business card  n  [C]  a small card with your name, job title, company, address, phone, email, etc. on it:
[biglietto da visita] My business card has my email address on it.

contact  n  [C]  a person that you meet because of your work: [contatto]  I make a lot of contacts at conferences.
 – contact  v

greet  v  to welcome someone by saying, for example, Hello or Good morning: [accogliere]  My job is to greet people when they arrive at my company’s offices.  – greeting  n  [C]  [saluti]

introduce  v  to tell people each other’s names: [presentare]  Let me introduce Karl, from Germany. Karl, this is Fran.  – introduction  n  [C]  [presentazione]

job title  n  [C]  the name of a job: [posizione]  Her job title is ‘sales manager’.

legal  adj  [C]  connected to the law: [legale]  I see my lawyer for legal advice.  – law  n  the system of rules for a country [legge]

name  n  [C]  what people call you: [nome]  My first name is John and my family name, or surname, is Smith.

nationality  n  [C]  the right to belong to a country: [nazionalità]  I have Australian nationality.

qualification  n  [C]  something to show you passed an examination at school, university or work, for which you often receive a certificate or diploma: [qualifica]  He has a good qualification in engineering.  – qualify  v  [qualificare]

software  n  [U]  a program that a computer uses to do different jobs: [software]  I have some new accounting software on my computer.
colleague n [C] a person that you work with: [collega] This is my colleague, Juan.

communication n [U] when people give information to each other: [comunicazione] Good communication is important in business. – communicate v [comunicare]

consultant n [C] a person who gives a company advice about something: [consulente] We employ a consultant to organise our computer system.

degree n [C] a qualification, usually a BA (Bachelor of Arts) or BSc (Bachelor of Science), from a university: [grado] I have a degree from Cambridge University.

group n [C] a number of people or things that belong together: [gruppo] I work in a group of four scientists.

opinion n [C] what someone thinks about a subject: [opinione] What's your opinion of the new production plan?

PhD n [C] the highest university degree: [PhD] Please call her Doctor Oliveira because she has a PhD.

team n [C] a group of people who work or play sports together: [team] It's a great team because everyone wants to help everyone else.

team leader n [C] the person in charge of a team: [team leader] The new team leader is popular and a good manager.

team member n [C] a person in a team: [membro del team] All the team members like working together.

teamwork n [U] the ability of a group of people to work well together: [lavoro di gruppo] Teamwork is very important for this project.

technology n [U] the development of techniques, machines and equipment in science and industry: [tecnologia] We are leaders in computer technology.

traditional adj ideas and ways of working that have existed for a long time: [ tradizionale] We like our traditional ways of working and we don't want to change. – tradition n [C] [tradizione]
base v to use somewhere as your main place of business: [base] Our company is based in Switzerland.

company n [C] a group who make or sell things: [azienda] I work for a food company.

employee n [C] someone who works for a company: [dipendente] My company has 200 employees. – employ v give someone a job: [impiegare] My company employs 200 people. – employer n someone who employs workers [datore di lavoro]

factory n [C] a place where workers make things: [azienda] He works in a car factory.

headquarters n [plural] the most important place of work of a company: [sedi centrali] I often have to go to meetings at my company’s headquarters.

manufacture v to make products using machines: [produrre] They manufacture mobile phones in their German factory. – manufacturing [U] making things in factories [produzione] – manufacturer n [C] a person or company that does manufacturing [produttore]

profit n [U] when you get more money from a product or service than it costs you to make or do it: [profitto] Our profits increase every year. – profitable adj [proficuo]

retail n [U] sales to customers in shops: [vendita] We sell our products in retail outlets in most European countries. – retail outlet (= SHOP) n [C] [outlet] – retail v sell to customers in shops: We retail this product at $3.50. – retailer n [C] [rivenditore]

sector n [C] part of an economic system: [settore] We are in the food manufacturing sector.

service industry n [C] companies that sell services (= HELP) instead of products: [terziario] Architects and consultants sell services.

specialise v to do only one activity: [specializzare] They specialise in computer software. – specialist n [C] a person who knows a lot about something: [specialista] We have three computer software specialists in our company.
**Unit 4** Offices

**analysis** *n* [C] a careful examination of something: [analisi] *We make an analysis of all our products before we sell them.*

**desk** *n* [C] a table where you work: [tavolo] *I spend a lot of time at my desk every day.*

**equipment** *n* [U] things you use to do a job: [attrezzatura] *We use special equipment to fight fires.*

**file** *n* [C] a group of papers with information about something or someone: [file] *Do you have Mr Roberts’ file?*

**furniture** *n* [U] things in homes and offices such as tables and chairs: [mobiliio] *How often do you buy new furniture for your office?*

**office** *n* [C] a room where people work, usually at desks: [ufficio] *We have an open-plan office instead of individual offices.*

**organised** *adj* when you have a system for something: [organizzato] *My desk isn’t very well organised.*

– **organisation** *n* [C] [organizzazione] – **organise** *v* to put things in a system [organizzare]

**share** *v* to use something with other people: [condividere] *Everyone has their own computer but we share a printer.*

**stationery** *n* [U] things used for writing such as envelopes, paper and pens: [cancelleria] *We keep all our stationery in a large cupboard.*

**tidy** *adj* when everything is in the correct place: [ordinato] *I’m not a very tidy person.*

– **tidy** *v* Tidy your desk.
client n [C] a customer, often one that buys a service: [cliente] We need more clients.

corporate event n [C] something organised by a company to entertain clients: [evento aziendale] We often have corporate events and take our best clients to international football matches.

entertain v to take clients to films, shows, restaurants, etc.: [intrattenere] We often entertain foreign clients in our large company restaurant. – entertainment n [C] [intrattenimento] We spend about $10,000 a year on entertainment for clients.

event n [C] something you organise such as a party or conference: [evento] My job is to organise events for important visitors.

guest n [C] someone you invite to an event or to visit your home: [ospite] We plan to have a big party with more than a hundred guests.

health and safety n [U] laws and systems related to stopping accidents and illness at work: [salute e sicurezza] Who is in charge of health and safety in the factory?

order v to ask for something such as food in a restaurant: [ordinare] I’d like to order steak and chips.

presentation n [C] when someone explains an idea to a group: [presentazione] He gave a presentation about the new marketing plan. – present v to give a presentation [presentare]

reception n [C] a formal party: [ricevimento] We sometimes go to a reception at a top London hotel.

socialise v to go out with people to have fun: [socializzare] I often socialise with my colleagues.

special occasion n [C] an important event or ceremony: [occasione speciale] People often have parties for special occasions like birthdays.

waiter n [C] (male), waitress n [C] (female) a person who brings you food and drinks in a restaurant: [cameriere, cameriera] Waiter – can I have the bill, please?
account n [C] if you have an account with a bank, you can leave money there: [conto] He pays £500 into his bank account every month.

cost of living n the amount of money people need in order to buy the things they need: [costo della vita] The cost of living is increasing all the time.

currency n [C] the money that a country uses: [valuta] The currency in France is the euro.

discount n [C] a lower price than usual: [sconto] There is a 10% discount on all our products this week.

exchange rate n [C] the value of the money of one country when you change it for the money of another country: [tasso di cambio] The exchange rate today is two dollars to the pound.

goods n [plural] things that are made for people to buy: [merci] Our company produces electrical goods.

invoice n [C] a document that a supplier gives to a customer, with information about what the customer is buying and how much it costs: [fattura] Can you pay last month’s invoices, please?

money n [U] coins and notes that you use to buy things: [denaro] I never have enough money at the end of the month.

pay v to give money for something that you buy: [pagare] Can I pay in euros? – pay n [U] the money you get for working: I get my pay at the end of the month.

price n [C] how much money something costs: [prezzo] What’s the price of this laptop?

supplier n [C] a company that sells goods to shops and businesses: [fornitore] They work for an office equipment supplier. – supply v to sell to a company: [fornitura] They supply our paper and pens.
**Unit 7 Projects**

- **aim n [C]** something that you want to do or get: [objective] My aim is to work for a big company.  – **aim v** to want to do something: We aim to increase sales.

- **budget n [C]** an amount of money that is available: [budget] My team has a budget of one million dollars.  – **budget v** to organise how to spend money: We budget about €50,000 for advertising every year.

- **deadline n [C]** a date or time when you must finish something: [scadenza] The deadline for completing the project is 1 May.

- **labour n [U]** the total number of workers: [lavoro] The cost of labour is not high at the moment.

- **materials n [U]** the things you use in order to make something: [materiali] Chairs are made of materials like plastic or wood.

- **project n [C]** planned work that is done over a period of time: [progetto] The new project starts in June and finishes in September.

- **project manager n [C]** someone who is in charge of a project: [project manager] Rafael is the project manager.

- **research n [U]** the activity of finding information about a subject: [ricerca] Steve did a lot of research into the new car design.

- **schedule n [C]** a list of things to do and when to do them: [programma] The project is behind schedule so we need to work faster.  – **schedule v** to plan when you do things

- **stage n [C]** part of a process: [fase] We started stage four of the project last week.
agriculture  n [U] growing plants for food and keeping animals to produce food: [agricoltura] There is a lot of agriculture in my country, mainly fruit and sheep.

complain  v to say you are not happy with goods or services: [lamentarsi] I complained to the waiter about my food. – complaint  n [C] [reclamo]

create  v to make something new: [creare] We need to create more jobs in this industry. – creative  adj good at thinking of new ideas: [creativo] Most designers are creative.

electricity  n [U] the power that we use for lights and computers: [elettricità] Many machines that use electricity need a battery. – electric, electrical  adj [elettrico, elettrico]

emergency  n [C] a dangerous situation that happens suddenly: [emergenza] Telephone 911 if there is an emergency.

energy  n [U] power from oil, coal, etc. that makes machines work: [energia] Solar energy can heat homes.

fix  v to repair something: [riparare] A mechanic fixed my car.

invent  v to think of or make something completely new: [inventare] Leonardo da Vinci invented the helicopter. – invention  n [C] [invenzione]

power  n [U] energy used to make a machine work: [energia] Wind power is cheap and it's good for the environment.

solution  n [C] the answer to a problem: [soluzione] We found a solution to our financial problems. – solve  v [risolvere]

work  v to not be broken: [lavoro] Is your computer working now?
describe n [C] to say or write what something is like: [descrivere] Can you describe the mobile phone that you lost? – description n [C] [descrizione]

feature n [C] something that is different about a product: [caratteristica] This mobile phone has many special features, like a camera and an MP3 player.

packaging n [U] the box or bag that you sell a product in: [imballaggio] We need to reduce plastic packaging. – package n [C] [pacchetto] We sent three packages to you in the post.

product n something that is made or sold by a company: [prodotto] We sell about 200 different food products. – product description n [C] information about the size, shape and material of a product: [descrizione del prodotto] The product description says that it’s made of wood and is one metre long. – production n [U] the process of making things: [produzione] Production costs were high and we didn’t make a profit. – produce v [produrre]

shape n [C] the shape of something is whether it is a circle or a square, etc.: [forma] What shape is the table?

size n [C] how big or small something is: [dimensione] His garden is the size of a football field.

useful adj helping you do or get what you want: [utile] My car is very useful for getting to work.

weight n [C] how heavy something is: [peso] The weight of this product is 1kg. – weigh v [pesare] This product weighs 1kg.
architect  n  [C]  a person who design buildings:  [architetto]  A famous German architect designed our new factory.

competitor  n  [C]  a company that sells products or services in the same market as your company:  [concorrente]  There are too many competitors in this market.  – compete  v  to try to be more successful than another company:  [competere]  We compete in many different markets.  – competition  n  [U]  a situation where businesses try to be more successful than other companies:  [competizione]  We have a lot of competition in the African market.  – competitive  adj  [competitivo]

marketing  n  [U]  finding the best way to make customers buy products:  [marketing]  We need to spend more on marketing so people know about our products.  – market  v  to make customers interested in what your company sells:  [commercializzare]  We use TV and radio advertisements to market our products.

opportunity  n  [C]  the chance to do something:  [opportunità]  I had the opportunity to work in New York, but I couldn’t go.

range  n  [C]  all the products a company sells:  [gamma]  We have nearly 1,000 products in our range.

strength  n  [C]  what you are good at doing:  [forza]  My strength is in sales.  – strong  adj  [forte]

threat  n  [C]  something that can have a bad effect:  [pericolo]  The new product is a threat to us in the Asian market.

weakness  n  [C]  what you are not good at doing:  [debolezza]  Their big weakness is their marketing.  – weak  adj  [debole]
abroad adv in a foreign country: [estero] He often travels abroad.

average adj usual: [media] My average lunch break is 45 minutes.

climate n [C] the typical weather conditions in an area: [clima] The climate in Egypt is hot and sunny.

culture n [U] what people believe, do and how people think, in a particular country: [cultura] I learned about Spanish culture before I went to live in Spain.

emigrate v to go to another country to live and work: [emigrare] Many people emigrated to America in the 1900s. – emigration n [U] [emigrazione]

healthcare n [U] using doctors, nurses, hospitals and medicine: [cura della salute] Some healthcare is free in the UK.

location n [C] the place where something is: [luogo] What’s the location of your factory? – locate v to put something somewhere: [localizzare] They located their new factory in South America.

quality of life n [U] how well people live: [qualità della vita] We moved out of the city to get a better quality of life.

temperature n [U] how hot something is: [temperatura] The temperature is 12°C today.
apply v to ask for something in writing: [applicare] You can apply for this job online. – application form n a printed piece of paper on which you write answers to questions: [modulo di domanda] You have to complete an application form to get a visa.

career n [C] a job or profession that you do for a long time: [carriera] You have to study for a long time if you want a good career in law.

conditions n [plural] the situation in which you work: [condizioni] The pay is low but the working conditions are very good.

curriculum vitae (CV) n [C] a document that gives information about a person’s education and previous jobs: [curriculum vitae] To apply for this job, please send a letter and your CV.

employment agency n [C] an organisation that helps people find a job: [agenzia di collocamento] I found my new job by using an employment agency.

MBA (Masters in Business Administration) n [C] a postgraduate degree in business for people who have work experience: [MBA] Jean has an MBA from a French business school.

pa (per annum) adv every year: [pa] She earns $50,000 pa.

pension n [C] money a company or government pays to people after they stop working because they are too old or ill: [pensione] Most people get a pension when they retire.

promotion n [C] a better job in the same company: [promozione] He really deserves promotion. – promote v [promuovere]

retired adj stop working because of your age, usually after many years: [pensionato] He was an accountant, but he’s retired now. – retire v [pensionamento] Most people retire at 65 in my country.

salary n [C] money that you get for working: [salario] I want a job with a higher salary.
advice n [U] when you say what you think someone should do: [suggerimento] Can I give you some advice?

brainstorm v to think of ideas in a creative way: [brainstorm] Let’s brainstorm some ideas for a new design.

creative thinking n [U] a way to use your imagination to find ideas: [pensiero creativo] We need some creative thinking to find a solution.

discuss v to talk to someone about something: [discutere] We had a long meeting to discuss the project.

exchange v to give something for another thing: [scambio] Let’s exchange business cards.

idea n [C] a plan, thought or suggestion: [idea] He never has good ideas.

imagination n [C] the ability to think of new ideas: [immaginazione] You should use your imagination when you brainstorm. – imagine v to think what something would be like: [immaginare] Can you imagine being rich?

logo n [C] a design that is the official sign of a company, used on products or in advertising: [logo] It’s a very successful company and everyone knows its logo.

suggestion n [C] an idea to help someone: [suggerimento] Does anyone have any suggestions for increasing profits? – suggest v [suggerire]
arrangement  n [C] something you have agreed or organised:  [disposizione] Have you made your travel arrangements yet?  – arrange  v [disporre]

arrival  n [C] when you arrive at a place:  [arrivo] My arrival time is 10 o’clock.  – arrive  v [arrivare]


business trip  n [C] travelling because of your work:  [viaggio d’affari] I’m going on a business trip to South Africa next month.

career break  n [C] when you stop your job for a period to do something different:  [interruzione di carriera] I took a career break to travel around the USA.

departure  n [C] when you leave a place:  [partenza] I was sad about his departure from the company.  – depart  v [partire]

destination  n [C] the place you are going to:  [destinazione] What’s the destination of this train?

itinerary  n [C] a list of places to visit:  [itinerario] The next place on the itinerary is the factory.

pleasure  n [C] 1 something nice:  [piacere] It’s a pleasure to meet you.  2 something you do because you want to:  I write reports for work but I write stories for pleasure.

reservation  n [C] an arrangement to have a seat on a plane or train or in a hotel or restaurant:  [prenotazione] I’d like to make a reservation for eight o’clock tonight, please.  – reserve  v [prenotare]

sightseeing  n [U] seeing the most famous places during a visit:  [giro turistico] We saw Big Ben when we went sightseeing in London.

travel  v to go somewhere, usually a long distance:  [viaggio] I often travel to Japan on business.  – travel  n [U] Travel helps us to learn about other people.

travel agent  n [C] a person whose job is to make travel arrangements:  [agente di viaggio] I booked my plane tickets with an internet travel agent.
bar chart  n [C] a diagram using rectangles of different sizes to show information: [diagramma a barre] The bar chart showed that more people drink coffee in the morning than tea or fruit juice.

bionic  adj part human and part machine: [bionico] In the film I saw last night the police were bionic!

decrease  v to become less: [diminuire] I think mobile phone sales in Europe will decrease next year.
  – decrease  n

full-surround  adj from every direction: [circondato] I like to listen to music in full-surround sound.

graph  n [C] a diagram using lines to show increases and decreases during a period of time: [grafico] You can see on this graph that profits increased between May and September.

increase  v to become more: [aumentare] I’m happy that our sales in China are increasing. – increase  n [C]

nuclear  adj using energy from atoms: [nucleare] What do you think of nuclear power?

pie chart  n [C] a diagram using sections of a circle to show information: [diagramma a torta] This pie chart shows we have 72% market share.

prediction  n [C] something you think will happen in the future: [previsione] My prediction is that the price of oil will increase next year. – predict  v [prevedere] Do you predict that profits will remain steady?

trend  n [C] changes and developments in a situation during a period of time: [tendenza] The trend is for mobile phones to become smaller and to have more features.