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**bonus**noun  
'bʌʊ.nəs

an amount of money given to an employee in addition to their salary as a reward for working well

Further additions to your pay may take the form of \_\_\_\_\_ payments. a Christmas \_\_\_\_\_  
Each worker receives an annual \_\_\_\_\_.

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**committed**adjective  
kə'mɪt.ɪd

loyal and willing to give your time and energy to something that you believe in

a \_\_\_\_\_ member of the team  
The party has a core of \_\_\_\_\_ supporters.  
We are fully \_\_\_\_\_ to Equal Opportunity policies.

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**computer literate**adjective phrase  
kəm'pjʊ:.tə 'lɪt.ər.ət

able to use computers effectively

Nowadays, all graduates are \_\_\_\_\_  
Many are \_\_\_\_\_ in the latest technologies and can specialize in Web design or database management.

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**consistent**adjective  
kən'sɪs.tənt

always behaving or happening in a similar, especially positive, way

She's the team's most \_\_\_\_\_ player.  
We need to be \_\_\_\_\_ in our approach.  
the need for a unified and \_\_\_\_\_ policy

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**core skill**noun phrase  
kɔ: skɪl

a particular ability that you develop through training and experience and that is necessary to do a particular job

The importance of \_\_\_\_\_s is now widely recognised in employment and education.  
The 5 \_\_\_\_\_s are Working with Others, Communication, Numeracy, Problem Solving and Information Technology.

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**corporate culture**noun phrase  
'kɔ:.pərə.tət 'kʌl.tʃə

the beliefs and ideas that a company has and the way in which they affect how it does business and how its employees behave

\_\_\_\_\_ describes and governs the ways a company's owners and employees think, feel and act.  
A company's \_\_\_\_\_ will be reflected in its dress code, office setup, treatment of clients and every other aspect of operations.

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**dedicated**adjective  
'ded.ɪ.keɪ.tɪd

used only for one particular purpose or job [only before noun]

a \_\_\_\_\_ sports channel  
\_\_\_\_\_ hardware  
a \_\_\_\_\_ graphics processor

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**diverse**adjective  
daɪ'vɜ:s

varied or different

The newspaper aims to cover a \_\_\_\_\_ range of issues.  
a \_\_\_\_\_ workforce  
subjects as \_\_\_\_\_ as pop music and archaeology

**do overtime**  
verb phrase  
du: 'əʊ.və.taim

to work after the usual time needed or expected in a job

He's been \_\_\_\_\_ing a lot of \_\_\_\_\_ recently.  
Many employees \_\_\_\_\_ countless hours of unpaid \_\_\_\_\_.  
They're *working* \_\_\_\_\_ to get the job finished.

**earn an award**  
verb phrase  
ɜ:n 'ən ə'wɔ:d

to be given money or a prize following an official decision

Her fantastic sales last year \_\_\_\_\_ed her \_\_\_\_\_.  
Other \_\_\_\_\_ you can \_\_\_\_\_ include a car and a trip

**goal setting**  
noun phrase  
gəʊl set.ɪŋ

the process of deciding what you want to achieve or what you want someone else to achieve over a particular period

\_\_\_\_\_ involves establishing specific, measurable, achievable, realistic and time-targeted (S.M.A.R.T) aims.  
You should \_\_\_\_\_ for yourself at the beginning of each year. [verb phrase]

**hands-on training**  
noun phrase  
'hænd .zɒn treɪn.ɪŋ

a way of learning in which you do things instead of just reading or learning about them

\_\_\_\_\_ in the use of computers.  
a chance to get some \_\_\_\_\_ *experience* of the job  
He has a very \_\_\_\_\_ *approach* to management.

**headhunter**  
noun  
'hed ,hʌn.tə

a person who is hired by a company to find someone who has the qualifications for an important job and is willing to leave their present job

Directory of top Recruiters and \_\_\_\_\_s in the UK  
As experienced \_\_\_\_\_ we can quickly and effectively find your new senior level candidate to fill a vacancy.

**in-house**  
adjective  
ɪn'haʊs

being done by employees within an organization rather than by other companies or independent workers

We have an \_\_\_\_\_ training unit.  
The job is done \_\_\_\_\_.  
an ad created \_\_\_\_\_

**intensive**  
adjective  
ɪn'tent.sɪv

involving a lot of effort or activity in a short period of time

three weeks of \_\_\_\_\_ negotiations  
After six months' \_\_\_\_\_ training, she was ready to fly the aircraft.  
labour-\_\_\_\_\_ farming methods

**learning goal**  
noun phrase  
lɜ:n.ɪŋ gəʊl

an aim or purpose that you intend to achieve by study

Clearly defined \_\_\_\_\_s contribute to the success of the course.  
The \_\_\_\_\_ is the backbone of a lesson and provides the "reason" for teaching it.

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**material incentive**  
noun phrase  
mə'tiə.ri.əl m'sen.tɪv

something, especially money, that encourages a person or organization to do something

Awards provide a \_\_\_\_\_ for young people to improve their skills. There are many ways of motivating the staff, for example \_\_\_\_\_ systems.

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**personal development**  
noun phrase  
'pɜː.sən.əl di'vel.əp.mənt

the process of improving your skills and increasing the amount of experience that you have in your job

\_\_\_\_\_ includes activities that improve awareness and identity. \_\_\_\_\_ can help you to set goals and reach your full potential.

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**procedure**  
noun  
prəʊ'siː.dʒə

a set of actions which is the usual or official way of doing something

Companies use a variety of testing \_\_\_\_\_s to select appropriate candidates. The \_\_\_\_\_ for doing this is explained fully in Appendix 3.

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**professionalism**  
noun  
prə'feʃ.ən.əl.i.zəm

the combination of all the qualities that are connected with trained and skilled people

I admired her \_\_\_\_\_ in dealing with the task. the dedication and \_\_\_\_\_ of our staff

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**promote from within**  
verb phrase  
prə'məʊt frɒm wɪ'ðɪn

to raise someone who already belongs to an organization to a higher or more important position or rank within that organization

Why \_\_\_\_\_ing \_\_\_\_\_ usually beats hiring from outside. Is it better to \_\_\_\_\_ or hire externally?

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**quotation**  
noun  
kwəʊ'teɪ.ʃən

a statement of how much a job, service, or product will cost

Make sure you get a written \_\_\_\_\_ from the builder. Can you give me a \_\_\_\_\_ for replacing all the windows? Get a couple of \_\_\_\_\_ from different companies before you make a decision.

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**recognition**  
noun  
,rek.əg'nɪʃ.ən

the act of praising or rewarding someone for something they have done

His work has never gained the international \_\_\_\_\_ it deserves. She was awarded an honorary degree **in** \_\_\_\_\_ of her work in the community.

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**safety regulation**  
noun phrase  
'seɪf.ti ,reg.jə'leɪ.ʃən

an official rule that is meant to keep people protected from danger or harm

The Commission conducted a review of health and \_\_\_\_\_ in 1994. The Occupational Health and \_\_\_\_\_ contains legal requirements that must be met by all workplaces.

**supervisor**  
noun  
'su:.pə.vaɪ.zə

a person who is in charge of a group of people or an area of work and who makes sure that the work is done correctly and according to the rules

The position of European Data Protection \_\_\_\_\_ (EDPS) was created in 2001.  
The building \_\_\_\_\_ hired a firm to remove the debris.

**tailor-made**  
adjective  
,teɪ.lə'meɪd

specially made for a particular person, organization, or purpose

a company specializing in \_\_\_\_\_ holidays  
The job's \_\_\_\_\_ for you.  
insurance \_\_\_\_\_ to each client's requirements

**take on**  
phrasal verb  
teɪk ɒn

to employ someone

We're not \_\_\_\_\_ing \_\_\_\_\_ any new staff at the moment.  
We're \_\_\_\_\_ing \_\_\_\_\_ 50 new staff this year.

**time management**  
noun phrase  
taɪm 'mæn.ɪdʒ.mənt

the practice of using your time effectively, and the study of this

\_\_\_\_\_ is the ability to plan and control how you spend your day.  
\_\_\_\_\_ skills are valuable in many aspects of life: from revising for examinations to jobhunting.

**training budget**  
noun phrase  
treɪnɪŋ 'bʌdʒɪt

the amount of money you have available to spend on teaching the skills that you will need to do a particular job or activity

Your \_\_\_\_\_ is important because it is an investment in your employees.  
Before starting on \_\_\_\_\_, try to determine what skills your company needs.

**career coaching**  
noun phrase  
kə'riə kəʊ.tʃɪŋ

the process of teaching the skills needed to succeed in a particular job

\_\_\_\_\_ can help you take more control of your career.  
We are a full-service \_\_\_\_\_ and resume writing company.

**cashier**  
noun  
kə'ʃɪə

someone whose job is to take payments from customers or give out money in a store, bank, etc.

Most \_\_\_\_\_s work indoors, usually in supermarkets, department stores, movie theaters, and restaurants.  
\_\_\_\_\_ receive cash, cheques or credit/debit card payments.

**challenging**  
adjective  
'tʃælɪŋ.dʒɪŋ

difficult, in a way that tests your ability or determination

a \_\_\_\_\_ and rewarding job  
a \_\_\_\_\_ problem/ task

**discipline**  
noun  
'dɪs.ə.plɪn

the practice of making sure that people obey rules and do not cause problems

He believes in strict \_\_\_\_\_.  
He reacted by imposing tough \_\_\_\_\_ and demanding better results.  
It is the teacher's job to maintain \_\_\_\_\_.

**diversity**  
noun  
daɪ'vɜː.sə.ti

the fact of there being people of many different groups in society, within an organization, etc.

We value the rich ethnic and cultural \_\_\_\_\_ of the group.  
The curriculum will take account of the cultural/ethnic/linguistic \_\_\_\_\_ of the population.

**effective promotional campaign**  
noun phrase  
ɪ'fek.tɪv prə'məʊ.ʃən.əl kæm'peɪn

a well-planned and successful group of activities which are intended to advertise something

Online promotions experts can help you to build an \_\_\_\_\_.  
In planning for an \_\_\_\_\_ the management has to combine a series of promotional efforts to achieve the goal.

**efficient**  
adjective  
ɪ'fɪ.ʃənt

using resources such as time, materials, or energy well without wasting any

The most \_\_\_\_\_ way to plan is to put your tasks in order of priority.  
This process makes \_\_\_\_\_ use of limited resources.  
The hotel's staff are friendly and \_\_\_\_\_.

**financial paperwork**  
noun phrase  
faɪ'næn.tʃəl 'peɪ.pə.wɜːk

the part of a job which involves keeping records of how money is managed

Organizing your \_\_\_\_\_ means taking control of your finances.  
You don't need to hold on to every bit of \_\_\_\_\_ forever, but you do need a system to keep everything straight.

**fire**  
verb  
faɪə

to make someone leave their job, especially because they have done something wrong

She was \_\_\_\_\_d for refusing to comply with safety regulations.  
He's the person responsible for hiring and \_\_\_\_\_ing.  
She didn't want to get \_\_\_\_\_d.

**fulfilling**  
adjective  
fʊl'fɪl.ɪŋ

making you feel happy and satisfied

Nursing is still one of the most \_\_\_\_\_ careers.  
Being a wife and mother doesn't really \_\_\_\_\_ me. [verb]  
Being a doctor gives me a real sense of \_\_\_\_\_. [noun]

**issue**  
verb  
'ɪʃ.uː

to give someone something, especially officially

The banks have \_\_\_\_\_d a warning that charges are likely to rise sharply.  
A new range of stamps will be \_\_\_\_\_d to commemorate the event.

**large-scale project**

noun phrase

lɑːdʒ skeɪl prəʊˈdʒekt

a large piece of planned work or building activity which is finished over a long period of time

Europe's first \_\_\_\_\_ to turn coal into a clean fuel was given hundreds of millions of euros. Application for a \_\_\_\_\_ should be performed by filling in the appropriate electronic application form.

**performance**

noun

pəˈfɔːmənts

how well someone does their job or their duties

Teachers have to measure students' \_\_\_\_\_ against specific objectives. The report said the \_\_\_\_\_ of the museum staff was outstanding.

**personnel**

noun

ˌpɜːsənˈel

the department of a company or organization that deals with employees when they join or leave, when they need training, when they have problems, etc.

A copy should then be sent to \_\_\_\_\_ for our files. the \_\_\_\_\_ department

**personnel**

noun

ˌpɜːsənˈel

the people who are employed by a company or organization

senior military \_\_\_\_\_ doctors and other medical \_\_\_\_\_ a change of \_\_\_\_\_ on the management team All \_\_\_\_\_ are to receive security badges.

**pull the wool over someone's eyes**

verb phrase

pʊl ðiː wʊl ˈəʊ.və ˈsʌm.wʌnz aɪz

to deceive someone in order to prevent them from discovering something

Don't let insurance companies \_\_\_\_\_ - ask for a list of all the hidden charges. These people who claim to have paranormal or supernatural powers are just \_\_\_\_\_ people's \_\_\_\_\_.

**role**

noun

rəʊl

the position or purpose that someone or something has in a situation, organization, society or relationship

It's not my \_\_\_\_\_ to tell the politicians what to do. We expect parents to have a key \_\_\_\_\_ in this discussion. Trade unions have played a significant \_\_\_\_\_ in the recent debate.

**selling point**

noun

sel.ɪŋ pɔɪnt

a characteristic of a product or service that will persuade people to buy it

This car's main \_\_\_\_\_ s its price. Small classes are a \_\_\_\_\_ for private schools.

**thrive**

verb

θraɪv

to grow, develop, and become successful

plants that \_\_\_\_\_ in tropical rainforests a business which managed to \_\_\_\_\_ during a recession I wouldn't want that much pressure, but she seems to \_\_\_\_\_ on it.

**warehouse**  
noun  
'weə.haʊz

a large building for storing things before they are sold, used, or sent out to stores

A \_\_\_\_\_ is a building for storage of goods.  
Our \_\_\_\_\_ crew works in shifts to cover all 24 hours of each day.  
Every successful distribution business must operate a fully integrated \_\_\_\_\_.

**workwise**  
adverb  
'wɜ:k.waɪz

relating to work

It was a poor show, *talent-*\_\_\_\_\_ (=speaking of talent).  
*weather-*\_\_\_\_\_ (=referring to the weather)  
work- \_\_\_\_\_ (=relating to work)

**advertising campaign**  
noun phrase  
'æd.və.taɪ.zɪŋ kæm'peɪn

a planned series of advertisements that will be used in particular places at particular times in order to advertise a product or service and persuade people to buy it or use it

Successful \_\_\_\_\_ s achieve far more than the sporadic advertising.  
The purpose of any \_\_\_\_\_ is to boost awareness of the subject matter and generate demand.

**approval**  
noun  
ə'pru:vəl

official permission or agreement for something

We sent the design to the planning department for \_\_\_\_\_.  
The government has not yet given the scheme its \_\_\_\_\_.  
The board has finally given its \_\_\_\_\_ to the loan.

**assign**  
verb  
ə'saɪn

to give a particular job or piece of work to someone

Two senior officers were \_\_\_\_\_ed to the investigation.  
It's his job to \_\_\_\_\_ tasks to the various members of the team.  
He was \_\_\_\_\_ed to the company's branch in Cairo.

**be yourself**  
verb phrase  
bi jɔ:'self

to behave in your usual manner, rather than behaving in a way you think other people might like

Take a rest – you' \_\_\_\_\_ not quite \_\_\_\_\_ today.  
' \_\_\_\_\_ ' is a phrase that is quite possibly the most commonly used phrase in the history of advice.

**brand**  
noun  
brænd

the name of a product produced or sold by a particular company, or what the characteristics, appearance, etc. a person, organization, product, etc. is known for

We stock all leading \_\_\_\_\_ s.  
I tried using a new \_\_\_\_\_ of soap.  
products which lack a strong \_\_\_\_\_ image

**colleague**  
noun  
'kɒl.i:ɡ

a person that you work with

Friends and \_\_\_\_\_ s will remember him with affection.  
She was liked both by \_\_\_\_\_ s and subordinates.  
a \_\_\_\_\_ of mine from the bank

**compile documents**  
verb phrase  
kəm'paɪl 'dɒk.jə.mənts

to collect information from papers with written or printed information, especially of an official type, and arrange it in a book, report or list

The *database* was \_\_\_\_\_d from statistics published by the Tourist Board.  
The document was \_\_\_\_\_d by the Department of Health.  
The *report* was \_\_\_\_\_d from a survey of 5000 households.

**embarrassment**  
noun  
ɪm'bær.əs.mənt

when you feel nervous, worried or uncomfortable

The court case was a huge \_\_\_\_\_ to the company.  
To her \_\_\_\_\_, she couldn't remember his name.  
The scandal was a further source of \_\_\_\_\_ to the government.

**emphasise**  
verb  
'emp.fə.saɪz

to show or state that something is very important or worth giving attention to

The report \_\_\_\_\_s the importance of improving safety standards.  
Logan made a speech \_\_\_\_\_ing the need for more volunteers.  
The Prime Minister \_\_\_\_\_d that there are no plans to raise taxes.

**file**  
verb  
faɪl

to store information or documents carefully so that they are easy to find, either in a place such as a folder or desk, or on a computer

Please \_\_\_\_\_ the invoices in chronological order.  
Letters of complaint are \_\_\_\_\_d under 'problems'.  
I looked to see if anything was \_\_\_\_\_d under my name.

**follow up**  
phrasal verb  
'fɒl.əʊ.ʌp

to do something to finish a previous action or make it more successful

\_\_\_\_\_ the phone call with a written confirmation.  
If there is no response to your press release, \_\_\_\_\_ it \_\_\_\_\_ with a phone call.  
This experiment was quickly \_\_\_\_\_ed \_\_\_\_\_ by others using different forms of the drug.

**get a complete picture**  
verb phrase  
get ɪ kəm'pli:t 'pɪk.tʃə

to understand someone or something better

Send the info to the team, so they can \_\_\_\_\_ the \_\_\_\_\_ and work together to solve the problem.  
Many companies turn to call recording to \_\_\_\_\_ of the quality of the customer service.

**go straight in the bin**  
verb phrase  
gəʊ streɪt ɪn ði: bɪn

to immediately put something into a container for waste, or refuse to consider something

Most free carrier bags probably \_\_\_\_\_ once people have carried shopping home.  
Will it \_\_\_\_\_, unopened?

**image**  
noun  
'ɪm.ɪdʒ

the way that something or someone is thought of by other people

The company needs to shake off its outdated \_\_\_\_\_.  
They present an \_\_\_\_\_ of themselves as experts in this area.

---

**initiate**verb  
i'niʃ.i.ət

to begin something (formal)

The company \_\_\_\_\_d a management training programme for small businesses.

We shall \_\_\_\_\_ urgent discussions with our European partners.

---

**innovate**verb  
'm.əʊ.veɪt

to develop a new design, product, idea, etc.

the need for large businesses to \_\_\_\_\_  
The company has successfully \_\_\_\_\_d new products and services.

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**inspire**verb  
m'spaɪə

to make someone feel that they want to do something and can do it

We need someone who can \_\_\_\_\_ the team.

He \_\_\_\_\_d many young people to take up the sport.

I hope this success will \_\_\_\_\_ you to greater efforts.

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**intellectually stimulating**adjective phrase  
,m.təl'ek.tʃu.əli 'stm.jəl.ər.tɪŋ

encouraging you to think and understand new and complicated ideas

Here are the 10 universities offering the most \_\_\_\_\_ courses as ranked by students.

Many people with high IQs are not \_\_\_\_\_.

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**interact**verb  
,m.tər'ækt

to communicate with someone

In large classes, children feel that they cannot \_\_\_\_\_ with the teacher properly.

Lucy \_\_\_\_\_s well with other employees in the office.

---

**internship**noun  
'm.tɜːn.ʃɪp

a period of time during which a student works for a company or organization in order to get experience of a particular type of work

\_\_\_\_\_ programmes offer on-the-job training for white-collar and professional careers.

Find \_\_\_\_\_s and part-time jobs to help start your career.

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**intimidate**verb  
m'ɪm.ɪ.deɪt

to frighten or threaten someone, usually in order to persuade them to do something that you want them to do

The report said he used harassment and threats to \_\_\_\_\_ television journalists.

They tried to \_\_\_\_\_ the young people into voting for them.

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**logo**noun  
'ləʊ.gəʊ

a design or symbol displayed on a company's products, vehicles, signs, etc. that expresses the company's character and purpose and makes it easy for customers to recognize and remember the company

\_\_\_\_\_s may be protected under copyright as artistic works and many trade marks may therefore also be copyright works.

We create memorable \_\_\_\_\_ designs and beautiful websites.

**mobile technology**  
noun phrase  
'məʊ.baɪl tek'nɒl.ə.dʒi

the use of scientific knowledge or processes relating to phones or computers used while travelling from place to place, without being connected by wires

\_\_\_\_\_ allows you to update customer details whilst away from the office.  
The report focuses on the latest uses of smartphone and \_\_\_\_\_ in healthcare.

**packaging**  
noun  
'pæk.ɪ.dʒɪŋ

the materials in which objects are wrapped before being sold

All this unnecessary \_\_\_\_\_ creates so much waste.  
plastic \_\_\_\_\_  
We are a principle supplier of \_\_\_\_\_ systems to food industry.

**prospective employer**  
noun phrase  
prə'spek.tɪv ɪm'plɔɪ.ə

a person or organization that might employ you in the future

a \_\_\_\_\_ / *client/ employee/ candidate*  
a \_\_\_\_\_ *increase/ offer/ bid*

**referee**  
noun  
,ref.ə'rɪ:

a person who knows you and who is willing to describe your character and abilities in order to support you when you are trying to get a job, etc.

Applicants should also send the names and addresses of two \_\_\_\_\_s.  
His headmaster agreed to act as his \_\_\_\_\_ while he was looking for a job.

**speak out freely**  
verb phrase  
spi:k aʊt fri:li

to give your opinion about something without being controlled or limited, especially on a subject which you have strong feelings about

He had always \_\_\_\_\_ in favour of gay rights.  
You must \_\_\_\_\_. People need to know what you think.

**stay on one's toes**  
verb phrase  
steɪ ɒn əʊə təʊz

to continue directing all your attention and energy to what you are doing (informal)

In ice hockey you have to be aggressive and \_\_\_\_\_ your \_\_\_\_\_.  
\_\_\_\_\_ing \_\_\_\_\_ your \_\_\_\_\_ during an important business meeting can mean the difference between success and failure.

**wisdom**  
noun  
'wɪz.dəm

the ability to use your knowledge and experience to make good decisions and judgments

The Egyptian leader was praised for his courage and \_\_\_\_\_.  
The conventional \_\_\_\_\_ is that governments should lead rather than simply reflect public opinion.

**workplace**  
noun  
'wɜ:k.pleɪs

a building or room where people perform their jobs, or these places generally

a report into discrimination in the \_\_\_\_\_  
We understand the impact of the \_\_\_\_\_ on people's lives.