

Elementary - Calling In Sick (B0002)

A: Hello, Daniel speaking, how may I help you?

B: Hi, Daniel, Julie here.

A: Hi, Julie, how are you?

B: Actually, I'm feeling quite ill today.

A: I'm sorry to hear that. What's wrong?

B: I think I'm coming down with the flu. I have a headache, a sore throat a runny nose and I'm feeling slightly feverish.

A: I see... so you're calling in sick?

B: Yes, I was hoping to take the day off to recover.

A: OK, then. Try and get some rest.

Key Vocabulary

was hoping	<i>phrase</i>	to kindly expect
calling in sick	<i>phrase</i>	report that you will not go to work because you are sick
coming down	<i>phrase</i>	getting, acquiring
quite ill	<i>phrase</i>	very sick
how may I help you?	<i>phrase</i>	Polite offer to help

Supplementary Vocabulary

make it into work	<i>phrase</i>	go to work
sick day	<i>phrase</i>	day off because you're sick
impolite	<i>Adjective</i>	rude

permission

common

allow

*noun, sin-
gular*

symptom

common

a sign, indication

*noun, sin-
gular*

The Office - I need an assistant! (C0004)

A: ...like I told you before, we just don't have the resources to hire you an assistant.

B: I understand that, but the fact is we're understaffed.

A: The timing is just not right. The economy is bad, and it's too risky to take on new staff.

B: Yeah, I guess you're right.... here's an idea, what if we hire an intern? She would take some of the weight off my shoulders.

A: She?

B: Yeah, you know, a recent graduate. She could give me a hand with some of these projects and we could keep our costs down.

A: That sounds reasonable... let me see what I can do.

A: Tony, I'd like to introduce you to your new assistant.

B: OK, great! Let's meet her!

C: Hi, I'm Adam.

B: Oh... hi... I'm Tony...

Key Vocabulary

resources

*common
noun, plu-
ral*

money

understaffed

Adjective

not enough people to do
the job

the timing is just not right	<i>phrase</i>	it is not a good time now
weight off my shoulders	<i>phrase</i>	remove pressure or stress
give me a hand	<i>phrase</i>	help
that sounds reasonable	<i>phrase</i>	is OK

Supplementary Vocabulary

recruit	<i>principle verb, infinitive</i>	hire
overworked	<i>Adjective</i>	working too much
short staffed	<i>Adjective</i>	not enough people to do the job
cut costs	<i>phrase</i>	reduce spending
overstaffed	<i>Adjective</i>	having too many em- ployees

The Office - Virus! (C0007)

A: Oh great! This stupid computer froze again! That's the third time today! Hey Samuel, can you come take a look at my PC? It's acting up again. It must have a virus or something.

B: Just give me a second; I'll be right up.

B: I ran a virus scan on your computer, and it turns out that you have a lot of infected files!

A: But I'm quite careful when I'm browsing the internet, I have no idea how I could have picked up a virus.

B: Well, you have to make sure that your anti-virus software is updated regularly; yours wasn't up to date, that's probably what was causing your problems.

A: Ok. Anything else?

B: Yeah, try not to kick or hit the computer!

A: Um yeah... Sorry about that.

Key Vocabulary

freeze	<i>principle</i> <i>verb,</i> <i>present</i> <i>simple</i>	to stop working properly
take a look	<i>phrase</i>	see, revise
act up	<i>principle</i> <i>verb,</i> <i>present</i> <i>simple</i>	not working properly
be right up	<i>phrase</i>	go upstairs soon
pick up	<i>principle</i> <i>verb,</i> <i>present</i> <i>simple</i>	get, acquire

browse	<i>principle</i> <i>verb,</i> <i>present</i> <i>simple</i>	look, search
up to date	<i>phrase</i>	having all the most recent information

Supplementary Vocabulary

monitor	<i>common</i> <i>noun, singular</i>	computer screen
computer tech	<i>common</i> <i>noun, singular</i>	person in a company who fixes computers
corrupt file	<i>common</i> <i>noun, singular</i>	damaged or broken computer file that can't be opened
surf the net	<i>phrase</i>	look for information on the internet
web browser	<i>common</i> <i>noun, singular</i>	computer program that allows you to go on the internet

The Office - Driving Sales (C0010)

A: All right, people. We're holding this meeting today because we've got to do something about our sales, and we need to do it NOW! I want concrete solutions. How do you intend to drive sales... Roger?

B: Well, in fact, we're the most expensive in the market, so maybe we need to lower our prices to match the competitors?

A: Lower our prices? Not very creative. It'll never fly with Swan. What kind of thinking is that? Geez. Anybody else have a better plan? Natalie?

C: Um, perhaps, um, a sales promotion. Maybe a two-for-one offer, or something like that!

A: What? That's the same thing. Bad idea. Really bad idea. Dammit people come on! Think! The CEO will be here any minute.

D: Do we have any ideas yet?

C: Yes Mr. Swan, we were kind of considering a two-for-one offer to get more competitive.

D: A two-for-one promotion? Hmm. I kind of like the sound of that. It sounds like something we should consider.

A: Yeah, exactly. Just what I was thinking! In fact, that's a brilliant idea! I'm glad we thought of that. Very creative.

Key Vocabulary

concrete solutions

phrase

a real or specific solution to a problem

drive sales

Preposition

increase sales

in the market

phrase

in the industry

to match the competitors	<i>principle verb, infinitive</i>	be the as good as or better than others companies in the same industry
will never fly	<i>phrase</i>	will not work, will not be approved
promotion	<i>phrase</i>	something done to make people aware of a product
be here any minute	<i>phrase</i>	will arrive very soon
to consider	<i>principle verb, infinitive</i>	thinking about
brilliant	<i>Adjective</i>	excellent

Supplementary Vocabulary

competitive	<i>Adjective</i>	as good as or better than others of the same type
win sales	<i>phrase</i>	make sales successfully

sales strategy	<i>phrase</i>	plans for a company's sales activities
sales cycle	<i>phrase</i>	the process a customer goes through when deciding to buy a product
to outsell	<i>principle verb, infinitive</i>	to sell more than others
customer loyalty	<i>phrase</i>	when a customer buys the same brand over and over

The Office - Out Of Control Spending (C0013)

A: OK, so now the last point on our agenda. Jill, let's go over the profit and loss statement.

B: Great. Well, the main issue here, as you can see, is that our expenses are through the roof.

A: Let's see... These numbers are off the charts! What's going on here!

B: Well, um, sir, the company expenditures on entertainment and travel are out of control. Look at these bills for example. Just this month we've paid over twenty thousand dollars for hotel charges!

A: OK, thank you. I'll look into it.

B: The list goes on and on. Here, this is a bill for five thousand dollars for spa treatments!

A: Thank you; that will be all. I'll take care of it.

B: Look at this one sir, eight thousand dollars were spent in one night at a place called "Wild Things"?!

A: OK, I get it!! Thank you for your very thorough analysis!

Key Vocabulary

go over

phrase

revise, check

through the
roof

phrase

suddenly very high

off the charts

phrase

very high

expenditures

*common
noun, plu-
ral*

amount of money spent
on something

out of control

phrase

not in control

look into	<i>principle</i> <i>verb, Will</i> <i>Future</i>	investigate, try to get information about something
go on and on	<i>phrase</i>	continues
take care of	<i>principle</i> <i>verb, Will</i> <i>Future</i>	do something about

Supplementary Vocabulary

revenue	<i>common</i> <i>noun, non-</i> <i>variable</i>	amount of money paid to a business
cash flow	<i>common</i> <i>noun, non-</i> <i>variable</i>	the movement of money into and out of a busi- ness
the bottom line	<i>phrase</i>	the net profit; the amount of money a business makes after ex- penses
finances	<i>common</i> <i>noun, non-</i> <i>variable</i>	the amount of money you have and how well it is organized

income

common
noun, non-
variable

the amount of money
a person or a company
makes

assets

common
noun, plu-
ral

things of value that are
owned by a company

The Office - What Do You Do? (C0021)

A: Oh, look, there's Veronica and her boyfriend. She's always going on about him at the office. Oh, great, they saw us. They're coming this way.

B: Oh, man...

C: Jessica! Arthur! Hi! I'd like you to meet my boyfriend Greg, he's the V. P. of quality and safety for a top Fortune 500 food company.

A: Nice to meet you. This is my husband, Arthur.

B: Hey, how's it going?

D: Hello.

A: Veronica talks about you all the time. I guess you must be pretty busy at work.

D: Well, yeah, a V. P. position is not easy, you know! I implement policies and procedures nationwide. of various departments, as well as train junior managers in FDA and EPA regulations. I also have to oversee daily ope

B: Wow, yeah... that sounds exciting.

D: And what about you, Arthur? What do you do for a living?

B: Oh, I'm a Top Gun pilot!

Key Vocabulary

go on about	<i>phrase</i>	talk about something a lot
Fortune 500	<i>phrase</i>	top 500 companies, rated by revenue

implement	<i>principle verb, present progressive</i>	begin to do something, put into action
responsible	<i>Adjective</i>	have the duty or job of taking care of some- thing
nationwide	<i>Adjective</i>	in the whole country
look after	<i>principle verb, infini- tive</i>	take care of
oversee	<i>principle verb, present simple</i>	watch and direct to make sure a job is done correctly
quality control	<i>common noun, non- variable</i>	checking goods to make sure that they are good enough to sell
under me	<i>phrase</i>	working for me

Supplementary Vocabulary

develop rela- tionships	<i>phrase</i>	make good relation- ships
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handle complaints	com-	<i>phrase</i>	look after or take care of complaints
		<i>phrase</i>	/ write official documents
coordinate		<i>verb</i>	make arrangements or plans with a group of people
monitor		<i>verb</i>	watch and check
supervise		<i>verb</i>	be in charge of something , watch and direct
ensure		<i>verb</i>	make sure

Elementary - Making an Appointment (B0023)

A: Hello, Fairbrook Consulting, how may I help you?

B: Yes, this is Julianne Horton, and I'm calling to arrange an appointment with Ms. McNealy.

A: Certainly, what day were you thinking of?

B: How's Thursday? Does she have any time available then?

A: Um...let me double check...unfortunately, she's booked solid on Thursday, how does next Monday work for you?

B: Actually, I've got something scheduled on Monday. Can she do Tuesday?

A: Sure, Tuesday's perfect. May I ask where you're calling from?

B: Sure, Merton Financial Advisors.

A: Oh, actually, Tuesday's no good. Sorry 'bout that.

Key Vocabulary

	<i>Verb</i>	to arrange
appointment	<i>Noun (singular)</i>	an agreement to meet someone at a particular time
available	<i>Adjective</i>	not busy, willing to talk to someone
double check	<i>Phrase</i>	check again
booked solid	<i>Phrase</i>	having no available place or time
work for you	<i>Phrase</i>	be okay with you
scheduled	<i>Verb</i>	planned at a specific time
no good	<i>Phrase</i>	not okay

Supplementary Vocabulary

fully booked	<i>Phrase</i>	booked solid; having no space or time available
fit you in	<i>Phrase</i>	find time to see someone in a busy schedule
unavailable	<i>Adjective</i>	not available
occupied	<i>Adjective</i>	busy doing something

Upper-Intermediate - Planning For The Worst (D0025)

- A: Well, right, let's move to our next order of business, as many of you are aware, in recent weeks there has been a lot of media coverage surrounding this bird flu issue. And it's come to my attention that our company lacks any sort of bird flu contingency plan.
- B: Basically, we need to come up with a clear plan; we need to outline specific actions that our company can take to maintain critical business functions in case a pandemic strikes.
- A: So, what I'd like to do is: first appoint someone to look after drafting our plan; Ralph, I'd like you to head up this project.
- C: Sure, no problem. What issues do you want me to consider?
- B: Well, let's see, there are a few points we need to be thinking about... first, I'll need you to analyze our numbers and figure out what kind of financial impact an outbreak might have.

- A: You'll also need to think about how we can avoid any of our employees getting infected; think of ways to reduce employee-customer contact, perhaps some IT solutions that will allow our people to work from home.
- C: I guess you'll need me to forecast employee absences as well, right? And I'll think about the impact this will have on our clients. Hey, what about vaccines? Should we be thinking about getting vaccines for our employees?
- A: Exactly right. So, I'll leave this to you, and we'll review the draft plan in two weeks. Okay, so, anyone want to order some KFC for lunch?

Key Vocabulary

order of business

Phrase

an issue that must be discussed

bird flu

Noun (non-count)

flu originated from birds that carry virus

contingency plan	<i>Phrase</i>	a plan that prepares for a situation where things can go wrong
critical	<i>Adjective</i>	extremely important
pandemic	<i>Noun (singular)</i>	a situation where a disease is spread out very quickly, and affects many people in many countries
draft	<i>Verb</i>	make a first version of something
impact	<i>Noun (singular)</i>	major influence or effect on something
outbreak	<i>Noun (singular)</i>	a sudden start of disease affecting many people
head up	<i>Verb</i>	lead and be responsible for
forecast	<i>Verb</i>	predict what is going to happen based on available information

vaccine

Noun (plural)

medical substance that protect people or animal against diseases

Supplementary Vocabulary

epidemic

Conjunction

event where a disease spreads really quickly and affects a large number of people

backup plan

Phrase

a plan made in case events go badly

pandemic pre-
paredness plan*Phrase*

a plan to prepare for the possible outbreak of a pandemic

transmit disease

Phrase

pass disease from one individual to another

avian influenza

Noun (singular)

bird flu

influenza

Noun (non-count)

flu; illness caused by a virus

Elementary - Asking for Time Off (B0027)

A: Mr. McKenna, do you have a second? I need to talk to you about something.

B: Sure, Liv, what can I do for you?

A: Well, I was just wondering... you see, I know I've used up all my vacation days this year, but my sister is getting married, and the wedding is overseas, and, well...

B: You wanna take some time off, is that right?

A: Well, sir, I was just hoping that I might be able to take some unpaid leave this year.

B: What dates are you planning on taking off? I'll need at least two months notice, so that I can plan for your absence.

A: I was thinking of taking off from September first until the thirtieth . Would you be okay with that?

B: Well, I guess so.

Key Vocabulary

have a second	<i>Phrase</i>	have some time, not busy
use up	<i>Verb</i>	take all of something
overseas	<i>Adjective</i>	in an other country, across the ocean
take some time off	<i>Phrase</i>	stop working for a short time
notice	<i>Noun (non-count)</i>	information that tells you about something or warns about something
be okay with that	<i>Phrase</i>	agree
unpaid leave	<i>Phrase</i>	time away from work that is not paid

Supplementary Vocabulary

take a leave of absence	<i>Phrase</i>	stay away from work for a long period of time, without getting paid
sick leave	<i>Noun (non-count)</i>	time away from work when sick
personal leave	<i>Noun (non-count)</i>	time away from work for personal reasons (i.e. doctor's appointment, etc.)
maternity leave	<i>Noun (non-count)</i>	time away from work for a mother to care for a new baby
bank holiday	<i>Noun (singular)</i>	public holiday recognized by law (BrE)

Elementary - Canceling an Appointment (B0031)

A: Hello, Samantha speaking.

B: Hi Samantha. This is Angela calling.

A: Oh, hi Angela, what's up?

B: I'm just calling about our meeting today. I wonder, is it possible to reschedule our appointment in the afternoon? I have a bit of an emergency that I need to take care of.

A: Let me see, it shouldn't be too much of a problem...

B: I'm really sorry, I hope it doesn't inconvenience you too much, it's just this thing came up, and ...

A: Angela, you know what, I can't make it to our meeting, either. Why don't we postpone it to tomorrow afternoon at the same time?

B: Sounds great. See you tomorrow.

C: Angela..Angela, look up! See that lady over there who is trying on a red leather jacket? Isn't that Samantha?

B: What? No wonder she told me she couldn't make it to the meeting, oh, no, I think she saw me...

Key Vocabulary

what's up	<i>Phrase</i>	what is the matter
reschedule	<i>Verb</i>	schedule something for a different time
inconvenience	<i>Verb</i>	cause problem or trouble
come up	<i>Verb</i>	occur in an unexpected way

make it	<i>Verb</i>	come
postpone	<i>Verb</i>	decide to do something at a later time
no wonder	<i>Phrase</i>	not surprisingly

Supplementary Vocabulary

scheduling conflict	<i>Noun (singular)</i>	two or more appointments scheduled at the same time
call off	<i>Verb</i>	cancel
double-book	<i>Verb</i>	have two appointments or meetings at the same time
push back	<i>Phrase</i>	move a meeting or ap- pointment to a later time
rain check	<i>Phrase</i>	a promise or offer to do something in the future that is not possible to do now

Elementary - Can I ask you a favor? (B0040)

A: Um, sorry to bother you, um... my name is Rachel. I'm new here. Can I ask you a favor?

B: Hi Rachel, welcome on board. I'm afraid I can't help you right now. I'm getting ready for a very important meeting.

A: Excuse me, but can I bother you for a sec?

C: You know what, I'd love to help you, but I'm about to meet an important client. Do you wanna try Sean instead? He sits right over there.

A: Sorry to interrupt you Sean, could you do me a quick favor?

D: Actually, I'm working on a document that is due in a couple minutes. I really can't talk to you right now. Sorry about that.

A: Geeze! I just want to know where the bathroom is! What's wrong with you people!

Key Vocabulary

bother	<i>Verb</i>	annoy or disturb someone
can I ask you a favor	<i>Phrase</i>	ask someone to do a kind and helpful thing
on board	<i>Phrase</i>	to the company
can I bother you	<i>Phrase</i>	polite way of asking if you can interrupt someone
instead	<i>Adverb</i>	in the place of
sorry to interrupt	<i>Pronoun</i>	phrase used to begin speaking to someone when they are busy doing or saying something
do me a quick favor	<i>Pronoun</i>	do a small, helpful thing that won't take a long time

Supplementary Vocabulary

help me out	<i>Phrase</i>	help me
give me a hand	<i>Phrase</i>	help me with something
annoy	<i>Verb</i>	cause someone to feel slightly angry
bug	<i>Verb</i>	bother or annoy someone (informal)
disrupt	<i>Verb</i>	stop someone from working, or doing something

Elementary - I Need More Time (B0042)

A: So, Casey, how are things going with the photos for the press kit?

B: Yeah, I've been meaning to talk to you about that. I might need to ask for an extension on that deadline.

A: You've had over a month to get this finalized! Why are things delayed?

B: Well, the thing is, we ran into a lot of problems. . .

A: I'm not looking for excuses here. I just want to get this finished on time!

B: I know, and I apologize for the delay. But some things were just beyond my control. I had trouble booking the photographer, and then Michael was sick for three weeks, so I couldn't include him in the photos, and the design team lost all the files, so I had to re-do the pictures.

A: I'm not going to put this off any longer, Casey! I want those photos ASAP!

Key Vocabulary

press kit	<i>Noun (singular)</i>	group of photos, documents, articles, and information about a company given to reporters, newspapers, magazines, etc.
I've been meaning to	<i>Verb, Present Perfect Progressive</i>	intend, plan to do something
extension	<i>Noun (singular)</i>	make a deadline longer, extra time to do something
	<i>Noun (singular)</i>	the date when something must be finished
finalize	<i>Verb</i>	finish, decide on all the details

delay	<i>Verb</i>	late
run into	<i>Phrase</i>	meet or encounter
beyond someone's control	<i>Phrase</i>	not able to control something
put (something) off	<i>Verb, Going to Future</i>	plan to do something later

Supplementary Vocabulary

due	<i>Adjective</i>	the date when something must be finished or happen
	<i>Verb</i>	not do something now that should be done; do something later procrastinate
behind	<i>Adjective</i>	late with a project or things you have to do
hold up	<i>Phrase</i>	delay or slow something
tight deadline	<i>Phrase</i>	a deadline that is really difficult to meet

Advanced - Just In Time Strategy (E0047)

A: I called this meeting today in order to discuss our manufacturing plan. As I'm sure you're all aware, with the credit crunch, and the global financial crisis, we're obligated to look for more cost efficient ways of producing our goods. We don't want to have to be looking at redundancies. So, we've outlined a brief plan to implement the just-in-time philosophy.

B: We have two basic points that we want to focus on. First of all, we want to reduce our lead time.

C: Why would want to do that? I think this is not an area that really needs to be worked on.

B: Well, we want to reduce production and delivery lead timesfor better overall efficiency.

- A: Right, production lead times can be reduced by moving work stations closer together, reducing queue length, like for example, reducing the number of jobs waiting to be processed at a given machine, and improving the coordination and cooperation between successive processes. Delivery lead times can be reduced through close cooperation with suppliers, possibly by inducing suppliers to locate closer to the factory or working with a faster shipping company.
- C: I see... That makes sense.
- B: The second point is that we want to require supplier quality assurance and implement a zero defects quality program. We currently have far too many errors that lead to defective items and therefore, they must be eliminated. A quality control at the source program must be implemented to give workers the personal responsibility for the quality of the work they do, and the authority to stop production when something goes wrong.
- C: I'm with you on this one. It's essential that we reduce these errors; we've got to force our suppliers to reduce their mistakes.

A: Exactly. Well, let's look at how we're going to put this plan into action. First...(fade out)

Key Vocabulary

obligate	<i>verb</i>	make a person do something because it is the right thing to do
cost efficient	<i>phrase</i>	cheap, not expensive
redundancy	<i>common noun, plural</i>	layoff, the ending of workers' employment
implement	<i>verb</i>	put a plan into action
lead time	<i>common noun, singular</i>	the time between the beginning of a process and its end
efficiency	<i>common noun, singular</i>	the ability to produce something more quickly

work station	<i>common noun, plu- ral</i>	an area where a person works and does his job
given	<i>Adjective</i>	used to refer to a specific time, place or thing
defective	<i>Adjective</i>	having a mistake or error that makes something not perfect
defect	<i>common noun, plu- ral</i>	a mistake or error that makes something not perfect

Supplementary Vocabulary

inventory	<i>common noun, non- variable</i>	supply of goods stored in a place
carrying cost	<i>phrase</i>	the cost of holding inventory
warehouse	<i>common noun, sin- gular</i>	large building where products or goods are stored

stock

common
noun, non-
variable

the supply of goods for
sale, or available

bottleneck

common
noun, sin-
gular

something that slows a
process down

The Office - Malfunction (C0057)

- A: Hey Carl, can you make a copy of this contract for me please? When you have it ready, send it out ASAP to our subbranch.
- B: Sure! Um... I think I broke this thing. Maxine, can you help me out here? I'm not really a tech guy.
- C: Yeah, sure. I think it's just out of toner. You can go use the other one upstairs. On your way up, can you fax this while I try and fix this thing?
- B: Sure! Dammit! Everything in this office seems to be breaking down! Never mind. I'll send this stupid fax later. Oh great! Is someone playing a practical joke on me? This is ridiculous!
- D: The elevator has some sort of malfunction. Just take the stairs dude. What floor are you going to?

B: I have to go up fifteen floors! Never mind. Made it! There is the copier!

Key Vocabulary

ASAP	<i>phrase</i>	as soon as possible
tech	<i>common noun, non- variable</i>	technology
toner	<i>common noun, non- variable</i>	ink used in a printer or photocopier
on (some- one's) way	<i>phrase</i>	while moving from one place to another
break down	<i>verb</i>	suddenly stop working
never mind	<i>phrase</i>	forget the last thing I said; don't worry about it
practical joke	<i>common noun, sin- gular</i>	a joke where something is done, rather than said
ridiculous	<i>Adjective</i>	very unreasonable or silly

malfunction	<i>common</i> <i>noun, singular</i>	a problem causing a thing to stop working properly
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Supplementary Vocabulary

bug	<i>common</i> <i>noun, singular</i>	a technical problem that causes a computer or system to not work properly
office equipment	<i>common</i> <i>noun, non-variable</i>	tools used in an office
paper jam	<i>common</i> <i>noun, singular</i>	paper getting stuck in a photocopier, fax machine, or printer
damage	<i>verb</i>	break or harm something, make something not work properly, or not look perfect
power surge	<i>common</i> <i>noun, singular</i>	an increase in electrical current that can damage electric equipment

breakdown

common

the act of a machine

noun, sin-

suddenly not working

gular

properly

Advanced - Job Interview I (E0059)

A: Okay, so let's go over everything one more time. I really want you to get this job!

B: I know! It's an amazing growth opportunity! They're true industry leaders, and it would be so interesting to be part of an organization that is the undisputed leader in business process platform development.

A: So, let's see, you did your research on the company, right?

B: Well, I visited their website and read up on what they do. They're an IT service company that offers comprehensive business solutions for large corporations. They provide services such as CRM development, and they also offer custom-designed applications.

A: So what would your role in the company?

B: Well, the position is for an account manager. That basically means that I would be the link between our and our development team.

A: Sounds good, and so, why do you want to work with them?

B: Well, as I said they're the industry leaders, they have a really great growth strategy, amazing development opportunities for employees, and it seems like they have strong corporate governance. They're all about helping companies grow and unleashing potential. I guess their core values and mission really resonated with me. Oh, and they offer six weeks' vacation, stock options and bonuses... I'm totally going to cash in on that.

A: You idiot! Don't say that! Do you want this job, or not?

Key Vocabulary

CRM	<i>common noun, sin- gular</i>	processes, services, technology, and people used to attract and keep customers
custom	<i>Adjective</i>	specially made to fit the needs of a person or or- ganization
core values	<i>common noun, plu- ral</i>	most important beliefs
growth oppor- tunity	<i>phrase</i>	chance to gain new skills
industry leader	<i>phrase</i>	being the best in that particular field or in- dustry
undisputed	<i>Adjective</i>	definitely true, not doubted
read up	<i>verb</i>	read to gain the most recent information on a subject
unleash	<i>verb</i>	release; allow some- thing to happen

resonate	<i>verb</i>	have a special meaning or importance for someone
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Supplementary Vocabulary

integrated solutions	<i>phrase</i>	combine things to find a plan or a way to deal with a problem (esp. in business)
	<i>phrase</i>	something that places a company above the competition
optimize	<i>verb</i>	make something as effective as possible
align	<i>verb</i>	join a group in supporting something
platform	<i>common noun, singular</i>	a program that tells a computer how to work

The Office - Job Interview II (C0062)

A: Thanks for coming in today, did you have any trouble finding us? Please take a seat.

B: Thank you.

A: So, let's get started; tell me a bit about your educational background.

B: Sure! Well, I graduated with honors from Chester-ton University with a major in Business Administration, with a specialization in Information Management, and I minored in psychology. I chose this course of study for two reasons: I wanted to gain some practical, marketable skills, which the information management track provided, and I also feel that interpersonal skills are essential for professional success, hence the minor in psychology.

A: Interesting. And, your postgraduate studies?

B: Well, I am really passionate about consumer behavior, so I pursued a master's in that area. I also strive to keep my professional skills current, so I continuously attend seminars and conferences related management and customer service.

A: Very good. Now, tell me a little bit about your work experience. I see here that you previously worked at Oracle.

B: Yeah, I worked as their customer support manager, which brought me a breadth of experience in both client care, and process management. I supervised and coordinated the customer support team as well as implemented new strategies to achieve better customer satisfaction.

A: Interesting...

B: Yes, in this position I was able to make some pretty significant contributions to the overall success of the company. With the different initiatives that we implemented, we lowered our churn rate to about five percent, which had a direct impact on revenue.

Key Vocabulary

educational background	<i>phrase</i>	the history of the education you've had
with honors	<i>phrase</i>	with special recognition for receiving very high marks
major	<i>common noun, singular</i>	the main field of study in an undergraduate degree
specialization	<i>common noun, singular</i>	a limited area of study
minor	<i>verb</i>	to have a secondary area of study in an undergraduate program

course of study	<i>phrase</i>	the combination of courses taken in a degree program
track	<i>common noun, singular</i>	course of study
postgraduate	<i>Adjective</i>	masters or Ph.D; education above the bachelor's degree level
hence	<i>General Adverb</i>	for that reason
pursue	<i>principle verb, past simple</i>	try to do something over a longer period of time
strive	<i>verb</i>	try hard to do something
breadth	<i>common noun, singular</i>	a wide range or scope of something
significant	<i>Adjective</i>	important and large enough to have a noticeable effect

contribution	<i>common noun, plu- ral</i>	adding or giving some- thing
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Supplementary Vocabulary

tertiary edu- cation	<i>phrase</i>	university education
take initiative	<i>phrase</i>	take the chance to do something before others do
distinguish	<i>verb</i>	make something differ- ent in a special way
attribute	<i>common noun, sin- gular</i>	a good quality or fea- ture that someone has
scrutinize	<i>verb</i>	examine something in a careful and critical way

The Office - Receptionist (C0063)

A: Good afternoon. May I help you?

B: Yes, I'm here to see Joanna Stevens. I have an appointment at four.

A: Certainly, may I take your name? I'll let her know you've arrived.

B: Sure, it's Josh O'Neil.

A: Ms. Stevens will be with you momentarily. Can I offer you something to drink?

B: Yes, a coffee would be nice, thank you.

A: Here you are. Ms. Stevens is ready for you now. I'll show you to her office, right this way.

A: Just watch your step here...

Key Vocabulary

certainly	<i>General Adverb</i>	with out doubt; of course
may I take your name	<i>phrase</i>	polite way to ask for someone's name
let (someone) know	<i>phrase</i>	tell someone
momentarily	<i>General Adverb</i>	in a very short time
be ready for you	<i>phrase</i>	is prepared to meet with you
show (some-one) to	<i>phrase</i>	show a person the way to a place
right this way	<i>phrase</i>	phrase you use to show someone the direction to walk

Supplementary Vocabulary

administrative assistant	<i>common noun, singular</i>	secretary
lobby	<i>common noun, singular</i>	the waiting area of a building
front desk	<i>common noun, singular</i>	the desk at the entrance of a building where the receptionist sits
field calls	<i>phrase</i>	receive and direct phone calls
switchboard	<i>common noun, singular</i>	a system used to connect phone calls to many different phone lines within a building

The Office - Job Interview III (C0065)

A: Very good. Now, I have a couple of final questions.

B: I hope they're not too hard!

A: Well, why should we hire you?

B: I think that I would be a perfect fit in this company. I have a unique combination of strong technical acumen, and outstanding soft skills; you know, I excel at building strong, long-term customer relationships. For example, when I headed the customer support department in my previous company, our team solved about seventy percent of our customers' problems. I decided that we needed better information and technical preparation on our products, so after I implemented a series of training sessions in coordination with our technical department, we were able to solve ninety percent of our customers' issues. Given the opportunity, I could bring this kind of success to this company.

A: Impressive! So, what would you consider to be your greatest weakness?

B: To be honest, I struggle with organization and time management. Punctuality has never been a strength of mine. I find it hard to organize my time efficiently. I have actually addressed this weakness recently, by attending a workshop on efficient time management. It helped me a lot, by providing me with great insights on how to get organized and use my time efficiently, so I think I'm getting better now.

A: Great... Well, let me tell you that I am very pleased with this interview. We are short-listing our candidates this week, and next week we will inform our short listed candidates of the day and time for a second interview with our CEO.

B: Great, thanks a lot! I hope to hear from you! Good bye.

Key Vocabulary

a perfect fit	<i>phrase</i>	the right person for the job
acumen	<i>common noun, singular</i>	the ability to think clearly and make good decisions
excel	<i>verb</i>	be superior to, among the best
head	<i>verb</i>	to be the leader of something
implement	<i>verb</i>	to make something active or effective
training session	<i>phrase</i>	a meeting where people acquire skills and knowledge about a subject
struggle	<i>verb</i>	have a difficult time
punctuality	<i>Adjective</i>	arriving or doing something at the expected or planned time
address	<i>verb</i>	to deal with (a matter, issue, problem, etc.)

short list	<i>verb</i>	to select a few candidates in order to make a final selection or decision
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Supplementary Vocabulary

prospect	<i>common noun, singular</i>	someone or something that is likely to succeed or to be chosen
CV	<i>common noun, singular</i>	curriculum vitae; a short document that describes your education, work experience, etc.
shortcoming	<i>common noun, singular</i>	a weakness that someone has
asset	<i>common noun, singular</i>	a valuable or beneficial thing or ability that a person has
triumph	<i>common noun, singular</i>	a great success or achievement a person has/ triumph

The Office - Calling The Office (C0066)

A: Ello-hay, Aniel-day eaking-spay, ow-hay ay-may I
elp-hay ou-yay

B: Ay-hay, Aniel-day, Ulie-jay ere-hay

A: Ay-hay, Ulie-jay, ow-hay are ou-yay?

B: Actually, I' m eeling-fay ite-quay ill otday-tay.

A: I' m orry-say oo-tay ear-hay, at-they. ut-way is
ong-wray?

B: I ink-thay I' m oming-cay own-day ith-way uh-
they oo-flay. I ave-hay a eadache-hay, a ore-say
oat-thray and I' m eeling-fay ighly-slay everish-
fay.

A: I ee-say. O-say ou' re-yay alling-cay in ick-say?

B: Es-yay, I uz-way oping-hay oo-tay ake-tay uh-they
ay-day off oo-tay eecover-ray.

A: Ok, en-they. Ay-tray and et-gay ome-say est-ray.

Key Vocabulary

Supplementary Vocabulary

The Office - Groundbreaking Research (C0068)

A: We've been over this a thousand times. The data is irrefutable! Look, we've done extensive research, built studies, and read the literature, and there is conclusive evidence to support my theory!

B: Horowitz, I beg to differ. Even in your most recent study, the investigative approach was flawed! You know as well as I do that the collection of data was not systematic, and there is a large margin of error. To draw a definitive conclusion based on that data would be misleading

A: That is preposterous!

B: You are trying to single-handedly solve one of the world's greatest mysteries, and yet you are oblivious to the fact that you are wrong!

A: I am not wrong! The chicken came first!

B: No! The egg came first!

Key Vocabulary

definitive conclusion	<i>phrase</i>	a final judgment that is not able to be changed; that is final
single-handedly	<i>Adjective</i>	do something on your own, without help
investigative approach	<i>phrase</i>	way of looking for information
flawed	<i>Adjective</i>	having errors or mistake
preposterous	<i>Adjective</i>	crazy, foolish, or silly
oblivious to	<i>phrase</i>	unaware or don't know
extensive research	<i>phrase</i>	very full and complete study to find information
systematic	<i>Adjective</i>	using a careful system or method
irrefutable	<i>Adjective</i>	correct; not able to be proved wrong

Supplementary Vocabulary

associated with	<i>phrase</i>	linked or connected with
circumstantial evidence	<i>phrase</i>	a collection of facts that implies or suggests something to be true, but does not prove it
indicate	<i>verb</i>	show something to be true
a compelling case	<i>phrase</i>	an argument that is capable of making people believe that point of view
determine	<i>verb</i>	find out if something is true

Intermediate - You Are Fired! (C0072)

A: Hi Isabel! You wanted to see me?

B: Yes Anthony, come on in. Have a seat.

A: Is everything okay? You seem a bit preoccupied.

B: Well, Anthony, this is not going to be an easy conversation. The company has made some decisions which will have a direct impact on your employment.

A: Okay...

B: I don't want to beat around the bush so I'm just gonna come out with it. We are going to have to let you go.

A: What? Why? I mean... just like that? I'm fired?

B: I'm sorry but, to be honest, you are a terrible employee!

A: What! I resent that!

B: Anthony, you were caught making international calls from the office phone, you called in sick in eight times this month and you smell like alcohol!

Key Vocabulary

preoccupied	<i>Adjective</i>	worried; thinking about something else
direct	<i>Adjective</i>	connected to, related to
impact	<i>common noun, singular</i>	strong influence or effect
beat around the bush	<i>phrase</i>	avoid saying something by talking about other things

come out with it	<i>phrase</i>	say something directly
let (someone) go	<i>phrase</i>	have someone fired or dismissed
to be honest	<i>phrase</i>	used to say something directly
resent	<i>phrase</i>	find something very insulting
call in sick	<i>verb</i>	call the office to say you can't come to work because you're sick

Supplementary Vocabulary

severance package	<i>phrase</i>	money or benefits you give someone when they are fired
lay off	<i>verb</i>	end an employment because of business reasons, not performance
layoffs	<i>common noun, plural</i>	the action of ending employment because of business reasons

dismissal letter

*common
noun, singular*

a letter written to tell
an employee he is fired

terminate

verb

end the employment of
a person; fire