

Glossary

@ symbol [N-COUNT-U5] The **@ symbol** separates the name from the location in the email address. **potocznie: małpa (symbol używany w adresach mailowych)**

accommodation [N UNCOUNT-U14] **Accommodation** is a place where travelers can live or stay. **zakwaterowanie, kwatery, nocleg**

account [N-COUNT-U5] An **account** is the subscription to the company that provides an email address. **tu: konto e-mail**

address [V-T-U8] To **address** a problem means to deal with it. **rozwiązywać (problem)**

AGM [N-COUNT-U8] An **AGM** is an annual general meeting. **doroczne walne zgromadzenie akcjonariuszy**

ahead of schedule [ADJ PHRASE-U11] If you are **ahead of schedule**, you have finished your work earlier than expected. **przed czasem, przed terminem**

amenity [N COUNT-U14] An **amenity** is something that will make guests' lives more comfortable or pleasant, such as a shop, restaurant or swimming pool. **wygoda, udogodnienie, dodatkowe wyposażenie**

anticipate [V-T-U12] To **anticipate** something is to realize that it may happen and prepare for it. **spodziewać się**

arrange [V-T-U8] To **arrange** something means to organize it. **organizować, planować**

assembled [V-I -U1] When pieces of something are put together they are **assembled. złożone, zmontowane**

assure [V-T-U13] To **assure** someone means to promise action. **zapewniać, upewniać**

attachment [N-COUNT-U5] An **attachment** is a file that is sent along with an email. **załącznik**

audience [N COUNT-U10] An **audience** is a group of people who watch something. **publiczność**

back down [PHRASAL V-U12] To **back down** means to stop arguing for something you want. **wycofywać się**

beginning [N-COUNT-U6] The **beginning** of a letter is the start that addresses the recipient. **początek, rozpoczęcie**

behind schedule [ADJ PHRASE-U11] If you are **behind schedule**, you are late in completing your plans. **po terminie**

benefits [N-COUNT-U1] The good or helpful qualities of something are its **benefits. korzyści**

bicker [V-I-U9] To **bicker** means to argue in an immature way. **sprzeczać się**

board [N-COUNT-U8] A **board** is a committee who decides major issues. **zarząd**

brainstorm [V-I-U8] To **brainstorm** means to come up with lots of ideas. **przeprowadzić burzę mózgów**

bring something to someone's attention [V PHRASE-U13] If you **bring something to someone's attention**, you inform someone about something. **zwrócić czyjaś uwagę na coś**

business class [ADJ-U14] **Business class** is an expensive seating area on some flights that has more room than average seats but less room than first class. **klasa biznesowa**

can you connect me to extension ... [PHRASE-U4] Ask for a telephone extension number by saying. **"can you connect me to extension ..." Czy może mnie Pani/Pan połączyć z numerem wewnętrzny...?**

cancel [V-T-U8] To **cancel** something means to stop a plan for an appointment or meeting. **odwoływać**

catalogue [N-COUNT-U2] A **catalogue** is a magazine with photos and descriptions of products for sale. **katalog**

chat [N-COUNT-U8] A **chat** is an informal talk. **pogawędka**

check in [PHRASAL V-U15] To **check in** means to register for your flight. You check in when you arrive at an airport. **zgłosić się do odprawy**

clash [V-I-U8] When two appointments **clash**, they both happen at the same time. **kolidować ze sobą**

close a deal [V PHRASE-U12] To **close a deal** means to come to an agreement. **podpisać umowę**

closing remarks [N-COUNT-U6] The **closing remarks** are the part of a letter that comes just before the ending. **uwagi końcowe**

coach [N COUNT-U14] A **coach** is similar to a bus, but it is more comfortable and used to travel longer distances.
autokar

come out [V-I-U1] When a company **comes out** with a new item, it has just become available for sale. **wrowadzić (nowy produkt) na rynek**

completion [N UNCOUNT-U11] **Completion** is the act of finishing something. **zakończenie, sfinalizowanie**

compromise [N COUNT-U12] A **compromise** is an agreement in which people adapt their own desires to suit other people.
kompromis

confirm [V-T-U14] To **confirm** something means to assure someone that something will happen. **potwierdzać**

confirmation [N-COUNT-U7] A sound or printout that indicates that a document has gone through correctly is a
confirmation, potwierdzenie

conflicting [ADJ-U12] If two things are **conflicting**, they disagree with each other. **sprzeczne**

confrontational [ADJ-U12] If someone is **confrontational**, he or she is aggressive towards another person.
konfrontacyjny, kłotliwy, nastawiony nieprzychylnie

contact information [N-UNCOUNT-U15] **Contact information** is the details that someone needs in order to phone or write to you. **informacje kontaktowe**

could I speak to... [PHRASE-U4] To ask for the person you wish to speak with, say something like, "could I speak to..."
Czy mógłbym rozmawiać z...?

courtesy [N-COUNT-U4] **Courtesy** is the act of showing kindness and consideration. **uprzejmość, grzeczność**

cover sheet [N-COUNT-U7] The first page of a fax, containing all of the practical information is called the **cover sheet, pierwsza strona wiadomości z faksu**

currency [N-UNCOUNT-U15] **Currency** is the type of money used in a particular country. **waluta**

customer base [N PHRASE-U13] A company's **customer base** are the customers who use the company's services.
baza klientów

customer service [N-UNCOUNT-U3] **Customer service** is the act of providing customers of a store with assistance.
obsługa klienta

customer service department [N-COUNT-U3] The **customer service department** is the place in a company where customers can get information and help with any problems or complaints. **dział obsługi klienta**

delay [V-T-U11] To **delay** something means to make it late. **opóźniać**

delegate [V-I-U11] To **delegate** means to give work to other people. **delegować (uprawnienia, obowiązki)**

delete [V-I or T-U5] To **delete** a message is to remove it from an inbox. **wykasować**

destination [N-COUNT-U15] A **destination** is the place which you are travelling to. **cel podróży**

develop [V-I-U1] A company has **developed** something when it has designed and built a new product. **opracować, rozwinąć**

diagram [N COUNT-U10] A **diagram** is a simple picture that helps you understand a process or change. **diagram**

direct sales [N-UNCOUNT-U2] **Direct sales** is a system of marketing through independent salespeople instead of retailers.
 sprzedaż bezpośrednią

disagree [V-I-U9] To **disagree** means to have a different opinion than someone else. **nie zgadzać się**

distraction [N COUNT-U11] A **distraction** is something which stops a person from concentrating on work. **zakłócenie spokoju**

distributed by [V-T-U1] An item is **distributed by** the company that gives or sells it. **rozprowadzany przez**

documents [N-COUNT-U7] The pages used for official or professional purposes are often called **documents, dokumenty**

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e-commerce [N-UNCOUNT-U2] An online business sells products through the system of **e-commerce**. **handel internetowy**

email addresses [N-COUNT-U5] An **email address** is the unique place online where a person receives electronic mail. **adresy mailowe**

enclosures [N-COUNT-U6] Items or documents that are included with a letter are listed as **enclosures**. **załączniki**

ending [N-COUNT-U6] The **ending** of the letter is a phrase before the signature that ends the letter. **zakończenie, zwrot kończący np. list**

e-ticket [N COUNT-U14] An **e-ticket** is a record of a ticket which has been booked electronically and can be printed. **bilet elektroniczny**

exceed expectations [V PHRASE-U13] To **exceed expectations** means to do better than people thought you would do. **przewyższać oczekiwania**

explanation [N-COUNT-U9] An **explanation** is a statement that helps people to understand something. **wyjaśnienie**

fare [N COUNT-U14] A **fare** is the cost of a trip on a specific type of transport. **opłata za przejazd**

fax number [N-COUNT-U7] The telephone number or code that is connected to the fax machine is the **fax number**. **numer faksu**

fax something over [V-T-U7] When you send a fax, you can say that you will **fax something over**. **przefaksować**

features [N-COUNT-U1] The special things that an item has or can do are its **features**. **cechy**

feedback [N COUNT-U13] **Feedback** is a comment from a customer to a company about its service. **informacja zwrotna**

first class [ADJ-U14] **First class** is the most expensive and spacious seating area on flights and trains. **pierwsza klasa**

foreign [ADJ -U15] **Foreign** means from another country. **obcy, z innego kraju**

formal [ADJ-U5] If something is **formal**, it is impersonal, serious and follows established rules. **formalny, oficjalny**

forward [V-I-U5] To **forward** a message is to send it on to another person. **przekazywać, przesyłać**

go beyond the call of duty [V PHRASE-U13] To **go beyond the call of duty** means to do more work than your job states you must do. **robić coś nadobowiązkowo**

go out of your way [V PHRASE-U13] To **go out of your way** to do something means to help someone by causing yourself some inconvenience. **włożyć w coś więcej wysiłku niż zwykle (często na swoją niekorzyść)**

go the extra mile [V PHRASE-U13] To **go the extra mile** means to do more work than expected in order to show your dedication. **pracować na pełnych obrotach, ponad wymagane standardy**

go through [V-I-U7] When a fax is sent it is said to **go through** to the recipient's machine. **(o faksie) zostać wysłanym**

greeting [N-COUNT-U6] A **greeting** in a letter is a phrase that addresses the recipient. **pozdrowienie, powitanie**

guarantee [N-COUNT-U3] A **guarantee** is a promise that if something purchased does not work, it will be replaced, repaired or money refunded. **gwarancja**

handout [N COUNT-U10] A **handout** is an informative piece of paper given out to the audience in presentations or classes. **materiał dla słuchaczy**

hello, this is ... [PHRASE-U4] A polite way to identify yourself on the telephone is to say, “**Hello, this is ...” Dzień dobry, mówię... (na początku rozmowy telefonicznej)**

hostile [ADJ-U12] If someone is **hostile**, he or she is unfriendly and does not accept other people's opinions or ideas. **wrogi**

I will call you back on ... [PHRASE-U4] Let a person know when you will call again by saying, “**I will call you back on ...” Zadzwonię/Oddzwonię (kiedy)...**

I'm calling from... [PHRASE-U4] To identify a company, you can say, "I'm calling from ..." Dzwonię z... (nazwa firmy) induction meeting [N-COUNT-U8] An **induction meeting** is a meeting to introduce people to a new job or project. **spotkanie wprowadzające**

informal [ADJ-U5] If something is **informal**, it is personal, not serious and follows no set format or rules. **nieformalny, nieoficjalny**

inoculation [N-COUNT-U15] An **inoculation** is a vaccination. It is an injection that prevents you from becoming ill. **szczepienie**

insert [V-Tor I-U7] You **insert** the pages when you place them into the tray of the fax machine to be sent. **wkładać**

intense [ADJ-U9] If something is **intense**, it causes people to feel stressed. **intensywny, dotkliwy**

interrupt [V-I-U9] To **interrupt** means to start talking when somebody is already talking. **przerywać (rozmowę)**

interruption [N-COUNT-U11] An **interruption** is something that stops a person from working or speaking. **przerwa, przerywanie**

introduce yourself [V PHRASE-U10] To **introduce yourself** means to tell someone your name. **przedstawiać się**

is...available? [PHRASE-U4] A way to ask for someone on the telephone is to ask, "Is ... available?" Czy mógłbym **rozmawiać z...?**

item number [N-COUNT-U2] An **item number** is the special code that identifies a product. **numer/kod towaru**

itinerary [N COUNT-U14] An **itinerary** is a detailed list of your travel arrangements. **plan podróży**

jargon [N-COUNT-U9] **Jargon** is language which is specific to a profession or an area of expertise. **żargon**

journey [N-COUNT-U15] A **journey** is a long trip by car, bus, train or plane. **podróż**

keep track [V PHRASE-U11] To **keep track** of something means to monitor or follow it. **mieć pod kontrolą**

keypad [N-COUNT-U7] The number pad that you use to dial a fax or phone number is called the **keypad**. **klawiatura**

launched [V-I-U1] An item has been **launched** when a company begins to sell it. **wprowadzony na rynek, wypuszczony**

layover [N-COUNT-U14] A **layover** is a stop on the way to a final destination. **przerwa w podróży**

loyalty [N UNCOUNT-U13] **Loyalty** is the act of staying with one service provider, not seeking a different one. **lojalność**

mail order [ADJ-U2] If a product is **mail order**, it is selected from catalogues, ordered by mail and shipped to the buyer. **zamówienie pocztowe, sprzedaż wysyłkowa**

maintain eye contact [V PHRASE-U10] To **Maintain eye contact** means to look at people directly. **utrzymywać kontakt wzrokowy**

make [N-COUNT-U3] A **make** is the name of a company that produces a product. **marka**

make up for lost time [V PHRASE-U11] To **make up for lost time** means to do something quickly which was meant to be finished sooner. **nadrabiać stracony czas**

manufactured [V-I-U1] When items are made or put together for sale they are **manufactured**. **wyprodukowany**

map [N-COUNT-U15] A **map** is a plan of a town, area or country. **plan, mapa**

match [V-T-U2] To **match** a price means to sell it for the same amount as another store. **sprzedawać za tę samą cenę (co inny sklep)**

may I speak to ... [PHRASE-U4] A way to ask for someone on the telephone is to ask "May I speak to...?" Czy mógłbym **rozmawiać z...?**

medication [N-UNCOUNT-U15] **Medication** is medicine you take regularly. **lekarstwo (zażywane regularnie)**

message [N-COUNT-U5] A **message** is a written information that is sent from one computer to another. **wiadomość**

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model number [N-COUNT-U3] A **model number** is a set of numbers on a product that identifies its features. **numer modelu**

move on [PHRASAL V-U10] To **move on** means to change subject. **zmieniać temat**

mutually acceptable [ADJ PHRASE-U12] If something is **mutually acceptable**, two or more parties are satisfied with it. **wzajemnie akceptowalne, możliwe do przyjęcia przez obie strony**

negotiate [V-I-U12] To **negotiate** means to discuss something to find a solution to a problem. **negocjować**

nice speaking to you [PHRASE- U4] At the end of a conversation, tell the person you enjoyed the talk, saying, “**nice speaking to you.**” **Dziękuję za rozmowę/Milo było porozmawiać.**

notes [PLURAL N-U10] **Notes** are papers that give information in brief. **notatki**

objection [N-COUNT-U9] An **objection** is a comment which disagrees with another person's opinion. **sprzeciw, obiekcja**

option [N-COUNT-U5] An **option** is a choice that can be taken or not. **opcja, możliwość**

outline [V-T-U10] To **outline** something means to briefly state the main features. **nakreślić, przedstawić w skrócie**

paperwork [N-UNCOUNT-U15] **Paperwork** is important information printed on paper. **dokumentacja**

party [N COUNT-U12] A **party** is a group of people who have the same interests. **grupa, strona**

passport [N-COUNT-U15] A **passport** is an important document which states your name and nationality. You need it when you travel to another country. **paszport**

phone order [N-COUNT-U2] A **phone order** is an order for a product placed over the phone. **zamówienie telefoniczne**

postpone [V-T-U8] To **postpone** something means to cancel an appointment and rearrange it for a later time. **przekładać**

prepare [V-I or T-U10] To **prepare** means to get ready for something. **przygotowywać**

prioritize [V-I-U11] To **prioritize** is to organize items in order of most important to least important. **szeregować pod względem ważności**

promise [V-T-U2] To **promise** something is to tell someone that something is true or will happen. **obiecywać, zapewniać**

quality [N-UNCOUNT-U1] The **quality** of something indicates how good or bad it is. **jakość**

receipt [N-COUNT-U3] A **receipt** is a document that shows money was exchanged for a product. **paragon**

recipient [N-COUNT-U6] The person who receives a letter is the **recipient. odbiorca, adresat**

rectify [V-T-U13] To **rectify** a problem means to solve it. **prostować, korygować**

refund [N-COUNT-U3] A **refund** is money that is returned to a buyer because he or she no longer wants the product. **zwrot pieniędzy**

rent [V-T or I-U14] To **rent** something means to pay to borrow something for a relatively short period of time. **wypożyczać, wynajmować**

repeat yourself [V PHRASE-U9] To **repeat yourself** means to say something several times. **powtarzać się**

replacement [N-COUNT-U3] A **replacement** is someone or something that takes the place of another. **zastępstwo**

reply to all [V-I-U5] To **reply to all** is to send a response to all of the addresses listed in an email. **odpowiedzieć wszystkim**

resend [V-T or I-U7] If a fax does not go through the first time, you can **resend** it, by trying to send it to the same recipient a second time. **przesłać ponownie**

reservation [N COUNT-U14] A **reservation** is a booking. **rezerwacja**

retailer [N-COUNT-U2] A **retailer** sells products to consumers, usually through a store or web site. **sprzedawca detaliczny**

return address [N-COUNT-U6] A **return address** is the address of a person who sends a letter. **adres zwrotny**

salutation [N-COUNT-U6] A **salutation** is a phrase used to begin a letter. **pozdrowienie**

satisfaction [N UNCOUNT-U13] **Satisfaction** is happiness with a company's service. **satysfakcja**

satisfied [ADJ-U3] If someone is **satisfied**, that person is pleased with someone or something. **zadowolony**

section [N COUNT-U10] A **section** is one part of something. **sekcja, dział**

send a fax [V PHRASE-T-U7] To **send a fax** is to send a copy of a document from one fax machine to another. **wysłać faks**

send your apologies [V PHRASE-U9] To **send your apologies** means to write a message saying sorry for not attending a meeting. **przesłać przeprosiny**

sender [N-COUNT-U6] The person who writes and mails the letter is the **sender, nadawca**

set a deadline [V PHRASE-U11] To **set a deadline** is to set a time when something will be finished. **określić ostateczny termin**

set up [V-T-U8] To **set up** something means to arrange or organize. **założyć (np. firmę), przygotowywać**

shipped from [V-T-U1] When an item is **shipped from** a place it is mailed or sent from that location. **wysłany z**

shipping [N-UNCOUNT-U2] The added cost to send an item that has been purchased is the **shipping** cost. **(koszty wysyłki)**

signature [N-COUNT-U6] A **signature** is the handwritten name of the sender of a letter, included at the bottom of the letter. **podpis**

slide [N COUNT-U10] A **slide** is an image that is projected onto a screen. **slajd**

state your opinion [V PHRASE-U9] To **state your opinion** means to say what you think. **wyrazić swoją opinię**

subject [N-COUNT-U5] The **subject** is the title that gives information about the contents of a message. **temat**

summarize [V-I or T-U10] To **summarize** something means to repeat the main points that you mentioned earlier. **streszczać**

take note [V PHRASE-U9] To **take note** means to pay attention to something. **zauważać coś**

talk over someone [V PHRASE-U9] To **talk over someone** is to talk when he or she is speaking. **przekrzykiwać kogoś**

thank you for your time [PHRASE-U4] It is polite to thank a person for speaking with you by saying, “**Thank you for your time.**” **Dziękuję za rozmowę.**

timekeeping [N UNCOUNT-U11] **Timekeeping** is the act of managing time. **punkualność**

trade-off [N COUNT-U12] A **trade-off** is a situation in which you lose something you want in order to gain something you want. **kompromis**

travel guide [N-COUNT-U15] A **travel guide** is a book that gives you information about your destination. **przewodnik (w formie książki)**

update [V-T-U8] To **update** someone means to tell someone about the most recent news. **przekazać najświeższe nowiny**

warranty [N-COUNT-U3] A **warranty** is the promise from a company to repair or replace an item. **gwarancja**

waste time [V PHRASE-U9] To **waste time** means to spend time doing something that is not useful. **marnować czas**

wholesale [ADJ-U2] If something is **wholesale**, it is sold in large quantities at a lower price than it would be sold individually in stores. **hurt, sprzedaż hurtowa**

word-of-mouth recommendation [N PHRASE-U13] A **word of mouth recommendation** is a positive comment about a company between a client and someone who is not yet a client. **ustna rekommendacja**