

**turmoil** /'tɜ:(r)mɔɪl/ noun [uncount] a state of excitement or uncontrolled activity.

## 7.2 Vocabulary

### Business performance

**be in the black** /bi: ɪn ðə 'blæk/ expression to have money in your bank account or more money than you owe: *We've been in the black for over a year now.*

**bid** /bɪd/ noun [count] an offer to give a particular amount of money for something, for example at an auction: *We received a bid of £5,000 for the table.*

**filter through** /'fɪltə(r) 'θru:/ verb [intransitive] if news or information filters through to people, they receive it gradually or after a period of time: *News of the decision filtered through to reporters.*

**flotation** /fləʊ'teɪʃ(ə)n/ noun [count or uncount] BUSINESS the sale of shares in a company for the first time.

**FTSE 100, the** /'fʊtsi wʌn 'hʌndrəd/ noun [uncount] the Financial Times Stock Exchange index; an average of the prices of shares from the top 100 companies on the London stock exchange.

**rumour** /'ru:mə(r)/ noun [count or uncount] unofficial information that may or may not be true: *He'd heard rumours about some big financial deal.*

## 7.4 Speaking

### Presentations – visuals

**crucial** /'kru:ʃ(ə)l/ adjective extremely important; **crucial to**: *Listening to customers' needs is crucial to designing good products.*

**deteriorate** /dɪ'tɪəriəreɪt/ verb [intransitive] to become worse: *The economic situation is deteriorating.*

**disposable income** /dɪ'spəʊzəb(ə)l 'ɪnkʌm/ noun [uncount] money that you have left to spend after you have paid your bills.

**highlight** /'haɪlaɪt/ verb [transitive] to emphasize or underline part of something: *The presenter highlighted the need for a quick decision.*

**overload** /'əʊvə(r)'ləʊd/ verb [transitive] to put too much of something on something; to present people with too much information for them to understand easily.

## 7.5 Writing

### Presentation slides

**bullet points** /'bʊlɪt pɔɪnts/ noun [count] a circle printed before each item on a list.

**distracting** /dɪ'stræktɪŋ/ adjective preventing you from concentrating on something: *This noise outside the classroom is very distracting.*

**font** /fɒnt/ noun [count] TECHNICAL the style of letters and numbers used in a document.

**vague** /veɪg/ adjective not clearly explained or very detailed: *Witnesses gave only a vague description of the driver.*

## 7.6 Case study Calisto

**charismatic** /,kærɪz'mætɪk/ adjective a charismatic person has a strong personality that makes other people like them and be attracted to them.

**meteoric** /,mi:tɪ'brɪk/ adjective becoming very successful very quickly.

**ruthless** /'ru:θləs/ adjective willing to make other people suffer so that you can achieve your aims.

**slick** /sɪk/ adjective done in a very impressive way that seems to need very little effort.

**trumpet** /'trʌmpɪt/ verb [transitive] to announce something publicly in a way that is intended to make it seem very important.

## 8 International trade

### 8.1 About business

#### Export sales and payment

**chase** /tʃeɪs/ verb [transitive] to try hard to get something you want: *Many companies are still chasing debts that are more than five years old.*

**creditworthiness** /'kredɪt,wɜ:(r)ðɪnəs/ noun [uncount] ability to repay debts.

**level playing field** /'lev(ə)l 'pleɪɪŋ fi:ld/ noun [singular] a situation that is fair for everybody involved.

**take on board** /,teɪk ɒn 'bɔ:(r)d/ expression to consider an idea, to accept criticism and learn from past mistakes.

**think outside the box** /'θɪŋk aʊt,sɑɪd ðə 'bɒks/ expression to find new and unusual ways of doing things, especially solving problems.

**without a trace** /wɪð'aʊt ə 'treɪs/ expression no sign that someone has been present; **disappear without trace**: *She was seen last week, then disappeared without trace.*

**wizard** /'wɪzə(r)d/ noun [count] someone who is very good at something.

### 8.2 Vocabulary

#### International deals and payments

**file a claim** /,faɪl ə 'kleɪm/ verb [transitive] to present a claim so that it can be officially recorded and dealt with.

**forwarder** /'fɔ:(r)wə(r)də(r)/ noun [count] firm specializing in arranging storage and shipping of merchandise on behalf of its shippers.

**frequent-flyer scheme** /,frɪ:kwɛnt'flaɪə(r) ,skɪm/ noun [count] a system to encourage people to travel with the same airline by giving them reductions or gifts.

**get behind with** /,get bɪ'hænd ,wɪð/ phrasal verb [intransitive] if you get behind with work or payments, you have not done as much work or made as many payments as you should have: *She'd been ill so often that, she was getting behind with her schoolwork.*