent	The company is more profitable than its <b>competitors</b> .
<b>concept</b> (n)	/'kɒnsept/	Konzept	The <b>concept</b> is a Western adaptation of the Japanese capsule.
<b>connecting</b> (adj)	/kə'nektɪŋ/	Anschluss(flug)	I've missed the flight to Caracas because my <b>connecting</b> flight was delayed.
<b>connection</b> (n)	/kə'nekʃən/	Verbindung	The wi-fi <b>connection</b> does not seem to be working.
<b>continental</b> (adj)	/kɒntɪ'nentəl/	kontinental (europäisches Festland)	Many short-hop flights from <b>continental</b> Europe arrive in the UK late in the afternoon.

<b>convenient</b> (adj) (opposite = inconvenient)	/kən'vi:njənt/	angenehm, bequem, günstig, praktisch	The hotel is in a <b>convenient</b> location.
<b>convert</b> (v) convert sth into sth	/kən'vɜ:t/ /kən'vɜ:t ˌsʌmθɪŋ ɪntə ˌsʌmθɪŋ/	umbauen etw. zu etw. umbauen	You can <b>convert</b> old buildings <b>into</b> hotels.
<b>credit card</b> (n)	/'kredɪt kɑ:d/	Kreditkarte	You need your <b>credit card</b> to check into the hotel.
<b>delay</b> (v) be delayed	/dɪ'leɪ/ /bi: dɪ'leɪd/	verspäten	Have you any rooms available? My flight has <b>been delayed</b> until tomorrow.
<b>deliver</b> (v)	/dɪ'lɪvə/	liefern	If you call room service, they will <b>deliver</b> meals to your room.
<b>departure lounge</b> (n)	/dɪ'pɑ:tʃə ˌlaʊndʒ/	Abflughalle	It's more comfortable than stretching out on a couch in the <b>departure lounge</b> .
<b>dry-clean</b> (v)	/draɪ'kli:n/	chemisch reinigen	Would it be possible to have my tie <b>dry-cleaned</b> for tomorrow?
<b>early morning</b> (n) early morning call	/'ɜ:li ˌmɔ:niŋ/ /ˌɜ:li ˌmɔ:niŋ 'co:l/	früher Morgen frühmorgendlicher Anruf	I would like an <b>early morning call</b> , please.
early morning flight	/ˌɜ:li ˌmɔ:niŋ 'flaɪt/	frühmorgendlicher Flug	I would prefer an <b>early morning flight</b> .
<b>economic</b> (adj)	/i:ke'nɒmɪk/	wirtschaftlich	The <b>economic</b> situation is worse than it was four years ago.
<b>economical</b> (adj) (opposite = uneconomical)	/i:ke'nɒmɪkəl/	sparsam, wirtschaftlich günstig	It would be more <b>economical</b> to drive there.
<b>efficient</b> (adj) (opposite = inefficient)	/ə'fɪʃənt/	effizient, produktiv	Small meetings are more <b>efficient</b> than large ones.
<b>electronic gadget</b> (n)	/elɪk'trɒnɪk 'gædʒət/	elektronisches Gerät	Yotel hope that techie travellers will book into a small but well-designed box filled with <b>electronic</b>

<b>e-mail</b> (n) send an e-mail	/i:meɪl/ /send ən 'i:meɪl/	E-Mail eine E-Mail schicken	<b>gadgets.</b>  I need to send some <b>e-mails</b> . Is there Internet access available?
<b>entertain</b> (v) keep sb entertained	/entə'teɪn/ /ki:p ,sʌmbədi entə'teɪnd/	unterhalten (hier:) die Langeweile vertreiben	Wireless Internet will <b>keep you entertained</b> if you find it difficult to get to sleep.
<b>expand</b> (v)	/ɪk'spænd/	wachsen, expandieren	Multinational companies often <b>expand</b> by taking over smaller operations.
<b>expectations</b> (n pl)	/ekspek'teɪʃənz/	Erwartungen, Wünsche	We have to meet our customers' <b>expectations</b> .
<b>expensive</b> (adj) (opposite = cheap)	/ɪk'spensɪv/	teuer	A motel room may be less stylish and luxurious than a hotel room but it is also less <b>expensive</b> .
<b>feature</b> (n)	/'fi:tʃə/	Eigenschaft, Merkmal	To reduce costs Yotel use many of the <b>features</b> of budget flights.
<b>fitness room</b> (n)	/'fɪtnəs rʊm/	Fitnessraum	All our guests can make use of the sauna and <b>fitness rooms</b> at no extra charge.
<b>focus group</b> (n)	/'fəʊkəs gru:p/	Fokusgruppe	A <b>focus group</b> reported that no-one would like to sleep in a room with no natural light.
<b>flat-screen TV</b> (n)	/'flætskrɪm ,ti:vi:	Flachbildschirmfernsehgerät	Yotel squeezes a bed, a desk, a shower and a <b>flat-screen TV</b> into just seven square metres.
<b>frustrate</b> (v)	/'frʌ'streɪt/	enttäuschen, frustrieren	The basic condition of rooms <b>frustrated</b> them most.
<b>hotel chain</b> (n)	/'həʊ'tel tʃeɪn/	Hotelkette	Room prices for big <b>hotel chains</b> vary from country to country.
<b>hour</b> (n) by the hour	/'aʊə/	Stunde pro Stunde	You can rent Yotel rooms <b>by the hour</b> .

hours to kill	/baɪ ʔə 'aʊə/  /'aʊəz tə kɪl/	freie Zeit haben	I had a few <b>hours to kill</b> so I visited the cathedral.
<b>the Internet</b> (n) Internet access	/ðə 'ɪntənət/ /ɪntənət 'æksəs/	Internet Internetzugang	I need to send some e-mails. Is there <b>Internet access</b> available?
wireless Internet	/waɪələs ɪntənət/	drahtloses Internet	Wireless <b>Internet</b> will keep you entertained if you find it difficult to get to sleep.
<b>jet lag</b> (n)	/'dʒet læg/	Jetlag	I didn't get a chance to sleep off the <b>jet lag</b> .
<b>line</b> (n) wait in line	/laɪn/ /weɪt ɪn 'laɪn/	Schlange anstehen	We had to <b>wait in line</b> to check in.
<b>location</b> (n)	/ləʊ'keɪʃən/	Lage, Standort	The hotel is in a convenient <b>location</b> .
<b>luxurious</b> (adj)	/lʌg'zʊəriəs/	luxuriös	A motel room may be less stylish and <b>luxurious</b> than a hotel room but it is also less expensive.
<b>marketing</b> (n)	/'mɑ:kɪtɪŋ/	Marketing	I find <b>marketing</b> more interesting than accounting.
<b>minibar</b> (n)	/'mɪnɪbɑː/	Minibar	Please will you send someone to fix the <b>minibar</b> .
<b>module</b> (n)	/'mɒdju:l/	Modul	Japanese office workers sleep in plastic <b>modules</b> stacked on top of each other.
<b>motel</b> (n)	/məʊ'tel/	Motel	<b>Motels</b> are cheaper than hotels.
<b>multinational</b> (adj)	/mʌltɪ'næʃənəl/	multinational	<b>Multinational</b> companies often expand by taking over smaller operations.
<b>occupancy</b> (n)	/'ɒkjʊ:pənsi/	Belegung	Any hotel in the world aims for 100% <b>occupancy</b> .
<b>online</b> (adj) (opposite = <b>offline</b> )	/'ɒnlaɪn/	online	Yotel has an <b>online</b> -only booking system.

<b>operation</b> (n)	/ɒpə'reɪʃən/	Unternehmen	Multinational companies often expand by taking over smaller <b>operations</b> .
<b>overnight flight</b> (n)	/,əʊvənait 'flaɪt/	Übernachtflug	I went straight to the meeting after my <b>overnight flight</b> .
<b>passport</b> (n)	/'pɑːspɔːt/	(Reise-)Pass	Could I see your <b>passport</b> , please?
<b>pay channel</b> (n)	/'peɪ tʃænəl/	gebührenpflichtiges (Fernseh-)Programm	I'd like someone to show me how the <b>pay channels</b> work.
<b>pick up</b> (phr v)	/pɪk 'ʌp/	empfangen	You can <b>pick up</b> the hotel wi-fi in every room.
<b>policy</b> (n)	/'pɒləsi/	Richtlinie, Grundsatz	I'm sorry but it is the hotel <b>policy</b> to charge for the whole night.
<b>population</b> (n)	/pɒpjʊ:'leɪʃən/	Bevölkerung	Dublin has a higher <b>population</b> than Geneva.
<b>the post</b> (n)	/ðə 'pəʊst/	Post	The Internet is faster than <b>the post</b> .
<b>powerful</b> (adj)	/'paʊəfʊl/	stark	A Maserati GT is more <b>powerful</b> than a Chevrolet.
<b>premium</b> (adj)	/'priːmiəm/	erstklassig, hochwertig	Only the <b>premium</b> Yotel rooms have natural light.
<b>pricing</b> (n)	/'praɪsɪŋ/	Preisgestaltung	Yotel's <b>pricing policy</b> encourages early booking.
<b>profitability</b> (n)	/prɒfɪtə'bɪləti/	Rentabilität	<b>Profitability</b> is more important than turnover.
<b>profitable</b> (n) (opposite = <b>unprofitable</b> )	/'prɒfɪtəbəl/	rentable	A lot of the hotel revenue comes from food and drink but the rooms are the most <b>profitable</b> .
<b>quote</b> (v)	/kwəʊt/	angeben, nennen	These are only some of the problems <b>quoted</b> in the survey.
<b>reasonable</b> (adj)	/'riːzənəbəl/	vernünftig, moderat	The price was very <b>reasonable</b> .
<b>recommend</b> (v)	/rekə'mend/	empfehlen	Can you <b>recommend</b> a hotel near here?

<b>respondent</b> (n)	/rɪ'spɒndənt/	Befragte(r)	64% of <b>respondents</b> cited uncomfortable beds as the major frustration.
<b>revenue</b> (n)	/'revənju:/	Einnahmen	A lot of the hotel <b>revenue</b> comes from food and drink but the rooms are the most profitable.
<b>room</b> (n)	/rʊm/	Zimmer	Guests from the USA prefer a <b>standard room layout</b> . I'll order a sandwich from <b>room service</b> .
room layout	/'rʊm ,leɪaʊt/	Zimmergröße (und -ausstattung)	
room service	/'rʊm ,sɜ:vɪs/	Zimmerservice	
<b>sales</b> (n pl)	/seɪlz/	Absatz, Verkauf	<b>Sales</b> are not as good as they were last year.
<b>sauna</b> (n)	/'sɔ:nə/	Sauna	All our guests can make use of the <b>sauna</b> and fitness rooms at no extra charge.
<b>sea level</b> (n)	/'si: levəl/	Normalnull (NN), Meeresspiegel	The hotel is 100 metres above <b>sea level</b> .
<b>self-service</b> (adj)	/self'sɜ:vɪs/	Selbstbedienung	Yotel has a <b>self-service</b> check-in system.
<b>short-hop</b> (adj)	/ʃɔ:t'hɒp/	Kurz-	Many <b>short-hop</b> flights from continental Europe arrive in the UK late in the afternoon.
<b>sleep off</b> (phr v)	/sli:p 'ɒf/	sich durch Schlafen von etw. erholen	I didn't get a chance to <b>sleep off</b> the jet lag.
<b>soundproof</b> (adj)	/'saʊndpru:f/	schalldicht, -isoliert	Each <b>soundproof</b> cabin contains a sofa that converts into a double bed.
<b>squeeze</b> (v)	/skwi:z/	quetschen	Yotel <b>squeezes</b> a bed, a desk, a shower and a flat-screen TV <b>into</b> just seven square metres.
squeeze sth into sth	/'skwi:z sʌmθɪŋ ,ɪntə sʌmθɪŋ/	etw. in etw. hineinquetschen	
<b>stranded</b> (adj)	/'strændəd/	seinem Schicksal überlassen sein	The delays <b>left me stranded</b> until the next day.
leave sb stranded			

<b>stretch</b> (v)	/stretʃ/	(sich) strecken, dehnen	
stretch out	/stretʃ 'aʊt/	sich ausstrecken	It's more comfortable than <b>stretching out</b> on a couch in the departure lounge.
stretch your legs	/,stretʃ jə 'legz/	die Beine vertreten	I'll walk to the hotel. I need to <b>stretch my legs</b> .
<b>stock exchange</b> (n)	/stɒk ɪk'stʃeɪndʒ/	Wertpapierbörse	His company is the least profitable on the <b>stock exchange</b> .
<b>stylish</b> (adj)	/'staɪlɪʃ/	stilvoll	A motel room may be less <b>stylish</b> and luxurious than a hotel room but it is also less expensive.
<b>surroundings</b> (n pl)	/sə'raʊndɪŋz/	Umgebung	The hotel stands in beautiful <b>surroundings</b> .
<b>survey</b> (n)	/'sɜ:veɪ/	Befragung, Erhebung	The <b>survey</b> showed that 72/% of travellers were frustrated by the condition of rooms.
<b>take over</b> (phr v)	/teɪk 'əʊvə/	übernehmen	Multinational companies often expand by <b>taking over</b> smaller operations.
<b>techie</b> (n)	/'teki/	Technikfreak	Yotel hope that <b>techie</b> travellers will book into a small but well-designed box filled with electronic gadgets.
<b>terminal building</b> (n)	/'tɜ:mɪnəl ˌbɪldɪŋ/	Abfertigungsgebäude	The Travel Inn is not far from the <b>terminal building</b> .
<b>turnover</b> (n)	/'tɜ:nəʊvə/	Umsatz	Profitability is more important than <b>turnover</b> .
<b>weather forecast</b> (n)	/'weðə ˌfɔ:kɑ:st/	Wettervorhersage	Can you tell me what the <b>weather forecast</b> is for tomorrow?
<b>widescreen television</b> (n)	/'waɪdskri:n ˌteləvɪʒən/	Breitbildfernsehen	All our rooms have air conditioning and a <b>widescreen television</b> .
<b>wi-fi</b> (n)	/'waɪfaɪ/	für Marketingzwecke erfundener Kunstbegriff, der in verschiedenen Ländern (u.a. USA) als Synonym für	You can pick up the hotel <b>wi-fi</b> in every room.

**wireless** (adj)

*/'waɪələs/*

WLAN (Wireless Local Area Network) verwendet wird

drahtlos

**Wireless** Internet will keep you entertained if you find it difficult to get to sleep.

Unit 8

headword	pronunciation	translation/notes	example sentence
<b>basis</b> (n) on a temporary/permanent basis	/ˈbeɪsɪs/ /ɒn ə ˌtempərəri/ ˌpɜːmənənt ˈbeɪsɪs/	Grundlage, Basis (un-)befristet	She's been working <b>on a temporary basis</b> for a firm of solicitors.
<b>do</b> (v) do an exam/a qualification	/duː/ /duː ən ɪgˈzæm/	(hier:) machen (Prüfung/Abschluss) machen, ablegen	"Where did you <b>do your Masters</b> ?" "At Harvard Business School."
<b>fortune</b> (n) cost a fortune	/ˈfɔːtʃuːn/ /kɒst ə ˈfɔːtʃuːn/	Vermögen ein Vermögen kosten	We had a good time but it <b>cost a fortune</b> !
<b>gap year</b> (n)	/gæp jɪə/	Übergangsjahr	I was having a <b>gap year</b> in Asia after university.
<b>job</b> (n) get a job	/dʒɒb/ /get ə ˈdʒɒb/	(Arbeits-)Stelle eine Stelle bekommen	Congratulations! You've <b>got the job</b> .
<b>success</b> (n) make a success of sth	/sʌkˈses/ /meɪk ə sʌkˈses əv ˌsʌmθɪŋ/	Erfolg aus etw. einen Erfolg machen	They worked hard to <b>make a success of</b> the business.

Unit 9

headword	pronunciation	translation/notes	example sentence
<b>acquire</b> (v)	/æ'kwaiə/	erwerben, kaufen	In 1995, the group <b>acquired</b> 100% of Massimo Dutti.
<b>acquisition</b> (n)	/ækwi'ziʃən/	(Firmen-)Kauf, Übernahme	The <b>acquisition</b> of Stradivarius was the group's main achievement in 1999.
<b>activity</b> (n)	/æk'tɪvɪti/	(hier:) den Betrieb aufnehmen	Bershka started its <b>activity</b> in 1998.
<b>advertise</b> (v)	/'ædvə,tairz/	Anzeigen schalten	He <b>advertised</b> in motoring magazines.
<b>affiliated</b> (adj)	/ə'fɪliətəd/	verbunden, angegliedert	Customers can get tyres fitted at <b>affiliated</b> garages.
<b>attention</b> (n) give attention to	/ə'tenʃən / /grɪv ə'tenʃən tə/	Aufmerksamkeit etw./jdm. Aufmerksamkeit widmen/schenken	Dreams <b>gives</b> a lot of special <b>attention to</b> customer service.
<b>be based</b>	/bi: 'beɪst/	seinen Sitz haben	Our company <b>is based</b> on a site outside town.
<b>the basics</b> (n pl)	/ðə 'beɪsɪks/	das Wesentliche, Einmaleins	We've spent time on <b>the basics</b> to make sure customers are getting the right service.
<b>branch out</b> (phr v)	/'brɑ:nʃ aʊt/	sich verzweigen, in (andere) Märkte vordringen	The company <b>has branched out</b> into the international market through franchising.
<b>break down</b> (phr v)	/breɪk 'daʊn/	kaputt gehen	The photocopier has <b>broken down</b> .

<b>build up</b> (phr v)	/bɪld 'ʌp/	aufbauen	They have been successful at <b>building up</b> their networks.
<b>business</b> (n)	/'bɪznəs/	Geschäft, Firma	For an enterprise to be a success there are certain key <b>business skills</b> which have to be learnt. <b>Business studies</b> courses provide an opportunity for the potential entrepreneur to get skills without taking any risks.
business skills	/'bɪznəs skɪlz/	Fertigkeiten/Kenntnisse des Geschäftsleben	
business studies	/'bɪznəs 'stʌdɪz/	Betriebswirtschaft	
<b>call centre</b> (n)	/'kɔ:l ,sentə/	Callcenter	A central <b>call centre</b> phones every customer to get feedback on the service.
<b>capacity</b> (n) (opposite = <b>incapacity</b> ) a capacity for sth	/kə'pæsəti/	Fähigkeit zu etw. befähigt sein	One thing they have in common is <b>a capacity for</b> hard work.
<b>catch phrase</b> (n)	/'kætʃ freɪz/	Schlagwort	Amancio Ortega's has a <b>catchphrase</b> about making money.
<b>chain</b> (n)	/tʃeɪn/	Kette	Mike Clare is founder of the bed shop <b>chain</b> Dreams.
<b>common</b> (n) have sth in common	/'kɒmən/ /hæv ,sʌmθɪŋ ɪn 'kɒmən/	gemein(sam) mit jdm. etwas gemein haben	One thing they <b>have in common</b> is a capacity for hard work.
<b>competition</b> (n) the competition	/kɒmpə'tɪʃən/ /ðə kɒmpə'tɪʃən/	Wettbewerb, Konkurrenz der Wettbewerb	He was able to study his future <b>competition</b> . They felt they could do something better than <b>the competition</b> .
<b>complement</b> (n)	/'kɒmpləmənt/	Ergänzung	Arnold King believes that going to business school is a substitute for being an entrepreneur, not a <b>complement</b> .
<b>concentrate on</b> (phr v)	/'kɒnsəntreɪt/	sich konzentrieren, einen Schwerpunkt legen auf	He decided to <b>concentrate</b> only <b>on</b> beds.

<b>control</b> (v)	/kən'trəʊl/	steuern, kontrollieren	The group still <b>controls</b> its activities from a logistical centre in Arteixo.
<b>cover</b> (v)	/'kʌvə/	abdecken	Each chain in the group <b>covers</b> a different market sector.
<b>customer service</b> (n)	/ˌkʌstəmə 'sɜːvɪs/	Kundenbetreuung	Both of them have made <b>customer service</b> a major selling point.
<b>distribution</b> (n)	/dɪstrɪ'bjuːʃən/	Distribution	Both businesses rely on efficient <b>distribution</b> .
<b>distributor</b> (n)	/dɪs'trɪbjʊ:tə/	Vertriebsunternehmen	Welch set up a car tyre <b>distributor</b> which he named Blackcircles.com.
<b>economic growth</b> (n)	/iːke,nɒmɪk 'grəʊθ/	wirtschaftliches Wachstum	<b>Economic growth</b> has remained stable.
<b>enterprise</b> (n)	/'entəpraɪz/	Unternehmen	For an <b>enterprise</b> to be a success there are certain key business skills which have to be learnt.
<b>entrepreneur</b> (n)	/ˌɒnrəprə'nɜː/	Unternehmer	Michael Welch is the <b>entrepreneur</b> behind Blackcircles.com.
<b>entrepreneurial</b> (adj)	/ˌɒnrəprə'nɜːrɪəl/	unternehmerisch	On today's programme David O'Brian talks about his new book on <b>entrepreneurial</b> success.
<b>fail</b> (v) (opposite = <b>succeed</b> )	/feɪl/	scheitern	A lot of businesses <b>fail</b> .
<b>feedback</b> (n)	/'fiːdbæk/	Feedback, Resonanz	A central call centre phones every customer to get <b>feedback</b> on the service.
<b>financial management</b> (n)	/faɪ'nænʃəl ˌmænɪdʒmənt/	Finanzmanagement, Finanzbuchhaltung	He took a college course to study <b>financial management</b> .
<b>flexibility</b> (n)	/fleksɪ'bɪləti/	Flexibilität	Its unique management methods are based on innovation and <b>flexibility</b> .
<b>formula</b> (n)	/'fɔːmjələ/	Rezept, Formel	This simple <b>formula</b> has taken the business to

<b>founder</b> (n)	/ˈfaʊndə/	Gründer	over 150 superstores. Mike Clare is <b>founder</b> of the bed shop chain Dreams.
<b>franchise outlet</b> (n)	/'fræntʃaɪz ,aʊtlet/	Franchiseunternehmen, Lizenzbetrieb	Today Blackcircles.com is a thriving business and has built up a network of 970 <b>franchise outlets</b> .
<b>franchising</b> (n)	/'fræntʃaɪzɪŋ/	Franchising	The company has branched out into the international market through <b>franchising</b> .
<b>grow</b> (v)	/grəʊ/	wachsen	The company is still <b>growing</b> .
<b>increase by sth</b> (phr v)	/'ɪnkrɪ:s baɪ ,sʌmθɪŋ/	um etw. steigern	Sales have <b>increased</b> by 22% and net profits by 25%.
<b>inflation</b> (n) rate of inflation	/'ɪnflɪʃən/ /'reɪt əv ɪn'flɪʃən/	Inflation Inflationsrate	The <b>rate of inflation</b> has fallen recently.
<b>innovation</b> (n)	/'ɪnəʊ'veɪʃən/	Innovation, Neuerung	Its unique management methods are based on <b>innovation</b> and flexibility.
<b>invest</b> (v)	/'ɪn'vest/	investieren	The business began to grow despite some problems with his <b>investing</b> partners.
<b>key</b> (adj)	/'ki:/	Schlüssel-	For an enterprise to be a success there are certain <b>key</b> business skills which have to be learnt.
<b>launch</b> (v)	/'lɔ:ɪŋ/	starten, gründen	Two years later Inditex <b>launched</b> Oysho.
<b>loan</b> (n)	/'ləʊn/	Darlehen	He got a small <b>loan</b> and sold his car to raise some money.
<b>locate</b> (v) be located	/'ləʊ'keɪt/ /'bi: ləʊ'kertəd/	sich befinden, ansiedeln, sich niederlassen (hier:) sich befinden	Our offices <b>are located</b> in the centre of town.
<b>logistical centre</b> (n)	/'lɒdʒɪstɪkəl ,sentə/	Logistikzentrum	The group still controls its activities from a

<b>look back</b> (phr v)	/lʊk 'bæk/	zurückblicken	<b>logistical centre</b> in Arteixo. He changed the name of the company to Dreams and has not <b>looked back</b> since.
<b>mail-order company</b> (n)	/meɪl'ɔːdə ˌkʌmpəni/	Versandhandelsunternehmen	He learnt about the car-tyre business and decided to set up his own <b>mail-order company</b> .
<b>management</b> (n)	/'mænɪdʒmənt/	Management, Führung	Its unique <b>management</b> methods are based on innovation and flexibility.
<b>market</b> (n)	/'mɑːkɪt/	Markt	An entrepreneur sees an opportunity in the <b>market</b> and builds a business on it.
market sector	/'mɑːkɪt 'sektə/	Marktsegment	Each chain in the group covers a different <b>market sector</b> .
<b>mission</b> (n)	/'mɪʃən/	Berufung	His real <b>mission in life</b> was to be an entrepreneur - to set up a business, take risks and make a lot of money.
mission in life	/'mɪʃən ɪn laɪf/	zentrale Botschaft (Mission) im Leben	
<b>net</b> (adj)	/net/	netto	Sales have increased by 22% and <b>net profits</b> by 25%. This year <b>net revenues</b> reached the highest level ever.
(opposite = <b>gross</b> ) net profits	/net 'prɒfɪts/	Nettogewinn	
net revenues	/net 'revənjuːz/	Nettoerlöse	
<b>network</b> (n)	/'netwɜːk/	Netzwerk	Today Blackcircles.com is a thriving business and has built up a <b>network</b> of 970 franchise outlets. Both business rely on efficient <b>distribution networks</b> .
distribution network	/'dɪstrɪ'bjuːʃən ˌnetwɜːk/	Vertriebsnetz	
<b>online</b> (adj)	/'ɒnlaɪn/	online	Dreams launched an <b>online</b> store in 2005.
(opposite = offline)			
<b>operate</b> (v)	/'ɒpəreɪt/	tätig sein	It now <b>operates</b> in 64 countries and has over three

<b>opportunity</b> (n)	/ɒpə'tju:nəti/	Marktchance	thousand shops worldwide.
provide an opportunity for sth	/prəvaɪd ən ɒpə'tju:nəti fə ,sʌmθɪŋ/	eine Möglichkeit bieten	An entrepreneur sees an <b>opportunity</b> in the market and builds a business on it. Business studies courses <b>provide an opportunity for</b> the potential entrepreneur to get skills without taking any risks.
<b>optimistic</b> (adj)	/ɒptɪ'mɪstɪk/	optimistisch	
be optimistic about sth	/bi: ɒptɪ'mɪstɪk əbaʊt ,sʌmθɪŋ/		Clare is <b>optimistic about</b> the future.
<b>order</b> (v)	/'ɔ:də/	bestellen	
order sth on the Internet	/'ɔ:də ,sʌmθɪŋ ɒn ðə 'ɪntənət/	etw. im Internet bestellen	Blackcircles.com allows customers to <b>order</b> tyres <b>on the Internet</b> .
<b>partner</b> (n)	/'pɑ:tnə/	Partner	The business began to grow despite some problems with his investing <b>partners</b> .
<b>pick up</b> (phr v)	/pɪk 'ʌp/	sich aneignen	They <b>picked up</b> skills and knowledge.
<b>premises</b> (n pl)	/'premɪsəz/	Firmengelände	The following year I moved from my father's garage to new business <b>premises</b> .
<b>presentation</b> (n)	/prezən'teɪʃən/	Präsentation, Vortrag	I've lost my notes for the <b>presentation</b> .
<b>product line</b> (n)	/'prɒdʌkt laɪn/	Sortiment, Produktgruppe, -palette	The new <b>product line</b> is being very successful.
<b>profits</b> (n pl)	/'prɒfɪts/	Gewinn(e)	Sales have increased by 22% and net <b>profits</b> by 25%.
<b>raise</b> (v)	/reɪz/	aufbringen	
raise money	/reɪz 'mʌni/	Geld aufbringen	He got a small loan and sold his car to <b>raise some money</b> .

<b>reach</b> (v)	/ri:tʃ/	erreichen	The number of shops in the group <b>has reached</b> a figure of over three thousand.
<b>reputation</b> (n) establish a reputation for sth	/repju:'teɪʃən/ /ɪ,stæblɪʃ ə repju:'teɪʃən fə ,sʌmθɪŋ/	Ruf einen (guten) Ruf für etw. aufbauen	Dreams has <b>established a reputation for</b> quality and service.
<b>revenues</b> (n pl)	/'revənju:z/	Einnahmen	This year net <b>revenues</b> reached the highest level ever.
<b>risk</b> (n) take a risk	/rɪsk/ /teɪk ə 'rɪsk/	Risiko Risiken eingehen	They had the confidence to <b>take a risk</b> .
<b>run</b> (v) run a business	/rʌn/ /rʌn ə 'bɪznəs/	(hier:) organisieren, betreiben Geschäft/Firma betreiben	He knew very little about <b>running a business</b> .
<b>sack</b> (v)	/sæk/	entlassen	Molinux has <b>sacked</b> 2,000 workers.
<b>sales target</b> (n)	/seɪlz 'tɑ:gəʔt/	Absatz-, Verkaufsziel	I've achieved my <b>sales target</b> for this month.
<b>satisfied</b> (adj) (opposite = dissatisfied)	/'sætɪsfɑɪd/	zufrieden	According to their website, the company has thousands of <b>satisfied</b> customers.
<b>selling point</b> (n)	/'selɪŋ pɔɪnt/	Verkaufsargument	Both of them have made customer service a major <b>selling point</b> .
<b>service</b> (n)	/'sɜ:vɪs/	Service	We've spent time on the basics to make sure customers are getting the right <b>service</b> .
<b>set up</b> (phr v) set up a business	/set 'ʌp/ /set ɪ,ʌp ə 'bɪznəs /	(ein Unternehmen) gründen	He was still only twenty when he <b>set up the business</b> .
<b>share price</b> (n)	/'ʃeə praɪs/	Aktienkurs	The <b>share price</b> has increased today.

<b>site</b> (n)	/saɪt/	(Betriebs-)Gelände	Our company is based on a <b>site</b> outside town.
<b>stable</b> (adj) (opposite = unstable)	/'steɪbəl/	gleichmäßig, stetig	Economic growth has remained <b>stable</b> .
<b>substitute</b> (n)	/'sʌbstɪtju:t/	Ersatz	Arnold King believes that going to business school is a <b>substitute</b> for being an entrepreneur, not a complement.
<b>thriving</b> (adj)	/'θraɪvɪŋ/	gedeihend, gutgehend	Today Blackcircles.com is a <b>thriving</b> business and has built up a network of 970 franchise outlets.
<b>turn sth into sth</b> (phr v)	/'tɜ:n ,sʌmθɪŋ ɪntə ,sʌmθɪŋ/	zu etw. machen	Its successes have <b>turned</b> Inditex <b>into</b> one of the world's largest fashion groups.
<b>turnover</b> (n)	/'tɜ:nəʊvə/	Umsatz	Our <b>turnover</b> has grown by 10%.
<b>web</b> (n)	/web/	Web	The company has launched a <b>web</b> -based service for customers with fleets of cars.
<b>website</b> (n)	/'websaɪt/	Webangebot, Webseite	According to their <b>website</b> , the company has thousands of satisfied customers.
<b>work</b> (n) finish work on sth	/wɜ:k/ /fɪnɪʃ wɜ:k ɒn ,sʌmθɪŋ/	Arbeit, Aktivität eine Arbeit abschließen	The group <b>finished work on</b> a new distribution centre in Zaragoza in 2003.
<b>worldwide</b> (adv)	/wɜ:ld'waɪd/	weltweit	It now operates in 64 countries and has over three thousand shops <b>worldwide</b> .

Unit 10

headword	pronunciation	translation/notes	example sentence
<b>according to ...</b>	/ə'kɔ:dɪŋ tu:/	gemäß, nach ..., zufolge	<b>According to</b> the article, half of lost working days are caused by stress-related illness.
<b>business</b> (n) business sense	/'bɪznəs/ /'bɪznəs sɛns/	Geschäft, Unternehmen geschäftlicher Sinn	Trying to reduce stress makes good <b>business sense</b> - it's better for profits and better for staff morale.
<b>chief executive</b> (n)	/tʃi:f ɪg'zɛkjʊ:tɪv/	(Haupt-)Geschäftsführer, Vorstandsvorsitzender	The <b>chief executive</b> is the person responsible for running a company.
<b>communication</b> (n) good/poor communication  internal communication	/kə,mju:nɪ'keɪʃən/ /gʊd/pɔ: kə,mju:nɪ'keɪʃən/  /ɪn'tɜ:nəl kə,mju:nɪ'keɪʃən/	Kommunikation gute/schlechte Kommunika- tion  interne Kommunikation	<b>Poor communication</b> is one of the main causes of stress at work. Employees complained that the level of <b>internal communication</b> at the firm was poor.
<b>communicator</b> (n)	/kə'mju:nɪ,ketə/	Kommunikator	Managers should be good <b>communicators</b> .
<b>in conclusion ...</b>	/ɪn kən'klu:ʒən/	schließlich, zum Schluss, zusammenfassend	<b>In conclusion</b> , reducing stress at work brings many benefits, including better health and increased performance.
<b>costly</b> (adj)	/'kɒstli/	teuer, kostspielig	Stress is <b>costly</b> to employers because it can make people ill.
<b>creative</b> (adj) creative energies	/kri:'eɪtɪv/	kreativ kreative Energie	Workers need to rest and recuperate their

	/kri:'eɪtɪv ˌenədʒɪz/		<b>creative energies.</b>
<b>day-to-day</b> (adj) day-to-day problems/decisions/tasks etc	/ˌdeɪtə'deɪ/ /ˌdeɪtə'deɪ ˌprɒbləmz/dɪˌsɪʒənz/tɑːskz/	(all-)täglich (all-)tägliche Probleme/Entscheidungen/Pflichten usw.	Middle managers are required to solve <b>day-to-day problems</b> at work.
<b>deadline</b> (n) meet deadlines	/'dedlaɪn/ /mɪt 'dedlaɪnz/	Termin Termine einhalten	<b>Meeting</b> difficult <b>deadlines</b> puts a lot of pressure on employees.
<b>decision</b> (n) take a decision	/dɪ'sɪʒən/ /teɪk ə dɪ'sɪʒən/	Entscheidung eine Entscheidung treffen	Chief executives are responsible for <b>taking</b> strategic <b>decisions</b> .
<b>edge</b> (n) get on edge	/edʒ/ /get ɒn 'edʒ/	Rand nervös, ungeduldig werden	I <b>get</b> a bit <b>on edge</b> at times.
<b>linked to ...</b>	/'lɪŋkt tə/	verbinden mit	The negative impact of stress is <b>linked to</b> many different illnesses and medical conditions.
<b>long hours</b> (n pl) work long hours	/lɒŋ 'aʊəz/ /wɜːk lɒŋ 'aʊəz/	lange Arbeitszeiten viele Überstunden machen	Lawyers tend to <b>work</b> very <b>long hours</b> .
<b>management</b> (n) bad management  management technique	/'mænɪdʒmənt/ /bæd 'mænɪdʒmənt/ /'mænɪdʒmənt tekˌnɪk/	Management, Führung schlechtes Management  Führungstechnik(en)	<b>Bad management</b> and overwork are two of the major causes of stress. A lot of modern <b>management techniques</b> put pressure on workers and make them feel stressed.
<b>middle manager</b> (n)	/ˌmɪdəl 'mænɪdʒə/	Führungskraft der mittleren Ebene	A <b>middle manager</b> is responsible for a department within an organisation.
<b>morale</b> (n)	/mə'reɪl/	Moral, Stimmung	

staff morale	/stɑ:f mə'ra:l/	Arbeitsmoral	When the new boss arrived <b>staff morale</b> was very low and nobody was motivated.
<b>motivate</b> (v) (opposite = <b>demotivate</b> ) keep sb motivated	/'məʊtɪveɪt/ /ki:p ɪ, sʌmbədi 'məʊtɪveɪtəd/	motivieren jdn. motiviert halten	A good manager knows how to <b>motivate</b> his workers. Pressure is part and parcel of all work and helps to <b>keep</b> us <b>motivated</b> .
<b>overwork</b> (n)	/,əʊvə'wɜ:k/	überarbeiten	Work-related stress is often caused by <b>overwork</b> and bad management.
<b>part and parcel</b> (n) be part and parcel of sth	/pɑ:t ən 'pɑ:səl/ /pɑ:t ən 'pɑ:səl əv ,sʌmθɪŋ/	wesentlicher Bestandteil wesentlicher Bestandteil von etw. sein	Pressure <b>is part and parcel of</b> all work and helps to keep us motivated.
<b>performance</b> (n)  performance-related pay	/pə'fɔ:məns/  /pə'fɔ:mənsrɪ,lertəd peɪ/	(Arbeits-)Leistung  leistungs-, erfolgsorientierte Bezahlung	Stress undermines <b>performance</b> and can make people ill. <b>Performance-related pay</b> increases when you get good results and decreases when you do not.
<b>pressure</b> (n)	/'preʃə/	Druck	A lot of workers can't cope with the <b>pressure</b> that their bosses put on them.
<b>promote</b> (v) (opposite = <b>demote</b> )	/prə'məʊt/	befördern	He had worked for the firm for five years but had never been <b>promoted</b> .
<b>recognise</b> (v)	/'rekəgnaɪz/	(an-)erkennen	You should <b>recognise</b> your mistakes and correct them.
<b>recuperate</b> (v)	/rɪ'ku:pəreɪt/	wiederherstellen	Workers need to rest and <b>recuperate</b> their creative energies.
<b>reduce</b> (v) reduce stress	/rɪ'dju:s/ /rɪ'dju:s stres/	verringern Stress verringern	Try to <b>reduce stress</b> at work or you will become ill.

<b>regard</b> (n) with regard to ...	/rɪ'gɑ:d/ /wɪθ rɪ'gɑ:d tə/	(hier:) Hinblick, Bezug bezüglich, hinsichtlich	<b>With regard to</b> training, the situation is not very satisfactory.
<b>relations</b> (n pl)	/rɪ'leɪʃənz/	Beziehungen	One of the benefits of reducing stress is better <b>relations</b> with clients and colleagues.
<b>repetitive</b> (adj) (opposite = <b>varied</b> )	/rɪ'petɪtɪv/	sich wiederholend	A lot of factory workers do boring <b>repetitive</b> tasks, which can also be stressful.
<b>the root cause of</b>	/ðə ru:t 'kɔ:z əv/	Grund-, Hauptursache	The survey showed that <b>the root causes of</b> stress at work were bad management and overwork.
<b>staff</b> (n) staff morale  staff turnover	/stɑ:f/ /stɑ:f mə'rɑ:l/  /stɑ:f 'tɜ:nəʊvə/	Mitarbeiter, Belegschaft Arbeitsmoral  Fluktuation	After the redundancies <b>staff morale</b> was very low.  Improving working conditions is a way of reducing <b>staff turnover</b> .
<b>strategic</b> (adj) strategic decision	/strə'ti:ʤɪk/ /strə'ti:ʤɪk dɪ'sɪʒən/	strategisch	Chief executives are responsible for taking <b>strategic decisions</b> .
<b>stress</b> (n)  level of stress  suffer from stress	/stres/  /ˌlevəl əv 'stres/  /ˌsʌfə frəm 'stres/	Stress  Stresspegel  unter Stress leiden	A little bit of <b>stress</b> can bring out the best in people but too much <b>stress</b> is a negative thing. To reduce the <b>level of stress</b> the company should try to reduce working hours. "Do you <b>suffer from stress</b> ?" "Not at work, I find being at home more stressful."
<b>stressed</b> (adj) get stressed	/strest/ /get 'strest/	gestresst gestresst werden	Do you know any techniques for avoiding <b>getting stressed</b> ?
<b>stressful</b> (adj)	/'stresfəl/	mit hohem Druck, "stressig"	A lot of teachers find their jobs very <b>stressful</b> .

<b>stress-related</b> (adj)	/ˈstresrɪˌleɪtəd/	in Verbindung mit Stress stehend, stressabhängig	Doctors told her that her headaches were <b>stress-related</b> .
<b>sum of money</b> (n)	/sʌm əv ˈmʌni/	Geldsumme	Company directors have to deal with large <b>sums of money</b> in their day-to-day work.
<b>task</b> (n)	/tɑːsk/	Aufgabe, Tätigkeit	Doing repetitive <b>tasks</b> all day is very stressful.
<b>technology</b> (n) new technology	/tek'nɒlədʒi/ /njuː tek'nɒlədʒi/	Technologie neue Technologie	Learning to use <b>new technology</b> can be stressful.
<b>training</b> (n)	/'treɪnɪŋ/	Schulungsmaßnahme, Training	Firms should provide their employees with adequate <b>training</b> .
<b>turnover</b> (n) staff turnover	/'tɜːnəʊvə/ /stɑːf 'tɜːnəʊvə/	Fluktuation	One of the benefits to firms of reducing stress is lower <b>staff turnover</b> .
<b>undermine</b> (v)	/ˌʌndə'maɪn/	untergraben, unterhöhlen	Stress <b>undermines</b> performance and can make people ill.
<b>work</b> (n) be off work (with stress/depression etc)	/wɜːk/ /biː ɒf 'wɜːk/	Arbeit arbeitsunfähig wegen ...	One of the people interviewed <b>was off work with stress</b> .
<b>workaholic</b> (n)	/wɜːkə'hɒlɪk/	Arbeitssüchtige(r)	He's so rich he doesn't need to work, but he still does. He's a <b>workaholic</b> .