

Word	Phonetics	Translation (German)	Definition	Example Sentence
<b>Unit 1</b>				
according to	/ə'kɔ:(r)dɪŋ tu: /	gemäß, laut	used for saying where information or ideas have come from	It is worth 93.2 billion dollars, according to Interbrand.
alone	/ə'ləʊn/	allein	(adjective) without anyone with you	Are you here alone?
billionaire	/bɪljə'neɪ(r)/	Milliardär/-in	(noun [countable]) someone who has more than a billion pounds or dollars	The average age of the top ten youngest billionaires is between 28 and 34.
brand	/brænd/	Marke	(noun [countable]) a product or group of products that has its own name and is made by one particular company	The estimated value of the Apple brand is 98.39 billion dollars.
cent	/sent/	Cent	(noun [countable]) a small unit of money used in many countries, for example the USA, Canada and Australia. There are 100 cents in a dollar.	It costs 60 dollars and 45 cents.
consultancy	/kən'sʌltənsi/	Unternehmensberatung, Beratungsgesellschaft	(noun [countable]) a company with expert knowledge about a particular subject that provides professional help and advice to other companies	Interbrand is a branding consultancy with 42 offices in 28 countries.
dollar	/'dɒlə(r)/	Dollar	(noun [countable]) the unit of money used in the USA and in several other countries such as Canada and Australia	The brand value of Ford is 9.1 billion dollars.
download	/'daʊnləʊd/	herunterladen	a downloaded computer file	The iTunes App Store has more than 50 billion downloads.
employ	/ɪm'plɔɪ/	beschäftigen	to pay someone regularly to do a job for you or to work as a member of your organization	Carrefour, the first hypermarket chain in Europe, employs more than 350,000 people.
environment	/ɪn'vaɪrənmənt/	Umwelt	(noun [countable]) the place in which people live and work, including all the physical conditions that affect them	The companies also work hard to have a positive effect on people and the environment.
euro	/'jʊərəʊ/	Euro	(noun [countable]) the unit of money that is used in most countries in the European Union	The company's brand value is 480 million euros.
fine	/faɪn/	gut (I'm fine = es geht mir gut), gesund	(adjective) if you are fine, your health is good and you have no problems	I'm a little tired after my flight, but I'm fine.
first name	/'fɜ:(r)st neɪm/	Vorname	the name that comes before your family name	My first name is Peter.
flight	/flaɪt/	Flug	(noun [countable]) a journey through air or space in a vehicle such as a plane	Are you very tired after your flight?
green	/gri:n/	grün	(adjective) used about people who care about the environment	The situation is different in another of Interbrand's reports – the best green brands in the world.
join	/dʒɔɪn/	dazustoßen, -kommen	(verb [intransitive/transitive]) to come together with other people or things	Would you like to join me?
message	/'mesɪdʒ/	Nachricht	(noun [countable]) a piece of written or spoken information that you send to someone, especially when you cannot speak to them directly.	Mr Evans isn't here. Do you want to leave a message?
organizer	/'ɔ:(r)gə naɪzə(r)/	Organisator	(noun [countable]) someone who makes all the arrangements for an event or activity	Are you one of the organizers?
owner	/'əʊnə(r)/	Inhaber/-in, Besitzer/-in, Eigentümer/-in	(noun [countable]) someone who owns something	The Koo family are the owners of the LG group.
pence	/pens/	Pence	(noun [plural]) a small unit of money in the UK. There are 100 pence in one pound.	It costs 5 pounds and 99 pence.
pound	/paʊnd/	Pfund	a unit of money used in the UK and several other countries	Can I borrow 10 pounds, please?
profitable	/'prɒfɪtəb(ə)l/	rentabel	(adjective) making a profit	These are brands that are profitable.
shareholder	/'ʃeə(r) həʊldə(r)/	Anteilseigner/-in, Gesellschafter/-in, Aktionär/-in	(noun [countable]) someone who owns shares in a company	The son of co-founder Denis Defforey is a shareholder.
surname	/'sɜ:(r) neɪm/	Familiennamen	(noun [countable]) the name that you share with other members of your family	My surname is Leeman.
Swiss franc	/'swɪs 'fræŋk/	Schweizer Franken	(noun [countable]) the unit of money that is used in Switzerland	He has over 5.6 million Swiss francs.
valuable	/'væljʊb(ə)l/	wertvoll	(adjective) worth a lot of money	It is the publisher of an annual report on the 100 most valuable brands in the world.
value	/'vælju:/	Wert	(noun [uncountable]) the amount that something is worth, measured especially in money	The brand value of Honda is 18.4 billion dollars.
well-known	/wel'nəʊn/	bekannt	(adjective) known by many people or by the people involved in a particular situation	Walmart is a well-known chain of discount department stores.
You're welcome	/'jɔ:(r) 'welkəm/	bitte, gern geschehen	(phrase) used in reply to someone who has thanked you	A: Thank you for your help. B: You're welcome.
<b>Unit 2</b>				
addict	/'ædɪkt/	Süchtige/-r	someone who likes a particular activity very much and spends as much time as they can doing it	Many Gen Y people are smartphone addicts.
annual	/'ænjʊəl/	jährlich	(adjective) happening once a year	Cisco publishes an annual report on technology use in the world.
answer	/'ɑ:nsə(r)/	(be)antworten (Tür: aufmachen)	(verb [intransitive/transitive]) to come to the door when someone calls at your house, or pick up the phone when it rings	I only answer important calls.

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ask	/ɑ:sk/	fragen	(verb [intransitive/transitive]) to speak or write to someone in order to get information from them	Do you call your boss before the film starts to ask what he or she wants?
basic	/'beisik/	einfach	(adjective) not very advanced, or not very complicated	At work, a tablet is good for basic things like checking emails.
check	/tʃek/	prüfen, sich vergewissern	(verb [intransitive/transitive]) to make certain of something, for example by looking at the information again or by asking someone	I just want to check something with you.
efficient	/i'fɪ(ə)nt/	rationell, effizient	(adjective) something that is efficient works well and produces good results by using the available time, money, supplies, etc in the most effective way	It's not efficient to type a long text on a touch keyboard.
follow	/'fɒləʊ/	(be)folgen, sich an etw. halten	(verb [transitive]) to obey an order, or to do what someone has advised you to do	She doesn't follow rules about using company computers for personal activities.
light	/laɪt/	leicht	(adjective) not weighing much, or weighing less than you expect	Tablets are light and easy to carry around.
limited	/'lɪmɪtɪd/	begrenzt, eingeschränkt	(adjective) not very good, or not very great in amount	Another problem is that tablets have a limited memory for storing documents.
personal life	'pɜ:(r)ʃ(ə)nəl_laɪf/	Privatleben	(phrase) the part of someone's life relating to things such as their family relationships, rather than their job	I pass the time calling friends and sharing details of my personal life.
phone	/'fəʊn/	anrufen	(verb [intransitive/transitive]) to use a telephone to call someone	I know you phoned me earlier. Was it about the ATL deal?
powerful	/'paʊə(r)f(ə)l/	leistungsfähig	(adjective) strong and working well	A tablet is not very powerful, so you can't use programs like Photoshop.
ready	/'redi/	unmittelbar nutzbar, bereit	(adjective) prepared for what is going to happen	A tablet is ready when you need it, but a laptop is slow to start.
regularly	/'regjələ(r)li/	regelmäßig	(adverb) after equal amounts of time have passed, for example every day or every month	She regularly uses smartphone apps in her daily life.
report	/'rɪ'pɔ:(r)t/	Bericht	(noun [countable]) a spoken or written account that gives information about a particular subject, situation or event	Part of this report looks at how Gen Y people use their smartphones in 18 different countries.
research	/'ri:sɜ:(r)tʃ/	(wiss.) Untersuchung, Forschung	(noun [uncountable]) the detailed study of something in order to discover new facts, especially in a university or scientific institution	Smartphone owners are more likely to use their device for email than for making phone calls, according to new research by Adobe.
ring	/'rɪŋ/	läuten, klingeln	(verb [intransitive/transitive]) if a telephone rings, it makes a sound to show that someone is calling	You're at a restaurant. You start your soup, but then the phone rings.
routine	/'ru:'ti:n/	Routine	(noun [countable/uncountable]) your usual way of doing things, especially when you do them in a fixed order at the same time	She looks at her smartphone as part of her early morning routine.
share	/'ʃeə(r)/	teilen	(verb [transitive]) to allow someone to use or to have something that you own	She shares her email address with websites to get discounts.
shop	/'ʃɒp/	einkaufen	(verb [intransitive]) to look for something that you want to buy	She shops online for many different kinds of products.
smartphone	/'smɑ:(r)t'fəʊn/	Smartphone	(noun [countable]) a mobile phone that also works as a small computer, allowing you to store information and write letters and reports	She gets up – then checks her smartphone and gets dressed.
spend	/'spend/	(Zeit) verbringen	(verb [transitive]) to stay somewhere or to do something for a period of time	She spends a lot of time with her friends online.
tablet	/'tæblət/	Tablet(-PC)	(noun [countable]) a small computer which you use by touching the screen rather than using a keyboard	A tablet fills the gap between a laptop and a smartphone.
text	/'tekst/	per SMS schicken	(verb [transitive]) to send a written message to someone using a mobile phone	When you finish your exercise class, can you text the address to me? Thanks.
trust	/'trʌst/	(ver)trauen	(verb [transitive]) to be confident that something is safe, reliable or effective	She doesn't trust Internet sites to keep her data safe.
tweet	/'twi:t/	twittern	(verb [intransitive/transitive]) to send a message using the microblogging and social networking service Twitter	She also has a Twitter account and she tweets at least once a day.
update	/'ʌpdeɪt/	Aktualisierung	(noun [countable]) a report or broadcast containing all the latest news or information	She checks for emails, texts or social media updates every 30 minutes.
update	/'ʌp'deɪt/	aktualisieren	(verb [transitive]) to add the most recent information to something such as a book, document or list	Sally-Anne updates her Facebook at least once a day.
upload	/'ʌp'ləʊd/	hochladen	(verb [transitive]) to send documents or programs from your computer to a larger system using the Internet	She uploads photos and videos to share or store.
<b>Unit 3</b>				

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alarm	/ə'la:(r)m/	Wecker, Alarmsignal	(noun [countable]) a clock, or a program on a computer, mobile device, etc that can be set to make a noise at a particular time, in order to wake you up or remind you to do something	Her day begins at 7.15 am when the alarm goes off.
arrive	/ə'raiv/	ankommen	(verb [intransitive]) to reach a place, after having been somewhere else	Frank always arrives at work at 9 am.
catch up	/kætf 'ʌp/	etw. nachholen, sich auf den aktuellen Stand bringen	(phrasal verb [intransitive]) to do something that should have been done before	I lie there and listen to the radio, and catch up with the news.
client	/'klaɪənt/	Kunde, Klient, Auftraggeber	(noun [countable]) someone who uses a service that provides help or advice	Most days she has lunch at her desk, but sometimes she goes out with a client.
colleague	/'kɒli:g/	Kollege/Kollegin	(noun [countable]) someone who works in the same organization or department as you	Employees clear their desks before they leave work so they become free for other colleagues to use.
communication	/kə,mju:nɪ'keɪʃ(ə)n/	Kommunikation, Austausch	(noun [uncountable]) the process of giving information or of making emotions or ideas known to someone	The problem with email is that it is too easy and fast. The communication never ends.
deal with	/'di:l wɪð/	etw. bearbeiten, mit etw. umgehen	(phrasal verb [transitive]) to take action to do something, especially to solve a problem	Her morning always involves meetings, taking calls from clients and dealing with emails.
employee	/'ɪm'plɔɪ:/	Arbeitnehmer/-in	(noun [countable]) someone who is paid regularly to work for a person or an organization	The company has over 500 employees.
flexible	/'fleksəb(ə)l/	flexibel	(adjective) able to make changes or deal with a situation that is changing	In many companies these days, employees share office space and work flexible hours.
flexitime	/'fleksɪ'taɪm/	Gleitzeit	(noun [uncountable]) a system in which workers choose the hours each day that they work, as long as the hours add up to the same fixed number of hours every week or month	Do you work flexitime?
hot desk	/'hɒt 'desk/	Hot-Desking betreiben	(verb [intransitive]) to follow a method of working in which people do not have their own desk in an office but use any desk that is available at a particular time	60% of the staff 'hot desk' or share their desks.
in advance	/'ɪn əd'vɑ:ns/	im Voraus	(phrase) if you do something in advance, you do it in preparation for a particular time or event in the future	In other companies, employees reserve their work space in advance for the next day.
involve	/'ɪn'vɒlv/	beinhalten, mit sich bringen	(verb [transitive]) to include something as a necessary part of an activity, event or situation	What does a typical morning involve?
leave	/'li:v/	weggehen, verlassen	(verb [intransitive/transitive]) to go away from a place	I usually leave work at 3 pm on Fridays.
managing director	/'mænɪdʒɪŋ də'rektə(r)/	Geschäftsführer/-in	(noun [countable]) the person with the most senior position in a company and with the responsibility for managing all of it	Jodie Lawson, Young Businessperson of the Year, is the managing director of roundpegsquare.com, an Internet-based recruitment agency.
marathon	/'mæərəθ(ə)n/	Marathon	(noun [countable]) a race in which people run on roads over a distance of 42 kilometres or about 26 miles	I do a lot of running – I run marathons – so I sometimes run to work.
mess up	/'mes 'ʌp/	in Unordnung bringen	(phrasal verb [transitive]) to make something dirty or untidy	We argue about it a lot and someone always messes up the computer.
personal	/'pɜ:(r)s(ə)nəl/	persönlich	(adjective) used about things that you own	Do you have your own personal desk?
predictable	/'prɪ'dɪktəb(ə)l/	vorhersehbar	(adjective) if something is predictable, it happens in the way that you would expect	The most extraordinary works of imagination are often created by people working to predictable daily routines.
presentation	/'prez(ə)n'teɪʃ(ə)n/	Präsentation	(noun [countable]) a formal talk in which you describe or explain something to a group of people	I sometimes make a lunchtime client presentation.
productive	/'prɒ'dʌktɪv/	produktiv	(adjective) working hard and producing or achieving a lot	Some office workers are more productive with regular working hours and a personalized work space.
recruitment	/'rɪ'kru:tmənt/	das Einstellen / Anwerben von Personal	(noun [uncountable]) the process of finding people to join the armed forces, or a company or organization	This is Tracey Brown from Office Helper, the recruitment agency.
relax	/'rɪ'læks/	entspannen	(verb [intransitive]) to rest and allow yourself to become calm	To relax, she likes to see her friends and family.
relaxing	/'rɪ'læksɪŋ/	entspannend	(adjective) pleasant and making you feel relaxed	She likes running and finds it relaxing.
ritual	/'rɪtʃuəl/	Ritual, Gewohnheit	(noun [countable]) something that you do regularly and always in the same way	A recent study claims that daily routine and office rituals help to create a happy working atmosphere.
stressful	/'stresf(ə)l/	stressig	(adjective) involving or causing a lot of pressure or worry	However, many workers find desksharing more stressful than traditional office organization.

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traditional	/trə'dɪʃ(ə)nəl/	herkömmlich, traditionell	(adjective) typical of the things that people have usually done	The advantage with a traditional letter is that people know when to end the correspondence.
unnecessary	/ʌn'nəsə(ə)ri/	unnötig, überflüssig	(adjective) used for describing something that is not needed	Probably around 90% of emails are unnecessary.
<b>Unit 4</b>				
acquaintance	/ə'kweɪntəns/	Bekannte/-r	(noun [countable]) someone you know a little, who is not a close friend	Don't get up to say hello to other acquaintances in the restaurant.
allergic	/ə'ɪʒ:(r)ɔ:dʒɪk/	allergisch	(adjective) affected by a medical condition in which you become sick or your skin becomes covered with red marks as a reaction to something you eat, breathe or touch	I'm afraid I'm allergic to fish.
apologize	/ə'pɒlədʒaɪz/	sich entschuldigen	(verb [intransitive]) to tell someone that you are sorry for doing something wrong or for causing a problem	Oh I do apologize – I didn't realize you were a vegetarian. Do you want to go somewhere else?
bill	/bɪl/	Rechnung	(noun [countable]) a written statement showing how much money you owe someone for goods or services you have received	Signal the end of the meal by asking for the bill.
deal	/di:l/	(Geschäfts-)Abschluss	(noun [countable]) a formal agreement, especially in business or politics	Many juicy deals are made during a meal.
formality	/fɔ:(r)'mæləti/	Formalität	(noun [uncountable]) formal style of writing, behaving, etc	Too much formality creates distance and coldness.
grill	/grɪl/	grillen	(verb [intransitive/transitive]) to cook something over a fire on a flat frame of metal bars	They usually grill fish in restaurants, and sometimes it comes with a sauce.
host	/həʊst/	Gastgeber/-in	(noun [countable]) someone who invites people to a meal or party, or to stay in their home	As the host, arrive a few minutes early.
overdone	/,əʊvə(r)'dʌn/	zu stark/lange gebraten/gekocht	(adjective) cooked for too long	The meat was overdone, I didn't like it.
rare	/reə(r)/	leicht angebraten, "englisch"	(adjective) rare meat has been cooked for only a short time and is red inside	I always eat my steak rare.
skip	/skɪp/	auslassen, überspringen	(verb [intransitive/transitive]) to not do something, but to do the next thing instead	Skip the dessert and order coffee.
speciality	/,speʃi'æləti/	Spezialität	(noun [countable]) a food or drink that a person, a restaurant or a region is well known for and that you cannot always get in other places	It's our local speciality. It comes in a black sauce made from the squid's ink.
tough	/tʌf/	zäh	(adjective) food, especially meat, that is tough is very difficult to cut and chew	The meat is tough, it's not very nice to eat.
vegetarian	/,vedʒə'teəriən/	Vegetarier/-in	(noun [countable]) someone who chooses not to eat meat or fish	I'm really sorry but I'm afraid I don't eat meat. I'm a vegetarian.
<b>Scenario A</b>				
access	/'ækses/	Zugang, Zugriff (Daten)	(noun [uncountable]) the means by which you get to a place	Everyone needs an access card to get into the office.
affect	/ə'fekt/	beeinflussen, auswirken	(verb [transitive]) to change or influence something	The first day in a new job affects the rest of the employee's time at the workplace.
buddy	/'bʌdi/	Mentor/-in	(noun [countable]) someone who forms an arrangement with another person in which they help each other	A buddy is an experienced member of staff who helps a new starter during the first day of work.
cafeteria	/'kæfə'tiəriə/	Cafeteria	(noun [countable]) an informal restaurant in a place such as a college or hospital where you take the food to the table yourself	There isn't a cafeteria, so I usually go to the café next door.
feedback	/'fi:dbæk/	Rückmeldung, Feedback	(noun [uncountable]) comments about how well or how badly someone is doing something, which are intended to help them do it better	At the end of the first week, make some time to get the new starter's ideas and feedback.
greet	/'gri:t/	grüßen	(verb [transitive]) to behave in a polite or friendly way towards someone when you meet them	As the manager it's important that you greet a new worker when they arrive for the first time.
IT	/'aɪ'ti:/	IT, EDV	(noun [uncountable]) information technology: the use of computers and other electronic equipment to store, process and send information	Sally is our Web Manager and the IT expert.
manage	/'mændʒ/	betreuen	(verb [transitive]) to organize and control something	I manage the website and online ordering system.
ready	/'redi/	fertig, vorbereitet	(adjective) prepared for what is going to happen	It is not a good sign if people arrive on their first day and things are not ready.
reception	/'ri:sep(ə)n/	Empfang, Rezeption	(noun [uncountable]) the part of a large building such as a hotel or office where there is someone whose job is to welcome visitors, deal with questions, etc	Let me take you down to reception so you can get an access card.
schedule	/'ʃedju:l/	(zeitlich) planen	(noun [countable]) a plan of activities or events and when they will happen	Show them to their desk and have a short meeting to explain the first steps and schedule for the day.
task	/'tɑ:sk/	Aufgabe	(noun [countable]) something that you have to do	All new employees need to be told about their tasks and how to do them.

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urgent	/ˈɜː(r)dʒ(ə)nt/	dringend	(adjective) urgent things are things that you need to deal with immediately	We had an urgent meeting with a new customer and there was no time to contact you.
username	/ˈjuːzə(r), neim/	Benutzername	(noun [countable]) the name used by someone for operating a computer program	All you need to do is enter your username in here and then your password.
<b>Unit 5</b>				
accommodation	/ə kɒməˈdeɪʃ(ə)n/	Unterkunft	(noun [uncountable]) a place for someone to stay, live or work in	The castle offers comfortable, traditional accommodation.
atmosphere	/ˈætməs fiə(r)/	Atmosphäre	(noun [singular]) the mood or feeling that exists in a place and affects the people who are there	A good conference centre needs to have a relaxing atmosphere.
best wishes	/ˌbest ˈwɪʃz/	Beste Grüße	(phrase) used as a friendly way of ending a letter to someone you know who is not a very close friend	I look forward to seeing you again. Have a good trip. Best wishes, Jamal
brochure	/ˈbrɔʃə(r)/	Broschüre	(noun [countable]) a small magazine containing details and pictures of goods or services that you can buy	The new brochure looks great – pdf attached.
by the way	/ˌbaɪ ðə ˈweɪ/	übrigens	(phrase) used for saying that a remark is not relevant to the main subject of your conversation	Thank you for offering to pick me up at the airport. By the way, my flight number is IB345.
concentrate	/ˈkɒns(ə)n treɪt/	konzentrieren	(verb [intransitive]) to give all your attention to the thing you are doing	A good breakfast will help you to concentrate.
conference	/ˈkɒnf(ə)rəns/	Konferenz	(noun [countable]) a large meeting, often lasting a few days, where people who are interested in a particular subject come together to discuss ideas	When it comes to meeting new contacts and picking up new ideas, real-life business conferences are difficult to beat.
convenient	/kənˈviːniənt/	günstig, passen, gut gelegen	(adjective) a convenient place is one that is near where you are and is easy to get to	I think it's important for a conference centre to be in a convenient location.
criteria	/kraɪˈtɪəriə/	(Anforderungs-)Kriterien	(noun [plural]) standards that are used for judging something or for making a decision about something	Just over 300 hotels and resorts meet the strict criteria of the International Association of Conference Centres – IACC.
delegate	/ˈdeləɡət/	Teilnehmer/-in, Delegierte/-r	(noun [countable]) someone who is chosen to represent a group of other people at a meeting	Has the conference centre got facilities for disabled delegates?
demands	/diˈmɑːndz/	Anforderungen	(noun [plural]) the things that need to be done in a particular situation	To meet the demands of a busy day, the body and mind need nutrients and energy.
details	/ˈdiːteɪlz/	(detaillierte) Informationen, Reiseplan	(noun [plural]) information	Here are the details of your flight next week.
facility	/fəˈsɪləti/	Ausstattung	(noun [countable]) something such as a room or piece of equipment that is provided as a place for people to use	It is a first-class tourist destination and has all the facilities of an ideal conference venue.
international	/ˌɪntə(r)ˈnæʃ(ə)nəl/	international	(adjective) involving several countries, or existing between countries	Madrid's airport handles 901 international arrivals a week from 84 cities around the world.
layout	/ˈleɪaʊt/	(Raum-)Aufteilung	(noun [countable]) the way in which something such as a room, building or city is arranged	What room layout options are there?
luxury	/ˈlʌkjəri/	Luxus-, luxuriös	(adjective) very expensive and of the highest quality	The hotel has luxury food and drink.
nutrient	/ˈnjuːtriənt/	Nährstoff	(noun [countable]) a substance in food that plants, animals and people need to live and grow	Most snack foods don't have many nutrients.
outward	/ˈaʊtwə(r)d/	Hin-(flug, reise ...)	(adjective) an outward journey is one in which you are going away from home	There's a problem with the outward flight.
projector	/prəˈdʒektə(r)/	Projektor	(noun [countable]) a piece of equipment used for showing films or slides on a screen	Can you find out if the conference centre has a projector?
resort	/rɪˈzɔː(r)t/	Resort, Urlaubsanlage	(noun [countable]) a place that many people go to for a holiday	Hundreds of hotels and resorts add the words 'conference centre' to their name.
return	/rɪˈtɜː(r)n/	Rück-(flug, reise ...)	(adjective) relating to the part of a journey that involves going back to a place or coming back from a place	The return flight is okay.
situated	/ˈsɪtʃueɪtɪd/	gelegen sein, sich befinden	(adjective) in a particular place	Slottsholm is situated on the island of Muskö.
snack	/snæk/	Imbiss	(noun [countable]) a small amount of food that you eat between meals	Most snack foods have a lot of calories.
traditional	/trəˈdɪʃ(ə)nəl/	traditionell	(adjective) relating to or based on very old customs, beliefs or stories	We serve both traditional Scandinavian cuisine and modern European dishes.
transport	/ˈtrænsɜː(r)t/	Beförderung, Verkehr	(noun [uncountable]) the business of moving people or things from one place to another, usually using buses or trains	Madrid is the centre of all road transport in Spain: six motorways connect it with the rest of the country.
weight	/weɪt/	Gewicht	(noun [uncountable]) a measurement of how heavy a person or thing is	You might put on weight if you don't eat breakfast.

Word	Phonetics	Translation (German)	Definition	Example Sentence
well-equipped	/ˌwel ɪˈkwɪpt/	gut ausgestattet	(adjective) having all of the necessary equipment, skills or abilities to do something	The meeting room is very well-equipped.
<b>Unit 6</b>				
apply	/əˈplaɪ/	sich bewerben	(verb [intransitive]) to make an official request for a job or a place in a college or university, or for permission to do or have something	I'm applying for a post as an office assistant.
ATM	/ˌeɪ tiː ˈem/	Geldautomat	(noun [countable]) automated teller machine: a machine outside a bank or in a public place that you use to take money out of your bank account	You can get cash from an ATM.
complain	/kəmˈpleɪn/	sich beschweren/beklagen	(verb [intransitive/transitive]) to say that you are not satisfied with something	You can complain about your job to someone in the human resources department.
deserve	/dɪˈzɜː(r)v/	verdienen, es wert sein	(verb [transitive]) if you deserve something, it is right that you get it, for example because of the way you have behaved	Well, most of them work very hard and do a good job, so they probably deserve it.
earnings	/ˈɜː(r)nɪŋz/	Einkommen	(noun [plural]) the amount of money that you earn	Naturally, rich people are less worried about high executive earnings than the poor.
edit	/ˈedɪt/	(am Bildschirm) bearbeiten	(verb [transitive]) to make changes to a computer file on screen	He can't edit photos.
fat cat	/ˈfæt ˌkæt/	Bonze	(noun [countable]) a very rich and powerful person, usually in business or politics	Four out of five people think big company bosses – fat cats – get too much money for what they do.
fraud	/frɔːd/	Betrug	(noun [countable/uncountable]) the crime of obtaining money from someone by tricking them	Identity theft is a kind of fraud.
honest	/ˈɒnɪst/	ehrlich, aufrichtig	(adjective) a person who is honest does not tell lies or cheat people and obeys the law	They have to be honest, or they get into trouble.
identity	/aɪˈdentɪti/	Identität	(noun [countable/uncountable]) who you are, or what your name is	Identity theft is when someone uses your name, social security number or credit card number to commit fraud or other crimes.
install	/ɪnˈstɔːl/	installieren	(verb [transitive]) to put a new program or piece of software into a computer so that you can use it	You can install special software.
mailbox	/ˈmeɪl ˌbɒks/	Mailbox, (elektr.) Briefkasten	(noun [countable]) a part of a computer's memory where email is stored	Identity thieves can get into your mailbox.
park	/pɑː(r)k/	abstellen, parken	(verb [intransitive/transitive]) to move a vehicle into a place where you are going to leave it for a period of time	You can park your car in the company car park.
pension	/ˈpen(jə)n/	(Betriebs-)Rente	(noun [countable]) money that someone regularly receives after they have stopped working because of their age, paid either by their company or by the government	Many people also believe you can't trust employers because they might not pay your pension when you retire.
porter	/ˈpɔː(r)tə(r)/	Kofferträger/-in	(noun [countable]) someone in a station, airport or hotel whose job is helping people with their bags and showing them where to go	If you choose to check in at the airport, you can use our free porter service to help you with your luggage.
prevent	/prɪˈvent/	jmdn. an etw. hindern, etw. verhindern	(verb [transitive]) to stop something from happening	You can install special software on your computer to prevent thieves from getting your information.
realistic	/ˌrɪəˈlɪstɪk/	realistisch	(adjective) able to understand and accept things as they really are	Set realistic goals – it's important to set goals that you can achieve.
retire	/rɪˈtaɪə(r)/	in den Ruhestand gehen	(verb [intransitive]) to stop working, especially when you reach the age when you are officially too old to work	Most bosses get a lot of money when they retire.
scan	/skæn/	scannen	(verb [transitive]) to use a piece of equipment to read and store information in digital form	I can scan documents.
scandal	/ˈskænd(ə)/	Skandal	(noun [countable]) a situation in which important people behave in a dishonest or immoral way that shocks people	The findings show the impact of corporate scandals like Lehman Brothers and JP Morgan.
shred	/ʃred/	schreddern, zerkleinern	(verb [transitive]) to destroy a document by putting it into a shredder	You can shred private documents before you put them in the recycling bin.
shuttle	/ˈʃʌt(ə)/	Shuttle, Pendel(-zug, bus ...)	(noun [countable]) a bus, train or plane that makes frequent short journeys between two places	You can get a free shuttle bus from your hotel directly to the station.
skill	/skɪl/	Fertigkeit, Fähigkeit	(noun [countable]) a particular ability that involves special training and experience	Now, you have computer skills, I see.
slide	/slaɪd/	Seite/Folie einer Präsentation	(noun [countable]) the different sections of a visual presentation that summarize or emphasize what the speaker is saying	I can make slides for a presentation.
survey	/ˈsɜː(r)veɪ/	Befragung, Untersuchung	(noun [countable]) a set of questions that you ask a large number of people or organizations	The survey shows that two out of three people think that you can't believe what our business leaders say.
theft	/θeft/	Diebstahl	(noun [countable/uncountable]) the crime of stealing	Identity theft is serious.
thief	/θiːf/	Dieb/-in	(noun [countable]) someone who steals something	There are lots of things that thieves can do with a stolen identity.
train	/treɪn/	ausbilden, schulen	(verb [transitive]) to teach someone to do a particular job or activity	I can learn if you train me.

Word	Phonetics	Translation (German)	Definition	Example Sentence
type	/taɪp/	tippen	(verb [intransitive/transitive]) to write something using a keyboard	I can type with two fingers.
<b>Unit 7</b>				
advertise	/ˈædvə(r)taɪz/	etw. bewerben, für etw. Werbung machen	(verb [intransitive/transitive]) to try to persuade people to buy a product or service by announcing it on television, on the internet, in newspapers, etc	Kamprad advertises in local newspapers to increase demand and starts a simple mail order service.
angry	/ˈæŋɡri/	verärgert, sauer	(adjective) very annoyed	Was the organizer angry that we weren't there?
branch	/brɑːntʃ/	Niederlassung, Filiale	(noun [countable]) a shop or office representing a large company or organization in a particular area	The first branch of The Body Shop was basic and offered only 15 product lines.
campaign	/kæmˈpeɪn/	Kampagne	(noun [countable]) a series of actions intended to produce political or social change	Dame Anita immediately started a campaign to highlight the problems of Hepatitis C.
campaign	/kæmˈpeɪn/	sich engagieren, für/gegen etw. kämpfen/einsetzen	(verb [intransitive]) to try to achieve political or social change by persuading other people or the government to do something	Throughout her career, Roddick continued to campaign against environmental and social wrongs around the world.
catalogue	/ˈkætəlɒɡ/	Katalog	(noun [countable]) a book containing pictures and information about things you can buy	The company produced its first catalogue in 1951.
celebrate	/ˈseləbreɪt/	feiern	(verb [intransitive/transitive]) to do something enjoyable in order to show that an occasion or event is special	Starbucks celebrated its 40th anniversary in 2011.
childhood	/ˈtʃɪldhʊd/	Kindheit	(noun [uncountable]) the time of your life when you are a child	She always described her childhood as a very happy one.
divorce	/dɪˈvɔː(r)s/	sich scheiden lassen	(verb [intransitive/transitive]) to take legal action to end your marriage. If two people agree to stop living together, but do not legally end their marriage, they separate	Her parents divorced when she was nine.
ecological	/ˌiːkəˈlɒdʒɪk(ə)/	ökologisch	(adjective) working to protect the environment	She realized that many people wanted to buy natural, ecological products.
entrepreneur	/ˌɒntrəprəʊˈnɜː(r)/	Unternehmer/-in	(noun [countable]) someone who uses money to start businesses and make business deals	An entrepreneur tends to bite off a little more than he can chew hoping he'll quickly learn how to chew it.
establish	/ɪˈstæblɪʃ/	gründen	(verb [transitive]) to start an organization or company	Ingvar Kamprad establishes IKEA at the age of 17.
fashionable	/ˈfæʃ(ə)nəb(ə)/	modisch, in Mode	(adjective) popular at a particular time	She talked about 'fair trade' long before it was fashionable.
franchise	/ˈfræntʃaɪz/	Franchise	(noun [countable/uncountable]) a formal agreement for someone to sell a company's products or services in a particular place, in exchange for a payment or part of the profits	At its height in 2011, the franchise network of The Body Shop included 2,100 shops in 55 countries.
guru	/ˈɡʊrʊː/	Guru	(noun [countable]) someone who other people respect and go to for advice about a particular subject	Entrepreneur and guru of 'new age' business management, for many years Anita Roddick was the most famous British businesswoman.
income	/ˈɪnkʌm/	Einkommen, Einnahme	(noun [countable/uncountable]) money that someone gets from working or from investing money	She established the shop as a source of income.
inspiration	/ˌɪnspəˈreɪʃ(ə)n/	Inspiration	(noun [singular]) someone or something that gives you new ideas and the enthusiasm to create something with them	In a tribute to Anita Roddick, Prime Minister Gordon Brown called her an 'inspiration' to businesswomen.
location	/ləʊˈkeɪʃ(ə)n/	Standort	(noun [countable]) the place or position where someone or something is, or where something happens	Starbucks reached a total of 17,400 locations worldwide in 2012.
pioneer	/ˌpaɪəˈniə(r)/	Pionier/-in	(noun [countable]) one of the first people to do something important that is later continued and developed by other people	Roddick was a pioneer in 'green' business.
pioneer	/ˌpaɪəˈniə(r)/	Pionierarbeit leisten, etw. Neues einführen	(verb [transitive]) to be a pioneer doing something for the first time	The company, which pioneered flat-pack design furniture at affordable prices, is now the world's largest furniture manufacturer.
remarry	/rɪˈmæri/	wieder heiraten	(verb [intransitive/transitive]) to get married again	After her parents divorced, her mother remarried.
retailer	/ˈriːteɪlə(r)/	Einzelhändler	(noun [countable]) a person or company that sells goods directly to the public for their own use	IKEA is an international home products retailer that sells furniture, accessories, bathrooms and kitchens at retail stores around the world.
supply	/səˈplaɪ/	versorgen, beliefern	(verb [transitive]) to provide someone or something with something that they need or want	Does your company supply other companies with goods or services?
sustainable	/səˈsteɪnəb(ə)/	nachhaltig	(adjective) using methods that do not harm the environment	She inspired millions to the cause by bringing sustainable products to a mass market.

Word	Phonetics	Translation (German)	Definition	Example Sentence
takeover	/ˈteɪk_əʊvə(r)/	Übernahme	(noun [countable/uncountable]) a situation in which one company takes control of another company by buying a majority of its shares	The takeover caused some controversy.
tax	/tæks/	Steuer	(noun [countable/uncountable]) an amount of money that you have to pay to the government that it uses to provide public services and pay for government institutions	When did Starbucks offer to pay more corporation tax?
trademark	/ˈtreɪd_mɑː(r)k/	Handels-/Schutzmarke, Handelszeichen	(noun [countable]) a name or design belonging to a particular company, used on its products	Inter IKEA Systems B.V., based in the Netherlands, owns the IKEA concept and trademark, and there is a franchising agreement with every IKEA store in the world.
trek	/trek/	Trekking	(noun [countable]) a long and difficult journey on foot that some people go on as a holiday	He was away on a trek in South America.
<b>Unit 8</b>				
air conditioning	/ˈeə(r) kən_dʒɪŋ(ə)nɪŋ/	Klimaanlage	(noun [uncountable]) a system that makes the air inside a building, room or vehicle colder	The air conditioning in my room is broken.
book	/bʊk/	buchen, reservieren	(verb [intransitive/transitive]) to buy tickets, or to arrange to have or use something at a particular time in the future	I think my company booked and paid for the room.
busy	/ˈbɪzi/	beschäftigt, viel zu tun haben	(adjective) having a lot of customers	We're very busy this evening. We have a table at 8.15 pm. Is that all right?
cereal	/ˈsɪəriəl/	(Frühstücks-)Zerealien, Getreideflocken	(noun [countable/uncountable]) a food made from grain, for example wheat, oats or corn, mainly eaten with milk for breakfast	Have you got any cereal?
close	/kloʊz/	schließen	(verb [intransitive/transitive]) if you close something, or if it closes, it moves to cover an open area	The window doesn't close properly.
confirm	/kənˈfɜː(r)m/	bestätigen	(verb [transitive]) to prove that something is true	Erm, I'll just confirm that. No, the system doesn't say that the room has been paid for.
delegation	/ˌdeɪləˈgeɪʃ(ə)n/	Abordnung, Delegation	(noun [countable]) a group of people who represent a country, government or organization	Which delegation are you with?
dirty	/ˈdɜː(r)tɪ/	schmutzig	(adjective) not clean	One of the towels in my room is dirty.
lift	/lɪft/	Aufzug	(noun [countable]) a machine that carries people up or down between different levels of a tall building	The lifts are just behind you.
muesli	/ˈmjuːzli/	Müsli	(noun [uncountable]) a food consisting of nuts, grains, seeds and dried fruit, usually eaten with milk for breakfast	We've got muesli, corn flakes or Rice Krispies.
pillow	/ˈpɪləʊ/	(Kopf-)Kissen	(noun [countable]) a soft object on which you rest your head in bed	There aren't enough pillows on the bed in my room.
reservation	/ˌrezə(r)ˈveɪʃ(ə)n/	Reservierung	(noun [countable]) an arrangement by which something such as a room in a hotel or a seat in a theatre is kept for you to use later	Hello. My name is Schmidt. I have a reservation.
wake-up call	/ˈweɪk_ʌp_kɔːl/	Weckruf	(noun [countable]) a telephone call that you receive to wake you up, especially in a hotel	Do you need a wake-up call tomorrow?
<b>Scenario B</b>				
agenda	/əˈdʒendə/	Tagesordnung	(noun [countable]) a list of things that people will discuss at a meeting	Can we keep to the agenda, please?
aim	/eɪm/	Ziel	(noun [countable]) the thing that you hope to achieve by doing something	Make the aim of the meeting clear at the beginning.
chance	/tʃɑːns/	Gelegenheit	(noun [countable]) an opportunity for you to do something, especially something that you want to do	Make sure that everyone has a chance to speak.
clear	/kliə(r)/	klar, verständlich	(adjective) not confused	Is everybody clear on this?
decision	/dɪˈsɪz(ə)n/	Entscheidung	(noun [countable]) a choice that you make after thinking carefully	Well, I can't make a decision on that. I need to talk to my supervisor.
deliver	/dɪˈlɪvə(r)/	(be-)liefern	(verb [transitive]) to take something, especially goods or letters, to a place	Your email said you would deliver it on Monday.
discount	/ˈdɪs_kɑʊnt/	Nachlass, Rabatt	(noun [countable]) a reduction in the price of something	I think it's a good idea to offer them to him with a discount.
focus	/ˈfəʊkəs/	sich auf etw. konzentrieren, in den Mittelpunkt stellen	(verb [intransitive/transitive]) to concentrate on something and pay particular attention to it	Let's focus on what we need to achieve.
limit	/ˈlɪmɪt/	Grenze, Begrenzung	(noun [countable]) the greatest amount or level of something that is possible	Set a time limit so people don't speak for too long.
order	/ˈɔː(r)də(r)/	Bestellung	(noun [countable]) a request for a product to be made for you or delivered to you	I think he took the order before he left the company and forgot to put it into the system.

Word	Phonetics	Translation (German)	Definition	Example Sentence
record	/rɪ'kɔ:(r)d/	etw. erfassen, (schriftl.) festhalten	(verb [transitive]) to make a record of something that has happened, usually by writing it somewhere	He didn't record the order in the system.
solution	/sə'lu:ʃ(ə)n/	Lösung	(noun [countable]) a way to solve a problem or to deal with a bad situation	So that's the problem. Now, let's discuss possible solutions.
stock	/stɒk/	Lager, Bestand	(noun [uncountable]) the goods that are available to buy in a shop	We have some smaller machines in stock. We could offer him those with a 10% discount.
<b>Unit 9</b>				
accidentally	/,æksɪ'dent(ə)li/	zufällig, beiläufig, unabsichtlich	(adverb) by chance, as the result of an accident	In 1968, Dr Spencer Silver from the company 3M accidentally made a glue that was not very sticky.
army	/'ɑ:(r)mi/	Armee	(noun [countable]) a large organization of soldiers who are trained to fight wars on land	Well, my dad was in the army – so when I was a kid, we lived in different places all over the world.
boarding school	/'bɔ:(r)dɪŋ ,sku:l/	Internat	(noun [countable]) a school in which most or all of the students live during the part of the year that they go to lessons	I went to boarding school, so I didn't see my family much.
bulletin board	/'bʊlətɪn ,bɔ:(r)d/	schwarzes Brett, Pinnwand	(noun [countable]) a board that has announcements and other information on it	They advertised the post internally on the company bulletin board.
create	/'kri'eɪt/	(er-)schaffen, erstellen	(verb [transitive]) to make something new or original that did not exist before	The doctor and his team created a mixture of water, salt, sugar, lemon juice, potassium and phosphate.
curious	/'kjʊəriəs/	neugierig	(adjective) someone who is curious wants to find out about something	This made him curious about the heat, so he then got a bag of corn and watched it change into popcorn next to the magnetron.
degree	/'di'grɪ:/	(Hochschul-)Abschluss, akad. Grad	(noun [countable]) a course of study at a university, or the qualification that you get after completing the course	I did a degree in engineering.
develop	/'di'veləp/	entwickeln	(verb [transitive]) to successfully create and use a new product or method	In 1953, three scientists at San Diego's Rocket Chemical Company tried to develop a chemical for preventing damage to rockets.
discovery	/'di'skʌv(ə)ri/	Entdeckung	(noun [countable]) something that is found, or something new that is learned	Ten years after making his discovery, he obtained a Swiss patent for his idea, although it took Velcro over ten years to become a popular product.
engineer	/'endʒɪ'niə(r)/	Ingenieur/-in	(noun [countable]) someone who designs or builds things such as roads, railways, bridges or machines	He did a degree in engineering, but he didn't become an engineer.
examine	/'ɪg'zæmɪn/	untersuchen	(verb [transitive]) to look at something carefully in order to find out about it or see what it is like	De Mestral examined some of the seeds under a microscope.
household	/'haʊs,həʊld/	Haushalt (to be a household name = ein Begriff sein)	(adjective) being very well known	More than 15 years later, Rocket company executive John S. Barry made the product a household name – WD-40.
hunting	/'hʌntɪŋ/	Jagd	(noun [uncountable]) the activity of chasing and killing wild animals	In 1941, after a hunting trip, a Swiss engineer, George de Mestral, noticed that he and his dog were both covered in seeds from plants.
invention	/'ɪn'venʃ(ə)n/	Erfindung	(noun [countable]) a machine, tool or system that someone has made, designed or thought of for the first time	Happy accidents make good inventions.
inventor	/'ɪn'ventə(r)/	Erfinder/-in	(noun [countable]) someone who has invented something or whose job is to invent things	In 1945, engineer and inventor Percy Spencer stood in front of a magnetron, an electrical part of a radar system.
launch	/'lɔ:ntʃ/	etw. aufsetzen/beginnen, in den Markt einführen (Produkt)	(verb [transitive]) to start a major activity such as a public investigation, or a new career or project	Fry presented the bookmark idea to management and within 5 years, 3M launched Post-it notes.
posh	/'pɒʃ/	vornehm, piekfein	(adjective) something that is posh looks expensive and attractive	I didn't have lunch in a posh restaurant. I ate a sandwich at home.
practical	/'præktɪk(ə)l/	praktisch, nutzwertig	(adjective) intended to be useful or suitable, not just fashionable or attractive	Spills, explosions, odd chemical reactions and plain old forgetfulness produced some of today's most practical products.
qualification	/'kwɒlɪfɪ'keɪʃ(ə)n/	Qualifikation, Ausbildung	(noun [countable]) something such as a degree or a diploma that you get when you successfully finish a course of study	I got a good qualification at college.
several	/'sev(ə)rəl/	mehrere	(determiner) a number of people or things that is more than two or three, but not many	We lived in different places and I went to several schools.
sticky	/'stɪki/	klebrig	(adjective) a sticky substance sticks to other things	He saw that hooks on the seeds caught in loops in fur, hair or clothes, making them 'sticky'.
succeed	/'sək'si:d/	Erfolg haben, mit etw. erfolgreich sein	(verb [intransitive]) to achieve something that you planned to do or attempted to do	They finally succeeded after 40 different trials.
tidy	/'taɪdi/	aufräumen, sauber machen	(verb [intransitive/transitive]) to make a place look better by putting things in the correct place	I didn't make a million-dollar deal; I tidied the house.
tired	/'taɪə(r)d/	müde	(adjective) needing to rest or sleep	In the early 1960s, University of Florida Gators football coach Ray Graves saw how his players got tired in the tropical heat.

Word	Phonetics	Translation (German)	Definition	Example Sentence
tropical	/ˈtrɒpɪk(ə)/	tropisch	(adjective) used about weather that is very hot, especially when the air also feels slightly wet	Energy consumption increased because people used air conditioning in the tropical heat.
university	/ˌjuːnɪˈvɜː(r)səti/	Universität, Hochschule	(noun [countable/uncountable]) an educational institution where students study for degrees and where academic research is done	I had a good time at university and worked hard.
<b>Unit 10</b>				
adapter	/əˈdæptə(r)/	Adapter	(noun [countable]) an object that allows you to connect two pieces of equipment of different types or sizes	I need an adapter for the plug on my laptop charger.
alternate	/ˈɔːlɪtə(r)neɪt/	abwechseln, alternieren	(verb [intransitive/transitive]) to choose one thing or situation and then another, and keep repeating that pattern	Lay the clothes in alternating directions to make a pile with uniform thickness.
appearance	/əˈpiərəns/	Aussehen	(noun [countable/uncountable]) the way that someone or something looks	Please describe your appearance so they can recognize you at the airport.
automated	/ˈɔːtəˌmeɪtɪd/	automatisiert, maschinell	(adjective) using machines or done by machines, instead of people	I usually use the automated check in at the airport.
blouse	/ˈblaʊz/	Bluse	(noun [countable]) a shirt for women	Do you like this blouse? I got it in the sales.
bundle	/ˈbʌnd(ə)/	Bündel	(noun [countable]) a group of things that have been tied together, especially so that you can carry them easily	Tie the bundle up to stop it falling apart.
charger	/ˈtʃɑː(r)dʒə(r)/	Ladegerät	(noun [countable]) a piece of equipment used for providing a battery with electricity	Have you got a charger for this phone?
core	/kɔː(r)/	Kern(stück), Mittelteil	(noun [countable]) the part inside an object that is nearest its centre	Put the 'core' on top to form the centre of the bundle.
crease	/kriːs/	(Knitter-)Falte	(noun [countable]) a line made on cloth or paper when it is folded or crushed	Looking good means that your clothes have creases where you want them and not where you don't.
destination	/ˌdestɪˈneɪʃ(ə)n/	Zielort	(noun [countable]) the place where someone or something is going	For the business traveller, it's important to arrive at your destination looking good.
fill	/fɪl/	(auf-)füllen	(verb [transitive]) to make something full	Fill a small bag with soft items like socks and underwear to form the 'core' for the bundle.
fold	/fəʊld/	falten	(verb [transitive]) to bend a piece of paper or cloth and press one part of it over another part	If you fold paper, it leaves a mark.
hand luggage	/ˈhændˌlʌɡɪdʒ/	Handgepäck	(noun [uncountable]) small bags that passengers are allowed to carry with them on a plane or bus	For carry-on travel there is a limit on the size of hand luggage.
image	/ˈɪmɪdʒ/	Bild, Eindruck	(noun [countable/uncountable]) the opinion of yourself, your company or your community that you deliberately try to create in the minds of other people	Your image is important, and you need to arrive at a meeting feeling comfortable and well dressed.
jacket	/ˈdʒækiːt/	Jacke, Jackett	(noun [countable]) a short coat that covers the upper part of the body and is made in many styles for different occasions and different kinds of weather	Great jacket! Where did you get it?
packing	/ˈpækɪŋ/	Packen	(noun [uncountable]) the activity of putting your possessions into bags, cases or boxes so that you can take or send them somewhere	In her recently published book, Packing for Business Travel, she gives advice to business people on how to pack efficiently.
scarf	/skaː(r)f/	Schal, Halstuch	(noun [countable]) a piece of cloth that you wear round your neck or head to keep warm or to make yourself look nice	Do you want to take your scarf? It's cold out there.
skirt	/skɜː(r)t/	Rock	(noun [countable]) a piece of clothing for a woman or girl. It hangs from the waist and is not joined between the legs	I don't really like this skirt, but it's part of the uniform.
spare	/speə(r)/	übrig, zusätzlich	(adjective) a spare object is one that you keep in addition to other similar objects so that it is available if you need it	All you really need is a pair to wear, a pair to wash and a spare pair for when you don't have time to wash.
stain	/steɪn/	Fleck	a mark left accidentally on clothes or surfaces	There's a stain on this jacket.
suit	/suːt/	Anzug, Kostüm	(noun [countable]) a set of clothes made from the same cloth, usually a jacket with trousers or a skirt	I usually wear a dark suit at work.
surface	/ˈsɜː(r)fɪs/	(Ober-)Fläche	(noun [countable]) the top layer or outside part of something	Put your largest item on a flat surface like the bottom of your bag or a bed.
sweater	/ˈswetə(r)/	Pullover	(noun [countable]) a warm piece of clothing that covers your upper body and arms	I never wear a sweater at work. The office is too hot.
tie	/taɪ/	Krawatte	(noun [countable]) a long narrow piece of cloth that a man wears around his neck under the collar of a shirt	On Fridays, no one wears a tie in the office.
trolley	/ˈtrɒli/	Gepäckkuli	(noun [countable]) a large container with wheels that you push and use for carrying things in a supermarket or at an airport	These bags are really heavy and I can't find a trolley anywhere.

Word	Phonetics	Translation (German)	Definition	Example Sentence
trousers	/ˈtraʊzə(r)z/	Hose	(noun [plural]) a piece of clothing covering the body from the waist to the feet, divided into separate parts for each leg and worn by both men and women	I always take two pairs of trousers when I travel on business.
uniform	/ˈjuːnɪfɔː(r)m/	Uniform	(noun [countable]) a set of clothes that you wear to show that you are part of a particular organization or school:	At my company, a blue shirt is part of the uniform.
wrap	/ræp/	(ein-)wickeln	(verb [transitive]) to cover something by putting something such as paper or cloth round it	If you wrap paper around a cylinder, you can straighten it out again.
<b>Unit 11</b>				
agriculture	/ˈægrɪˌkʌltʃə(r)/	Landwirtschaft	(noun [uncountable]) the work, business or study of farming	Agriculture, energy and leisure are just three examples of industries that depend on the weather.
assess	/əˈses/	bewerten, einschätzen	(verb [transitive]) to carefully consider a situation, person or problem in order to make a judgment	This makes it more difficult to assess the risks.
changeable	/ˈtʃeɪndʒəb(ə)l/	wechselhaft	(adjective) tending to change suddenly and often	The climate is very changeable and weather information isn't very reliable.
comfortable	/ˈkʌmfətəb(ə)l/	wohnlich, angenehm	(adjective) a comfortable room or building is pleasant to spend time in, for example because it has nice furniture or is not too hot or too cold	It was big – there were more than 200 rooms – but it was very comfortable.
compensation	/ˌkɒmpənˈseɪʃ(ə)n/	Ausgleich, Kompensation	(noun [uncountable]) money that someone receives because something bad has happened to them	This way, they receive compensation for loss of revenue on days when it is too windy to fly.
convenient	/kənˈviːniənt/	praktisch, nützlich	(adjective) easy to do, or not causing problems or difficulties	Videoconferences are more convenient than face-to-face meetings.
costly	/ˈkɒst(ə)li/	teuer	(adjective) costing a lot of money	TV advertising is more costly than Internet advertising.
disruption	/dɪsˈrʌp(ə)n/	Störung, Unterbrechung	(noun [countable/uncountable]) a situation in which something cannot continue because of a problem	Severe weather has been revealed as the top cause of disruption to British businesses over the past 12 months.
dry	/draɪ/	trocken	(adjective) dry weather is when there is no rain	They say it's the driest summer on record.
energy	/ˈenə(r)dʒi/	Energie, Versorgung	(noun [uncountable]) a form of power such as electricity, heat or light that is used for making things work	A warm winter affects the energy sector because there is less demand for heating.
estimated	/ˈestɪmeɪtɪd/	geschätzt	(adjective) what it is thought an amount or value will be, either by guessing or by using available information to calculate it	The market for this type of insurance is worth an estimated \$9 billion a year.
exceptional	/ɪkˈsep(ə)nəl/	außerwöhnlich, Ausnahme-	(adjective) much more or greater than usual	The UK experienced an exceptional period of hot weather in August this year.
freezing	/ˈfriːzɪŋ/	eiskalt	(adjective) very cold	It's colder than cool. It's freezing!
heatwave	/ˈhiːtˌweɪv/	Hitzewelle	(noun [countable]) a continuous period of very hot weather, especially when this is unusual	The heatwave lasted from the 3rd to the 11th.
insurance	/ɪnˈʃʊərəns/	Versicherung	(noun [uncountable]) an arrangement in which you regularly pay an insurance company an amount of money so that they will give you money if something you own is damaged, lost or stolen, or if you die or are ill or injured	Companies often have insurance against negative changes in interest or foreign exchange rates.
journey	/ˈdʒɜː(r)ni/	Reise	(noun [countable]) an occasion when you travel from one place to another, especially when there is a long distance between the places	The best thing about my journey to work is that I get the chance to read the newspaper.
lonely	/ˈləʊnli/	einsam	(adjective) unhappy because you are alone or because you have no friends	Working at home is lonelier than working in an office.
measure	/ˈmeʒə(r)/	messen	(verb [intransitive/transitive]) to find the exact size, amount, speed, etc of something using a special tool or special equipment	One advantage to this type of insurance is that weather is very easy to measure.
payout	/ˈpeɪaʊt/	Auszahlung, -schüttung	(noun [countable]) a large amount of money paid to someone, for example by an insurance company or as a prize in a competition	The companies can receive a payout from the insurance company for days when it is not warm enough for customers to sit outside.
precaution	/ˌpreɪˈkɔːʃ(ə)n/	Vorkehrung, Vorsichtsmaßnahme	(noun [countable]) something done to protect people or things against possible harm or trouble	Skiers don't want to go to a ski resort when there is no snow. So what precautions can these businesses take?
productive	/ˌprɒˈdʌktɪv/	produktiv	(adjective) achieving good results	A 35-hour week is more productive than a 40-hour week.
profit	/ˈprɒfɪt/	Gewinn, Profit	(noun [countable]) money that you make by selling something or from your business, especially the money that remains after you have paid all your business costs	Bad weather can make you unhappy, but what about its effects on company profits?

Word	Phonetics	Translation (German)	Definition	Example Sentence
revenue	/ˈrevənjuː/	Einnahme, Ertrag	(noun [countable/uncountable]) income from business activities or taxes	The company lost a lot of revenue because of the bad weather.
sightseeing	/ˈsaɪt siːɪŋ/	Besichtigung von Sehenswürdigkeiten	(noun [uncountable]) the activity of travelling around a place to see the interesting things in it	In the afternoons we did a bit of sightseeing.
stressful	/ˈstresf(ə)l/	stressig	(adjective) involving or causing a lot of pressure or worry	Holidays are more stressful than work.
total	/ˈtəʊt(ə)l/	sich (auf-)addieren, summieren	(verb [transitive]) to be a particular total as a result of all the numbers of things being added together	Sunshine over England and Wales totalled 210 hours, which was 19% above the average for the month.
underestimate	/ˌʌndəˈestiːmeɪt/	unterschätzen	(verb [transitive]) to think that someone or something has less power or ability than they really have	Managers appear to continue to underestimate severe weather as a threat.
wet	/wet/	nass, feucht	(adjective) if the weather is wet, it is raining	Isn't it one of the wettest cities in Europe?
<b>Unit 12</b>				
anonymous	/əˈnɒnɪməs/	anonym	(adjective) if someone is anonymous, no one knows their name	Respect speed limits and traffic laws and don't think that you are anonymous.
barrier	/ˈbæriə(r)/	Schranke, Absperrung	(noun [countable]) a bar or gate that stops people or vehicles from entering a place	Here's the number to use at the barrier when you leave.
damage	/ˈdæmɪdʒ/	Schaden	(noun [uncountable]) physical harm caused to something so that it is broken, spoiled or injured	You pay the first £500 if there is any damage.
driving licence	/ˈdraɪvɪŋ ˌlaɪs(ə)ns/	Fahrerlaubnis	(noun [countable]) an official document that you need in order to drive	Can I check your driving licence?
emergency	/ɪˈmɜː(r)dʒ(ə)nsi/	Not(fall)	(noun [countable/uncountable]) an unexpected situation involving danger in which immediate action is necessary	Keep the car hire company's contact details with you in case of emergencies.
excess	/ɪkˈses/	Eigenbeteiligung (Vers.)	(noun [singular]) an amount of money that someone has to pay towards the cost of something, when an insurance company is going to pay the rest of the cost	Do you want excess insurance cover?
expect	/ɪkˈspekt/	erwarten	to be waiting for someone or something to arrive	They are expecting you. If you leave now, they can do it immediately.
fuel	/ˈfjuːəl/	Brenn-, Kraftstoff	(noun [uncountable]) petrol or diesel used in vehicles	You return the vehicle with the same amount of fuel as at the start of your rental.
hire	/ˈhaɪə(r)/	mieten	(verb [transitive]) if you hire something, such as a car, room or piece of equipment, you pay the owner so that you can use it, especially for a short time	What are the advantages and disadvantages of hiring a car?
petrol	/ˈpetrəl/	Benzin	(noun [uncountable]) a liquid used as fuel for cars and other vehicles	Petrol is generally not included in the booking price.
puncture	/ˈpʌŋktʃə(r)/	Reifenpanne	(noun [countable]) a small hole made by accident in a tyre	I changed the wheel, but the puncture needs repairing.
scratch	/skrætʃ/	Kratzer	(noun [countable]) a thin mark on a surface	If you spot any scratches or dents, make sure the company knows about them.
upgrade	/ˈʌpˌɡreɪd/	Höherstufung	(noun [countable]) the fact of being given a thing that is better than the one you have paid for	We don't actually have the car you requested, so we are offering you an upgrade.
<b>Scenario C</b>				
carry on	/ˈkæri ˈɒn/	weiterfahren, fortführen	(phrasal verb [intransitive]) to continue going in the same direction	Then take the next left down Filbert Street and carry on until you get to the end of the street.
corner	/ˈkɔː(r)nə(r)/	Ecke	(noun [countable]) a place where two roads or paths meet	Antonio's is on the corner.
detailed	/ˈdiːteɪld/	detailliert	(adjective) including many small facts or aspects	Let's look at a more detailed map.
directions	/dɪˈrek(ə)nz/	Wegbeschreibung	(noun [plural]) instructions for doing something or for getting to a place	She wrote down some directions, but she's at the station now and she doesn't understand them.
halfway	/ˌhɑːfˈweɪ/	auf halbem Weg	(adverb) at an equal distance from two places or from the two ends of something	The Afexis building is halfway down Anzor Street on the right.
link	/lɪŋk/	Link	(noun [countable]) a connection from one computer document to another by means of hypertext, especially on the Internet	It doesn't have a website yet, so I can't send you a link.
miss	/mɪs/	verpassen	(verb [transitive]) to fail to notice or understand something	The Chinese restaurant is about halfway down on the left – you can't miss it.
opposite	/ˈɒpəzɪt/	gegenüber	(preposition) across from or on the other side of someone or something	The Chinese restaurant is opposite a bank.
review	/rɪˈvjuː/	Kritik, Rezension	(noun [countable]) an article in which someone gives their opinion of a play, book, art exhibition, etc	Well, it's a Chinese restaurant now and it's got some good reviews.
straight	/streɪt/	gerade(aus)	(adverb) without a bend or curve	Turn right down Jellico Street and go straight on at the traffic lights.

Word	Phonetics	Translation (German)	Definition	Example Sentence
T-junction	/ˈtiː dʒʌŋk(t)ʃən/	(rechtwinklige) Straßenabzweigung	(noun [countable]) a place where one road joins another and forms the shape of the letter T	You go down Filbert Street until you get to the T-junction.
turn	/tɜː(r)n/	abbiegen	(verb [intransitive]) to change the direction in which you are moving or travelling	Turn right down Hardwick Avenue and then take the first turning on the right.
<b>Unit 13</b>				
alternative	/ɔːlˈtɜː(r)nətɪv/	Alternative	(noun [countable]) something that you can choose instead of something else	The alternative to driving is a 15-minute walk to the station.
blood pressure	/ˈblʌd ˌpreʃə(r)/	Blutdruck	(noun [uncountable]) the pressure at which blood flows from your heart around your body	A recent study by the Rail Passengers Council measured the heart rate and blood pressure of commuters on crowded trains.
commute	/kəˈmjuːt/	Pendelstrecke	(noun [countable]) the journey to and from work every day	More than 1.3 million Londoners face a commute of more than one hour a day.
commute	/kəˈmjuːt/	pendeln	(verb [intransitive]) to travel regularly to and from work	The Japanese spend more time commuting than Europeans and, especially, North Americans.
commuter	/kəˈmjuːtə(r)/	Pendler/-in	(noun [countable]) someone who travels regularly to and from work	Regular commuters can suffer from high blood pressure, anxiety or even fatal heart conditions.
complain	/kəmˈpleɪn/	klagen	(verb [intransitive/transitive]) to say that you are not satisfied with something	In Europe, all people do is complain about commuting.
crowded	/ˈkraʊdɪd/	überfüllt	(adjective) containing a lot of people, especially too many	For 39%, the bus is always very crowded, but 49% are able to sit most of the time.
cycle	/ˈsaɪk(ə)/	Rad fahren, radeln	(verb [intransitive]) to use a bicycle	Now I cycle to work, except when the weather is really bad.
delay	/dɪˈleɪ/	Verspätung haben	(verb [transitive]) to make someone or something late or slow them down	Another problem is that trains are often delayed or cancelled without warning.
dine	/daɪn/	(warme Mahlzeit) essen	(verb [intransitive]) to eat dinner	There is even a restaurant tram which goes around the city with couples dining on it.
excuse	/ɪkˈskjuːs/	Grund, Ausrede	(noun [countable]) a reason that you give to explain why you have done something bad, or why you have not done something that you should have done	There's always some excuse. Last month it was snow.
fine	/faɪn/	Strafe, Bußgeld	(noun [countable]) an amount of money that you have to pay because you have broken the law	For the rail companies, it is cheaper to pay fines than to provide longer trains.
it depends	/ɪt dɪˈpendz/	es kommt darauf an	(phrase) used when you cannot give a definite answer, because different things are possible in different situations	I usually get to work on time, but it depends if there's a lot of traffic.
majority	/məˈdʒɔrəti/	Mehrheit	(noun [singular]) most of the people or things in a group: can be followed by a singular or plural verb	The majority of Europeans live within 30 minutes of their workplace or school.
misery	/ˈmɪzəri/	Misere, Elend	(noun [uncountable]) the state of being extremely unhappy or uncomfortable	And here we are – more like animals than people. Absolute misery.
overcrowding	/ˌəʊvə(r)ˈkraʊdɪŋ/	Überfüllung	(noun [uncountable]) unpleasant conditions caused by too many people or things being in the same place	Most of the companies prefer to pay a small fine for overcrowding.
passenger	/ˈpæsɪndʒə(r)/	Fahrgast	(noun [countable]) someone who travels in a motor vehicle, aircraft, train or ship but is not the driver or one of the people who works on it	Millions of rail passengers have health problems because they travel on overcrowded trains.
prefer	/prɪˈfɜː(r)/	etw. vorziehen	(verb [transitive]) to like or want someone or something more than someone or something else	In Rome commuters are stressed and not very friendly. So I prefer my bike.
punctual	/ˈpʌŋktʃʊəl/	pünktlich	(adjective) arriving or happening at the time agreed on	I get out of the car and walk to the station just in time because the 6.45 is normally very punctual.
season ticket	/ˈsiːz(ə)n ˌtɪkɪt/	Zeit-, Dauerkarte	(noun [countable]) a ticket that you use several times within a particular period of time that costs less than paying for separate tickets	On top of all this, their season tickets are not cheap.
service	/ˈsɜː(r)vɪs/	Service	(noun [uncountable]) help and advice given to customers in a shop, hotel or business	They pay high prices for a poor service and this makes commuters very angry.
sweaty	/ˈsweti/	verschwitzt	(adjective) covered in sweat, or smelling of sweat	I don't go fast because I want to avoid getting hot and sweaty.

Word	Phonetics	Translation (German)	Definition	Example Sentence
tension	/ˈtenʃ(ə)n/	Anspannung	(noun [uncountable]) the feeling of being so nervous or worried that you cannot relax	The combination of uncomfortable trains and unreliable services can cause a level of tension which is dangerous.
the Underground	/ðəˈʌndə(r)graʊnd/	U-Bahn	(noun) a system of public transport consisting of trains that travel in tunnels below a city	The worst thing about the Underground is the dirt.
traffic	/ˈtræfɪk/	Verkehr	(noun [uncountable]) the vehicles that are travelling in an area at a particular time	The traffic is a problem, but 45 minutes in my car is a lot more relaxing.
tram	/træm/	Straßenbahn	(noun [countable]) a long narrow vehicle that travels along metal tracks in the middle of a street and is used as public transport in some places	The tram always arrives on time, and ten minutes later I arrive at my destination and walk into my office.
unreliable	/ˌʌnrɪˈlaɪəb(ə)l/	unzuverlässig	(adjective) things such as equipment or methods that are unreliable will not work without problems	I never take the train to work. It's too unreliable.
<b>Unit 14</b>				
complex	/ˈkɒmpleks/	komplex	(adjective) something that is complex has a lot of details or small parts that make it difficult to understand or deal with	The other application is the production of parts with complex shapes.
complicated	/ˈkɒmplɪˌkeɪtɪd/	kompliziert	(adjective) difficult to do, deal with or understand, especially because of involving a lot of different processes or aspects	Researchers at GE are using 3D printers to build complicated jet engine parts.
component	/kəmˈpəʊnənt/	Bestandteil, Komponente	(noun [countable]) one of the different parts that a machine or piece of equipment consists of	When they use 3D printers to create a prototype engine component, Ford can reduce production time by at least one month.
consumption	/kənˈsʌmpʃ(ə)n/	Verbrauch	(noun [uncountable]) the use of something such as fuel or energy or the amount that people use	The number of people who live on their own is rising and domestic energy consumption is going up as a result.
disruptive	/dɪsˈrʌptɪv/	störend (disruptive technology = disruptive Technologie)	(adjective) causing difficulties that interrupt something or prevent it from continuing	A disruptive technology is a new idea that completely changes how a production process and business works.
efficient	/ɪˈfɪʃ(ə)nt/	effizient, wirtschaftlich	(adjective) something that is efficient works well and produces good results by using the available time, money, supplies, etc in the most effective way	The process is more efficient and the company can save a lot of money in the future.
experiment	/ɪkˈsperɪmənt/	experimentieren	(verb [intransitive]) to try new ideas, methods or activities in order to find out what results they will have	Our company is experimenting with 3D printers to produce engine parts.
figure	/ˈfɪɡə(r)/	Zahl	(noun [countable]) an official number that has been counted or calculated	The Office of National Statistics publishes figures on health, wealth and life satisfaction in their report 'Social Trends'.
free time	/ˈfriːˈtaɪm/	Freizeit	(noun [uncountable]) time when you do not have to work or study and when you can do what you like	I often spend my free time relaxing at home.
hot	/hɒt/	"heiß", kontrovers	(adjective) a hot issue is important and causes arguments because people strongly disagree	These days everyone is talking about 3D printers. It's one of the hottest topics in business and one which is changing ideas about industrial production in the future.
housework	/ˈhaʊs.wɜː(r)k/	Hausarbeit	(noun [uncountable]) the work that you do to keep your house clean and tidy	At 8 am some people are already working or doing the housework.
hurry	/ˈhʌrɪ/	Eile	(noun [singular]) to be in a hurry is to do something or go somewhere quickly because you do not have much time	Excuse me, we're waiting for the bill. We're in a bit of a hurry.
impact	/ɪmpækt/	(Aus-)Wirkung, Einfluss	(noun [countable]) an effect, or an influence	There's a lot of excitement about the impact of this new production process.
laser	/ˈleɪzə(r)/	Laser	(noun [countable]) a piece of equipment that produces a powerful narrow line of light. It is used for cutting hard substances, directing the paths of missiles and in medical operations	They use lasers to melt the plastic or metal and slowly build up objects layer by layer.
occupy	/ˈɒkjʊpaɪ/	beschäftigen, in Anspruch nehmen	(verb [transitive]) to keep someone busy at an activity	These activities occupy over half the day.
online	/ˈɒnlaɪn/	online, im Netz	(adjective) connected to or available through a computer or a computer network, especially the Internet	The majority of people are eating or doing the housework or things like watching TV, or are online.

Word	Phonetics	Translation (German)	Definition	Example Sentence
pattern	/ˈpætə(r)n/	(Verhaltens-)Muster	(noun [countable]) a series of actions or events that together show how things normally happen or are done	One of the most consistent patterns of business is the failure of leading companies to stay at the top of their industries when technologies or markets change.
poor	/pɔː(r)/	arm, mittellos	(adjective) having little money and few possessions	The population is getting poorer on average because of the recession and unemployment.
population	/ˌpɒpjʊˈleɪʃ(ə)n/	Bevölkerung	(noun [singular]) all the people who live in a particular area	They show the percentage of the population doing one of six activities at different times.
precise	/priˈsaɪs/	präzise, genau	(adjective) exact and accurate	They are getting results which are more precise than with traditional methods.
prototype	/ˈprɒtətaɪp/	Prototyp	(noun [countable]) the first form of something new, made before it is produced in large quantities	Ford engineers are experimenting with 3D printers to produce prototypes of car parts in less time than the conventional method.
recruit	/rɪˈkruːt/	Mitarbeiter anwerben/einstellen	(verb [intransitive/transitive]) to get someone to work in a company or join an organization	What time of the year do you recruit?
rubbish	/ˈrʌbɪʃ/	Müll	(noun [uncountable]) things that you throw away because they are no longer useful, such as old food, paper or plastic used for wrapping things and empty containers	Households are recycling more of their rubbish, but people still find it hard to live ecologically.
spit out	/spɪt ˈaʊt/	ausspucken	(phrasal verb [transitive]) to force something out from your mouth	3D printers spit out bits of metal or plastic in much the same way an inkjet printer spits out ink.
statistics	/stəˈtɪstɪks/	Statistik	(noun [plural]) a group of numbers that represent facts or that describe a situation	The statistics look at a snapshot of each hour of a 24-hour day.
stroke	/strəʊk/	Schlaganfall	(noun [countable]) a medical condition in which blood is suddenly blocked and cannot reach the brain, or in which a blood vessel in the brain breaks, often causing a loss of the ability to speak or to move particular muscles	Fewer people are dying from heart disease and strokes.
vacancy	/ˈveɪkənsɪ/	freie/offene Stelle	(noun [countable]) a job that is available for someone to do	We usually have vacancies in July.
vitamin	/ˈvɪtəɪn/	Vitamin	(noun [countable]) natural substances found in food that are necessary to keep your body healthy	I'm taking these new vitamin pills. They help a lot.
<b>Unit 15</b>				
absence	/ˈæbs(ə)ns/	Abwesenheit	(noun [countable/uncountable]) a period of time when someone is not where they should be or where they usually are	The average cost of this absence per employee is £760.
absenteeism	/ˈæbs(ə)nˈtiːz(ə)m/	Krankfeiern, häufiges Fernbleiben	(noun [uncountable]) the habit of not being at school or work when you should be, usually without a good reason	There is a big difference in absenteeism from employer to employer.
ankle	/ˈæŋk(ə)l/	Fußknöchel	(noun [countable]) the part at the bottom of your leg where your foot joins your leg	Karl isn't at work because he fell off his bike and broke his ankle yesterday.
appointment	/əˈpɔɪntmənt/	Termin	(noun [countable]) an arrangement to see someone at a particular time, especially for a business meeting or to get a professional service	I'm going to phone for an appointment straight after this call.
backache	/ˈbækeɪk/	Rückenschmerzen	(noun [uncountable]) pain in your back	I can't come in to work today, I've got backache.
blues	/bluːz/	Trübsal, Blues	(noun [plural]) a feeling of sadness and loss	Monday morning blues is one of the main causes of absenteeism.
cold	/kəʊld/	Erkältung	(noun [countable]) a minor illness that blocks your nose and makes you cough	I'm not feeling very well, but it's not too serious. I think it's just a cold.
commitment	/kəˈmɪtmənt/	Engagement	(noun [uncountable]) enthusiasm for something and a determination to work hard at it	If you go in, does it show commitment to your work, or are you irresponsible for infecting your workmates?
dentist	/ˈdentɪst/	Zahnarzt	(noun [countable]) someone whose job is to examine and treat people's teeth	I've got toothache. I'm going to ring the dentist for an appointment.
doubt	/daʊt/	Zweifel	(noun [countable/uncountable]) a feeling of not being certain about something	Why is phoning in sick such a problem? You feel a bit ill and the doubts start.
expenses	/ɪkˈspensɪz/	Spesen	(noun [plural]) money that you spend as part of your job that your employer later gives back to you	My company pays my travel expenses.
flu	/fluː/	Grippe	(noun [uncountable]) a very common infectious disease that lasts a short time and makes you feel hot or cold, weak and tired	In fact, I think I've got flu. I'm going to stay at home.

Word	Phonetics	Translation (German)	Definition	Example Sentence
gossip	/ˈɡɒsɪp/	Klatsch	(noun [uncountable]) conversation about unimportant subjects, especially people's private lives	My secretary tells me all the office gossip.
headache	/ˈhedɪk/	Kopfschmerzen	(noun [countable]) a pain in your head	I'm going to go home if that's okay. I've got a terrible headache.
illness	/ˈɪlnəs/	Krankheit	(noun [uncountable]) the state of feeling ill or of having a disease	According to a recent survey, British employees had an average of 6.5 days off work for illness last year.
migraine	/ˈmaɪɡreɪn/	Migräne	(noun [countable]) a very bad headache that often makes you unable to bear strong light	A lot of employees phone in sick with migraines.
morale	/məˈrɑ:l/	Betriebsklima	(noun [uncountable]) the amount of enthusiasm that a person or group of people feel about their situation at a particular time	Low morale is another common cause of absenteeism.
policy	/ˈpɒləsi/	Richtlinie(n)	(noun [countable/uncountable]) a set of plans or actions agreed on by a government, political party, business or other group	Company policy on absence is important.
public sector	/ˌpʌbəlɪk ˈsektə(r)/	öffentlicher Sektor/Dienst	(noun [singular]) the industries and services, for example schools and hospitals, that are supported by tax money and controlled by the government of a country	Public sector employees phone in sick more than private sector employees.
responsibility	/rɪˌspɒnsəˈbɪləti/	Verantwortung	(noun [uncountable]) the state or job of being in charge of someone or something and of making sure that what they do or what happens to them is right or satisfactory	I never realized how wonderful having a mother was until I started to take responsibility for myself.
retire	/rɪˈtaɪə(r)/	in den Ruhestand gehen	(verb [intransitive]) to stop working, especially when you reach the age when you are officially too old to work	I'm going to retire when I'm 60.
sensible	/ˈsensəb(ə)l/	vernünftig	(adjective) reasonable and practical	If you are really sick, it's sensible to stay at home.
stomach upset	/ˈstʌmək ˌʌpset/	Magenverstimmung	(noun [countable]) an illness that affects your stomach, usually caused by something that you have eaten or drunk	I'm going to stay at home today. I've got a stomach upset.
stress	/stres/	Stress	(noun [uncountable]) a worried or nervous feeling that stops you relaxing, caused, for example, by pressure at work or financial or personal problems	Managers think that a lot of absences are caused by stress.
strike	/straɪk/	Streik	(noun [countable]) a period of time during which people refuse to work, as a protest about pay or conditions of work	I'm going to be late for work, the train drivers are on strike.
toothache	/ˈtu:θeɪk/	Zahnschmerzen	(noun [uncountable]) a pain in one or more of your teeth	Does it matter if I come in a bit late today? I've got toothache.
union	/ˈju:njən/	Gewerkschaft	(noun [countable]) an organization that represents the workers in a particular industry and tries to improve pay, conditions, etc	Trade union members report in sick more often than non-union workers.
workforce	/ˈwɜ:(r)k ˌfɔ:(r)s/	Arbeitnehmerschaft, Belegschaft	(noun [singular]) the total number of people who work in a particular company, industry or area	For the whole workforce, this represents a total of £17 billion for British business.
<b>Unit 16</b>				
aisle	/aɪl/	Gang	(noun [countable]) a passage between rows of seats, for example in a church, theatre or plane, or between the shelves of a supermarket	Is it possible to change to an aisle seat?
alternative	/ɔ:lˈtɜ:(r)nətɪv/	Alternative	(adjective) different from something else and able to be used instead of it	Please approach the airline information desk for details of alternative flight arrangements.
announcement	/əˈnəʊnsmənt/	Ansage, Bekanntgabe	(noun [countable]) a public or official statement that gives people information about something	Excuse me, I didn't understand the announcement about flight BA123.
bump	/bʌmp/	von der Passagierliste streichen, "abservieren"	(verb [transitive]) to tell someone who has bought a ticket for a plane seat that they cannot fly because the airline has sold too many tickets	What? Do you mean you're bumping me?
cancel	/ˈkæns(ə)l/	streichen, stornieren, annullieren	(verb [intransitive/transitive]) to say that something that has been arranged will not now happen	I'm afraid your flight has been cancelled, sir.
cancellation	/ˌkænsəˈleɪʃ(ə)n/	Stornierung, Streichung	(noun [countable/uncountable]) a decision to stop something that has been arranged from taking place	British Airways regret to announce the cancellation of flight BA146.
check-in	/ˈtʃekɪn/	Abflugschalter, Check-in	(noun [singular]) the place you go to when you arrive at an airport or hotel	At check-in they said it was okay as hand luggage.
engaged	/ɪnˈɡeɪdʒd/	besetzt	(adjective) if a telephone line is engaged, it is already being used when you call	We regret to say that at this moment all our lines are engaged.
failure	/ˈfeɪljə(r)/	Ausfall	(noun [countable/uncountable]) a lack of success in doing something	A complete failure of the baggage system has collapsed Heathrow's new £4.3 billion terminal on its first day of operation.
fault	/fɔ:lt/	Schuld, Fehler	(noun [countable/uncountable]) the fact of being responsible for a bad or unpleasant situation	A: I'm very sorry, sir. B: Oh, it's not your fault.
penalty	/ˈpen(ə)lti/	Bußgeld	(noun [countable]) a punishment for breaking a rule or law	There's a penalty of €25 or you'll have to go back and check it in.

Word	Phonetics	Translation (German)	Definition	Example Sentence
reclaim	/ri'kleim/	zurückverlangen	(verb [transitive]) to ask for an amount of money that you have paid to be given back to you	Please keep a receipt for all your expenses so you can reclaim them later.
regulation	/,regjə'lei(ə)n/	Regeln, Regelwerk	(noun [countable]) an official rule that controls the way that things are done	I'm just doing my job. We have to follow the regulations.
reservation	/,reza(r)'veɪj(ə)n/	Reservierung	(noun [countable]) an arrangement by which something such as a room in a hotel or a seat in a theatre is kept for you to use later	I have a reservation. Here's my ticket.
<b>Scenario D</b>				
access	/'ækses/	auf etw. zugreifen	(verb [transitive]) to get information, especially from a computer	With today's technology, workers can access the company's computer systems when they are working from a laptop or their home computer.
accurate	/'ækjərət/	präzise, genau, akkurat	(adjective) correct or true in every detail	We need your financial reports to be accurate.
concentrate	/'kɒns(ə)n,treit/	sich konzentrieren	(verb [intransitive]) to give all your attention to the thing you are doing	It's hard to concentrate on my own work.
control	/kən'trəʊl/	steuern (kontrollieren)	(verb [transitive]) to make people behave in the way that you want them to behave	Be careful: flexitime can be difficult to control.
distraction	/di'stræk(ə)n/	Ablenkung	(noun [countable/uncountable]) something that gets your attention and prevents you from concentrating on something else	It's important that staff working from home have a workspace to use where they have no distractions from friends and family.
impressed	/'ɪm'prest/	beeindruckt	(adjective) admiring someone or something very much, especially because of an unusually good achievement, quality or skill	I'm very impressed with your work.
incorrect	/'ɪnkə'rekt/	falsch, fehlerhaft	(adjective) wrong, or not accurate or true	A lot of the information was incorrect, and some very important details were missing.
interruption	/'ɪntə'rʌpʃən/	Unterbrechung, Störung	(noun [countable/uncountable]) something that someone says or does that stops someone else when they are speaking or concentrating on something	Some workers find it easier to do their job when they are alone – free from interruptions from colleagues.
properly	/'prɒpə(r)li/	ordentlich, angemessen	(adverb) in a manner that is suitable for the purpose or situation	I just don't have enough time to do all my work properly.
standard	/'stændə(r)d/	Standard	(noun [countable/uncountable]) a level of quality or achievement, especially one that people generally consider normal or acceptable	This work isn't the usual standard.
suit	/'su:t/	passen	(verb [transitive]) to be convenient or suitable for someone	They can work in a way that suits them – for example, they can listen to music while they work.
to be honest	/'tə'bi'hɒnɪst/	ehrlich gesagt, um ehrlich zu sein	(phrase) used when telling someone what you really think, especially when it may be something that they do not want to hear	You don't usually make mistakes like this. To be honest, we're a bit worried.
value	/'vælju:./	schätzen, würdigen	(verb [transitive]) to consider someone or something to be important	We really value you as a member of the team, Alan.
<b>Unit 17</b>				
accept	/'æk'sept/	an-/aufnehmen, akzeptieren	(verb [transitive]) to allow someone to join an organization	Do you remember that course I applied for? They've accepted me.
adopt	/'ə'dɒpt/	an-/übernehmen	(verb [transitive]) to decide to start using a particular idea, plan or method	As companies have adopted cloud storage, users have access to all of their important documents and files.
ages	/'eidʒɪz/	Ewigkeit	(noun [plural]) a long time	I haven't seen such a good film for ages.
asset	/'æset/	Anlage-, Vermögenswert	(noun [countable]) something such as money or property that a person or company owns	The company's assets have gone up by around 13 million.
bandwidth	/'bænd,wɪðθ/	Bandbreite	(noun [countable/uncountable]) the amount of information that can be sent each second over a network connection	The increase in the use of tablets has created a need for better Wi-Fi with more bandwidth.
board	/'bɔ:(r)d/	besteigen, an Bord gehen	(verb [intransitive/transitive]) to get onto a ship, aircraft, train or bus	You can easily put a tablet in your carry-on bag, or even hold it in your hand while boarding a plane.
cloud computing	/'klaʊd,kəm'pjʊ:tɪŋ/	Cloud Computing	(noun [uncountable]) the use of computer programs that are on the Internet rather than on your own computer	From a company's point of view, cloud computing has made data more secure.
confidential	/'kɒnfi'denʃ(ə)l/	vertraulich	(adjective) confidential documents or information must be kept secret	Thanks to cloud computing, employees can't lose laptops with confidential data stored on them.
data	/'deɪtə/	Daten	(noun [uncountable]) facts or information used for making calculations or decisions	The data from iBahn shows that more and more travellers are using tablets.
decrease	/'di:kri:s/	zurückgehen, abnehmen	(verb [intransitive]) to become less	Both current and non-current liabilities have decreased.
device	/'di:vais/	Gerät, Vorrichtung	(noun [countable]) a machine or piece of equipment that does a particular thing	They no longer need disk drives or memory sticks to move data between devices.
fifty-fifty	/'fɪfti'fɪfti/	fünfzig-fünfzig, hälftig	(adjective) equal, or into two equal parts	In this year's survey, it seems that many people have changed their minds, with a 50-50 split between laptops and tablets.
gross	/'grəʊs/	brutto	(adjective) a gross amount of money is the total amount before taxes or costs have been taken out	The company's gross profit for this year is 402.5 million.

Word	Phonetics	Translation (German)	Definition	Example Sentence
increase	/ɪnˈkriːs/	steigen, zunehmen, wachsen	(verb [intransitive]) to become larger in amount or number	Financial costs have increased since last year.
laptop	/'læp_tɒp/	Laptop	(noun [countable]) a small computer that you can carry with you	I have a laptop, but I prefer to take my tablet when I travel on business.
liabilities	/'laɪəˈbɪlətɪz/	Verbindlichkeiten	(noun [plural]) the amount of money that a company owes	The company's current liabilities are minus 136.1 million.
net	/net/	netto	(adjective) a net amount of money is the total amount after taxes or costs have been removed	The company's net assets have increased by over 18 million.
nuisance	/'njuːs(ə)ns/	Ärger(nis), Plage	(noun [countable]) something that is annoying and is a continuing problem	I've missed my train. It's a real nuisance.
restriction	/'rɪstrɪkʃ(ə)n/	Einschränkung, Restriktion	(noun [countable]) a rule, action or situation that limits or controls someone or something	With business travellers now taking their tablets on the plane, problems with hand luggage restrictions have disappeared.
revenue	/'revɛnjuː/	Einnahme, Ertrag	(noun [countable/uncountable]) income from business activities or taxes	The company's revenue has increased by over 50 million.
stream	/'striːm/	streamen	(verb [intransitive/transitive]) to play video or sound on a computer or mobile device by getting it as a continuous stream rather than having to download it	I prefer to take my laptop when I travel on business because I can use it to stream videos.
survey	/'sɜː(r)veɪ/	Umfrage, Untersuchung	(noun [countable]) a set of questions that you ask a large number of people or organizations	They asked the same question in this year's survey and found that many people had changed their minds.
survey	/'sə(r)'veɪ/	befragen, Umfrage machen	(verb [transitive]) to ask a large number of people questions to find out their opinions	When the company surveyed travellers last year, 75% said they preferred their laptops for streaming videos.
taxation	/'tæks'eɪʃ(ə)n/	Besteuerung	(noun [uncountable]) the system that a government uses for collecting money from people in the form of taxes	The level of taxation has stayed about the same between this year and last year.
traveller	/'træv(ə)lə(r)/	Reisender	(noun [countable]) someone who is travelling or who often travels	Travellers are leaving their laptops at home and using tablets instead.
Wi-Fi	/'waɪ faɪ/	WLAN	(noun [uncountable]) a set of standards for wireless local area networks	This means that a good Wi-Fi connection has become essential, but that is not usually a problem.
<b>Unit 18</b>				
approve	/ə'pruːv/	etw. erlauben, zulassen	(verb [transitive]) to give official agreement or permission to something	They make sure that the product you have bought is 'locked down' – in other words, it will only accept the software that they approve.
artificial	/'ɑː(r)tɪ'fɪʃ(ə)l/	künstlich	(adjective) made by people and used instead of something natural	They will design improved artificial arms and legs that users will control directly from the brain.
commercial	/'kə'mɜː(r)ʃ(ə)l/	kommerziell, gewinnorientiert	(adjective) relating to business	Private commercial projects will replace the US space shuttle program.
configure	/'kɒn'fɪgə(r)/	konfigurieren	(verb [transitive]) to arrange the parts of something, especially the software of a computer, so that it works in the way you want it to	It is easy to configure and you are free to install the programs you want.
convert	/'kɒn'vɜː(r)t/	konvertieren	(verb [intransitive/transitive]) to change from one system, use or method to another, or to make something do this	Parked electric cars will use batteries to convert hydrogen into more electricity.
cycle	/'saɪk(ə)l/	Zyklus	(noun [countable]) a series of events that happen again and again in the same order or at the same times	If the automobile followed the same development cycle as the computer, a Rolls Royce would today cost \$100, get a million miles per gallon and explode once a year, killing everyone inside.
diagnose	/'daɪəgnəʊz/	diagnostizieren	(verb [transitive]) to find out what physical or mental problem someone has by examining them	New gadgets will help doctors diagnose illnesses.
economy	/'i:kənəmi/	Wirtschaft(ssystem)	(noun [countable]) the system by which a country's trade, industry and money are organized	The economy won't provide as many jobs, but there will be plenty of work for people.
eliminate	/'ɪlɪmɪneɪt/	stoppen, streichen, über Bord werfen	(verb [transitive]) to get rid of something that is not wanted or needed	They can choose to eliminate services or start changing them without any warning.
enquiry	/'ɪn'kwɪəri/	Einholen von Informationen	(noun [countable]) a question intended to get information about someone or something	Most customers prefer to make their enquiries by phone.
feedback	/'fiːdbæk/	Rückmeldung, Feedback	(noun [uncountable]) comments about how well or how badly someone is doing something, which are intended to help them do it better	If customers see this feedback, they realize they are not alone.

Word	Phonetics	Translation (German)	Definition	Example Sentence
forecast	/ˈfɔː(r)kɑːst/	Vorhersage, Projektion	(noun [countable]) a statement about what is likely to happen, based on available information and usually relating to the weather, business or the economy	Here are the top ten forecasts from our most recent Outlook report.
freedom	/ˈfriːdəm/	Freiheit	(noun [uncountable]) the right to do what you want, make your own decisions and express your own opinions	Both users and developers need to demand more freedom, and not let the big players dictate the future of the Internet.
gadget	/ˈgædʒɪt/	Gerät, Apparat	(noun [countable]) a small tool or piece of equipment that does something useful or impressive	Patients will breathe into a handheld gadget which uses sensor chips to detect chemicals that show diseases or infections.
GPS	/ˈdʒiː piː ˈes/	GPS	(noun [uncountable]) global positioning system: a system for finding exactly where you are anywhere in the world using satellites	Consumers will rate services and products, and the data will be linked to GPS information systems.
innovation	/ˌɪnəʊˈveɪʃ(ə)n/	Innovation	(noun [uncountable]) the invention or use of new ideas, methods, equipment, etc	It also limits the creativity and innovation of the developers who create apps.
malware	/ˈmælwɛə(r)/	Schadprogramm	(noun [uncountable]) software such as a virus that is designed to damage or destroy information on a computer	This can have some unfortunate consequences because you can download 'bad' software with viruses and malware which will damage your system.
monitor	/ˈmɒnɪtə(r)/	überwachen, kontrollieren	(verb [transitive]) to regularly check something or watch someone in order to find out what is happening	The supplier can easily monitor and control these applications from a central source.
operating system	/ˈɒpəreɪtɪŋ ˌsɪstəm/	Betriebssystem	(noun [countable]) the software that tells the parts of a computer how to work together and what to do	Power will belong to the big companies who control the operating systems.
recycle	/ˈriːˈsaɪk(ə)l/	wiederaufbereiten, recyceln	(verb [transitive]) to change waste materials such as newspapers and bottles so that they can be used again	People will keep a tank of fish in their kitchens to recycle their food waste.
reliability	/ˈrɪˌlɪəˈbɪlɪti/	Zuverlässigkeit, Vertrauen	(noun [uncountable]) the quality of being reliable	We are also gaining reliability but losing our freedom in another way.
reputation	/ˌrepjuːˈteɪʃ(ə)n/	Ruf, Reputation	(noun [countable/uncountable]) the opinion that people have about how good or how bad someone or something is	More advanced apps will force businesses to work hard to maintain their reputations.
robot	/ˈrəʊbɒt/	Roboter	(noun [countable]) a machine that can do work by itself, often work that humans do	Robots will become as good at lifting sick patients and old people as humans.
security	/sɪˈkjʊərəti/	Sicherheit	(noun [uncountable]) safety from attack, harm or damage	For the customer, speed is important, but so is security, so where is the balance?
specialist	/ˈspeʃəlɪst/	Fachmann/-frau, Experte/Expertin	(noun [countable]) someone whose training, education or experience makes them an expert in a particular subject	Medical specialists will be able to predict what you'll do before you do it.
surf	/sɜː(r)f/	surfen	(verb [intransitive/transitive]) to look at various places one after another on the internet or on television	I use a tablet to surf the Internet.
technique	/tekˈniːk/	Technik	(noun [countable]) a method of doing something using a special skill that you have developed	Researchers are developing techniques for using vibrations produced on road and airport runways as sources of power.
the stock market	/ðə ˈstɒk ˌmɑː(r)kɪt/	(Wertpapier-)Börse	(noun [countable]) the activities connected with buying and selling shares in companies	I use a computer to check on the stock market.
third-party	/ˈθɜː(r)d ˌpɑː(r)tɪ/	Fremd-, aus dritter Hand	(adjective) relating to a person or organization that is not one of the two main people or organizations involved in a legal agreement or case	You cannot program the device or download third-party apps to install.
thought-provoking	/ˈθɔːt prəˈvʊkɪŋ/	zum Nachdenken anregend	(adjective) interesting in a way that makes you think of new ideas or that changes your attitude to something	Each year since 1985, the editors of THE FUTURIST have selected the most thought-provoking ideas and forecasts appearing in the magazine to go into our annual Outlook report.
<b>Unit 19</b>				
annoyed	/əˈnɔɪd/	verärgert, sauer	(adjective) feeling slightly angry or impatient	For 44% it wasn't a problem if someone rang during a meal, while only 28% were annoyed or upset.
can't stand	/ˈkɑːnt ˈstænd/	nicht leiden/ausstehen können	(phrase) used for saying that a person dislikes someone or something very much	I really hate the phone at home. I can't stand it.
correct	/kəˈrekt/	richtig, korrekt	(adjective) right according to the facts, with no mistakes	Please send me the correct files by email as soon as possible.
cubicle	/ˈkjuːbɪk(ə)l/	Kabine	(noun [countable]) a small enclosed area in a room, separated from the rest of the room by thin walls or curtains	My workspace is a cubicle. It's very small.
due	/djuː/	zu erwarten	(adjective) if something is due to happen, it is expected to happen or should happen	She's due back this afternoon.

Word	Phonetics	Translation (German)	Definition	Example Sentence
effective	/i'fektɪv/	effektiv, wirksam	(adjective) someone or something that is effective works well and produces the result that was intended	Developing effective phone skills is essential to your business success.
extension	/ɪk'stenʃ(ə)n/	Nebenstelle, -anschluss	(noun [countable]) a telephone line that is one of several lines coming from a main line	Do you have a direct line or an extension?
grateful	/ˈɡreɪtʃ(ə)l/	dankbar	(adjective) feeling that you want to thank someone because they have given you something or have done something for you	I would be grateful if you could confirm the reservations for three double rooms in the Hotel Excelsior.
hang up	/hæŋ 'ʌp/	auflegen	(phrasal verb [intransitive]) to stop using a telephone at the end of a conversation	Of course, when someone is really annoying, you can choose to hang up on them.
hesitate	/ˈhezɪteɪt/	zögern	(verb [intransitive]) to pause before doing something, or to do something very slowly, usually because you are nervous, embarrassed or worried	If you have any queries, please do not hesitate to contact me.
horrible	/ˈhɒrəb(ə)l/	schrecklich, furchtbar	(adjective) very unpleasant	Well, you can't believe how horrible it is. People are always complaining about things and shouting at me.
ignore	/ɪg'no:(r)/	ignorieren	(verb [transitive]) to pretend that you have not noticed someone or something	Usually, you don't know who is phoning or if the call is important, so a ringing phone is difficult to ignore.
intrude	/ɪn'tru:d/	eindringen, ausbreiten	(verb [intransitive]) to become involved in a situation in a way that is not welcome to other people, for example by getting involved in their private lives	We can't ignore the phone and, for that reason, it intrudes into our lives.
investigator	/ɪn'vestɪgətə(r)/	Prüfer/-in	(noun [countable]) someone whose job is to officially find out the facts about something	In one experiment, an investigator called publicphones in stations and airports.
line	/laɪn/	Anschluss	(noun [countable]) a telephone connection	Yes, one moment. I'll try her line. Who's calling, please?
mind	/maɪnd/	als störend empfinden	(verb [intransitive/transitive]) to feel annoyed, upset or unhappy about something	In the survey, 58% said they never turned the phone off and 67% didn't mind if someone called during a television programme.
perhaps	/pə(r)'hæps/	vielleicht	(adverb) used when you are making a suggestion, giving advice or making a polite request	I'm out of the office all afternoon, so perhaps you could send me a text or an email.
potential	/pə'tenʃ(ə)l/	potenziell, eventuell	(adjective) possible or likely in the future	Phone calls are an opportunity to communicate with potential and current customers.
responsible	/rɪ'spɒnsəb(ə)l/	verantwortlich	(adjective) someone who is responsible for someone or something is in charge of them and must make sure that what they do or what happens to them is right or satisfactory	People think that I'm responsible for everything.
revise	/rɪ'vaɪz/	revidieren, verbessern, überdenken	(verb [transitive]) to change, improve or make additions to something such as a book, law or piece of writing	We revised our quote to €1,335, not including VAT.
ridiculous	/rɪ'dɪkjələs/	lächerlich	(adjective) silly or unreasonable and deserving to be laughed at	One man wanted me to explain how to cook a fish. It was ridiculous.
rude	/ru:d/	unhöflich, unverschämt	(adjective) not polite	Hanging up on someone is one of the rudest things you can do on the phone.
suffer	/ˈsʌfə(r)/	leiden	(verb [intransitive/transitive]) to have a particular illness or physical problem	I suffer from stress.
supplier	/sə'plaɪə(r)/	Lieferant	(noun [countable]) a company, organization or country that supplies or sells a product or service	I get calls from suppliers about orders and deliveries.
switchboard	/ˈswɪtʃ.bɔ:(r)d/	Telefonzentrale	(noun [countable]) a large piece of equipment in an office, hotel, public building, etc that a person called a switchboard operator uses to answer telephone calls and to connect the people calling with the people who they want to speak to	There's a chair, a computer and the telephone switchboard.
telephonist	/tə'lefənɪst/	Telefonist/-in	(noun [countable]) someone who works for a business or organization answering the telephone and directing calls to the right people	I work in customer services in Madrid. I'm a telephonist.
urgently	/ˈɜ:(r)dʒ(ə)ntli/	dringend	(adverb) used when you need to deal with something immediately	I need to speak to you urgently regarding the RCN contract.
voicemail	/ˈvɔɪsmel/	Mailbox, Voicemail	(noun [uncountable]) an electronic system that records and stores spoken messages from people	I called you but got your voicemail, unfortunately.

**Unit 20**

Word	Phonetics	Translation (German)	Definition	Example Sentence
associate	/ə'səʊsiət/	Kollege/Kollegin, (Geschäfts-)Partner/-in	(noun [countable]) someone you work with, especially in business	About one in three travellers has either become ill or injured, or has had a business associate become ill or injured, while travelling overseas.
bandage	/'bændɪdʒ/	Verband	(noun [countable/uncountable]) a long thin piece of cloth that you wrap around an injured part of your body	We'll put a bandage on, but you should rest it for a couple of days.
boardroom	/'bɔ:(r)dru:m/	Sitzungssaal (Sitzungszimmer des Aufsichtsrates)	(noun [countable]) a large room where the directors of a company or other organization hold formal meetings, usually with one large table around which everyone sits	It doesn't matter whether you are in a jungle or a boardroom – when you are sick, you don't want to worry about the cost.
cashpoint	/'kæʃ_pɔɪnt/	Geldautomat	(noun [countable]) a machine that gives you money when you put a bank card into it	But before you can get to the nearest hospital, the ambulance stops at the nearest cashpoint ... so you can get some money out.
chemist	/'kemɪst/	Apotheke	(noun [countable]) a shop that sells medicines, beauty products and toiletries	The chemist can't sell her the medicine without a prescription.
cover	/'kʌvə(r)/	abdecken	(verb [transitive]) if an insurance agreement covers a situation or person, it provides protection against loss for that situation or person	So if you're planning a business or leisure trip, you need to check what your insurance covers.
insurance policy	/ɪn 'ʃʊərəns_pələsi/	Versicherungspolice	(noun [countable]) an official document containing the details of the agreement between you and an insurance company	And many health insurance policies cover 'emergencies and urgent care only'.
jog	/'dʒɔg/	joggen	(verb [intransitive]) to run at a slow steady speed, usually for exercise or pleasure	I hurt my ankle when I was jogging and I'd like someone to look at it.
overseas	/'əʊvə(r)si:z/	Übersee-, im Ausland	(adverb) to or in a country across the sea	A businessman working overseas has hurt his ankle and has problems walking.
prescription	/'prɪ skrɪp(ə)n/	Rezept	(noun [countable]) a piece of paper that a doctor gives you that says what type of medicine you need	I'm sorry but you need a prescription to get this medicine.
swollen	/'swɒlən/	geschwollen	(adjective) an area of your body that is swollen has increased in size as a result of an injury or an illness	It's a bit swollen, but I don't think it's broken.
treatment	/'tri:tmənt/	Behandlung	(noun [uncountable]) the process of providing medical care	In many countries, foreigners are expected to pay for the healthcare before treatment.
withdraw	/'wɪð'drɔ:/	abheben	(verb [transitive]) to take money from a bank account	She tells the story of a man travelling in Mexico who left his sick wife with the hotel doctor while he and the doctor's brother went to withdraw \$1,800 to pay for the treatment.
X-ray	/'eks_rei/	Röntgenaufnahme	(noun [countable]) a type of radiation that is used for looking inside things, for example your body or a suitcase at an airport	If it doesn't get better, come back and we'll take an X-ray.
<b>Scenario E</b>				
appraisal	/ə'preɪz(ə)/	Beurteilungs-, Mitarbeiter-, Feedbackgespräch	an interview between a manager and an employee, which allows the manager to judge how well the employee is doing their job	Actually, at my appraisal, I asked for more responsibilities.
disconnect	/'dɪskə'nekt/	abschalten	(verb [transitive]) to stop a machine or piece of equipment from being connected to a supply of electricity, water or gas	And if you don't use it for five hours, it disconnects from the electricity supply.
jammed	/'dʒæmɪd/	verklemmt, verstopft	(adjective) a piece of equipment that is jammed has some part of it that is not moving correctly	It also shows you if the paper is jammed or if the machine needs oil.
keyword	/'ki:wɜ:(r)d/	Schlüsselwort	(noun [countable]) a word that represents the main feature or idea of something	Write keywords on cards to help you remember what you want to say.
script	/'skrɪpt/	Skript, Vorlage	(noun [countable]) the written words of a play, film, television programme, speech, etc	Don't read from a script – it will make you sound boring.
shred	/'ʃred/	zerkleinern, schreddern	(verb [transitive]) to cut or tear something into long thin pieces	It shreds 25 sheets at a pass – that means you can put 25 sheets in at the same time.
signpost	/'sain_pəʊst/	deutlich hervorheben, etw. ausschildern	(verb [transitive]) to make something very clear or noticeable	Use 'signposting' phrases to link the different parts of the presentation.
standby	/'stænd(b)baɪ/	Bereitschaft, Standby	(noun [countable]) someone or something that is always available to be used if they are needed in a particular situation	The ST25 automatically switches off – sorry, it goes into standby mode – if you haven't used it for ten seconds.
structure	/'strʌktʃə(r)/	Struktur	(noun [countable/uncountable]) the way in which the parts of something are organized or arranged into a whole	Plan the structure of your presentation and prepare any visuals.
subject	/'sʌbdʒɪkt/	Thema	(noun [countable]) an idea, problem, situation, etc that you discuss or write about	Say clearly what the subject of your presentation is and how it is organized.

Word	Phonetics	Translation (German)	Definition	Example Sentence
summarize	/ˈsʌməraɪz/	zusammenfassen	(verb [intransitive/transitive]) to provide a short account of the most important facts or features of something	Summarize the key points at the end of your presentation.
touchscreen	/ˈtʌtʃ_skrɪ:n/	Touchscreen	(noun [countable]) a computer screen that you touch in order to choose what you want to see next	The touchscreen shows you the status of the machine – whether it's in standby or switched off.