

Lesson 1

Atmosphere

Meaning: The general mood, feeling, or environment of a place, situation, or work of art.

Example: The atmosphere at the concert was electric, with everyone dancing and singing along.

Connection

Meaning: A relationship in which a person, thing, or idea is linked or associated with something else.

Example: She felt a strong connection to her hometown, even after moving away for years.

Device

Meaning: A tool or piece of equipment designed for a particular purpose.

Example: He used a new device to track his daily exercise routine.

Display

Meaning: To show or exhibit something in a visible manner.

Example: The store's window display featured a beautiful array of spring clothing.

Information

Meaning: Knowledge or facts communicated or received.

Example: I gathered all the necessary information before making the decision.

Result

Meaning: The outcome or effect of an action, event, or situation.

Example: The result of the team's hard work was evident in their championship win.

Confirm

Meaning: To verify or make sure that something is true or correct.

Example: I'll confirm the meeting time with everyone before we proceed.

Greet

Meaning: To welcome or acknowledge someone with a gesture or words.

Example: I always greet my friends with a big smile when I see them.

Identify

Meaning: To recognize or name someone or something.

Example: The detective was able to identify the suspect from the security footage.

Prepare

Meaning: To make something ready or to get ready for a specific purpose.

Example: I need to prepare my presentation for tomorrow's meeting.

Appropriate

Meaning: Suitable or proper in the circumstances.

Example: It's important to wear appropriate attire for a job interview.

Available

Meaning: Ready for use or accessible.

Example: The manager is available to meet with you at 3 PM.

Brief

Meaning: Short in duration or length.

Example: The manager gave a brief overview of the project during the meeting.

Positive

Meaning: Having a good or constructive attitude or outcome.

Example: She always maintains a positive attitude, no matter the challenges she faces.

Actively

Meaning: In a way that involves participation or engagement.

Example: He actively participated in the discussion during the meeting.

Appropriately

Meaning: In a way that is suitable or fitting for the situation.

Example: She dressed appropriately for the formal event, wearing a beautiful gown.

Clearly

Meaning: In a way that is easy to understand or perceive.

Example: Please explain your point clearly so everyone can follow.

Culturally

Meaning: Related to the customs, beliefs, and behaviors of a particular group or society.

Example: The museum offers culturally significant artifacts that highlight local traditions.

Politely

Meaning: In a courteous and respectful manner.

Example: He politely asked the customer for their ID to verify their age.

Positively

Meaning: In an optimistic or favorable way.

Example: She reacted positively to the news of her promotion at work.

Lesson 2

Account

Meaning: A record or profile created for a specific service or activity.

Example: She logged into her account to check her emails.

Availability

Meaning: The state of being accessible or ready for use.

Example: The availability of the product will be confirmed by the end of the day.

Chat

Meaning: A conversation, often online, between people.

Example: We had a long chat about our plans for the weekend.

Contact

Meaning: To communicate with someone, or a person you communicate with.

Example: I need to contact the support team to resolve the issue.

Host

Meaning: A person who organizes or leads an event, or the system that provides services for an event.

Example: She will host the webinar on Friday afternoon.

Invitation

Meaning: A request or announcement inviting someone to attend or participate in an event.

Example: He sent me an invitation to his birthday party.

Link

Meaning: A connection or reference to a website or document that can be clicked to access it.

Example: Click on the link to access the full article.

Participant

Meaning: A person who takes part in an event or activity.

Example: Every participant in the contest received a certificate of appreciation.

Program

Meaning: A planned series of events or activities, or a software application.

Example: The program for the conference includes several keynote speakers.

Tool

Meaning: An instrument or software used to perform a specific task.

Example: Photoshop is a powerful tool for graphic design.

Activate

Meaning: To make something operational or start it.

Example: You need to activate your account before you can use the service.

Admit

Meaning: To allow entry, or to confess or acknowledge something.

Example: The security guard admitted us into the building after verifying our IDs.

Create

Meaning: To make something new or bring it into existence.

Example: She plans to create a new logo for the company.

Join

Meaning: To become a part of a group or activity.

Example: I decided to join the yoga class to improve my flexibility.

Launch

Meaning: To begin or start something, like an event or a product.

Example: They will launch the new app next month.

Mute

Meaning: To turn off or silence a sound, especially in digital communications.

Example: Please mute your microphone during the meeting to avoid background

noise.

Schedule

Meaning: A plan that lists events or tasks and the times they are to occur.

Example: I have a busy schedule today, with meetings from morning till afternoon.

Secure

Meaning: To make safe or protected from threats or damage.

Example: Please secure your personal information by using a strong password.

Promptly

Meaning: Without delay, quickly, or immediately.

Example: She replied to the email promptly, ensuring that the matter was resolved quickly.

Properly

Meaning: In a correct, suitable, or expected manner.

Example: Make sure to wear your helmet properly to stay safe while biking.

Lesson 3

Behalf

Meaning: In place of someone else or for someone's benefit.

Example: I am calling on behalf of my colleague, who is currently out of the office.

Confirmation

Meaning: The action of verifying or acknowledging something.

Example: I received an email confirmation for my flight booking.

Customer

Meaning: A person who buys goods or services from a business.

Example: The customer asked for a refund after receiving a damaged product.

Menu

Meaning: A list of available options, especially in a restaurant or on a computer screen.

Example: I looked through the menu and decided to order the pasta.

Representative

Meaning: A person who acts on behalf of a group or organization.

Example: The company representative explained the new policy to the staff.

Apologize

Meaning: To express regret for something wrong that has been done.

Example: I apologize for the delay in replying to your email.

Assist

Meaning: To help or support someone in doing something.

Example: The technician will assist you with setting up the new software.

Connect

Meaning: To establish a link or communication with someone or something.

Example: Please connect the device to the Wi-Fi network for a better connection.

Deliver

Meaning: To bring something to a destination or provide a service.

Example: The courier will deliver the package by tomorrow afternoon.

Hang up

Meaning: To end a phone call or put the phone down.

Example: He accidentally hung up the phone while I was speaking.

Hold

Meaning: To maintain a position or wait, especially during a phone call.

Example: Please hold for a moment while I transfer your call.

Reach

Meaning: To make contact with someone, or to extend to a certain point.

Example: I couldn't reach him by phone, so I left a message.

Regard

Meaning: To consider or think about someone or something in a particular way.

Example: She is highly regarded in the industry for her professionalism.

Take down

Meaning: To write something down or remove something.

Example: I need to take down your contact information for future reference.

Transfer

Meaning: To move something or someone from one place or situation to another.

Example: I will transfer your call to the billing department.

Afraid

Meaning: Feeling fear or concern about something.

Example: I'm afraid I can't help you with that issue right now.

Automated

Meaning: Operating by machines or computers, without human intervention.

Example: The automated system sent me an email confirming my appointment.

Out

Meaning: Not available or absent.

Example: The manager is out of the office today, but she will return tomorrow.

Urgent

Meaning: Requiring immediate action or attention.

Example: This is an urgent matter, and I need to speak with someone right away.

Slowly

Meaning: In a slow manner, without speed.

Example: He spoke slowly to make sure everyone understood the instructions.

Billing

Meaning: The process of charging or invoicing someone for goods or services.

Example: The billing department will send you the invoice at the end of the month.

Details

Meaning: Specific pieces of information about something.

Example: She provided all the details about the project in her report.

Fee

Meaning: A payment made for a service or privilege.

Example: The registration fee for the event is \$50.

Inquiry

Meaning: A request for information or clarification.

Example: I made an inquiry about the new product on the company website.

Invoice

Meaning: A document that lists the goods or services provided and the amount to be paid.

Example: The company sent an invoice for the products we purchased last month.

Message

Meaning: A communication sent to convey information.

Example: I received a message from my friend about the meeting tomorrow.

Messenger

Meaning: A person or an application that delivers messages.

Example: I sent him a message on Facebook Messenger to confirm our meeting time.

Notice

Meaning: A formal announcement or warning about something.

Example: The notice on the bulletin board stated that the meeting had been rescheduled.

Discuss

Meaning: To talk about something in detail, often to make decisions.

Example: We need to discuss the upcoming project during the meeting.

Receive

Meaning: To get or be given something.

Example: I received a gift for my birthday yesterday.

Reference

Meaning: A mention or allusion to something, or a source of information.

Example: Please include a reference to the previous report in your presentation.

Simplify

Meaning: To make something easier or more understandable.

Example: The teacher will simplify the instructions so that everyone can follow.

Text/Message

Meaning: A written communication, typically sent digitally or via phone.

Example: I just sent a text message to confirm our dinner plans.

Depend on

Meaning: To rely on or be determined by something.

Example: The success of the event will depend on the weather.

Advance

Meaning: A forward movement or an amount paid before a service is provided.

Example: You must make an advance payment to secure your booking.

Complicated

Meaning: Something that is difficult to understand or deal with because it has many parts.

Example: The instructions for assembling the furniture were too complicated to follow.

Detailed

Meaning: Including many specific elements or pieces of information.

Example: The report was very detailed, covering all aspects of the research.

Technical

Meaning: Relating to a specific subject, process, or field, especially one involving science or engineering.

Example: The technical specifications of the machine are provided in the user manual.

Tedious

Meaning: Something that is long, tiresome, and boring due to repetition or complexity.

Example: The process of entering data manually can be quite tedious.

Unclear

Meaning: Not easily understood, ambiguous or vague.

Example: The instructions were unclear, so I had to ask for help.

Lesson 5

Action

Meaning: The process of doing something to achieve a result.

Example: The company took swift action to fix the problem with the product.

Address

Meaning: A location or place where someone lives or works, or to speak to someone directly.

Example: Can you please confirm your address so I can send the package?

Area Code

Meaning: A numerical code used to designate a specific geographic area for telephone numbers.

Example: The area code for Los Angeles is 213.

Date

Meaning: A specific day or time when something occurs.

Example: The date for our meeting is set for next Thursday.

Affirm

Meaning: To state or confirm that something is true or valid.

Example: I can affirm that the product will be delivered on time.

Call back

Meaning: To return a phone call after missing it.

Example: I need to call back my colleague, who left a voicemail.

Go ahead

Meaning: To give permission to proceed with something.

Example: The manager approved the plan, so we can go ahead with the project.

Inform

Meaning: To notify or give information to someone.

Example: I will inform you about any changes to the schedule.

Make sure

Meaning: To confirm or ensure that something happens or is correct.

Example: Please make sure to lock the door when you leave the office.

Proceed

Meaning: To continue or move forward with an action or plan.

Example: After the approval, we can proceed with the next steps in the project.

Provide

Meaning: To supply or make something available.

Example: The company will provide all the necessary materials for the training.

Repeat

Meaning: To say or do something again.

Example: Can you please repeat the instructions? I didn't quite understand.

Reschedule

Meaning: To change the time of an appointment or event.

Example: We need to reschedule our meeting because of a conflict with my calendar.

Reply

Meaning: To respond to a question, request, or message.

Example: Please reply to my email as soon as you can.

Return

Meaning: To give or send something back to its original place.

Example: I need to return the book to the library before the due date.

Spell

Meaning: To write or say the letters of a word in the correct order.

Example: Could you spell your name for me, please?

Tell

Meaning: To inform or communicate something to someone.

Example: I will tell you everything you need to know before the meeting.

Corporate

Meaning: Relating to a large company or organization.

Example: The corporate headquarters is located in New York City.

Correct

Meaning: To fix something that is wrong or inaccurate.

Example: Please correct the spelling mistakes in your report.

Except

Meaning: To exclude something or someone from a group or statement.

Example: Everyone is invited to the party except for the people who are out of town.

Lesson 6

Agreement

Meaning: A mutual understanding or arrangement between two or more parties.

Example: The two companies signed an agreement to collaborate on the new project.

Logistics

Meaning: The management and coordination of tasks, especially involving the movement of goods, services, or people.

Example: The logistics of the event were carefully planned to ensure everything went smoothly.

Purpose

Meaning: The reason for which something is done or created.

Example: The purpose of this meeting is to discuss our company's upcoming expansion.

Arrange

Meaning: To organize or set up something in a specific way.

Example: I'll arrange for a car to pick you up at the airport.

Assign

Meaning: To allocate or designate a task or responsibility to someone.

Example: The manager will assign tasks to each team member based on their skills.

Check

Meaning: To examine something to ensure it is correct or in good condition.

Example: Please check the document for any spelling errors before submitting it.

Deal with

Meaning: To handle or address a situation or problem.

Example: We need to deal with the customer complaint as soon as possible.

Delay

Meaning: A period of time in which something is postponed or held up.

Example: The flight was delayed due to bad weather.

Explain

Meaning: To make something clear or easy to understand by describing it in detail.

Example: Could you explain how the new software works?

Follow-up

Meaning: An action taken to continue or check on something previously started or discussed.

Example: I'll send a follow-up email to confirm our meeting time.

Get back to

Meaning: To respond to or return to someone after a certain period.

Example: I'll get back to you with the details once I have more information.

Handle

Meaning: To manage or take care of something.

Example: She will handle the presentation at the conference next week.

Leave to

Meaning: To allow someone else to take care of something.

Example: I'll leave it to you to organize the team meeting for tomorrow.

Organize

Meaning: To arrange or structure things in a systematic way.

Example: I need to organize my desk before starting the new project.

Structure

Meaning: The arrangement of parts or elements in a whole.

Example: The structure of the report was clear and well-organized.

Acceptable

Meaning: Considered satisfactory or adequate according to certain standards.

Example: The quality of the product is acceptable, but it could be improved.

Carefully

Meaning: In a manner that involves paying attention to detail or being cautious.

Example: She carefully reviewed the contract before signing it.

Finally

Meaning: After a long wait or a series of events; in the end.

Example: Finally, we received the approval for the new project.

First

Meaning: The initial item or event in a sequence.

Example: First, we need to analyze the market trends before moving forward with the plan.

Second

Meaning: The item or event that comes after the first in a sequence.

Example: The second stage of the project involves gathering all the necessary

resources.

Lesson 7

Miscommunication

Meaning: A failure to communicate clearly or properly, resulting in misunderstanding.

Example: The delay in the project was caused by a miscommunication between the teams.

Mistake

Meaning: An action or decision that is incorrect or wrong.

Example: I made a mistake in the calculations and had to redo the report.

Break up

Meaning: To end a relationship or a group, often referring to romantic relationships.

Example: They decided to break up after five years of dating.

Cancel

Meaning: To decide that something planned will not happen or to annul something.

Example: The meeting was canceled due to the manager's illness.

Catch

Meaning: To capture or grasp something, often used in reference to understanding or obtaining information.

Example: Did you catch what he said about the new policy during the meeting?

Excuse

Meaning: A reason or explanation used to justify an action or to seek forgiveness for an error.

Example: She gave an excuse for being late, but I wasn't convinced.

Follow

Meaning: To go or come after, or to adhere to instructions or guidelines.

Example: Please follow the directions carefully to avoid any mistakes.

Go over

Meaning: To review or examine something carefully.

Example: Let's go over the report one more time before submitting it.

Go through

Meaning: To experience or examine something in detail, or to check something carefully.

Example: I had to go through all the documents to find the missing information.

Mean

Meaning: To signify, convey, or express a particular idea or intention.

Example: What do you mean by saying that? It doesn't make sense.

Pardon

Meaning: To forgive or excuse someone for an error or offense, or to ask for clarification.

Example: Pardon me, could you repeat that? I didn't hear you clearly.

Read back

Meaning: To repeat or state something that was previously read or heard.

Example: Please read back the list of attendees so I can confirm it.

Respond

Meaning: To reply or react to something, especially a question or request.

Example: I need to respond to the customer's inquiry by the end of the day.

State

Meaning: To declare or specify something clearly, often in a formal manner.

Example: He stated that the meeting will be postponed until further notice.

Accurate

Meaning: Correct, precise, or free from errors.

Example: The scientist ensured that all the measurements were accurate.

Critical

Meaning: Of great importance, or relating to the evaluation of something, often with a judgment.

Example: It's critical to follow the safety guidelines during the procedure.

Exactly

Meaning: In a precise or correct manner, without any difference or mistake.

Example: That's exactly what I was thinking!

Precisely

Meaning: In a manner that is exact, clear, or accurate.

Example: Please answer precisely when asked about the details of the event.

Quite

Meaning: To a considerable extent, or somewhat, often used for emphasis.

Example: The weather is quite warm today compared to yesterday.

Lesson 8

Answer

Meaning: To respond to a question or call.

Example: Please answer the phone when it rings.

Battery

Meaning: A device that stores energy to power electronic devices.

Example: My phone's battery is about to die, so I need to charge it soon.

Line

Meaning: A telephone connection or a queue.

Example: The customer service line was busy, so I had to wait for a while.

Problem

Meaning: An issue or difficulty that needs to be solved.

Example: We have a problem with the printer; it keeps jamming.

Signal

Meaning: A transmission of information or a sign that indicates something.

Example: I couldn't get a signal on my phone while I was in the mountains.

Cut off

Meaning: To disconnect or interrupt something, such as a call or communication.

Example: The call was cut off during the important conversation.

Cut out

Meaning: To stop working suddenly, often referring to machinery or electronic devices.

Example: The engine cut out while we were driving, and we had to pull over.

Die

Meaning: To stop functioning or working.

Example: My laptop died unexpectedly while I was working on my presentation.

Get a hold of

Meaning: To contact or reach someone.

Example: I couldn't get a hold of Sarah because her phone was turned off.

Lose

Meaning: To misplace or no longer have something.

Example: I think I lost my keys. Have you seen them?

Speak up

Meaning: To speak more loudly or clearly, especially to express one's opinion.

Example: Please speak up; I can't hear you in the back of the room.

In service

Meaning: Available or functioning, especially referring to equipment or devices.

Example: The elevator is in service, so we can use it to go upstairs.

Noisy

Meaning: Making a lot of loud sounds.

Example: The street outside is very noisy with cars honking and construction.

Poor

Meaning: Lacking in quality, quantity, or resources; inadequate.

Example: The service at the restaurant was poor, and the food was cold.

Terrible

Meaning: Very bad or unpleasant.

Example: The weather was terrible, with heavy rain and strong winds.

Wrong

Meaning: Incorrect or not right.

Example: You took the wrong turn and got lost on your way here.

Back

Meaning: In the opposite direction, or returning to a previous position.

Example: I will be back in the office by 3 PM after my lunch break.

Hardly

Meaning: Barely or with difficulty.

Example: I hardly slept last night because of the loud noise outside.

Right

Meaning: Correct, true, or appropriate.

Example: You've got the right answer; well done!

Suddenly

Meaning: Happening unexpectedly or without warning.

Example: The lights suddenly went out in the middle of the movie.

Lesson 9

Appointment

Meaning: A scheduled meeting or arrangement.

Example: I have an appointment with the doctor at 2 PM.

Assistant

Meaning: A person who helps or supports someone in their work.

Example: She works as an assistant to the CEO and handles many administrative tasks.

Colleague

Meaning: A person you work with.

Example: My colleague and I are working on a new marketing project together.

Excuse

Meaning: A reason given to justify an action or explain why something happened.

Example: He used an excuse to leave work early, saying he had a doctor's appointment.

Exhibition

Meaning: A public display or presentation of items or works.

Example: The art exhibition at the museum was truly impressive.

Journey

Meaning: A long trip or travel from one place to another.

Example: Their journey across the country took several days.

Reason

Meaning: A cause or explanation for something.

Example: The reason I'm late is because of heavy traffic.

Respect

Meaning: A feeling of admiration or consideration for someone or something.

Example: It's important to show respect for your elders and their opinions.

Subject

Meaning: A topic or area of study or discussion.

Example: We will be discussing the subject of climate change in today's meeting.

Talk

Meaning: To speak or communicate verbally.

Example: They had a long talk about their plans for the future.

Trip

Meaning: A journey, typically for leisure or business.

Example: I'm planning a trip to Italy next summer.

Arrive

Meaning: To reach a destination.

Example: We will arrive at the airport at 10 AM.

Deny

Meaning: To refuse to acknowledge or accept something.

Example: He denied any involvement in the incident.

Get back

Meaning: To return to a place or to respond after some time.

Example: I'll get back to you as soon as I finish reviewing the document.

Get in

Meaning: To enter or arrive at a place.

Example: We need to get in the car before it starts raining.

Offer

Meaning: To present something for acceptance or rejection.

Example: She offered me a cup of tea when I arrived at her house.

Request

Meaning: To ask for something formally or politely.

Example: I would like to request a day off next week.

Agreeable

Meaning: Willing to agree or accept something; pleasant or enjoyable.

Example: The offer was agreeable, and I decided to accept it.

Brief

Meaning: Short in duration or concise in communication.

Example: The meeting was brief but informative.

Actually

Meaning: Used to emphasize the truth or reality of a situation.

Example: Actually, I prefer to stay home tonight rather than go out.

Lesson 10

Calendar

Meaning: A system of organizing days for social, religious, commercial, or administrative purposes.

Example: I checked my calendar, and I'm free on Tuesday afternoon.

Lobby

Meaning: A large entrance hall or area in a building.

Example: We'll meet you in the lobby before the conference starts.

Location

Meaning: A particular place or position.

Example: The new office location is near the central station.

Reception

Meaning: The action of receiving something, or an area where visitors are greeted.

Example: You can leave your message at the reception desk.

Reservation

Meaning: An arrangement to secure a place in advance.

Example: I made a reservation for dinner at 7 PM.

Change

Meaning: To make something different.

Example: There's a change in the schedule; the meeting has been moved to 3 PM.

Come up

Meaning: To occur, appear, or arise.

Example: A new opportunity has come up, and we need to discuss it in the meeting.

Expect

Meaning: To believe that something will happen.

Example: I expect the package to arrive by Thursday.

Postpone

Meaning: To delay something.

Example: We had to postpone the event due to bad weather.

Push

Meaning: To move something forward or encourage action.

Example: They decided to push the project deadline by a week.

Move up

Meaning: To change something to an earlier time.

Example: We need to move up the meeting to 10 AM instead of noon.

Set

Meaning: To place or arrange something.

Example: I'll set the meeting time for 3 PM tomorrow.

Sound

Meaning: To appear in a particular way.

Example: That idea sounds great; I think we should proceed with it.

Convenient

Meaning: Easy to use or access.

Example: This hotel is very convenient because it's close to the airport.

Free

Meaning: Not occupied or available.

Example: I'm free after 4 PM, so we can meet then.

Ideal

Meaning: Perfectly suitable.

Example: This is the ideal location for our new office because it's central and accessible.

Suitable

Meaning: Appropriate or right for something.

Example: These shoes are suitable for hiking in the mountains.

Indefinitely

Meaning: For an unknown or unlimited period of time.

Example: The event has been postponed indefinitely due to the pandemic.

Instead

Meaning: In place of something else.

Example: We decided to take the train instead of driving to avoid traffic.

Sharp

Meaning: Exactly at a particular time.

Example: The meeting starts at 9 AM sharp, so please be on time.

Lesson 11

Complaint

Meaning: An expression of dissatisfaction or a formal statement of a problem.

Example: I filed a complaint with customer service about the delayed shipment.

Error

Meaning: A mistake or incorrect action.

Example: The error in the report caused confusion during the meeting.

Fault

Meaning: Responsibility for a mistake or problem, or something that is wrong or broken.

Example: It was my fault that the project was delayed because I missed the deadline.

Responsibility

Meaning: The duty to deal with something or the obligation to take care of it.

Example: As a manager, it is your responsibility to ensure the team meets its targets.

Inconvenience

Meaning: A situation or condition that causes trouble, discomfort, or difficulty.

Example: I apologize for the inconvenience caused by the construction noise.

Manual

Meaning: A book or guide that provides instructions or information on how to use something.

Example: Please refer to the manual for instructions on how to assemble the product.

Oversight

Meaning: A failure to notice or pay attention to something, often unintentionally.

Example: The oversight in the budget led to additional expenses.

Quality

Meaning: The standard or level of excellence of something.

Example: The quality of the products was excellent, and customers were very satisfied.

Accept

Meaning: To agree to receive or take something offered.

Example: She graciously accepted the invitation to the wedding.

Assure

Meaning: To promise or tell someone with confidence that something will happen or is true.

Example: I assure you that your issue will be resolved by tomorrow.

Attend to

Meaning: To take care of or deal with something.

Example: The nurse will attend to your needs shortly.

Blame

Meaning: To assign responsibility for a fault or wrong action.

Example: He blamed me for the mistake, but I wasn't involved.

Damage

Meaning: Harm or injury that reduces the value, quality, or usefulness of something.

Example: The storm caused significant damage to the roof of the house.

Do about

Meaning: To take action in response to a problem or situation.

Example: We need to do something about the broken printer; it's affecting the workflow.

Promise

Meaning: A commitment or assurance that something will happen or be done.

Example: I promise to return your book by the end of the week.

Repair

Meaning: To fix something that is broken or damaged.

Example: The technician will repair the computer tomorrow.

Clerical

Meaning: Relating to office work, especially tasks like writing, typing, and keeping records.

Example: She handles all the clerical duties in the office, including filing and answering emails.

As soon as possible

Meaning: To do something as quickly as one can.

Example: I will send the report to you as soon as possible.

Immediately

Meaning: Without any delay, at once.

Example: Please respond immediately if there is an emergency.

Upon

Meaning: On or immediately after (used to show when something happens).

Example: Upon arriving at the office, she went straight to her desk.

Lesson 12

Cooperation

Meaning: Working together with others for a common goal.

Example: The cooperation between the teams helped us finish the project on time.

Lookout

Meaning: A person who watches for danger or a situation where you keep watch for something.

Example: We need someone on the lookout for any suspicious activity in the area.

Note / Point

Meaning: A brief record or a significant idea or detail.

Example: She made a note of the important points discussed in the meeting.

Patience

Meaning: The ability to wait calmly without getting frustrated or upset.

Example: You need a lot of patience when dealing with young children.

Response

Meaning: A reaction or reply to something.

Example: I'm waiting for a response to my job application.

Summary

Meaning: A brief and concise overview or conclusion of something.

Example: The summary of the meeting was emailed to all team members.

Indicator

Meaning: A sign or signal that gives information about something.

Example: The temperature indicator showed that the machine was overheating.

Keep an eye out

Meaning: To stay alert or watch for something.

Example: Keep an eye out for any emails from the client regarding the changes.

Leave it

Meaning: To stop worrying about something or to leave something as it is.

Example: Don't bother fixing it, just leave it for now.

Look forward to

Meaning: To eagerly anticipate or be excited about something.

Example: I look forward to meeting you at the conference next week.

Put down

Meaning: To place something on a surface, or to criticize someone.

Example: He put down his book when the phone rang. / It's not right to put others down.

Have to

Meaning: To be required or obligated to do something.

Example: I have to finish this report by the end of the day.

Run

Meaning: To operate or manage something, or to move swiftly on foot.

Example: She runs a successful business. / He runs every morning to stay fit.

Run through

Meaning: To quickly review or go over something.

Example: Let's run through the presentation one more time before the meeting.

Beneficial

Meaning: Helpful or advantageous.

Example: Regular exercise is beneficial for your health.

Efficient

Meaning: Doing something in the best possible way with the least waste of time and resources.

Example: The new software is much more efficient than the old one.

Grateful

Meaning: Feeling thankful for something.

Example: I am grateful for all the support you've given me.

High

Meaning: Having a large amount or level of something, or being at a great height.

Example: The high quality of their products is well known. / The plane flew at a high altitude.

Abruptly

Meaning: Sudden and unexpected, often in a way that causes surprise or discomfort.

Example: He ended the conversation abruptly without any explanation.

Alternatively

Meaning: In place of something else, or as another option.

Example: You can take the train, or alternatively, drive if you prefer.

Mutually

Meaning: In a way that involves two or more people or groups equally.

Example: They came to a mutually beneficial agreement that satisfied both parties.

Lesson 13

Directness

Meaning: The quality of being straightforward and clear in communication without beating around the bush.

Example: His directness in the meeting was appreciated because it helped us get to the point quickly.

Expectations

Meaning: Beliefs or hopes about what will happen or what someone should do.

Example: My expectations for the presentation were high, and it exceeded them.

Friendliness

Meaning: The quality of being kind, pleasant, and approachable.

Example: Her friendliness made everyone feel comfortable at the party.

Humor

Meaning: The ability to make others laugh or a light-hearted attitude.

Example: His sense of humor made the long meeting much more enjoyable.

Indifference

Meaning: Lack of interest, concern, or emotion toward something.

Example: The manager showed indifference to the employee's concerns, which upset the team.

Professionalism

Meaning: The competence, skill, and behavior expected in a professional setting.

Example: She handled the situation with great professionalism, keeping her emotions in check.

Punctuality

Meaning: The habit of being on time.

Example: His punctuality for every meeting is something his colleagues admire.

Silence

Meaning: The absence of sound or speech.

Example: There was a moment of silence after the announcement of the team's victory.

Clarify

Meaning: To make something clearer or easier to understand.

Example: Could you clarify your point so that everyone understands?

Disturb

Meaning: To interrupt or bother someone, especially in a way that causes discomfort.

Example: Please do not disturb me while I'm working on this project.

Enable

Meaning: To make something possible or give the necessary tools or abilities to do something.

Example: The new software will enable us to complete the tasks much faster.

Guarantee

Meaning: A promise or assurance that something will happen or be done.

Example: I guarantee that the product will work as described or your money back.

Interrupt

Meaning: To stop someone from speaking or doing something, often in the middle of it.

Example: Please don't interrupt me while I'm explaining the plan.

Notify

Meaning: To inform someone about something, often officially or formally.

Example: I'll notify you once the package has arrived.

Respect

Meaning: A feeling of admiration or deference toward someone or something.

Example: She showed great respect for her colleagues' opinions during the discussion.

Personal

Meaning: Relating to or affecting a particular person, usually in a private or individual way.

Example: I prefer to keep personal matters out of the office.

Safe

Meaning: Free from harm, danger, or risk.

Example: Please ensure that all safety procedures are followed to keep the workplace safe.

Simple

Meaning: Easy to understand or not complicated.

Example: The instructions were simple and easy to follow.

Concisely

Meaning: In a way that is clear and to the point, without unnecessary details.

Example: Please explain the issue concisely so we can make a decision quickly.

Thoroughly

Meaning: In a complete and detailed manner.

Example: He examined the report thoroughly before submitting it to his supervisor.

Lesson 14

Action

Meaning: The process of doing something to achieve a goal or result.

Example: She took immediate action to resolve the issue at work.

Availability

Meaning: The state of being available or ready for use.

Example: The availability of the manager is crucial for the project's progress.

Chat

Meaning: An informal conversation or talk.

Example: We had a quick chat about the upcoming event.

Contact

Meaning: Communication or connection with someone, usually for business or personal purposes.

Example: Please contact me if you have any questions.

Participant

Meaning: A person who takes part in an activity or event.

Example: The participants in the meeting shared their feedback on the new policies.

Purpose

Meaning: The reason or intention behind an action or activity.

Example: The purpose of the project is to improve customer satisfaction.

Result

Meaning: The outcome or effect of an action or event.

Example: The result of the survey showed that most employees prefer remote work.

Tool

Meaning: An instrument or device used to perform a task or function.

Example: This software tool helps streamline the workflow.

Assure

Meaning: To make someone feel confident or certain about something.

Example: I assure you that we will finish the project on time.

Clarify

Meaning: To make something easier to understand by explaining it more clearly.

Example: Could you clarify your last point about the marketing strategy?

Follow up

Meaning: To check on or revisit something after an initial action or contact.

Example: I'll follow up with you next week to ensure the issue is resolved.

Greet

Meaning: To acknowledge someone with a word or gesture when meeting them.

Example: She greeted the guests warmly as they arrived at the event.

Host

Meaning: A person who organizes or invites people to an event or gathering.

Example: The host of the conference gave an inspiring opening speech.

Identify

Meaning: To recognize or establish what something is or who someone is.

Example: Can you identify the person who made the complaint?

Interrupt

Meaning: To stop or break into someone else's conversation or action.

Example: I didn't mean to interrupt, but I have an important point to add.

Receive

Meaning: To get or be given something.

Example: I received your email and will respond shortly.

Schedule

Meaning: A plan or timetable of when events or tasks are to take place.

Example: I need to check my schedule before confirming the meeting time.

Appropriate

Meaning: Suitable or right for a particular situation.

Example: It's important to wear appropriate attire for the interview.

Brief

Meaning: Short in duration or concise in content.

Example: The manager gave a brief overview of the meeting's agenda.

Abruptly

Meaning: In a sudden and unexpected manner.

Example: The conversation ended abruptly when the phone rang.