

1 Corporate culture

1.1 About business - Work culture and placements

assignment (n) C/U	/ə'saɪnmənt/	zadanie (w ramach pracy lub stażu)	His first assignment as a reporter was to cover the local election.
autonomy (n) U	/ɔ:'tɒnəmi/	autonomia, niezależność	New regulations have severely restricted the autonomy of doctors.
be the done thing (phr)	/bi: ðə ˌdʌn 'θɪŋ/	właściwa rzecz/zachowanie	It wasn't the done thing to go home until eleven or midnight.
beating (n) C	/'bi:tɪŋ/	pobicie	The man had been given a severe beating .
burst into tears (phr)	/ˌbɜ:st ɪntə 'tiəz/	wybuchnąć płaczem	She burst into tears , which was unprofessional.
dress code (n) C	/'dres ˌkəʊd/	obowiązujący strój	The dress code in our office is very formal - everybody wears a suit.
etiquette (n) U	/'etɪket/	etykieta, zasady	Office etiquette demands that people don't read other people's messages.
get in (to the office) (phr.v) I	/ˌget ɪntə ði 'ɒfɪs/	przyjeżdżać do biura	Mark never gets in before 9.30.
initiative (n) U	/ɪ'nɪʃətɪv/	inicjatywa	She would have to take the initiative in order to improve their relationships.
intern (n) C	/'ɪntɜ:n/	stażysta	Most employees prefer interns who already have some work experience.
pick up (phr.v) T	/ˌpɪk ˈʌp/	uczyć się ("łapać")	New recruits pick up the unwritten rules very quickly.
skive off (phr.v) I/T BRE INFML	/ˌskɑ:v ˈɒf/	migać się	They thought I was just some lazy student skiving off work!
stressed out (adj)	/ˌstrest ˈaʊt/	zestresowany	I was pretty stressed out and I made it very clear that this was unacceptable.
turn out (phr.v) I	/ˌtɜ:n ˈaʊt/	okazuje się	It turns out that I was right all along.

1.2 Vocabulary - Work organization and responsibility

as such (phr)	/əz ˈsʌtʃ/	jako taki	Right now, we don't have an HR department as such .
dog eat dog (phr)	/ˌdɒg ɪt ˈdɒg/	iść po trupach	It's dog eat dog in IT.
on a day-to-day basis (phr)	/ɒn ə ˌdeɪ tə ˌdeɪ ˈbeɪsɪz/	codziennie	Safety equipment was checked on a day-to-day basis .

organigram (n) C	/ɔ:'gæni,græm/	schemat organizacyjny	Let's look at the company's organigram .
overview (n) C	/'əʊvə,vju:/	zarys	The book gives an overview of management techniques.
predecessor (n) C	/'pri:di,sesə/	poprzednik	Alexander seems to have learned nothing from the faults of his predecessors .
take over (phr.v) T	/'teik 'əʊvə/	przejąć	IBM is taking over a much smaller company.

1.3 Grammar - Past tenses and advice structures

blame (v) T	/'bleɪm/	winić, obwiniać	If it all goes wrong, don't blame me.
dive (v) I	/'daɪv/	nurkować	He dived into the pool and swam off.
neglect (v) T	/'ni:glekt/	zaniedbać	She had neglected to inform me that the company was having financial problems.
nickel (n) C	/'nɪkl/	pięciocentówka (dosł.), ostatni grosz (przen.)	I had spent everything except my last nickel .
polish (v) T	/'pɒlɪʃ/	polerować	I started to polish the apple.
successor (n) C	/'sək'sesə/	następca	They haven't yet named a successor to the outgoing CEO.
tactful (adj)	/'tæktfl/	taktowny	Be tactful if you want the boss to accept your criticism.

1.4 Speaking - Meetings - one-to-one

authoritative (adj)	/ɔ:'θɒrɪtətɪv/	apodyktyczny	He behaves in an authoritative manner.
clear the air (phr)	/'kliə ði 'eə/	oczyścić atmosferę (przen.)	Why don't you ask Maureen to have a coffee with you, and just clear the air ?
commitment (n) Sg./ U	/'kɒmɪtmənt/	zaangażowanie	The government has failed to show its commitment to the railways.
deadline (n) C	/'dedlaɪn/	termin	If we can't meet the deadline , they won't give us another contract.
dogmatic (adj)	/'dɒg'mætɪk/	dogmatyczny	He is so dogmatic about investment strategies.
threatening (adj)	/'θreɪtnɪŋ/	groźny	She gave me a threatening look

1.5 Writing - A placement report

appendix (n) C	/ə'pendɪks/	aneks	Technical specifications are included in the appendix to Chapter 9.
conveyor belt (n) C	/kən'veɪə ,bɛlt/	taśmociąg (na lotnisku lub w fabryce)	Please collect your luggage from the conveyor belt .
fancy (v) T INFML	/'fænsɪ/	chcieć coś (pot.)	What do you fancy for your lunch?
gearbox (n) C	/'gɪə,bɒks/	skrzynia biegów	Some drives do not like automatic gearbox in their cars.
it's a good job (that) (phr) BRE	/ɪts ə ,gʊd 'dʒɒb/	dobrze, że...	It's a good job we did international trade last semester.
mailshot (n) C	/'meɪl,ʃɒt/	reklama wysyłana pocztą	Mailshots are an effective way of finding new customers.
mess up (phr.v) I/T	/'mes 'ʌp/	namieszać (pot.)	Did you mess up a lot?
rapport (n) Sg./U	/'ræ'pɔ:/	dobrze stosunki	It is important for a manager to have good rapport with the staff.
take the mickey (phr) BRE INFML	/'teɪk ðə 'mɪki/	nabijać się z kogoś (pot.)	OK, OK... Now, if you've finished taking the mickey , I've got an essay to write.
waste (n) C/U	/weɪst/	odpady	A bill was introduced to clean up toxic waste from local factories.

1.6 Case study - Counselling

body language (n) U	/'bɒdi ,læŋgwɪdʒ/	mowa ciała	Their body language betrayed the tension between them.
bounce back (phr.v) I	/'baʊns 'bæk/	dojść do siebie	I'm sure you'll bounce back .
echo (v) T	/'ekəʊ/	powtarzać (coś za kimś)	Blake echoed the views of many employees.
headache (n) C	/'hedɪk/	ból głowy	I've got a splitting headache .
open question (n) C	/'əʊpən 'kwɛstʃ(ə)n/	pytanie otwarte	Good interviewers ask a lot of open questions .
outlook (n) Sg.	/'aʊtlʊk/	pogląd	They shared the same kind of outlook on life.
paraphrase (v) T	/'pærə,freɪz/	parafrazować	It is particularly important when paraphrasing to be sure that you do not distort the meaning of the original statement.
pass out (phr.v) T	/'pæs 'aʊt/	rozdać	The hall was silent as the examination papers were passed out .
perspective (n) C/U	/'pɜːspektɪv/	perspektywa, dystans	It's important to keep things in perspective and not dwell on one incident.

reassess (v) T

/ˌriːəˈses/

ocenić ponownie

We tried to **reassess** his suitability for the job

2 Customer support

2.1 About business - Call centres

betray (v) T

/bɪˈtreɪ/

zdradzić

They felt their assistant **had betrayed** their trust in publishing his diaries.

browser (n) C

/'braʊzə/

przełęczarka

Which Internet **browser** do you use?

bully (v) T

/'bʊli/

zastraszać kogoś

We **will not be bullied** into accepting an agreement that we do not like

cause (an) uproar (v) T

/ˌkɔːz (ə)n ˈʌprɔː/

wywołać poruszenie

The CEO **caused uproar** when he said he would rather use call centre workers in India than those in Britain.

cheery (adj)

/'tʃɪəri/

radosny

The telephone operator sounded very **cheery**.

computer literacy (n) U

/kəmˌpjʊːtə ˈlɪt(ə)rəsi/

umiejętność obsługi komputera

Computer literacy is a plus in this kind of job.

counterpart (n) C

/'kaʊntəˌpɑːt/

odpowiednik

The prime minister is meeting his German **counterpart**.

dead-end-job (n) C

/ˌdedˌend ˈdʒɒb/

praca bez perspektywy awansu

I have no intention spending the rest of my life doing this **dead-end-job**.

East Enders™

/ˌiːst ˈendəz/

East Enders (serial telewizyjny)

I have no idea what the plot of **East Enders** is.

emphasize (v) T

/'emfəˌsaɪz/

podkreślać, kłaść nacisk

At school they **emphasize** good manners.

farm out (phr.v) T

/ˌfɑːm ˈaʊt/

zlecić wykonanie pracy zewnętrznej firmie

Companies are increasingly **farming out** their operations abroad.

leak (v) I/T

/liːk/

przeciekać

If the boiler is faulty, it may be **leaking** dangerous gas.

overseas (adv)

/ˌəʊvəˈsiːz/

za granicę

Many companies have sent their call centre services **overseas**.

perk (n) C

/pɜːk/

dodatek (do pensji), korzyść

Free theatre tickets are one of the **perks** of this job.

slap in the face (n) C

/ˌslæp ɪn ðə ˈfeɪs/

policzek (idiom.)

This is **a slap in the face** for our members.

slip into (phr.v) T

/ˌslɪp ɪnˈtuː/

przyjąć tożsamość, wczuć się

It's difficult to **slip into** an American identity.

sweatshop (n) C INFML

/'swetʃɒp/

miejsce "ciężkiej harówki za psie pieniądze"

In many countries in the world children are exploited in **sweatshops** as cheap labour.

UNISON, USDAW (acronym)	/ˈjuːnɪs(ə)n/, /ˈʌz,dɔː/	brytyjskie związki zawodowe	UNISON is the biggest British union of civil servants.
worlds apart (phr)	/ˌwɜːldz əˈpɑːt/	całkowicie odmienny	The working conditions in these two companies are worlds apart .

2.2 Vocabulary - Customer service and telephoning

brainless (adj) INFML	/ˈbreɪnləs/	głupi, bez mózgu	That new sales executive is really brainless .
clip (n) C	/klɪp/	klips, zatrask	Release the retaining clips as shown on the picture.
condescending (adj)	/ˌkɒndrɪˈsendɪŋ/	protekcjonalny	I find his remarks a little condescending .
earth (v) T	/ɜːθ/	uziemić	The computer must remain earthed at all times.
retain (v) T	/rɪˈteɪn/	zatrzymać, zachować	We're trying to recruit and retain skilled staff.
side panel (n) C	/ˈsaɪd ˌpænl/	panel boczny	Do not remove the side panel .
slot (n) C	/slɒt/	slot, złącze	Make sure that you insert the video card into the correct slot .

2.3 Grammar - Asking questions and giving instructions

broadband (adj) SCIENCE	/ˈbrɔːdˌbænd/	szerekopasmowy	Do you have a broadband Internet connection?
ISP (n) C COMPUTING	/ˌaɪ es ˈpiː/	dostawca usług internetowych	I'm thinking about changing my ISP .
laptop (n) C	/ˈlæptɒp/	komputer przenośny, laptop	Could you lend me your laptop for the weekend?
network (n) C	/ˈnetwɜːk/	sieć	a mobile phone network
router (n) C	/ˈruːtə/	ruter	I'm having problems installing my Wi-Fi router .
sort out (phr.v) T	/ˌsɔːt ˈaʊt/	wyjaśnić sprawę, rozwiązać problem	This matte could be sorted out if they would just sit down and talk.
upgrade (v) I/T	/ˌʌpˈɡreɪd/	unowocześnić	The system has been upgraded to meet customers' needs.

2.4 Speaking - Dealing with problems by telephone

closet (n) C AME	/ˈkloʊzɪt/	szafa wnękowa	
come again? (phr) INFML	/ˌkʌm əˈɡeɪn/	Jeszcze raz? (w konwersacji: prośba o powtórzenie)	Eh, come again?
crash (v) I/T COMPUTING	/kræʃ/	zawiesić się (o komputerze)	The computer keeps crashing every time I open the database program.
freeze (v) I/T COMPUTING	/friːz/	zablokować się (o komputerze)	My laptop is frozen .
PDF (n) C COMPUTING	/ˌpiː diː ˈef/	PDF (format plików)	I'm having trouble with PDF files.
plug (n) C	/plʌɡ/	wtyczka	Take the plug out of the electric socket.
plug in (phr.v) T	/ˌplʌɡ ˈɪn/	włożyć, włączyć	Is the white cable plugged into the computer?
power outage (n) C AME	/ˌpaʊə ˈaʊtɪdʒ/	wyłączenie prądu	We can't print anything because there is a power outage .
quit (v) I/T INFML	/kwɪt/	odejść (z pracy), wyjść (z programu)	Quit all applications before installing this program.
toolbar (n) C	/ˈtuːlˌbɑː/	pasek ikon (w programie komputerowym)	Can you see the toolbar on the screen?
unplug (v) T	/ʌnˈplʌɡ/	wyłączyć z prądu	Unplug the cable and pack it up with the computer.

2.5 Writing - Formal and informal correspondence

accounts payable (n) Pl. AME	/əˈkaʊnts ˈpeɪəbl/	zobowiązania (w księgowości)	Managing the company's accounts payable requires a lot of attention.
asap (acronym)	/ˈeɪsæp/	natychmiast	I want those files on my desk asap .
crack (v) T	/kræk/	pęknąć	I dropped a plate and cracked it.
duplicate (adj)	/ˈdʌːplɪˌkeɪt/	duplikat	Please send us a duplicate invoice.
inconsistency (n) C	/ˌɪnkənˈsɪstənsi/	niespójność	There are many inconsistencies in his report.
patch (n) C COMPUTING	/pætʃ/	łata	The latest patch for our accounting program is now available for download.
trojan (horse) (n) C COMPUTING	/ˈtrɔʊdʒ(ə)n ˈhɔːs/	trojan, koń trojański (komp.)	A lot of spam messages contain trojans in their attachments.

write-off (n) C

/ˌraɪt ˈɒf/

wrak

My car is a **write-off** after the accident.

2.6 Case study - Cybertartan Software

bathroom break (n) C

/'bɑ:θru:m ˈbreɪk/

przerwa na wyjście do toalety

Some companies are so obsessed about productivity that they even have rules for **bathroom breaks**.

claim (v) T

/kleɪm/

twierdzić

He **claims** he is innocent

come up with (phr.v) T

/ˌkʌm ˈʌp wɪð/

wymyślić

I'd like you to **come up with** some proposals.

count on someone (phr.v) T

/'kaʊnt ən ˌsʌmwʌn/

liczyć na kogoś

I'm **counting on you** to produce some creative ideas.

from the horse's mouth (idiom)
INFML

/'frɒm ðə ˈhɔ:sɪz ˈmaʊθ/

z pierwszej ręki

You should talk to the advisers themselves - get the information straight **from the horse's mouth**.

meal break (n) C

/'mi:l ˌbreɪk/

przerwa na posiłek

Employees are entitled to two **meal breaks** in a working day.

obsolescence (n) U

/'ɒbsəˈlesns/

przestarzałość

Consumers are the obvious victims of planned **obsolescence** because they are often forced to upgrade their systems more often than necessary.

Q4 (adj) / n

/'kju: ˈfɔ:/

czwarty kwartał

Our **Q4** consumer satisfaction survey is disastrous.

shift (n) C

/'ʃɪft/

zmiana (organizacja czasu pracy)

Desks are shared with colleagues on other **shifts**.

staff turnover (n) C/U

/'stɑ:f ˈtɜ:nəʊvə/

rotacja pracowników

We have serious recruitment problems and a high **staff turnover**.

swap (v) I/T

/swɒp/

zamienić

Do you want to **swap** seats?

triple (v) T

/'trɪpl/

potroić

He helped **triple** the value of the company.

3 Products and packaging

3.1 About business - Packaging

arthritic (adj)

/'ɑ:θrɪtɪk/

artretyzm, artretyczny

Ring-pull cans are particularly difficult to open for **arthritic** fingers.

blister pack (n) C

/'blɪstə ˌpæk/

opakowanie konturowe

Our batteries are sold in **blister packs** of four cells.

branding (n) U BUSINESS

/'brændɪŋ/

branding

Branding is not enough to differentiate almost identical products.

bruise (n) C	/bru:z/	siniak	He had a purple bruise over his eye.
drawing-board (n) C	/'drɔ:ɪŋ ˌbɔ:d/	deska projektowa	We must go back to the drawing board .
focus group (n) C	/'fəʊkəs ˌgru:p/	grupa fokusowa, fokus	Focus groups provide insight into consumers' attitudes to a new product.
interface (v) I	/'ɪntəˌfeɪs/	mieć kontakt	It is helpful to involve everybody who will interface with the employee in the selection process.
know-how (n) U	/'nəʊˌhaʊ/	know-how	Our consultants will provide the necessary know-how , so that your company be able to launch production next year.
mockup (n) C	/'mɒkʌp/	makieta	The R&D department has just produced a mockup of our new laser printer.
pilfer (v) I/T	/'pɪlfə/	podkraść (zwl. coś z miejsca pracy)	It turned out that he had been pilfering various products that the company makes for three years.
pitch (v) T	/pɪtʃ/	sprzedać, "wcisnąć"	He had tried to pitch the series to all the major television networks.
pliers (n) Pl.	/ˈplɪəz/	szcypce	Use pliers to pull out the nails.
point of sale (n) C	/'pɔɪnt əv 'seɪl/	punkt sprzedaży	These leaflets will be distributed in all our points of sale .
premium (adj)	/'pri:miəm/	lepszy, luksusowy	People are willing to pay more for premium brands of any product.
rag (n) C	/ræg/	szmata, płachta	For taxpayers, spending public money on private jet planes for government officials is like a red rag to a bull .
rage (n) C/U	/reɪdʒ/	wściekłość	Her eyes filled with tears of rage and frustration.
seduce (v) T	/sɪ'dju:s/	uwieść	Packaging is the manufacturer's last chance to seduce the customer.
shape (n) C/U	/ʃeɪp/	kształt	Their shampoo bottles have a very original shape .
shrinkage (n) Sg./U	/'ʃrɪŋkɪdʒ/	kurczenie się	The company has recently experienced a sharp shrinkage of profits.
slash (v) T	/slæʃ/	ciąć, obciąć	His attacker slashed him across the face with a knife.
sprain (n) C	/spreɪn/	skręcenie (np. kostki)	Many people are suffering sprains to their shoulders due to overstretching.
stab (v) T	/stæb/	wbijać (nóż, widelec)	She stabbed the meat with her fork.
stakeholder (n) C	/'steɪkˌhəʊldə/	osoba zainteresowana	We invited all stakeholders in the project to a meeting.
tear (v) I/T	/teə/	podrzeć	It's made of very thin material that tears easily.
trigger (v) T	/'trɪgə/	wywołać	Bad news from the USA have triggered spectacular falls on all world major stock exchanges.

turn-around (n) C/U	/ˈtɜːn əˈraʊnd/	≈ czas realizacji zadania	A short turn-around means that the manufacturer can react very quickly to changes in the market.
water down (phr.v) T	/ˌwɔːtə ˈdaʊn/	rozwodnić (pomysł)	Original product ideas very often get watered down for the sake of cost.
weld (v) I/T	/weld/	spawać, zgrzewać	Their flagship products are machines for welding plastic bags.
wrap (v) T	/ræp/	pakować, zawijać	Each box has a bright red ribbon wrapped round it.
wrestle (v) I/T	/ˈresl/	walczyć (z czymś, przen.)	He had to wrestle with accusations of corruption.

3.2 Vocabulary - Specifications and features

beta test (v) T	/ˈbi:tə ˌtest/	testować produkt (przed wypuszczeniem na rynek)	The new product was beta tested by the most demanding users.
bird's-eye view (n) Sg.	/ˌbɜːdz aɪ ˈvjuː/	widok z lotu ptaka	The display screen shows you a bird's eye view of where you are.
blueprint (n) C	/ˈbluːprɪnt/	matryca, model	We will start production as soon as the blueprint is complete.
chart (n) C	/tʃɑːt/	mapa	You can change charts by touching the button on the screen.
fire-retardant (adj)	/ˌfaɪə rɪˈtɑːdnt/	trudno palny	We are shipping the chemicals in fire-retardant containers.
fool (n) C	/fuːl/	głupiec	Don't make a fool of yourself!
grab (v) T	/græb/	chwycić	It's often the bad characters in a story who grab our attention .
overlay (n) C	/ˈəʊvəleɪ/	warstwa (dane nałożone na obraz komputerowy)	With this extra piece of software, you can add a weather overlay to your street atlas program.
tamper with (phr.v) T	/ˈtæmpə ˌwɪð/	majstrować przy czymś (przen.)	Do not tamper with any equipment in this room.

3.3 Grammar - Articles, relative clauses and noun combinations

antenna (n) C	/ænˈtenə/	antena	The transmission unit is equipped with a 6 metre high antenna .
browse (v) I/T COMPUTING	/braʊz/	szukać	Just browse two or three internet bookshops to find the book you want.
bump (v) I/T	/bʌmp/	uderzyć (w coś)	Small boats were bumping against the wooden pier.

comply (v) I	/kəm'plai/	zastosować się (do jakichś zasad)	You are legally obliged to comply fully with any investigations.
concentric (adj)	/kən'sentrik/	koncentryczny	The painting features the motive of concentric circles.
cope (v) I	/kəʊp/	radzić sobie z czymś	There's a seminar on coping with stress in the workplace next week.
device (n) C	/dɪ'vaɪs/	urządzenie	Secure your bike with this simple locking device .
drop (v) T	/drɒp/	upuścić	She dropped her cup and spilled coffee all over the floor.
empowerment (n) U	/ɪm'paʊəmənt/	≈ empowerment, swoboda (wyposażenie kogoś w środki potrzebne do decydowania o jakiejś sprawie)	Junior managers workers ought to receive more empowerment to become better motivated.
flip cover (n) C	/'flɪp ˌkʌvə/	obudowa składana (w telefonach komórkowych)	It's difficult to open a flip cover with only one hand.
frill (n) C	/frɪl/	"udziwnienie"	It's an ordinary air conditioner with no frills .
get rid of (phr)	/rɪd/	pozbyć się czegoś lub kogoś	I suggest we get rid of the old desktop computers and buy everyone a laptop.
lead-time (n) C/U	/'li:d,tʌɪm/	≈ faza projektowania	Local firms learned how to reduce lead time by 75–95% while still reducing costs.
patent (n) C	/'peɪntnt/	patent	In 1878, Edison received a patent for his phonograph.
rating (n) C	/'reɪtɪŋ/	ocena	The guide gives restaurants a rating out of ten.
replica (n) C	/'replɪkə/	replika	He produced replica paintings of famous artists to earn a living.
retractable (adj)	/'rɪ'træktəbl/	wysuwany	Landing gears can be either fixed or retractable .
sketch (n) C	/'sketʃ/	szkie	In 1485, Leonardo made detailed sketches of parachutes.
spreadsheet (n) C	/'spredʃi:t/	arkusz kalkulacyjny	We use a special spreadsheet to calculate the amount of tax due.
workhorse (n) C	/'wɜ:k,hɔ:s/	≈ niezbędnik (coś, bez czego trudno się obyć)	The only place I don't use this phone is the church - otherwise, it's a real workhorse .

3.4 Speaking - Presentations: structure

anecdote (n) C	/'ænək,dəʊt/	historia, opowiadka	He thought his anecdotes were amusing, but we were secretly yawning all the time.
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bulky (adj)	/ˈbʌlki/	masywny	Until now, GPS systems have been too bulky to be used as personal tracking devices.
green light (n) C	/ˌɡriːn ˈlaɪt/	zielone światło	He gave us the green light to go ahead with the project.
hook (n) C	/hʊk/	hak, zachęta (przen.)	Good presenters tell an anecdote, a joke or use some other hook to get the audience's attention.
lecture (n) C	/ˈlektʃə/	wykład	Tomorrow she will be giving a lecture at London University.
overwhelmingly (adv)	/ˌəʊvəˈwelɪŋli/	przytłaczająco	We've had overwhelmingly positive reactions to this model during trials.
ping (v) T COMPUTING	/pɪŋ/	pingować (wydać komendę ping)	If the server doesn't respond, try to ping its IP address to see if it's online.
precedent (n) C/U	/ˈpreɪsɪdənt/	precedens	This is disturbing news and totally without precedent .
rhetorical question (n) C	/rɪˈtɒrɪkl ˈkwɛstʃ(ə)n/	pytanie retoryczne	He asked plenty of rhetorical questions like "Why is everything so bureaucratic in this country"?
tracking (n) U	/ˈtrækɪŋ/	śledzenie (np. przesyłek)	Most courier service companies now have an on-line tracking system for parcels.
wrap up (phr.v) I/T INFML	/ˌræp ˈʌp/	zakończyć (pot.)	I'd like to wrap up my presentation by summarizing the advantages of our products.

3.5 Writing - A product description

alloy (n) C/U	/ˈæləɪ/	stop (metali)	Brass is an alloy of copper and zinc.
benefit (n) C/U	/ˈbenɪfɪt/	korzyść	Free meals are one of the benefits of working for this company.
feature (n) C	/ˈfi:tʃə/	cecha	The latest model has some unique features distinguishing it from our competitors' products.
intuitive (adj)	/ɪnˈtjuːətɪv/	intuicyjny	The N5100 mobile phone has a very intuitive user interface.
plug-in (n) C COMPUTING	/ˈplʌɡɪn/	plugin, wtyczka (komp.)	To view DjVu™ documents in a web browser, you need a plug-in .
quibble (n) C	/ˈkwɪbl/	czepianie się (o coś)	It's just a quibble , but they desperately want to find a pretext to ask for a lower price.
stand out (phr.v) I	/ˌstænd ˈaʊt/	wyróżniać się	Your presentation will stand out with special effects and animation.

3.6 Case study - Big Jack's Pizza

BOGOF (Buy One Get One Free)		jedna sztuka gratis	Only tonight: BOGOF .
chequered (adj)	/ˈtʃekəd/	wzór w kratę	They have a particularly ugly chequered marble floor in their office.
dine-in (adj)	/ˌdaɪn ˈɪn/	na miejscu (posiłek w restauracji)	Some restaurants have different prices for dine-in and takeaway meals.
franchisee (n) C	/ˌfrɛntʃaɪˈziː/	franszyzobiorca	One of the easiest ways to start up in business is to become a franchisee .
fusion cuisine (n) U	/ˈfjuːʒn kwɪˈziːn/	kuchnia mieszana	We offer a new range of fusion cuisine pizzas.
gourmet (n) C	/ˈgəʊmeɪ/	koneser	Martin Baker is a well-known gourmet writing restaurant reviews for <i>The Gazette</i> .
slide (v) I	/slaɪd/	ślizgać się	The slices slide in the box and get stuck together.
strengthen (v) T	/ˈstreŋθ(ə)n/	wzmocnić	Big Jack's Pizza wishes to strengthen its brand.
threat (n) C/U	/θret/	zagrożenie	What is the biggest threat to the company?
USP (n) C BUSINESS	/ˌjuː es ˈpiː/	USP	Many advertising campaigns fail because the product's USP is too weak.

4 Careers

4.1 About business - Career choices

acknowledge (v) T	/əkˈnɒlɪdʒ/	przyznawać	He never acknowledges his mistakes.
aptitude (n) C/U	/ˈæptɪtjuːd/	predyspozycja	I have no aptitude for maths.
attune (v) T	/əˈtjuːn/	dostroić, dopasować	You've got to attune yourself to the message.
calling (n) C FML	/kɔːlɪŋ/	powołanie	It was her calling to help other people.
compromise (v) I	/ˈkɒmprəˌmaɪz/	pójść na kompromis	Her refusal to compromise infuriated her colleagues.
core (adj)	/kɔː/	podstawowy, najważniejszy	We need to focus on our core activities .
dicey (adj) INFML	/ˈdaɪsi/	ryzykowny (pot.)	Trying to describe what your job will be beyond 12 to 18 months from now is very dicey .
dig into something (phr. v) INFML	/ˈdɪg ɪntu ˌsʌmθɪŋ/	zagłębić się w coś	The management have decided to dig into the reasons for the campaign's failure.

earth-shattering (adj)	/ˈɜːθ ʃæt(ə)rɪŋ/	≈ zaskakujący	John was appointed the CEO. Hardly earth-shattering news - everyone had expected that to happen.
gel (v) I	/dʒel/	skryzalizować, wyklarować	Human interests gel when people reach their early twenties.
granular (adj)	/ˈgrænjʊlə/	szczegółowo (przen.)	He came up with a very granular action plan.
inertia (n) C	/ɪˈnɜːʃə/	inercja	Most public institutions in this country are paralysed by bureaucracy and inertia .
jump in (phr.v) I	/ˌdʒʌmp ˈɪn/	wskoczyć	She jumped in the deep end by volunteering to teach in Angola.
light (v) T	/laɪt/	zapalać	She lit a cigarette even though it was a non-smoking restaurant.
pan out (phr.v) I INFML	/ˌpæn ˈaʊt/	potoczyć się (sytuacja)	Let's see how things pan out before we decide.
pick (v) T	/pɪk/	podnosić	I wanted to pick your brains about this idea I've had.
posse (n) C INFML	/ˈpɒsi/	paczka (kolegów)	That's me and our posse in the picture.
sculpt (v) T	/skʌlpt/	rzeźbić	These statues are sculpted in pure gold.
shallow (adj)	/ˈʃæləʊ/	płytki	It is a very shallow analysis and we will probably need more research to get accurate data.
shift (v) I/T	/ʃɪft/	przesunąć (uwagę, punkt ciężkości)	Consumer preferences have recently shifted towards traditional products.
spark (v) I/T	/spɑːk/	wywołać coś	The government's decision to reform the pension system sparked off widespread protests.
start the ball rolling (phr)	/ˌstɑːt ðə bɔːl ˈrɒlɪŋ/	rozpocząć coś (pot.)	There are several things we should discuss. Who'd like to start the ball rolling ?
stay put (v) I	/ˌsteɪ ˈpuːt/	nie ruszać się	Stay put . I'll be back in a minute.
strike off (phr.v) I	/ˌstraɪk ˈɒf/	ruszyć (pot.)	Take some time before you strike off in pursuit of a totally different career.
tap (v) T	/tæp/	wykorzystywać	Are you tapping your staff's full potential?
think through (phr.v) T	/ˌθɪŋk θruː/	przemyśleć coś	Have you had time to think things through ?
treadmill (n) C	/ˈtredmɪl/	kierat (praca w kieracie)	This job is making me sick - I wonder when I will finally get off that treadmill .
vocation (n) C	/vəʊˈkeɪʃn/	powołanie	Mason regarded teaching as his vocation .

4.2 Vocabulary - Careers, personal skills and qualities

asset (n) C	/ˈæset/	atut	Youth is a real asset in this job.
concern (n) C HUMAN RESOURCES	/kənˈsɜːn/	troska, przedmiot troski (sprawa lub osoba)	He is a real concern because he likes to manifest his independence whenever it's possible.
controversial (adj)	/ˌkɒntrəˈvɜːʃl/	kontrowersyjny	The editor refused to publish her article, saying it was too controversial .
fast-track (n) Sg.	/ˈfɑːst ˌtræk/	szybka ścieżka	I'd like to put her on a fast track and start preparing her for senior management.
fire (v) T INFML	/faɪə/	wyrzucić (kogoś z pracy)	We'll fire him if he doesn't improve his sales results.
flag (v) T	/flæg/	oznaczyć	I flagged any words I didn't know.
greedy (adj)	/ˈɡriːdi/	chciwy	He certainly has the right qualifications, but he's getting greedy .
headhunter (n) C	/ˈhedˌhʌntə/	headhunter, łowca głów	You have to have an outgoing personality and know a lot of people to be a good headhunter .
high-flier (n) C	/ˌhaɪˈflaɪə/	ambitny (o młodej osobie)	He is seen as a high-flier in the company.
liaise (v) I	/liˈeɪz/	być w kontakcie	I liaise with the government officials.
mentor (n) C	/ˈmentɔː/	mentor	As a mentor , you should first of all listen to what people have to say to you.
multitasking (n) U	/ˌmʌltɪˈtæskɪŋ/	multitasking, wielozadaniowość	I'm good at multitasking and coping with pressure is no problem.
novel (n) C	/ˈnɒvl/	powieść	She wrote her first novel while she was unemployed.
on the spot (phr)	/ˌɒn ðə ˈspɒt/	od razu, na oczekaniu	She was made redundant on the spot .
raise (n) C	/reɪz/	podwyżka	We gave him a big raise six months ago when he was promoted.
unconventional (adj)	/ˌʌnkənˈvenʃn(ə)l/	niekonwencjonalny	He's got a lot of unconventional ideas.
wannabe (n) C / (adj) INFML	/ˈwɒnəbi/	≈ niedoszły (pretendujący do jakiejś roli)	He has no talent for management, so he'll probably remain a wannabe director forever.

4.3 Grammar - Present tenses

appraisal (n) C/U BRE BUSINESS	/ə'preɪzəl/	ocena pracownika	Once a year, every employee has an appraisal interview with the personnel manager.
assault course (n) C	/ə'sɔ:lt ˌkɔ:s/	tor przeszkód	That was not a qualifications test - it was an army assault course !
cog (n) C	/kɒg/	trybik (też przen.)	I don't want to be a small cog in the company's machine for the rest of my life.
deposit (n) C	/dɪ'pɒzɪt/	kaucja, depozyt	She paid a £500 deposit , and agreed to pay the balance within six months.
divorcee (n) C	/dɪˌvɔ:ˈsi:z/	rozwodnik, rozwódka	Howard is a divorcee with two young children
hand (v) T	/hænd/	wręczyć	I've got to hand it to you - you don't give up easily.
kid (v) I/T SPOKEN	/kɪd/	żartować (pot.)	This can't be serious, he must be kidding .
knock over (v) T	/ˌnɒk 'əʊvə/	przewrócić coś	These cups are very easy to knock over , aren't they?
relevant (adj)	/ˈreləv(ə)nt/	właściwy, dotyczący (jakiegoś tematu)	Ms Brown has more relevant experience than the others.
submit (v) T	/səb'mɪt/	składać (pismo, dokument)	The plans will be submitted next week.
undergraduate (n) C	/ˌʌndə'grædʒuət/	student (przed dyplomem licencjata)	The recruitment agency is looking for undergraduates with marketing experience.

4.4 Speaking - Job interviews

achievement (n) C	/ə'tʃi:vmənt/	osiągnięcie	What is your greatest achievement ?
come round (phr. v) BRE	/ˌkʌm 'raʊnd/	zmienić zdanie	We were sure she'd come round in the end.
commitment (n) C/U	/kə'mɪtmənt/	zobowiązanie, obietnica	We've made a long-term commitment , so we can't withdraw just like that.
regardless of (phr)	/rɪˌgɑ:dləs 'ɒv/	bez względu na	Regardless of what you are asked, the employer really wants to know only why you want this job.
resent (v) T	/rɪ'zent/	mieć urazę	It's obvious that he resents being dropped from the team.
strength (n) C	/streŋθ/	siła, mocny punkt	Ron's main strength is his ability to motivate players.
weakness (n) C	/ˈwi:knəs/	słabość, słaby punkt	There are a number of weaknesses in this strategy.

4.5 Writing - A CV

faculty (n) C	/ˈfæk(ə)lti/	wydział (na uniwersytecie)	I represented over 400 members in faculty meetings.
grade (n) C	/greɪd/	stopień	I got a Grade 2 for art last semester.
IS (abbrev.)	/aɪ 'es/	systemy informatyczne	I played an integral part in a team of consultants working on IS projects.
LAN (n) C COMPUTING	/,el eɪ 'en/	sieć lokalna (komp.)	I had to learn how to set up a LAN .
networking (n) U	/ˈnet,wɜ:kɪŋ/	łączenie komputerów w sieć	We are experts in networking solutions.
wpm (abbrev.)	/,dʌblju: pi: 'em/	słów na minute	My typing speed is 90 wpm .

4.6 Case study - Gap years and career breaks

accommodation (n) U	/ə,kɒmə'deɪʃn/	zakwaterowanie	The hotel provides accommodation for up to 100 people.
find your feet (idiom)	/,faɪnd jə 'fi:t/	nabrać pewności	The programme starts with an intensive orientation course to help you find your feet .
gap year (n) C	/ˈgæp jɪə/	rok przerwy w karierze	I think I need a gap year before I start my first job after university.
organic (adj)	/ɔ:'gæɪnɪk/	organiczny	Is this milk organic ?
sabbatical (n) C/U	/sə'bætɪkəl/	urlop naukowy	He took a sabbatical to write a book.
short-list (v) T	/ˈʃɔ:t,lɪst/	sporządzić krótką listę (kandydatów)	He was short-listed for a second interview at Wilson Brothers.
step back (phr.v) I	/,step 'bæk/	≈ nabrać dystansu	It is a unique opportunity to step back from your career and decide what you want to do with your life.
tangible (adj)	/ˈtæŋdʒəbl/	konkretny, wymierny	This is a chance to do something tangible to help people in need.
together with (phr)	/tə,geðə 'wɪð/	razem z	Send in the application form together with your CV.
underprivileged (adj)	/,ʌndə'prɪv(ə)lɪdʒd/	pokrzywdzony (mający mniejsze szanse niż inni)	Access to education is a big problem in many underprivileged areas of the world.
waste (v) T	/weɪst/	strata, marnowanie	It was a waste of time.

5 Making deals

5.1 About business - E-tailing

barge in (v) I	/ˈbɑːdʒ ˈɪn/	wtargnać	He just barged in in the middle of a meeting without even knocking on the door.
beware (v) I/T	/biˈweə/	uwagać	Beware , buying a house is full of problems.
briskly (adv)	/'brɪskli/	energicznie	Sales rose briskly last year.
e-tailer (n) C COMPUTING	/'iːteɪlə/	sprzedawca w Internecie	What can e-tailers do to make visitors actually buy products?
eyeball (n) C	/'aɪbɔːl/	gałka oczna (dosł.), tu: osoby oglądające stronę	Despite best efforts, lots of ' eye-balls ' aren't necessarily translating into sales.
intrusive (adj)	/ɪnˈtruːsɪv/	natrętny	I found their questions quite intrusive .
publicly-traded (adj)	/ˌpʌblɪkli ˈtreɪdɪd/	notowany (na giełdzie)	They will become the largest publicly traded company in France.
pushy (adj) INFML	/'ʊʃi/	nachalny, rozpychający się (też przen.)	He was very pushy in trying to sell me that PC.
smother (v) T	/'smʌðə/	pokryć, obsypać kogoś czymś(przen.)	She smothered her child with kisses

5.2 Vocabulary - Negotiating and e-tailing

bank statement (n) C	/ˈbæŋk ˌsteɪtmənt/	wyciąg bankowy	When I checked my bank statement , I noticed they have debited my credit card twice!
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5.3 Grammar - Conditionals and recommendations

dust (n) U	/dʌst/	kurz	The dictionaries were covered in dust .
ISO (abbrev.)	/'aɪes'əʊ/	ISO (organizacja)	Our parent company recommends that we do not buy from non- ISO -certified suppliers.
rpm (abbrev.)	/'ɑːpi:'em/	obroty na minute (jednostka miary)	We recommend you do not exceed 9,000 rpm in the first two weeks.

unwilling (adj)	/ʌn'wɪlɪŋ/	niechętny	Jane was unwilling to admit she was wrong.
willing (adj)	/'wɪlɪŋ/	skłonny	We are willing to make the changes, as long as you supply a prototype.

5.4 Speaking - Negotiations: bargaining

auditor (n) C	/'ɔ:dtɪə/	audytor	You need to work with the auditor to help him with the account books.
insignificant (adj)	/,ɪnsɪg'nɪfɪkənt/	mało ważny	He puts all his energy into arguing about insignificant details .
nitty-gritty (n) U INFML	/'nɪtɪ 'grɪtɪ/	sedno sprawy (pot.)	OK, let's get down to the nitty-gritty - what do I need to do to get rid of him?
package (n) C	/'pækɪdʒ/	pakiet	The package includes ten e-mail accounts and 1GB of space for your webpage.
reluctant (adj)	/'rɪ'lʌktənt/	niechętny	I'd be reluctant to agree, unless you can guarantee regular orders.
tentative (adj)	/'tentətɪv/	wstępny (np. wstępna zgoda)	It was just a tentative offer which we don't have to agree to.

5.5 Writing - A proposal

breakdown (n) C	/'breɪkdaʊn/	podział; rozbiecie	We'll need to see a breakdown of these figures before we sign the contract.
contingency (n) C	/'kɒn'tɪŋdʒ(ə)nsɪ/	ewentualność	Do we have a contingency plan if the first option fails?
fee (n) C	/'fi:/	opłata	The monthly fee for PZpay Pro is just 12 USD.
mail order (n) U	/'meɪl 'ɔ:də/	sprzedaż wysyłkowa	This book is available from bookshops or by mail order .
merchant account (n) C	/'mɜ:ʃ(ə)nt ə'kaʊnt/	rachunek rozliczeniowy (w handlu)	Set up your merchant account with us to resolve your online payment problems.
process (v) T	/'prəʊses/	przetwarzać	28,000 applications for visas have to be processed .
prospect (n) C	/'prɒspekt/	potencjalny klient	I've just come back from three sales meetings with prospects .

5.6 Case study - St. John's Beach Club

allocate (v) T	/ˈæləˌkeɪt/	przydzielać	Our task is to decide the best way to allocate scarce resources.
gourmet (adj)	/ˈɡuːmeɪ/	wyborny (o jedzeniu)	They welcomed us with a specially prepared gourmet meal.
incentive (n) C/U	/ɪnˈsentɪv/	zachęta, motywacja	Employers are being offered financial incentives to hire young people.
squeeze (v) I/T	/skwiːz/	wycisnąć (też przen. - coś z kogoś)	If we can squeeze something more from them - after all, we are their biggest customers.
throw in (phr.v) T	/θrəʊ ˈɪn/	dodać, dołożyć (np. gratis jakiś produkt)	Try to persuade them to throw in some extra benefits.
upgrade (n) C	/ˈʌpɡreɪd/	uaktualnienie, podniesienie standardu	I got a free upgrade to business class on my flight.

6 Company and community

6.1 About business - Corporate social responsibility

adverse (adj)	/ˈædvɜːs/	zły, ciężki do wytrzymania	An adverse reaction from the public
align (v) T	/əˈlaɪn/	≈ poprzeć, sprzymierzyć się	Starbucks aligns the interests of the company with its employees.
altruism (n) U	/ˈæltruːɪz(ə)m/	altruizm	Many companies say they believe in altruism , but all they want is just good publicity.
bean (n) C	/biːn/	ziarno	Coffee beans mostly come from South America.
bear (v) T	/beə/	dźwigać (ciężar)	A new study has confirmed that the wealthiest Americans bear the income tax burden.
contend (v) T FML	/kənˈtend/	twierdzić	Critics of the school system contend that not enough emphasis is placed on creativity.
corporate social responsibility (phr)	/ˈkɔːp(ə)rət ˈsəʊʃl rɪˌspɒnsəˈbɪləti/	odpowiedzialność społeczna firmy	ABC Inc. demonstrates their strong commitment to corporate social responsibility .
credo (n) C FML	/ˈkriːdəʊ/	credo	Tolerance has always been part of their credo .
dismay (v) T	/dɪsˈmeɪ/	zaniepokoić	Many businesses are doing things that dismay environmentalists across the country.

global warming (n) U	/ˌɡləʊbl 'wɔːmɪŋ/	globalne ocieplenie	Global warming is causing sea levels to rise.
hybrid (adj)	/'haɪbrɪd/	hybrydowy	Companies which have huge transportation costs are looking for ways to drive hybrid vehicles.
mindful (adj)	/'maɪn(d)f(ə)l/	uważny, świadomy	Travellers ought to be mindful of their surroundings.
offset (v) T	/'ɒf,set/	rekompensować, wyrównać	Falling sales in Thailand were offset by strong performances in other markets.
presumption (n) C	/'prɪ'zʌmpʃn/	założenie	We make the presumption that officials are honest.
sound (adj)	/'saʊnd/	porządny, solidny	Business must make sound profit.
strive (v) I	/'straɪv/	usiłować	We strive to be accurate, but some mistakes are inevitable.
sue (v) I/T	/'suː/, /sjuː/	podać do sądu	If we go public with these allegations, do you think he will sue ?
sustainable (adj)	/'sə'steɪnəbl/	zrównoważony	Tourism helps to provide sustainable income for many families.
utility (n) C	/'juː'tɪlɪti/	usługa komunalna	Many countries and municipalities have started to privatize their utility companies.

6.2 Vocabulary - Meetings, ethical behaviour and social performance

ad hoc (adj)	/ˌæd 'hɒk/	ad hoc	She has a very ad hoc approach to management.
extravagant (adj)	/'ɪk'strævəɡənt/	ekstrawagancki	Advertisements are often deliberately misleading, sometimes making extravagant promises.
fellow (adj)	/'feləʊ/	znajomy	Employees need to act with integrity and honesty toward their fellow workers.
fine (n) C	/'faɪn/	kara (pieniężna)	Firms could face fin es up to £5,000.
foodstuff (n) C/U FML	/'fuːd,stʌf/	artykuł spożywczy	Product descriptions are frequently not accurate when listing ingredients used in foodstuffs .
lawsuit (n) C	/'lɔːsuːt/	pozew	The singer has filed a \$100 million lawsuit against his record company.
regulatory (adj)	/'regjʊlət(ə)ri/	nadzorujący	It is better not to get in trouble with regulatory agencies.

6.3 Grammar - The passive and reported speech

industrial espionage (n) U	/ɪn,dʌstriəl 'ɛspɪə,nɑːʒ/	szpiegostwo przemysłowe	Several anonymous journalists have accused us of industrial espionage .
leak (n) C	/li:k/	wyciek	The explosion was caused by a gas leak .
leakage (n) U	/'li:kɪdʒ/	przeciek	Journalists were refused entry to the plant after leakages of toxic chemicals were described by workers.
nitrate (n) C/U	/'naɪtreɪt/	azotan	They were found guilty of releasing illegal levels of nitrates into the river.
outplacement (n) C/U	/'aʊt,pleɪsmənt/	reorientacja zawodowa	We are setting up an outplacement service to help people find new jobs.
protracted (adj) FML	/prə'træktɪd/	przeciągający się	Due to the complexity of the legal situation, the negotiations may be protracted .
savings (n) Pl.	/'seɪvɪŋz/	oszczędności	The money for starting up a company came out of his savings only.

6.4 Speaking - Meetings: teamwork

civil servant (n) C	/,sɪvəl 'sɜːv(ə)nt/	urzędnik służby cywilnej	Underpaid civil servants are more prone to corruption.
disabled (adj)	/dɪs'ɛɪbld/	niepełnosprawny	Companies are willing to hire disabled people if they are offered extra incentives from the government.
ethnic minority (n) C	/,eθnɪk maɪ'nɔːrəti/	mniejszość etniczna	Many children from ethnic minorities have education problems.
slim (adj)	/slɪm/	szczupły	She had a slim , youthful figure.
tender (n) C/U	/'tendə/	oferta (w przetargu)	The authorities have invited international tenders for the project.
turn a blind eye (to something) (phr)	/,tɜːn ə ,blaɪnd 'aɪ tə ,sʌmθɪŋ/	przymykać oko (na coś)	We're not supposed to park here, but the authorities usually turn a blind eye .

6.5 Writing - Reports and minutes

derive (v) T	/dɪ'reɪv/	czepać (satisfakcję, przyjemność)	They derive great enjoyment from these simple games.
paternalism (n) U	/pə'tɜːnəlɪz(ə)m/	paternalizm	They were accused of paternalism .
positive discrimination (n) U	/'pɒzətɪv dɪ,skrɪmɪ'neɪʃn/	dyskryminacja pozytywna	The new positive discrimination policy is expected to bring more women to management positions.

6.6 Case study - Phoenix

derelict (adj)	/ˈderəlɪkt/	zrujnowany	The land in this area is currently derelict and worthless.
flammable (adj)	/ˈflæməbl/	łatwopalny	Flammable materials must be stored in special containers.
greenfield site (n) C	/ˈɡriːnfiːld ˌsaɪt/	niezabudowana działka	It's a greenfield site , just on the edge of town.
hazardous (adj)	/ˈhæzədəs/	niebezpieczny (dla zdrowia)	These chemicals are hazardous to human health.
toxic (adj)	/ˈtɒksɪk/	toksyczny	We take special care to ensure that toxic substances are processed safely.
upset (v) T	/ʌpˈset/	zmartwić (kogoś)	People were upset by Hansen's rude remarks.
worthless (adj)	/ˈwɜːθləs/	bezwartościowy	The country's currency is nearly worthless .

7 Mergers and acquisitions

7.1 About business - Risks and opportunities in M&A

assets (n) Pl.	/ˈæsəts/	aktywa	The business has assets totalling £5.1 million.
due diligence (n) U	/ˌdjuː ˈdiːlɪdʒ(ə)ns/	należyta staranność	Board members must act with due diligence to protect shareholders' interests.
external growth (n) U	/ɪkˌstɜːnl ˈgrəʊθ/	rozwój przez kupowanie innych spółek	External growth is an option for corporations with large reserves of cash.
gene (n) C	/dʒiːn/	gen	He believes that shyness is in the genes .
homogenize (v) T	/həˈmɒdʒəˌnaɪz/	ujednoczyć	World cultures are rapidly becoming homogenized as a result of globalization.
invoke (v) T FML	/ɪnˈvəʊk/	przywołać (coś)	He invoked moral principles to persuade us that he was right.
laid-back (adj) INFML	/ˌleɪdˈbæk/	luźny	He has a very laid-back management style.
open enrolment (n) C	/ˌəʊpən ɪnˈrəʊlmənt/	zajęcia otwarte (na uniwersytecie)	The only condition of attendance in those open enrolment classes is your ability to pay the fees.
prestigious (adj)	/preˈstɪdʒəs/	prestizowy	Every year hundreds of executives attend management courses at prestigious institutions.

sorely (adv)	/ˈsɔːli/	silnie	I was sorely tempted to pretend I was ill.
susceptible (adj)	/səˈseptəb(ə)l/	podatny (na coś)	The best engineers and managers may be susceptible to attractive offers from the competition.
synergy (n) C/U BUSINESS	/ˈsɪnədʒi/	synergia	Profitability is expected to benefit from synergies between the two operations.
take one's eye off the ball (idiom)	/ˌteɪk wʌnz ˌaɪ ɒf ðə ˈbɔːl/	≈ odwrócić (swoją) uwagę	A merger is a wonderful opportunity for everybody to take their eye off the ball and for the competition to jump in.
takeover (n) C/U	/ˌteɪkəʊvə/	przejęcie	ABC is getting ready for the takeover of its biggest competitor.
turmoil (n) U	/ˈtɜːmɔɪl/	zamieszanie	The recent market turmoil will have a long-lasting effect on the country's economy.

7.2 Vocabulary - Business performance

bid (n) C	/bɪd/	oferta (w aukcji, na licytacji)	Shareholder have accepted a takeover bid .
expire (v) I	/ɪkˈspaɪə/	wygasnąć	When the patent expired , competitors copied the product.
float (v) T BUSINESS	/fləʊt/	wprowadzić (na giełdę)	The company was floated in 1983.
flotation (n) C/U BUSINESS	/fləʊˈteɪʃn/	wprowadzenie (na giełdę)	The firm is planning a £30 million stock market flotation .
FTSE 100, the (n) U	/ˌfʊtsi wʌn ˈhʌndrəd/	FTSE 100 (indeks giełdowy)	The FTSE 100 fell again due to increasing economic uncertainty.
rumour (n) C/U	/ruːmə/	pogłoska	He'd heard rumours about some big financial deal.
wave (n) C	/weɪv/	fala	A fresh wave of selling sent technology stocks even lower.

7.3 Grammar - Future forms and expressing likelihood

asking price (n) Sg.	/ˈɑːskɪŋ ˌpraɪs/	cena (żądana przez sprzedawcę)	Just wait a few months, the asking price is bound to come down.
common ground (n) U	/ˌkɒmən ˈgraʊnd/	plaszczyzna porozumienia	They are very different, but they can certainly find common ground .
copycat (adj)	/ˈkɒpiˌkæt/	≈ naśladowujący coś	As soon as they started selling their futuristic furniture, a large number of copycat products appeared.
freelance (adj)	/ˈfriːlɑːns/	pracujący na własny rachunek, samozatrudniony	She works as a freelance journalist.

go ahead (phr.v) I	/ˌgəʊ ə'hed/	ruszyć (z czymś)	The merger will go ahead even if there are protests from some shareholders.
prosecute (v) I/T	/ˈprɒsɪˌkjʊ:t/	oskarżyć (przed sądem)	If the fine is not paid within ten days, we will be forced to prosecute .
take something by storm (idiom)	/ˌteɪk ˌsʌmθɪŋ baɪ 'stɔ:m/	wziąć szturmem (pot.)	Experts believe the product is going to take the market by storm next quarter.

7.4 Speaking - Presentations: visuals

crucial (adj)	/ˈkru:ʃl/	kluczowy	Listening to customers' needs is crucial to designing good products.
deteriorate (v) I	/dɪ'tɪərɪəˌreɪt/	pogarszać się	The economic situation is deteriorating .
disposable income (n) U	/dɪ'spəʊzəbl 'ɪnkʌm/	dochód rozporządzalny (po spłaceniu zobowiązań)	The average disposable income of American families rose by 4% last year.
figure (n) C	/ˈfɪgə/	liczba	This year's sales figures are excellent.
highlight (v) T	/ˈhaɪˌlaɪt/	podkreślać	The presenter highlighted the need for a quick decision.
overload (v) T	/ˌəʊvə'ləʊd/	przeładować	Do not overload your audience with slides.

7.5 Writing - Presentation slides

bullet point (n) C	/ˈbʊlɪt pɔɪnt/	punkt (na slajdzie w prezentacji)	Do not put entire sentences as a bullet point in a presentation
distracting (adj)	/dɪ'stræktɪŋ/	rozpraszający	Do not use distracting graphics in your presentation.
font (n) C TECHNICAL	/fɒnt/	czcionka	Old German documents are printed in Gothic font .
offshore (adv)	/ˌɒfʃɔ:/	za granicę (zwykle do raju podatkowego)	More and more companies are outsourcing work offshore .
vague (adj)	/veɪg/	niejasny	Witnesses gave only a vague description of the driver.

7.6 Case study - Calisto

charismatic (adj)	/ˌkærɪzˈmætɪk/	charyzmatyczny	What the company needs is a more charismatic leader.
Cost of Sales (n) U	/ˌkɒst əv ˈseɪlz/	koszty bezpośrednie (przy sprzedaży)	The Cost of Sales totalled \$370 million last year.
meteoric (adj)	/ˌmiːtɪˈbrɪk/	błyskawiczny	Figures confirmed the meteoric rise of Dylan Instruments to number one in the market.
newcomer (n) C	/ˈnjuːkʌmə/	nowo przybyły	They are relative newcomers to the musical instruments market.
rock (v) T	/rɒk/	wstrząsnąć (czymś lub kimś - pot.)	Spain has been rocked by another political scandal.
ruthless (adj)	/ˈruːθləs/	bezwzględny	Mark is a ruthless manager.
slick (adj)	/slɪk/	sprytny	The firm has used slick marketing to capture market share from all its competitors.
trumpet (v) T	/ˈtrʌmpɪt/	trąbić (o czymś - pot.)	The government trumpeted success in bringing down unemployment.

8 International trade

8.1 About business - Export sales and payment

chase (v) T	/tʃeɪs/	ścigać	Many companies are still chasing debts that are more than five years old.
creditworthiness (n) U	/ˈkredɪtˌwɜːðɪnəs/	zdolność kredytowa	We hired a credit agency to check our customer's creditworthiness .
draft (n) C	/draːft/	czek bankierski	The deposit has to be paid in cash or by draft .
go down (phr.v) I	/ˌgəʊ ˈdaʊn/	zadziałać (pot.)	What works well in your domestic market will not automatically go down well in another.
level playing field (n) Sg.	/ˌlevl ˈpleɪɪŋ ˌfiːld/	równe szanse	Small companies want a level playing field when bidding for government contracts.
pinball (n) U	/ˈpɪnˌbɔːl/	pinball	Pinball machines face competition from video games.
proactive (adj)	/praʊˈæktɪv/	zapobiegawczy, aktywny	Unless we take proactive measures, the situation will become impossible to control.
take on board (phr)	/ˌteɪk ɒn ˈbɔːd/	≈ dostać nauczkę	We've taken important lessons on board in the Middle East.

think outside the box (phr)	/ˌθɪŋk aʊtsaɪd ðə 'bɒks/	myśleć nieszablonowo	Employees are encouraged to think outside the box and develop creative solutions.
trace (n) C/U	/treɪs/	ślad	She was seen last week, then disappeared without trace .
wizard (n) C	/'wɪzəd/	magik, guru (też przen.)	He's a financial wizard .
would-be (adj)	/'wʊd.bi/	przyszły, potencjalny	It is important that would-be exporters should make a firm commitment to export.

8.2 Vocabulary - International deals and payments

file (v) T	/faɪl/	złożyć (dokument)	After the fire, the company filed an insurance claim for compensation.
frequent-flyer scheme (n) C	/'fri:kwənt 'flaɪə ,ski:m/	program lojalnościowy linii lotniczych	A frequent-flyer scheme is a way of developing customer loyalty.

8.3 Grammar - Prepositions

drop off (phr.v) T	/ˌdrɒp 'ɒf/	podrzucić	Is it OK if I drop the documents off later?
jet-lagged (adj)	/'dʒet.lægd/	zmęczony (po długim locie)	I'm going to be jet-lagged on Saturday, so I'll have to do it before coming back.
levy (v) T	/'levi/	pobierać (podatek)	Certain countries levy special taxes in imports.
pitch (n) C	/pɪtʃ/	≈ prezentacja handlowa (pot.)	People are very wary of the obvious sales pitch .
policy (n) C	/'pɒləsi/	polisa	We have a policy which covers the risk of non-payment.
preliminary (adj)	/'pri:lɪmɪ(ə)ri/	wstępny	A preliminary discussion was held before the negotiation.
scope (n) U	/skəʊp/	zakres	I'm afraid this issue is outside the scope of this meeting, so we can't discuss it.

8.4 Speaking - Negotiations: diplomacy

implication (n) C	/'ɪmplɪ'keɪʃn/	konsekwencja	We need to consider the financial implications .
quit (v) I/T	/'kwɪt/	odejść (z pracy)	She quit after only six months in the job.

8.5 Writing - Requests and reminders

disregard (v) T	/ˌdɪsrɪ'gɑ:d/	ignorować	They disregarded safety procedures and that's why the accident happened.
extend (v) T FML	/ɪk'stend/	udzielić (kredyt, pożyczkę)	Suppliers do not always extend credit to new customers.
factoring (n) U	/'fæktərɪŋ/	faktoring	If your customers are slow payers, one way to improve cash-flow is factoring .
outstanding (adj)	/aʊt'stændɪŋ/	należny (o płatnościach)	We have still not received payment for the outstanding sum of €15,798.
overdue (adj)	/ˌəʊvə'dju:/	zaległy (o płatnościach)	We regret to inform that our invoice no. 061704 is now overdue .
oversight (n) C	/'əʊvə'saɪt/	przeoczenie	This was an unfortunate oversight due to circumstances beyond our control.
settle (v) T	/'setl/	rozliczyć	He has thirty days to settle his bill.
we trust (phr) FML	/'wi: 'trʌst/	ufamy	We trust we can continue to do business together as in the past.

8.6 Case study - Jeddah Royal Beach Resort

armoury (n) Sg.	/'ɑ:məri/	arsenał (też przen.)	DNA testing is one of the newest weapons in the police's armoury .
loyalty (n) U	/'lɔɪəlti/	lojalność	ABC's customers have a high-level of brand loyalty .
resort (n) C	/'rɪ'zɔ:t/	kurort	St. Mortiz in Switzerland is a well-known ski resort .
uncollectible (n) C	/'ʌnkə'lektəbl/	dług nieściągalny	Our customers are taking longer and longer to pay and uncollectibles have gone over 3%!
vet (v) T	/'vet/	prześwietlić (np. kogoś)	Riaz's responsibilities include vetting corporate and individual applications for credit.
vulgar (adj)	/'vʌlgə/	wulgarny	I don't like record companies and those vulgar rock groups.
word of mouth (phr)	/'wɜ:d əv 'maʊθ/	≈ poczta pantoflowa	Most customers hear about us by word of mouth .