

Glossary

The definitions for the words in this glossary are from the *Macmillan Dictionary*. The red words are high-frequency words, that is to say that they are among the 7,500 which native speakers use for 90% of what they speak or write. See <http://www.macmillandictionary.com> for more information.

1 Corporate culture

1.1 About business

Work culture and placements

assignment /ə'saɪnmənt/ noun [count or uncount] task given as part of your studies or your job: *His first assignment as a reporter was to cover the local election.*

autonomy /ɔ:'tɒnəmi/ noun [uncount] the power to make your own decisions: *New regulations have severely restricted the autonomy of doctors.*

beating /'bi:tɪŋ/ noun [count] the act of hitting someone hard a number of times as a punishment: *The man had been given a severe beating.*

dress code /dres kɔ:d/ noun [count] a set of rules about what you should wear in a particular place or at a particular event: *The dress code in our office is very formal: everybody wears a suit.*

etiquette /'etɪket/ noun [uncount] a set of rules for behaving correctly in a particular situation: *Office etiquette demands that you don't read other people's messages.*

initiative /'ɪnɪʃɪtɪv/ noun [uncount] the ability to think of ideas and take decisions independently. **Take the initiative:** to take the first step or be the first to take action: *She would have to take the initiative in order to improve their relationship.*

intern /'ɪntɜ:(r)n/ noun [count] a student or recently qualified person who works in a job in order to get experience: *Most employers prefer interns who already have some work experience.*

pick up /'pɪk 'ʌp/ phrasal verb [transitive] to learn information or a new skill without trying or without meaning to.

1.2 Vocabulary

Work organization and responsibility

on a day-to-day basis /ɒn ə deɪ tə deɪ 'beɪsɪs/ phrase used for saying how often something happens. On a daily/monthly/annual, etc. basis: *Safety equipment was checked on a daily basis.*

organigram /ɔ:(r)'gænəgræm/ noun [count] a drawing or plan that gives the names and job titles of all the staff in an organization or department.

predecessor /'pri:di:səʃə(r)/ noun [count] the person who had the job before: *Alexander seems to have learned nothing from the faults of his predecessors.*

take over /teɪk 'əʊvə(r)/ phrasal verb [transitive] to take control of something: *IBM is taking over a much smaller company.*

1.5 Writing

A placement report

appendix /ə'pendɪks/ noun [count] a section giving extra details at the end of a book or document: *Technical specifications are included in the appendix to Chapter 9.*

gearbox /'gɪə(r),bɒks/ noun [count] a metal box that contains the parts of a vehicle or a machine that change engine power into movement.

mailshot /'meɪlʃɒt/ noun [count] a letter or advertisement sent to many people at the same time.

rapport /ræ'pɔ:(r)/ noun [singular or uncount] good relationship and understanding between people.

take the mickey /teɪk ðə 'mɪki/ phrase BRITISH INFORMAL to laugh at somebody, usually in a friendly way.

waste /weɪst/ noun [count or uncount] useless materials that are left or thrown away: *A bill was introduced to clean up toxic waste from local factories.*

1.6 Case study

Counselling

body language /'bɒdi ,læŋgwɪdʒ/ noun [uncount] the movements or positions of your body that show other people what you are thinking or feeling: *Their body language betrayed the tension between them.*

bounce back /'baʊns 'bæk/ phrasal verb [intransitive] to become healthy, happy or successful again after something bad has happened to you.

echo /'ekəʊ/ verb [transitive] to express someone else's ideas or to say the same words that someone else has said: *Blake echoed the views of many employees.*

headache /'hedek/ noun [count] a pain in your head: *I've got a splitting headache (= an extremely bad headache).*

open question /'əʊpən 'kwɛstʃ(ə)n/ noun [count] a question with a *wh-* question word, as opposed to a **closed question** which has a *yes/no* answer.

outlook /'aʊt,lʊk/ noun [singular] your general attitude to things: **share an outlook:** *They shared the same kind of outlook on life.*

paraphrase /'pærə,freɪz/ verb [transitive] to express what someone else has said using different words: *It is particularly important when paraphrasing to be sure that you do not distort the meaning of the original statement.*

perspective /pə(r)'spektɪv/ noun 1 [count] a way of thinking about something; 2 [uncount] a sensible way of judging the importance of something in comparison with other things: **keep something in perspective:** *It's important to keep things in perspective and not dwell on one incident.*

2 Customer support

2.1 About business

Call centres

bus /bʌs/ verb [transitive] to take someone somewhere by bus.

copycat /'kɒpɪ,kæt/ adjective similar to something else and considered to be a copy of it: *copycat crimes.*

tax break /tæks breɪk/ noun [count] a reduction in the tax that you must pay: *A tax break for college.*