

## Vocabulary Exercise 1

Put the words in the right gaps.

cost      customers      demand      discount      enquiry      goods  
 invoice      letter      mistake      offer      orders      payment      production  
 receipt      reduction      reminder      sales      service      turnover

1. We have to send a ..... to all our ..... telling them about the new cheap rates.
2. Our sales have gone up to 35,000 units this year from 28,000 last year and I think and hope ..... for our products will continue to increase next year.
3. - We received an ..... from Hayes LTD yesterday. They want to know how much seventy of our PX550 models will ..... Normally, it would come to £ 24,000, but they have bought from us before, so I think we can give them a 5% ..... and let them have the lot for £ 22,800.  
 - OK, I'll send them an ..... immediately.
4. Our ..... increased by 10%, but our net profit by only 3%.
5. Look! Mayco want another sixty units as soon as possible. If we continue to get ..... at this rate, we will have to increase ..... a lot.
6. We hereby acknowledge ..... of the ....., which arrived this morning. However, two of the twenty boxes arrived damaged.
7. I got this jacket cheap. It was heavily reduced in the winter .....
8. - We received an ..... for £ 6,850 five weeks ago and paid it six days later. Now they have sent us a ..... ! I phoned them and they said they hadn't received any ..... I don't understand it.  
 - Well, maybe they have made a .....
9. We write or try to phone and don't get a reply... A man comes round to fix something and the next day it still doesn't work... We expect a much better level of ..... We are rather disappointed.
10. We've looked at the car dealers' ..... figures. It seems these models are more popular in the north of the country.

<b>cost - cost - cost</b>	kosten
<b>cost</b>	(unlike in German, "cost" can be used in the singular); <u>cost of living</u> : Lebenshaltungskosten; to bear the costs: die Kosten tragen (bear - bore - borne)
<b>customer</b>	Kunde
<b>client</b>	Kunde, Mandant
<b>customer</b>	usually buys goods
<b>client</b>	- usually buys advice / services (from a PR or advertising agency, lawyer, tax adviser) - big customers
<b>demand</b>	verlangen, fordern
<b>demand</b>	- Nachfrage - Forderung (allgemein, nicht in der Bilanz) demand for
<b>discount</b>	Rabatt, Nachlass, Ermäßigung
<b>reduction</b>	- Rabatt, Nachlass, Ermäßigung - Verringerung, Reduzierung (allgemein)
<b>enquiry</b>	- Anfrage - Untersuchung, Ermittlung      public inquiry: öffentliche Untersuchung enquiry OR inquiry to enquire about sth: to ask for information about sth
<b>goods</b>	Waren, Güter (goods immer in der Mehrzahl) "ware" is only usually used in certain combinations, e.g. warehouse, software
<b>invoice</b>	Rechnung
<b>bill</b>	Rechnung "invoice" can be a verb: <u>Invoice my company.</u> : Stellen Sie es meiner Firma in Rechnung. an invoice for £ 500: eine Rechnung über £ 500 "invoice" is a bit more formal/businessy "bill" is always used in a restaurant ( <u>Can we have the bill please?</u> : Können wir bezahlen bitte?) "bill" is used for <u>telephone bill</u> , <u>gas bill</u> , <u>electricity bill</u> etc. to foot the bill: die Kosten übernehmen müssen
<b>letter</b>	Brief
<b>mistake</b>	(often more personal); to make a mistake: einen Fehler machen I did it by mistake: ich habe es aus Versehen gemacht
<b>error</b>	(often more technical); <u>error of judgement</u> : Fehleinschätzung (nicht zu verwechseln mit <u>miscarriage of justice</u> : Justizirrtum, Fehlurteil)
<b>fault</b>	- Schuld; <u>It's (not) my fault.</u> : Es ist (nicht) meine Schuld. - Herstellungsfehler;      There is a <u>fault</u> / <u>defect</u> in this product. This product is <u>faulty</u> / <u>defective</u> . You can't use this coffee machine. It is <u>out of order</u> . - Charakterfehler;      He has many <u>faults</u> but he is a nice man.
<b>offer</b>	Angebot (but the expression "Angebot und Nachfrage" in English is " <u>supply and demand</u> ")
<b>order</b>	- Bestellung, Auftrag - Befehl - Ordnung
<b>payment</b>	Zahlung, Bezahlung
<b>production</b>	Produktion, Herstellung, Fertigung
<b>receive</b>	erhalten, empfangen, bekommen
<b>reception</b>	Empfang z.B. für Hotel, Firma; TV, Radio, Telefon; Sektempfang; Resonanz (wie das neue Buch angekommen ist/aufgenommen wurde)
<b>receipt</b>	- Empfang, Erhalt von Waren - Quittung, Beleg, Kassenbon - Einnahmen (receipts in der Mehrzahl) <u>acknowledgement of receipt</u> : Empfangsbestätigung
<b>reminder</b>	Mahnung
<b>turnover</b>	Umsatz
<b>sales</b>	- Umsatz - Absatz - Verkaufs-; <u>sales figures</u> : Verkaufszahlen <u>summer sales</u> , <u>winter sales</u> : Sommerschlussverkauf, Winterschlussverkauf
<b>service</b>	Dienst, Dienstleistung, Service
<b>support</b>	unterstützen, Unterstützung <u>customer service</u> , <u>customer support</u> , <u>after-sales service</u> : Kundendienst

## Vocabulary Exercise 2

Put the words in the right gaps. You will find the vocabulary list after exercise 3.

agenda	chair	complaint	confirm	defect	discuss
discussions	fault	items	meeting	minutes	refund
resolution	resolve	resume	solution	talks	

1. We haven't got much time left, so I suggest we turn to the two most important ..... on the ..... and leave the rest till next time.
2. I'm positive that we will be able to find a ..... to the problem pretty soon.
3. They have sent us a ..... because they are not happy with our service.
4. John Bates is going to ..... the ..... because Clive Norton has to go to a funeral.
5. Here is a copy of the ..... of the meeting with a full transcript of the shareholders' .....
6. We had ..... to try to ..... the situation, but we decided to wait for more results and potential investors to emerge and ..... talks in the summer.
7. If you are not satisfied with the quality of our products, you can return them and we will give you a full .....
8. It seems to be a recurring ..... in this product. I'll have to ..... the problem with our R&D department.
9. I would just like to ..... our reservation for 18<sup>th</sup> May.
10. I find these eternal ..... about the same topics rather tedious.

### Vocabulary Exercise 3

Put the words in the right gaps.

**appointment      delivery      department      duties      employees**  
**factory      issues      jobs      location      negotiations      plant**  
**quote      report      supplier      unemployment**

1. Phone us on 0800 ... and we will give you a free .....
2. Your ..... will include procuring and evaluating information and analysing market trends...
3. Could you arrange an ..... with Mr Smith for next week please?
4. .... is again one of the most important political ..... in the run-up to the general election. The government has just announced another plan to try to create .....
5. The company wants to increase its production and is looking for a good ..... for the new .....
6. She works in the accounts ..... She processes the incoming invoices.
7. There are a few mistakes in the ..... you wrote yesterday. Could you check it again please?
8. The company has 24,000 ..... in ten different countries.
9. The ..... went on for five hours. Everybody was really tired afterwards. There were two ..... which we could not agree on, but which are crucial.
10. We have to talk to our main ..... They have to make sure that there is no trouble with the ..... of the goods. If the problems continue, we will have to find another company.

<b>agenda</b>	Tagesordnung (the "g" in agenda is pronounced like "John" or "bridge")
<b>items</b>	Tagesordnungspunkte, TOPs
	an item of clothing: ein Kleidungsstück; on a balance sheet, an item means "Posten"
<b>chair</b>	Stuhl; den Vorsitz übernehmen
	to <u>chair a meeting</u> , to <u>conduct a meeting</u> : eine Besprechung leiten
<b>complaint</b>	Beschwerde
<b>confirm</b>	bestätigen
<b>discuss something</b>	etw besprechen, über etw reden, über etw diskutieren (nicht streiten!)
	(The word "diskutieren" is often used in a negative sense in German. In English, "discuss" is completely neutral, it only means to talk about something.)
<b>discussion</b>	Diskussion (you say to discuss something, NOT discuss about sth, but you say a discussion about something)
<b>meeting</b>	Besprechung
<b>minutes</b>	Protokoll ("minutes" is always in the plural; the word "protocol" is used differently, for example for when the Bundespräsident visits the Queen, protocol determines who sits where, who speaks first etc.)
<b>refund</b>	Erstattung, Rückerstattung
<b>reimbursement</b>	Erstattung, Rückerstattung
<b>refund</b>	erstatten
<b>reimburse</b>	erstatten
<b>shareholders' resolution</b>	Gesellschafterbeschluss
<b>resolve</b>	- klären
	- beschließen, sich fest vornehmen
	to <u>solve the problem</u> das Problem lösen
	to <u>resolve the situation</u> die (schwierige) Lage klären
<b>resume talks</b>	die Gespräche wiederaufnehmen
<b>solution</b>	Lösung
	a solution <b>to</b> a problem
	a key <b>to</b> a door
	the key <b>to</b> success
	an answer <b>to</b> a letter / a question
	a reply <b>to</b> a letter / a question
<b>talks</b>	Gespräche

<b>appointment</b>	Termin, Verabredung
<b>delivery</b>	Lieferung
<b>department</b>	Abteilung
<b>duty</b>	Pflicht, Aufgabe
<b>employee</b>	Angestellter, Mitarbeiter, Arbeitnehmer
<b>employer</b>	Arbeitgeber
<b>unemployment</b>	Arbeitslosigkeit
<b>employment</b>	Beschäftigung
<b>employ</b>	beschäftigen; einstellen
<b>factory</b>	Fabrik, Werk
<b>plant</b>	" "
<b>issue</b>	Thema; Ausgabe
<b>issue</b>	herausgeben; emittieren
<b>job</b>	Stelle, Arbeitsplatz
<b>location</b>	Standort
<b>negotiation</b>	Verhandlung
<b>quote</b>	Kostenvoranschlag
<b>report</b>	Bericht
<b>supplier</b>	Lieferant, Zulieferer

## Vocabulary Exercise 4

Put the words in the right gaps. You will find the vocabulary list after exercise 6.

admin	agencies	branches	earn	establish	found
head office	parent	payroll	perks	retailer	salary
sectors	staff	subsidiaries	wholesaler		

- How much does a managing director ..... ? - Well that's a stupid question, it depends on the size and strength of the company. An MD's ..... might be £ 30,000 p.a. or £ 300,000 p.a.
- The company has grown considerably over the past six years or so. It now has about 700 workers on its .....
- Access for authorized ..... only.
- The bank's ..... is in Purse Street in the town centre and it has about 250 ..... all over the city.
- He has worked in different ..... during the course of his working life: in the insurance industry, the tourist industry, pharmaceuticals... and now he wants to go into advertising.
- The goods are sent from the manufacturer to the ..... and then to the ....., who then sells them to the consumer.
- Erntefrucht GmbH in Germany belongs to Cropton, the American ..... company. Cropton also has other ..... in Europe, in France, Britain and Spain, and wants to ..... one in Italy, Poland and Hungary.
- This campaign was done by one of the best advertising ..... in the country.
- Amongst the many ..... that go with the job, she has the use of a company car.
- She finds too much of her time is taken up with ..... work.

## Vocabulary Exercise 5

Put the words in the right gaps. You will find the vocabulary list after exercise 6.

apprentices      bankrupt      employer      fees      figures  
loan      loss      overtime      profit      purchased  
setback      subsidies      wages      workforce

1. Eighty per cent of the ..... already have or will have children.
2. The ..... are slightly better than the market rate and any ..... the workers do is paid for too.
3. Twenty ..... are taking part in this year's training scheme.
4. The atmosphere is not marvellous at work at the moment. Many of the workers fear the company might go ..... although their ..... has tried to reassure them, saying that business is starting to improve, that they will be able to get another ..... from the bank, and that they can handle the fixed costs.
5. If you compare this month's sales ..... with those of the last three months, you will notice a definite increase.
6. They have suffered another major ..... in their attempt to establish themselves in the German market.
7. They made a ..... for twelve years in a row and then, last year, made a ..... for the first time. Business was really bad last year.
8. School ..... have gone up again.
9. They ..... a house in the country last May.
10. Some politicians are calling for ..... to be cut for coal mining and farming, saying that they are extremely costly and cannot be afforded.

## Vocabulary Exercise 6

Put the words in the right gaps.

arm	assistant	backlog	business trip	business unit	cancel
clerk	commute	conference	counter	display	divisions
lobby	manager	reception	receptionist	runs	secretaries

- His workload is enormous at the moment, and has been for the last four months. He wants to come in to work during the Christmas period to get rid of some of the .....
- This is the second time that she has had to ..... the meeting. This time it's because she has to go on an unexpected ..... to Paris. In fact, she has to travel a lot, although she doesn't like it much. Which makes you wonder how she puts up with her train journey to work every day. She has to ..... from Birmingham.
- This company has three main ..... : adhesives, wafers and polymers.
- Another word for a division is ..... or .....
- There is a person waiting for you at .....
- I'll wait for you in the hotel ..... . Don't worry if you're a few minutes late.
- She is a bank ..... at the Putney branch of Bartons Bank. She likes her work, her colleagues and her boss.
- The ..... will greet the group when it arrives at the office on Wednesday and take the group to the big ..... room first, where the director will meet them and give a short presentation before showing them round the building.
- He works long hours as a shopkeeper, but he is never ill. He is always there, standing behind the ..... , and always friendly and helpful. I think he ..... his shop very well. He also employs a sales ..... who is very good and always thinks of a nice way to ..... the products in the shop window.
- Mary Wadson, who is personal ..... to the sales ..... , has been at the company for over ten years. So have three other ..... . Maybe that shows that, in general, people are quite happy working here.