outstanding /aʊt'stændɪŋ/ adjective a job or action that is outstanding has not yet been completed or dealt with
pitch /pɪtʃ/ noun [count] the things that you say to persuade someone to buy something or to support you
raw materials /rɔ: mə'tɪəriəlz/ noun [plural] substances such as coal or iron that are in their natural state before being processed or made into something: *The raw materials are stored in silos.*
strain (on) /streɪn/ noun [count/uncount] pressure caused by a difficult situation
temping agency /'tempɪŋ ˌeɪdʒ(ə)nsi/ noun [count] a business that provides a service for people or companies by supplying temporary staff
track record /træk 'rekɔ:(r)d/ noun [count] your reputation, based on things you have done or not done
weed out /wi:d 'aʊt/ phrasal verb [transitive] to remove a person or thing that is not suitable or good enough, especially from a group or collection

6.3 Grammar
Future continuous and future perfect

black tie /ˌblæk 'taɪ/ noun [uncount] very formal men's clothes worn for a social event, usually including a black bow tie
fancy dress /ˌfænsi 'dres/ noun [uncount] BRITISH clothes that you wear for fun to make you look like a particular famous person or a particular type of person, at a fancy-dress party
plant /plɑ:nt/ noun [count] a factory that produces power, or processes chemicals, etc.
sustainable /sə'steɪnəb(ə)l/ adjective using methods that do not harm the environment

6.4 Speaking
Presentations: taking questions

awkward /'ɔ:kwə(r)d/ adjective difficult to deal with and embarassing: *After he spoke there was an awkward silence.*
bluff /blʌf/ verb [intransitive/transitive] to deliberately give a false idea to someone about what you intend to do or about the facts of a situation, especially in order to gain an advantage
do your homework /du: jə(r) 'həʊmˌwɜ:(r)k/ phrase to prepare for something by learning as much as you can about it
field /fi:ld/ verb [transitive] to deal with something such as a question or a telephone call, especially a difficult one
nod /nɒd/ verb [intransitive/transitive] to move your head up and down to answer 'Yes' to a question or to show that you agree, approve or understand: *The manager nodded in agreement.*
recap /ˌri:'kæp/ verb [intransitive/transitive] to describe what has already been done or decided, without repeating the details
threat /θret/ noun [count/uncount] a situation or an activity that could cause harm or danger

6.5 Writing
A company profile

elevator pitch /'eləveɪtə(r) pɪtʃ/ noun [count] BUSINESS a very brief summary of what a business does and why it is special, usually lasting 30–60 seconds
faux pas /fəʊ 'pɑ:/ noun [count] FORMAL something embarrassing that you say or do in a social situation
high-end /haɪ 'end/ adjective high-end goods and services are more expensive and more advanced than other similar goods and services
quibble /'kwɪb(ə)l/ verb [intransitive] to argue or complain about something that is not important
showcase /'ʃəʊˌkeɪs/ verb [transitive] to show someone or something in a way that attracts attention and emphasizes their good qualities
snappy /'snæpi/ adjective a snappy title or advertisement is clever and does not use many words
turnaround /'tɜ:(r)nəˌraʊnd/ noun [count/uncount] the time that it takes a company or an institution to complete a process

6.6 Case study
Angels or demons?

be up for /bi: 'ʌp fɔ:(r)/ phrase MAINLY SPOKEN willing to do a particular activity
boost morale /ˌbu:st mə'rɑ:l/ verb to make someone feel more positive or more confident
cunning /'kʌnɪŋ/ adjective used to describe behaviour in which people use their intelligence to get what they want, especially by tricking or cheating people
drop someone a line /ˌdrɒp sʌmwʌn ə 'laɪn/ phrase to contact somebody by writing to them
grab /græb/ verb [transitive] to interest someone and make them feel enthusiastic
hype /haɪp/ noun [uncount] INFORMAL the use of a lot of advertisements and other publicity to influence or interest people
resilient /rɪ'zɪliənt/ adjective able to quickly become healthy, happy or strong again after an illness, disappointment or other problem
think laterally /θɪŋk 'læt(ə)rəli/ phrase to solve a problem by using your imagination to try to think about it in a different or unusual way
upbeat /'ʌpbi:t/ adjective INFORMAL happy and positive

7 Financial control

7.1 About business
Accountants

bribery /'braɪb(ə)ri/ noun [uncount] the crime of giving money or presents to someone so that they will help you by doing something dishonest or illegal.
(the) forefront /'fɔ:(r)ˌfrʌnt/ noun a leading or important position
fraudster /'frɔ:dstə(r)/ noun [count] someone who commits the crime of **fraud** (= obtaining money from someone by tricking them)
litigation /ˌlɪtɪ'geɪʃ(ə)n/ noun [uncount] use of the legal system to settle a disagreement
makeover /'meɪkˌəʊvə(r)/ noun [count] a set of changes that make a person or thing look better
net worth /net 'wɜ:(r)θ/ phrase the value of all your property, possessions and money after you remove what you owe
notorious /nəʊ'tɔ:riəs/ adjective famous for something bad
pivotal /'pɪvət(ə)l/ adjective extremely important and affecting how something develops