

HIGHER WORD LIST

French

Module 1					
pp 4–5					
	POS	Pronunciation	Translation	Definition	Examples
a day off	Phrase	/əˌdeɪ ˈɒf/	un jour de congé	a day when you do not work	<i>I'm looking forward to my day off tomorrow.</i>
apply for	Phrasal verb	/əˈplɪɪ fɔːr/	poser sa candidature à	to request something officially	<i>I would like to apply for the position of sales representative.</i>
dismiss	Verb	/dɪˈsmɪs/	licencier	to remove someone from their job	<i>She was dismissed for poor work.</i>
educate	Verb	/'edʒukeɪt/	éduquer	to teach	<i>Children must be educated.</i>
employ	Verb	/ɪmˈplɔɪ/	employer	to have someone work or do a job for you and pay them for it	<i>The business employs over three thousand people.</i>
employee	Noun	/ɛmˈplɔɪˈiː/	employé	someone who is paid to work for someone else	<i>We have three thousand employees.</i>
employer	Noun	/ɪmˈplɔɪ.ə/	employeur	a person or business that employs someone else	<i>My employer is very demanding.</i>
flexible	Adjective	/'fleksɪb(ə)l/	flexible	able to change	<i>I'm very flexible – I can meet you at any time.</i>
join	Verb	/dʒɔɪn/	rejoindre	to become a member	<i>Can we persuade you to join the company?</i>
lay off	Phrasal verb	/'leɪ ˈɒf/	licencier	to stop employing someone	<i>We're going to lay off eight workers in the factory.</i>
overtime	Noun	/'əʊvətaɪm/	heures supplémentaires	extra time working	<i>We offer opportunities for overtime.</i>
part-time	Adjective	/'pɑːt ˈtaɪm/	à temps partiel	only doing something for some of the day or the week	<i>He studies part-time at college and has a part-time job too.</i>
permanent	Adjective	/'pɜːm(ə)nənt/	permanent	lasting for a long time or for all the time in the future	<i>There is a shortage of permanent jobs in that sector.</i>
recruit	Noun, Verb	/'rɪˈkruːt/	recruter	to look for new members of a company	<i>There won't be any new recruits this year. The business can't afford to recruit new employees.</i>
reference	Noun	/'ref(ə)r(ə)ns/	référence	a letter describing someone's qualities	<i>A reference from a recent client must be attached.</i>
resign	Verb	/'rɪˈzaɪn/	démisionner	to give up a job	<i>I can't stand my boss any longer, I'm going to resign tomorrow.</i>
retire	Verb	/'rɪˈtaɪə/	prendre sa retraite	to stop working because of old age	<i>Some people retire at 65.</i>
retirement	Noun	/'rɪˈtaɪmə(ə)nt/	retraite	the time when when you have stopped working	<i>You must save money for your retirement.</i>
reward	Noun, Verb	/'rɪˈwɔːd/	récompense	something given in exchange for good work / to give something in exchange for good work	<i>My reward for all the hard work was a promotion. / Some companies reward long-serving employees with shares in the business.</i>
self-employed	Adjective	/'selfɪmˈplɔɪd/	indépendant	someone who runs a business on their own	<i>I prefer being self-employed to working for an employer.</i>
temporary	Adjective	/'temp(ə)rəri/	temporaire	not lasting very long	<i>I can only find a temporary contract at the moment.</i>
train	Verb	/'treɪn/	(se) former	to prepare for a job or activity	<i>Young people do not have the patience to train and learn at work.</i>
pp 6–7					
	POS	Pronunciation	Translation	Definition	Examples
trainee	Noun	/'treɪˈniː/	stagiaire	someone who is learning a new job	<i>There are many posts for sales trainees in retail.</i>
pp 8–9					
	POS	Pronunciation	Translation	Definition	Examples
adaptable	Adjective	/əˈdaptəb(ə)l/	qui s'adapte facilement	able or willing to change	<i>Younger people are more adaptable to a changing business environment.</i>
applicant	Noun	/'æplɪkənt/	candidat/demandeur	someone who formally requests something	<i>There weren't many applicants for the job.</i>
candidate	Noun	/'kændɪdət/	candidat	someone who is competing for a job	<i>Don't put the candidate under too much pressure in the interview.</i>
efficient	Adjective	/'ɪfɪ(ə)nt/	efficace	working in an organised way	<i>You have provided very efficient service.</i>
expertise	Noun	/'ɛkspəːˈtiːz/	compétence	a high level of knowledge or skill	<i>Our expertise is in the leisure retail sector.</i>
graduate	Noun	/'grædʒuət/	diplômé	someone with a first degree from university	<i>The company was set up by an engineering graduate.</i>
interpersonal skills	Noun	/'ɪntəˈpɜːs(ə)n(ə)l skɪlz/	compétences relationnelles	skills that contribute to dealing successfully with other people and forming good relationships	<i>She has excellent interpersonal skills.</i>
job seeker	Noun	/'dʒɔːbsiːkə/	demandeur d'emploi	someone who is looking for a job	<i>You're competing with lots of other job seekers.</i>
participant	Noun	/'pɑːtɪsɪp(ə)nt/	participant	a person who takes part in an activity	<i>We need to involve each participant more in the planning process.</i>
personal achievements	Noun	/'pɜːs(ə)n(ə)l əˈtʃiːvm(ə)ntz/	accomplissements personnels	difficult things that someone has succeeded in doing	<i>Tell us about your personal achievements.</i>
qualifications	Noun	/'kwɒlɪfɪˈkeɪʃ(ə)nz/	qualifications	official records of your skills	<i>Please provide us with a list of your professional qualifications.</i>
self-motivated	Adjective	/'self-ˈmɒ-tə-vā-təd/	motivé	able and willing to work without being told what to do	<i>Our employees need to be self-motivated.</i>
pp 10–11					
	POS	Pronunciation	Translation	Definition	Examples
interviewee	Noun	/'ɪntəvjʊːˈiː/	personne interviewée	the person who answers the questions in an interview	<i>The interviewee was very nervous in front of the camera.</i>
spokesperson	Noun	/'spəʊkspɜːs(ə)n/	porte-parole	a person who speaks officially for a company	<i>The company spokesperson was interviewed by the journalist.</i>
Module 2					
pp 14–15					
	POS	Pronunciation	Translation	Definition	Examples
acquire	Verb	/əˈkwɪə/	acquérir	to get or buy something	<i>They acquired the company in 1985.</i>
be listed (on the Stock Exchange)	Phrase	/'biː ˈlɪstɪd/	être coté en Bourse	when a company's shares are made available on a particular financial market	<i>The company will be listed on the Stock Exchange next year.</i>
branch out	Phrasal verb	/'brɑːn(t)ʃ aʊt/	étendre ses activités	to start to do something different	<i>We're going to branch out with a new range next month.</i>
divest	Verb	/'dɪvɪst/	se désinvestir de	to sell something	<i>We have divested some of the brands that are not performing so well.</i>
diversify	Verb	/'dɪˈvɜːsɪfaɪ/	se diversifier	to start to include more different types or things	<i>They have survived by continually diversifying into different areas.</i>
division	Noun	/'dɪvɪʒ(ə)n/	division	a part	<i>The production division is more efficient than the sales division.</i>
expand	Verb	/'ɛkˈspænd/	développer	to increase	<i>Shall we expand our range of products to appeal to more markets?</i>
go bankrupt	Phrase	/'gəʊ ˈbʌŋkrʌpt/	faire faillite	become unable to pay what you owe	<i>The company went bankrupt because it was poorly managed.</i>
go out of business	Phrase	/'gəʊ aʊt ˌɒv ˈbɪznəs/	fermer boutique	to stop doing business and close	<i>If profits fall further, we'll go out of business.</i>

go public	Phrase	/gəʊ ˈpʌb.lɪk/	entrer en Bourse	a company that goes public makes shares available on a stock market for the first time	<i>When we go public, everyone can buy shares.</i>
headquarters	Noun	/hed'kwɔ:(r)tə(r)z/	siège	the head office of a company	<i>The company operates from its headquarters in Belfast.</i>
make redundant	Phrase	/,meɪk rɪ'dʌndənt/	licencier	to stop employing someone	<i>The news is that 40 employees are being made redundant.</i>
merge	Verb	/mɜ:dʒ/	fusionner	when one company joins another	<i>To survive the recession, we need to merge with our main competitor.</i>
plant (factory)	Noun	/plɑ:nt/	usine	a factory with industrial machinery	<i>The plant is old and needs more investment.</i>
sales office	Noun	/seɪlz ˈɒfɪs/	bureau de ventes	the part of a company that sells the company's products	<i>Three sales offices cover the various regions of France.</i>
sell off	Phrasal verb	/ˈsel ɒf/	liquider	to sell an unprofitable part of a company	<i>The warehouses were sold off to save money.</i>
set up	Phrasal verb	/ˈset ʌp/	créer	to create	<i>We could set up a subsidiary to sell after-sales services.</i>
shut down	Phrasal verb	/ʃhət ˈdaʊn/	fermer	to close	<i>After a lot of discussion we decided to shut down the plant.</i>
subsidiary	Noun	/səb'sɪdɪəri/	filiale	a company owned by a holding company	<i>We will focus our financial interests on the smaller subsidiary.</i>
take over	Phrasal verb	/ˈtɑ:k ˈɒ-vər/	reprendre	to acquire	<i>They took over the company in 2004.</i>
warehouse	Noun	/ˈweə(r).haʊs/	entrepôt	a place where goods are stored	<i>The warehouse isn't big enough for all our products.</i>
pp 16–17	POS	Pronunciation	Translation	Definition	Examples
competitive	Adjective	/kəm'petɪtɪv/	concurrentiel	more successful	<i>How can we get a competitive advantage?</i>
shareholders	Noun	/ˈʃe:həʊldəz/	actionnaires	a person who holds shares in a company	<i>How much will the shareholders receive this year?</i>
pp 18–19	POS	Pronunciation	Translation	Definition	Examples
bureaucracy	Noun	/ˌbjʊ(ə) ˈrɒkrəsi/	bureaucratie	a system for controlling a company	<i>There's too much bureaucracy in this company and too much paperwork.</i>
clear lines of reporting	Phrase	/klɪə laɪnz ˌəv rɪ'pɔ:tiŋ/	structure hiérarchique claire	knowing the right person to inform	<i>Clear lines of reporting are essential to avoid misunderstandings.</i>
consistent procedures	Phrase	/kən'sɪst(ə)nt prə'si:dʒəz/	procédures cohérentes	always doing something in the same way	<i>No company can operate successfully without consistent procedures.</i>
creativity	Noun	/ˌkri:ei'tɪvɪti/	créativité	the ability to produce original ideas	<i>People with creativity are essential in R&D.</i>
customer satisfaction	Noun	/ˌkʌstəmə sʌtsɪ'fækʃ(ə)n/	satisfaction des clients	when customers are pleased with the company or product	<i>Customer satisfaction is currently high in the sector.</i>
devolve responsibility	Phrasal verb	/dɪ'vɒlv rɪ'spɒnsɪ'bɪlɪti/	transmettre la responsabilité	gives responsibility	<i>The company culture devolves a lot of responsibility to the individual.</i>
employee welfare	Noun	/em'plɔɪ: ˈwel.feər/	bien-être des employés	the health and wellbeing of employees	<i>Employee welfare should be one of the most important concerns of a company.</i>
empowerment of employees	Phrase	/em'pəʊəmə(ə)nt ˌəv em'plɔɪ:z/	responsabilisation des employés	allowing employees to have control	<i>Part of the company philosophy is the empowerment of employees.</i>
feedback	Noun	/ˈfi:dbæk/	réaction	reactions	<i>From the feedback we've had, I'm sure it will be a great success.</i>
hierarchy	Noun	/ˈhi:ərɑ:ki/	hiérarchie	a system in which people or things are arranged according to their importance	<i>The company hierarchy has about 15 levels.</i>
high tempo	Phrase	/haɪ ˈtempəʊ/	rythme soutenu	fast speed	<i>Staff react quickly and work at a high tempo.</i>
innovation	Noun	/ɪnə'veɪʃ(ə)n/	innovation	the introduction of something new or different	<i>Tech-savvy and demanding consumers will drive future innovation.</i>
job security	Noun	/ˌdʒɒb sɪˌkjʊə.rɪ.ti/	sécurité de l'emploi	when a job is long-term	<i>Do you worry about job security?</i>
long-term planning	Noun	/ˌlɒŋ ˈtɜ:m ˈplʌniŋ/	planification à long terme	planning ahead for the future	<i>Long-term planning is important in any business.</i>
measurable results	Noun	/ˈmeɜʒ(ə)rəb(ə)l rɪ'zʌltz/	résultats quantifiables	results which can be measured	<i>We need to set measurable results this year.</i>
non-financial reward	Noun	/ˌnɒn-fəˈnʌn(t)-ʃəl rɪ'wɔ:d/	récompense autre que financière	a reward instead of money, such as a staff party	<i>Non-financial rewards are important for staff morale.</i>
project-based organisation	Noun	/ˈprɒdʒekt-beɪst ɔ:g(ə)nlaɪ ˌzeɪʃ(ə)n/	organisation par projet	a company which uses projects as the main part of its work	<i>As a project-based organisation, we group people in teams to solve particular tasks.</i>
pp 22–23	POS	Pronunciation	Translation	Definition	Examples
dynamic	Adjective	/daɪˈnʌmɪk/	dynamique	having lots of ideas	<i>I am a dynamic and knowledgeable IT graduate.</i>
Module 3					
pp 24–25	POS	Pronunciation	Translation	Definition	Examples
attend	Verb	/ə'tend/	assister à	to be at a meeting or event	<i>Everyone must attend the meeting tomorrow.</i>
call centre	Noun	/ˈkɔ:l sɛntə/	centre d'appels	a place where employees give information to customers by telephone	<i>My most boring job ever was working in a call centre.</i>
communication channel	Noun	/kəmju:nɪ'keɪʃ(ə)n ˈtʃænel/	canal de communication	a way of communicating with people	<i>Modern communication channels have depersonalised a lot of customer contact.</i>
draft (an email)	Verb	/dra:ft/	rédiger	write a rough first plan	<i>Please draft an email to him immediately.</i>
give a presentation	Phrase	/ˌgɪv ə ˌprez(ə)n'teɪʃ(ə)n/	faire une présentation	to talk and give information about something	<i>The sales manager gave a presentation of the new product.</i>
hold a meeting	Phrase	/həʊld ə ˈmi:tiŋ/	tenir une réunion	to have a meeting	<i>The chairman will hold a meeting tomorrow.</i>
issue / put out a press release	Phrase	/ˈɪʃu: / ˈpʊt aʊt ə ˈpres rɪˌli:s/	publier un communiqué de presse	make an announcement to the press	<i>We will issue a press release when we have an update on the situation.</i>
launch (an advertising campaign)	Verb	/lɔ:n(t)ʃ/	lancer (une campagne de publicité)	to start something new with a special event	<i>We will launch this season's collection in February.</i>
make / receive a phone call	Phrase	/meɪk / rɪ'si:v ə ˈfəʊn ˌkɔ:l/	passer/recevoir un appel téléphonique	to telephone someone/answer a call	<i>We all make and receive too many phone calls every day.</i>
post on the Internet	Phrase	/pəʊst ɒn ðə ˈɪntənɛt/	publier sur Internet	put information on the Internet	<i>I've posted the results on the Internet.</i>
produce / publish	Phrase	/prə'dju:s / ˈpʌblɪʃ/	publier	write something for the public to read	<i>Can you produce a report by the end of next week?</i>
put up / display a notice	Phrase	/ˈpʊt.ʌp / dɪ'spleɪ ə ˈnəʊ.tɪs/	accrocher/afficher une annonce	to arrange something so it can be seen by the public	<i>The notice with our annual results will be displayed outside the canteen.</i>
run an advertising campaign	Phrase	/rʌn ən ˈadvɜ:tlɪzɪŋ kʌm'peɪn/	mener une campagne de publicité	a planned sequence of advertising activities	<i>Sales should improve after we run the new advertising campaign.</i>
send an email	Phrase	/send ən ˈi:meɪl/	envoyer un e-mail	to cause an email to go from one place to another	<i>Send me an email to say where you're staying in Rome.</i>
send out / circulate (a memo)	Phrase	/send aʊt / ˈsə:kjʊleɪt ə ˈmɛməʊ/	diffuser	to move something around	<i>Please circulate this memo to the whole company.</i>
pp 26–27	POS	Pronunciation	Translation	Definition	Examples
accuse (sb of doing)	Verb	/ə ˈkjʊ:z/	accuser (qqn de qqch)	to say that someone has done something <u>wrong</u>	<i>She accused me of doing nothing about the faulty door.</i>
admit (doing)	Verb	/əd'mɪt/	admettre	to agree that something is true	<i>I have to freely admit not writing that report on time.</i>
agree (to do)	Verb	/ə'gri:/	accepter (de)	to accept	<i>It's kind of you to agree to work on this with us.</i>
blame (sb for doing)	Verb	/bleɪm/	rejeter la responsabilité (sur)	to say that someone did something wrong	<i>He blamed me for losing the documents.</i>
complain (about something)	Verb	/kəm'pleɪn/	se plaindre (de)	to say that something is wrong or bad	<i>The workers are always complaining about the canteen food.</i>
convince (sb to do)	Verb	/kən'vɪns/	convaincre (qqn de faire qqch)	to persuade	<i>Can I convince you to join the company?</i>
criticise (sb for doing)	Verb	/ˈkrɪtɪsɪz/	critiquer (qqn pour qqch)	to express disapproval	<i>My manager criticised me for taking the day off.</i>
deny (doing)	Verb	/dɪˈnaɪ/	nier	to say that something is not true	<i>I deny stealing that money.</i>
deter (sb from doing)	Verb	/dɪˈteɪ/	dissuader	to prevent	<i>She deterred me from going to the meeting.</i>
discourage (sb from doing)	Verb	/dɪsˈkʌrɪdʒ/	décourager	to make someone feel less confident	<i>We want to discourage you from resigning too soon.</i>
discuss	Verb	/dɪˈskʌs/	discuter	to talk about something with someone	<i>I'd like to discuss your recent sales presentation.</i>
dissuade (sb from doing)	Verb	/dɪˈswæɪd/	dissuader	to persuade someone not to do something	<i>I dissuaded him from applying for the job.</i>

encourage (sb to do)	Verb	/ɛn'kʌrɪdʒ/	encourager	to make someone more likely to do something	<i>We encourage companies to 'analyse their value chain'.</i>
give a reminder	Phrasal verb	/gɪv ə rɪ'maɪndə/	rappeler	give a written or spoken message that reminds someone to do something	<i>Please give me a reminder when the payment is due.</i>
give a reply / response	Phrasal verb	/gɪv ə rɪ'plɑɪ / rɪ'spɒns/	répondre	to formally answer	<i>I really need you to give a reply now.</i>
make a demand / request	Phrasal verb	/meɪk ə dɪ'mɑ:nd / rɪ'kwɛst/	formuler une demande	to officially ask for something	<i>You're making a request which is not really possible to satisfy.</i>
make a proposal	Phrasal verb	/meɪk ə prə'pəʊz(ə)/	faire une proposition	to officially suggest something	<i>I'd like to make a proposal to the board of shareholders.</i>
make an announcement	Phrasal verb	/meɪk ən ə'naʊnsmənt/	faire une annonce	to officially announce something	<i>The chairman will make an official announcement this afternoon.</i>
make an apology	Phrasal verb	/meɪk ən ə'pɒlədʒi/	s'excuser	to officially say sorry for something	<i>The restaurant made an apology to the disappointed guests.</i>
offer (to do)	Verb	/'ɒfə/	proposer de	to ask someone if they would like to have something	<i>We can offer to give them a free month's trial of their local gym.</i>
persuade (sb to do)	Verb	/pə'sweɪd/	persuader (qqn de faire qqch)	to convince	<i>It is quite difficult to persuade someone to buy on the spot.</i>
praise (sb for doing)	Verb	/preɪz/	faire l'éloge de	to express admiration or approval	<i>She praised her team for contributing good suggestions.</i>
promise (to do)	Verb	/'prɒmɪs/	promettre de	to say you will do something	<i>I will come with you if you promise to do the negotiating yourself.</i>
propose (doing or that sb should do)	Verb	/prə'pəʊz/	proposer	to suggest	<i>We propose following his recommendations.</i>

recommend (doing or that sb should do)	Verb	/rɛkə'mend/	recommander	to suggest that doing something would be good	<i>We recommend that you transfer the money to our bank account immediately.</i>
refuse (to do)	Verb	/rɪ'fju:z/	refuser (de)	to say that you will not do something	<i>I refuse to take that compensation offer, it's not high enough.</i>
remind (sb to do)	Verb	/rɪ'maɪnd/	rappeler (qqch à qqn)	to make someone think of something they might forget	<i>Remind me to pay for lunch next time!</i>
suggest (doing or that sb should do)	Verb	/sə'dʒɛst/	suggérer	to mention an idea	<i>I suggest sending an anonymous email.</i>
tell (sb to do)	Verb	/tɛl/	dire (à qqn de faire qqch)	to give an instruction	<i>Please tell them to hurry up with the report.</i>
threaten (to do)	Verb	/'θreɪt(ə)n/	menacer (de)	to tell someone you will cause problems if they do not do what you want	<i>They threatened to take us to court if we didn't pay them immediately.</i>
undertake (to do)	Verb	/ʌndə'teɪk/	entreprendre (de)	to do something	<i>Can you undertake to complete this project by the end of the month?</i>
urge (sb to do)	Verb	/'ɜ:dʒ/	presser (qqn de faire qqch)	to strongly advise	<i>They urged us to accept the offer.</i>

pp 30–31	POS	Pronunciation	Translation	Definition	Examples
after	Preposition,	/'ɑ:ftə/	après	following in time, place or order	<i>After the afternoon's activities there will be an informal dinner.</i>
anyway	Adverb	/'eniweɪ/	de toute façon	whatever else is happening, without considering other things	<i>No-one reads the minutes anyway because they're so boring.</i>
because	Conjunction	/bɪ'kɒz/	car	for the reason that	<i>All this happened because the banks' attitude to their lending was irresponsible.</i>
because of	Preposition	/bɪ'kɒz ɒv/	en raison de	as a result of	<i>Only half of such ads are seen by users because of ad-blocking software.</i>
besides	Adverb	/bɪ'saɪdɪz/	en plus de	in addition to	<i>Besides having good qualifications, she also has lots of experience.</i>
but	Conjunction	/bʌt/	mais	used to introduce an added statement	<i>Domestic sales have been slow, but exports have been booming.</i>
consequently	Adverb	/'kɒnsɪkw(ə)ntli/	par conséquent	as a result	<i>Tomorrow is a public holiday. Consequently, the office will be closed.</i>
so	Conjunction	/səʊ/	donc	as a result	<i>Tomorrow is a public holiday, so the office will be closed.</i>
following	Preposition	/'fɒləʊɪŋ/	suite à	after	<i>Following a thorough investigation of the matter, they published their findings.</i>
however	Adverb	/'haʊ'evə/	cependant	but	<i>Domestic sales have been slow. However, exports have been booming.</i>
moreover	Adverb	/'mɔ:ɪ'əʊvə/	de plus	and	<i>She has good qualifications. Moreover, she has lots of experience.</i>
nevertheless	Adverb	/'nevəðə'les/	néanmoins	but	<i>It is expensive. Nevertheless, it's worth investing in.</i>
owing to	Preposition	/'əʊɪŋ tu/	à cause de	as a result of	<i>The office will be closed tomorrow owing to the public holiday.</i>
since	Conjunction	/sɪns/	puisque	because	<i>Since you're here early, let's begin the presentation.</i>
still	Adverb	/sti/	encore	continuing to happen	<i>In what ways will the company still have control over its own future?</i>
what's more	Phrase	/'wɒtɪz 'mɔ:ɪ/	de plus	in addition	<i>She has good qualifications. What's more, she has lots of experience.</i>

Module 4	POS	Pronunciation	Translation	Definition	Examples
pp 34–35					
a buying signal	Noun	/eɪ baɪɪŋ 'sɪgn(ə)/	signal d'achat	when the prospective customer gives a sign to the seller that he is open to being sold the product or service	<i>As soon as you get a buying signal, close the deal.</i>
a hard-sell technique	Noun	/eɪ 'hɑ:d 'sel tek'nɪ:k/	une technique de vente agressive	a method of selling in which the person selling tries very hard to persuade the customer to buy something	<i>We don't like hard-sell techniques in this industry.</i>
a sales technique	Noun	/eɪ seɪlz tek'nɪ:k/	une technique de vente	a method of selling	<i>You need to develop your sales techniques.</i>
added value	Phrase	/.æd.ɪd 'væl.ju:/	valeur ajoutée	an improvement or addition to something that makes it worth more	<i>There are endless options available to create added value for each side.</i>
after-sales service	Noun	/'ɑ:ftəsɛɪlz 'sɜ:vɪs/	service après-vente	service provided after the customer has bought something	<i>We created a subsidiary to sell after-sales services.</i>
billboard	Noun	/'bɪlbɔ:d/	panneau d'affichage	a large board to show advertising	<i>The company has invested in several billboards at the side of major roads.</i>
close the sale	Phrase	/kləʊz ðə seɪl/	conclure la vente	to end a sale successfully	<i>We need to close the sale as soon as possible.</i>
competitive advantage	Noun	/kəm'petɪtɪv əd'vɑ:ntɪdʒ/	avantage concurrentiel	something to make a business more successful than others	<i>What's the competitive advantage in your strategy?</i>
decision maker	Noun	/dɪ'sɪʒ(ə)n 'mɑ:kə/	décisionnaire	the person who makes decisions	<i>I only deal with the decision maker in each store.</i>
direct mail	Noun	/.daɪ.rekt 'meɪl/	marketing direct	advertising sent to an individual	<i>Direct mail is effective, but expensive.</i>
emotional benefits	Noun	/'ɪ'məʊʃ(ə)n(ə)l 'bɛnɪfɪtɪz/	bienfaits émotionnels	advantages that appeal to feelings and beliefs	<i>The emotional benefits of this car include a large colour choice and luxury extras.</i>
favourable terms	Noun	/'feɪv(ə)rəb(ə)l tə.mz/	conditions favorables	good conditions of the sale	<i>We can offer you favourable terms if you buy now.</i>
mass advertising	Noun	/'mas 'advɜ:tɪzɪŋ/	publicité de masse	advertising to reach a large number of customers	<i>A mass advertising campaign will be very expensive.</i>
niche / targeted advertising	Noun	/'nɪʃ / 'tɑ:ɡɪtɪd 'advɜ:tɪzɪŋ/	publicité ciblée	advertising to selected customers	<i>Niche advertising will allow us to reach the most suitable customers.</i>
perceived benefits	Noun	/pə'si:vɪd 'bɛnɪfɪtɪz/	avantages perçus	things the customer thinks are good about the product	<i>Selling your product at a higher price increases the perceived benefits because people associate high prices with quality.</i>
point-of-sale promotion	Noun	/'pɔɪnt ɒv seɪl prə'məʊʃn/	promotion au point de vente	special advertising where you make the sale	<i>The special point-of-sale promotion will only last another hour – buy now!</i>
price competition	Noun	/'praɪs kɒmpɪ'tɪʃ(ə)n/	concurrence tarifaire	competing on price	<i>In our sector, quality, reliability and service are far more important factors than price competition.</i>
prospective customer	Noun	/'prə'spektɪv 'kʌstəmə/	client potentiel	someone who might buy a product	<i>We're expecting lots of prospective customers at the showroom today.</i>
sponsorship	Noun	/'spɒnsəʃɪp/	parrainage	money given to support something	<i>Sponsorship of community projects is very important to our shareholders.</i>
success rate	Noun	/'sɜ:k'ses reɪt/	taux de réussite	how often success is reached	<i>The success rate of this strategy needs to be carefully considered.</i>

unique selling point	Noun	/juːˈni:k selɪŋ pɔɪnt/	argument clé de vente	a feature of a product that makes it different from and better than all its competitors	<i>The product's unique selling point is its flexibility.</i>
pp 38–39	POS	Pronunciation	Translation	Definition	Examples
collapse	Verb	/kəˈlɑps/	s'effondrer	to fail	<i>The market has completely collapsed and many businesses have gone bankrupt.</i>
cut	Verb	/kʌt/	réduire	to make smaller	<i>They've had to cut prices to survive so profits will be affected.</i>
decrease	Verb	/diːˈkriːs/	baisser	to become smaller	<i>Sales are continuing to decrease in poor economic conditions.</i>
drop (decrease)	Verb	/drɒp/	s'écrouler	to become smaller	<i>The availability of raw goods has dropped following the disaster.</i>
fall (decrease)	Verb	/fɔːl/	diminuer	to become smaller	<i>Sales have fallen this year so we must expect to lay off some workers.</i>
go down	Phrasal verb	/gəʊ daʊn/	baisser	to become smaller	<i>The price of sugar has gone down and it's now very cheap.</i>
go up	Phrasal verb	/gəʊ ʌp/	augmenter	to become bigger	<i>The cost of potatoes has gone up and chips are more expensive.</i>
increase	Verb	/ɪnˈkriːs/	augmenter	to become bigger	<i>Profits are continuing to increase, which is good news for the shareholders.</i>
lower (decrease)	Verb	/ˈləʊə/	baisser	to make smaller	<i>We must lower our prices to stay competitive.</i>
put up	Phrasal verb	/pʊt ʌp/	faire monter	to make higher	<i>The only option is to put up prices but the customers won't be happy.</i>
raise	Verb	/reɪz/	relever	to make higher	<i>We could raise the retirement age to avoid losing employees.</i>
reduce	Verb	/rɪˈdʒuːs/	abaisser	to make smaller	<i>Every government promises to reduce taxes.</i>
rise	Verb	/raɪz/	augmenter	to become bigger	<i>The population is rising faster than ever before in some parts of the world.</i>
soar	Verb	/sɔː/	monter en flèche	to become much bigger	<i>The birth rate soared 20 years ago so there are more people applying for jobs now.</i>
vehicle advertising	Noun	/ˈviːk(ə)l ˈadvɜːtɪzɪŋ/	publicité sur un véhicule	advertising on a vehicle	<i>We could use company trucks for vehicle advertising.</i>
viral marketing	Noun	/ˈvaɪr(ə)l ˈmɑːkɪtɪŋ/	marketing viral	marketing to many people on the Internet	<i>Viral marketing can reach millions of potential customers.</i>

word-of-mouth recommendation	Noun	/ˌwɜːd-ə(v)-ˈmaʊθ ˌrekəməˈdeɪʃ(ə)n/	bouche à oreille	when people recommend something by talking to other people	<i>Word-of-mouth recommendation is the traditional way to get sales.</i>
pp 40–41	POS	Pronunciation	Translation	Definition	Examples
customer needs	Noun	/ˈkʌstəmə ˌniːdɪz/	besoins des clients	what a customer has to have from a product	<i>We have to take customer needs into account when we repack the product.</i>
dramatic	Adjective	/drəˈmætɪk/	spectaculaire	sudden	<i>A dramatic rise in the birth rate took place in the last century.</i>
fluctuate	Verb	/ˈflʌktʃueɪt/	fluctuer	to change	<i>Sales fluctuated but overall profits remained steady.</i>
level off	Phrasal verb	/ˌlev(ə)l ˈɒf/	se stabiliser	to stay at the same level	<i>Unemployment rose to ten per cent and then levelled off.</i>
reach a peak	Phrase	/riːtʃ ɪˈpiːk/	atteindre un pic	to get to the highest level	<i>Sales reached a peak in December and then stabilised.</i>
sharply	Adverb	/ˈʃɑːpli/	nettement	suddenly	<i>Unemployment rose sharply after the end of the war.</i>
slightly	Adverb	/ˈslaɪtli/	légèrement	a little	<i>The birth rate rose slightly at the start of the century.</i>
unpredictably	Adverb	/ˌʌnpɪrɪˈdɪktəbli/	de façon imprévisible	changing suddenly	<i>The weather last summer was unpredictably hot, which affected sales.</i>
pp 42–43	POS	Pronunciation	Translation	Definition	Examples

double	Adjective, Verb	/ˈdʌb(ə)l/	double/doubler	twice as much, to make twice as much	<i>The sales volume needs to be double to meet our targets, so we must double our efforts.</i>
significant	Adjective	/sɪɡˈnɪfɪk(ə)nt/	considérable	important	<i>A significant drop in costs will help increase our profits.</i>
steadily	Adverb	/ˈstediili/	régulièrement	gradually	<i>Sales are rising steadily in all our overseas markets.</i>

Module 5	POS	Pronunciation	Translation	Definition	Examples
pp 44–45					
asset values	Noun	/ˈaset ˈvæljuːz/	valeurs d'actif	a figure showing the total value of the assets of a company or organisation	<i>Our asset values are very high due to good trading conditions.</i>
be short of money	Phrase	/biː ʃɔːt/ əv ˈmʌni/	manquer d'argent	to not have enough money	<i>The business is a bit short of money this month so we can't afford major expenditure.</i>
borrow money	Phrase	/ˈbɒrəʊ ˈmʌni/	emprunter de l'argent	to get money with the intention of paying it back	<i>We will need to borrow money to pay the bills.</i>
do a deal	Phrase	/dəʊ eɪ diːl/	conclure un accord	to negotiate	<i>Can we do a deal with our competitors?</i>
do business	Phrase	/dəʊ ˈbɪznəs/	faire des affaires	to deal with a customer	<i>It's a pleasure to do business with you.</i>
earn interest	Phrase	/ɜːn ˈɪn.trəst/	recevoir des intérêts	to get money from an investment	<i>We can earn a lot of interest on that investment.</i>
earn money	Phrase	/ɜːn ˈmʌni/	gagner de l'argent	to receive money as payment for work that you do	<i>Everyone needs to earn money to pay the bills.</i>
interest rates	Noun	/ˈɪn.trəst ˌreɪtɪz/	taux d'intérêts	how much you get paid from an investment	<i>Interest rates have risen again, which is good news for investors.</i>
invest	Verb	/ɪnˈvest/	investir	to put money or time into something to get profit	<i>They invest on average \$2 million per year in new product innovations.</i>
invoice for	Phrasal verb	/ɪnvoɪs fɔːr/	facturer	to send a note saying how much is owed	<i>Please invoice the company for the office stationery we supplied.</i>
lend money	Phrase	/lend ˈmʌni/	prêter de l'argent	to give money with the intention of getting it back	<i>Banks sometimes lend too much money and incur debts.</i>
make money	Phrase	/meɪk ˈmʌni/	réaliser des bénéfices	to increase the amount of money	<i>Both companies make money from targeted advertising.</i>
negative equity	Noun	/ˌnegətɪv ˈekwɪti/	fonds propres négatifs	when the value of something is less than the original cost	<i>Our house is now in negative equity so we can't afford to sell it.</i>
negotiate a discount	Phrase	/nɪˈɡəʊʃɪət eɪ ˈdɪskaʊnt/	négoier une remise	to agree on a smaller price	<i>Can we negotiate a discount if I pay in advance?</i>
owe money	Phrase	/əʊ ˈmʌni/	devoir de l'argent	to need to pay back money	<i>Do you owe money to the credit card company?</i>
pay back / repay money	Phrase	/pə ˈbæk / rə ˈpə ˈmʌni/	rembourser	to give back money you borrowed	<i>Can you repay the loan next month?</i>
save money	Phrase	/seɪv ˈmʌni/	économiser	to keep money	<i>It's a good idea to save money each month in case of emergency.</i>
spend money	Phrase	/spend ˈmʌni/	dépenser	to give money as payment	<i>Don't spend more money than you earn!</i>
take out a loan	Phrase	/teɪk aʊt eɪ ˈləʊn/	contracter un prêt	to borrow money	<i>If you're short of money, take out a loan.</i>
waste money	Phrase	/weɪst ˈmʌni/	gaspiller de l'argent	to use money unnecessarily	<i>She wasted her money on new clothes.</i>
win money	Phrase	/wɪn ˈmʌni/	remporter de l'argent	to receive money as a prize	<i>He won a huge amount of money on the lottery.</i>
pp 46–47	POS	Pronunciation	Translation	Definition	Examples
turnover	Noun	/ˈtɜːnəʊvə/	chiffre d'affaires	money generated by sales	<i>Our turnover was three million last year.</i>
pp 48–49	POS	Pronunciation	Translation	Definition	Examples

a mortgage	Noun	/eɪ ˈmɔːɡɪdʒ/	prêt immobilier	an agreement that allows you to borrow money to buy a house	<i>I'm going to pay off the mortgage next year and then I'll own the house.</i>
accounts payable	Noun	/ə ˈkaʊntz ˈpeɪəb(ə)l/	créance	money a company owes to suppliers	<i>Accounts payable this month were lower compared to last year.</i>
accounts receivable	Noun	/ə ˈkaʊntz rɪˈsiːəb(ə)l/	comptes débiteurs	money owed to a company	<i>Accounts receivable totalled over ten thousand.</i>
administrative costs	Noun	/əd ˈmɪnɪstrətɪv kɒstz/	dépenses administratives	money needed to run a company	<i>We must find a way to cut administrative costs.</i>
advertising costs	Noun	/ˈadvɜːtɪzɪŋ kɒstz/	frais de publicité	money needed to pay for advertising	<i>Please check the advertising costs as they seem rather high.</i>

cash flow	Noun	/ˈkæʃ ˌfləʊ/	trésorerie	the amount of money moving into and out of a business	<i>Cash flow is steady in the overseas office.</i>
creditor	Noun	/ˈkrɛdɪtə/	créancier	someone who money is owed to	<i>Our creditors won't wait for their money any longer.</i>
current / long-term debt	Noun	/ˈkʌr(ə)nt / ˌlɒŋ ˈtɜːm det/	dette actuelle/à long terme	money that is owed now/later	<i>Current debt is steady but long-term debt is increasing in the northern sector.</i>
debtor	Noun	/ˈdɛtə/	débiteur	someone who owes money	<i>If loans are too easy to get, there is a risk that many people will become debtors.</i>
development costs	Noun	/dɪˈvɛləpm(ə)nt kɒstz/	coûts de développement	the cost of developing a product	<i>Our software development costs are too high.</i>
distribution costs	Noun	/dɪstrɪˈbjʊːʃ(ə)n kɒstz/	coûts de distribution	the cost of distributing a product	<i>Please congratulate the transport department on reducing the distribution costs.</i>
dividends	Noun	/ˈdɪvɪdɛndz/	dividendes	part of a company's profit paid to shareholders	<i>The shareholders were delighted with the dividends this month.</i>
expenditure	Noun	/ɛkˈspɛndɪtʃə/	dépense	the total amount of money that is spent	<i>Cutting back on advertising expenditure is only a short-term solution.</i>
finance costs	Noun	/ˈfaɪnəns kɒstz/	frais financiers	bank charges	<i>Finance costs are an unavoidable part of dealing with banks.</i>
fixed / variable costs	Noun	/fɪkst / ˈvɛːrɪəb(ə)l kɒstz/	coûts fixes/variables	charges that do not change/that change	<i>Fixed costs are easy to calculate each year but there are always some variable costs in a business that are unpredictable.</i>
gross profit	Noun	/grɒs prɒfɪt/	marge brute	a company's profits before costs are subtracted	<i>Our gross profit shows that the business is healthy.</i>
labour costs	Noun	/ˈleɪbə kɒstz/	coût salarial	the cost of the workers in a company	<i>The only real solution is to tackle labour costs.</i>
liabilities	Noun	/laɪəˈbɪlɪti/	passif	debts	<i>The business has liabilities of 2 million euros.</i>
material costs	Noun	/mæˈtɪəriəl kɒstz/	coûts de matériaux	the cost of materials	<i>Reducing material costs will have an impact on quality.</i>
net income	Noun	/net ˈɪnkʌm/	résultat net	income after all tax and other costs have been paid	<i>Our net income is on target this year.</i>
net profit	Noun	/net ˈprɒfɪt/	bénéfice net	profit after all tax and other costs have been paid	<i>Annual net profit fell 20% due to tough competition.</i>
profit and loss	Phrase	/ˈprɒfɪt ænd lɒs/	pertes et profits	a company's gains and losses	<i>Ask her to prepare a financial plan with profit and loss projections.</i>
profitable	Adjective	/ˈprɒfɪtəb(ə)l/	rentable	making a profit	<i>Which part of the business is most profitable?</i>
retained profit	Phrase	/rɪˈteɪn ˈprɒfɪt/	bénéfices non distribués	kept earnings	<i>After dividends were paid out, the retained profit was £3.2 million.</i>
total revenue	Noun	/ˈtəʊt(ə)l ˈrɛvɛnjuː/	recettes totales	total income	<i>We don't want to invest more than 1 % of total revenue.</i>
unprofitable	Adjective	/ʌn ˈprɒfɪtəb(ə)l/	peu rentable	not making a profit	<i>That shop will have to be sold – it's too unprofitable.</i>

pp 50–51	POS	Pronunciation	Translation	Definition	Examples
overheads	Noun plural	/ˈəʊvəhedz/	frais généraux	regular and necessary costs	<i>The overheads on the office building are very reasonable.</i>
the wage bill	Noun	/ðə weɪdʒ bɪl/	la masse salariale	the total paid to workers in a company	<i>We can cut the wage bill by laying off staff.</i>

Module 6					
pp 54–55	POS	Pronunciation	Translation	Definition	Examples
a close relationship	Phrase	ə kləʊs rɪˈleɪʃ(ə)nʃɪp/	une relation étroite	a good connection	<i>We have a close relationship with our suppliers.</i>
beware	Verb	/bɪˈweɪ/	prendre garde	to warn someone to be careful of something	<i>Beware of that supplier, he's very unreliable.</i>
commission	Noun	/kəˈmɪʃ(ə)n/	commission	a payment given in relation to a product sold	<i>We can offer 15% commission on that model.</i>

damaged in transit	Phrase	/ˈdæmɪdʒ ɪn ˈtrænzɪt/	endommagé pendant le transit	damaged while moving from one place to another	<i>We regret that your order has been damaged in transit and would like to offer a refund.</i>
despatch / dispatch	Noun	/dɪˈspætʃ/	expédier	sending something somewhere	<i>Despatch of your order will take place next week.</i>
efficient service	Noun	/ɪˈfɪʃ(ə)nt ˈsɛːvɪs/	service efficace	quick and effective service	<i>Many thanks for the efficient service you provided.</i>
in stock	Phrase	/ɪn ˈstɔk/	en stock	available	<i>We're pleased to say that the books are now in stock.</i>
marked / damaged	Adjective	/mɑːkt / ˈdæmɪdʒ/	taché/endommagé	having a mark on something / harmed	<i>The shoes you sent me are marked – I don't want a damaged product.</i>
mint condition	Phrase	/ˌmɪnt kənˈdɪʃn/	parfait état	perfect	<i>I guarantee the computer is in mint condition.</i>
prompt payment	Phrase	/prɒm(p)t ˈpeɪm(ə)nt/	paiement rapide	paying quickly and on time	<i>Please make prompt payment to avoid charges.</i>
reliable / unreliable	Adjective	/rɪˈlaɪəb(ə)l / ʌnrɪˈlaɪəb(ə)l/	fiable/peu fiable	someone who or something that can/cannot be trusted	<i>unreliable and never worked properly.</i>
renegotiate terms	Phrase	/rɪˌneɪˈɡəʊʃɪət tɜːmz/	renégocier les conditions	discuss an agreement again to change it	<i>Can we renegotiate terms that are acceptable to both of us?</i>
renew a contract	Phrase	/rɪˈnjuː ə ˈkɒntrakt/	renouveler un contrat	continue a contract again	<i>We'd like to renew the contract for another year.</i>
re-tender for a contract	Phrase	/ˌrɪːˈtɛndə fɔːr ə ˈkɒntrakt/	lancer un nouvel appel d'offres	ask to renew a contract	<i>We could force suppliers to re-tender for the contract each year.</i>
share the cost of	Phrase	/ʃeə ðə kɒst əv/	partager les frais de	pay for part of	<i>Suppliers can help to share the cost of development.</i>
swift delivery	Phrase	/swɪft dəˈlɪv(ə)ri/	livraison rapide	taking goods somewhere quickly	<i>We guarantee swift delivery if you order by 7pm.</i>

pp 56–57	POS	Pronunciation	Translation	Definition	Examples
customer satisfaction	Noun	/ˈkʌstəmər ˌsədəs ˈfakʃ(ə)n/	satisfaction des clients	when customers are pleased with the company or product	<i>Sales have been good and customer satisfaction is high.</i>
discounts	Noun	/ˈdɪskaʊntz/	remises	price reductions	<i>I'd like to see greater discounts on older lines.</i>
seasonal discounts	Noun	/ˈsɪz(ə)nəl / ˈdɪskaʊntz/	rabais saisonniers	price reductions for s particular time of year	<i>What would really help sales is more seasonal discounts at your end.</i>
shortage of stock	Phrase	/ˈʃɔːtɪdʒ əv stɒk/	rupture de stock	not enough stock available	<i>The shortage of stock in July resulted in losing many possible customers.</i>
squeeze a supplier	Phrase	/skwiːz əɪ səˈplɪə/	presser un fournisseur	persuade very firmly	<i>We really can't squeeze our suppliers any harder, their margins are already very small.</i>
stock levels	Noun	/stɒk ˈleɪv(ə)lz/	niveau des stocks	the quantity of items available	<i>Our stock levels are too low at the moment – we need to re-order now.</i>

pp 58–59	POS	Pronunciation	Translation	Definition	Examples
warranty	Noun	/ˈwɒrən(t)ɪ/	garantie	a written promise from a company	<i>The warranty on the device is six months.</i>

Module 7					
pp 64–65	POS	Pronunciation	Translation	Definition	Examples
clear objective	Noun	/kliə əbˈdʒɛktɪv/	objectif précis	something that you plan to do or achieve	<i>Many companies have found that giving staff a clear objective is very productive.</i>
control freak	Noun	/kənˈtrəʊl ˌfriːk/	obsédé du contrôle	someone who is determined to make things happen in exactly the way they want	<i>My boss is a bit of a control freak and won't give me any responsibility.</i>
get on with (sb)	Phrasal verb	/ɡet ɒn wɪð/	bien s'entendre avec (qqn)	like someone	<i>She's difficult to get on with so no-one wants to share an office with her.</i>
in addition to	Phrase	/ɪn əˈdɪʃ(ə)n tu/	en plus	as well as	<i>In addition to good qualifications, she has lots of experience.</i>
in spite of / despite	Preposition	/ɪn spɑɪt əv / dɪˈspɑɪt/	en dépit de	without taking any notice of	<i>In spite of / Despite the high cost, it's worth investing in.</i>
innovative idea	Noun	/ɪnəvətɪv ɪˈdɪə/	idée novatrice	new idea	<i>Your innovative idea has won the first prize in the competition.</i>
inspire confidence	Phrase	/ɪnˈspʌɪə ˈkɒnfɪd(ə)ns/	inspirer confiance	make someone feel confident	<i>A good manager is someone who can inspire confidence in their team.</i>
people skills	Noun	/ˈpiːp(ə)l skɪlz/	aptitudes relationnelles	ability to get on with people	<i>My manager has excellent people skills and we enjoy working with her.</i>

pp 66–67	POS	Pronunciation	Translation	Definition	Examples
day-to-day operations	Phrase	/ˈdɛɪ-tə-ˌdɛɪ ɒpəˈreɪʃ(ə)nz/	activités quotidiennes	what happens every day in a business	<i>Many managers seem to be out of touch with day-to-day operations.</i>

overseas subsidiary	Noun	/əʊvə'si:z səb'sɪdɪəri/	filiale étrangère	an overseas company owned by a holding company	<i>All senior managers spend at least three months every three years in an overseas subsidiary.</i>
undergo an assessment	Phrase	/ʌndə'gəʊ ən ə'sesmənt/	faire l'objet d'une évaluation	experience a test	<i>All employees undergo a formal assessment of their skills every year.</i>
pp 68–69	POS	Pronunciation	Translation	Definition	Examples
delegate responsibility	Phrase	/'dɛlɪgət rɪ sponstɪ 'bɪlɪti/	déléguer des responsabilités	give responsibility to someone else	<i>I usually try to delegate responsibility to my team as it's good for everyone to be involved in decisions.</i>
jargon	Noun	/'dʒɑ:g(ə)n/	jargon	special words used by particular groups of people	<i>Please stop using so much jargon, I don't understand what you're saying.</i>
pp 70–71	POS	Pronunciation	Translation	Definition	Examples
although	Conjunction	/ɔ:l'ðəʊ/	bien que	but	<i>Although not everyone has their own desk, the use of space is efficient.</i>
as well as	Phrase	/əz wɛl əz/	également	and	<i>As well as having good qualifications, she also has lots of experience.</i>
furthermore	Adverb	/fə.ðə'mɔ:/	en outre	as well	<i>She has good qualifications. Furthermore, she has lots of experience.</i>
on account of	Phrase	/ɒn/ ə'kaʊnt/ /ɒv/	à cause de	because of	<i>The office will be closed tomorrow on account of the public holiday.</i>
subsequently	Adverb	/'sʌbsɪkwəntli/	par la suite	afterwards	<i>The sales team will gather the information. Subsequently, they will produce a report.</i>
Module 8					
pp 74–75	POS	Pronunciation	Translation	Definition	Examples
a quota	Noun	/eɪ'kwɔ:tə/	un quota	limit	<i>We should fix a quota for the number of new employees from certain groups.</i>
conserve water	Phrase	/kən'sə:v'wɔ:tə/	conserver l'eau	save water	<i>The world must find a way to conserve water.</i>
declining (fish) stocks	Phrase	/daɪ'klaɪnɪŋ (fɪʃ) stɔ:kz/	diminution des stocks (de poisson)	supplies that are reducing	<i>Declining fish stocks are a consequence of over-fishing.</i>
drought	Noun	/draʊt/	sécheresse	a long period when there is little or no rain	<i>The drought has lasted for seven weeks now.</i>
earthquake	Noun	/'ə:θkwεɪk/	tremblement de terre	a sudden violent movement of the earth's surface	<i>A major earthquake is predicted for California.</i>
environmentally friendly	Adjective	/ɛnvʌlɪrən'mɛnt(ə)li 'frɛnd(d)li/	respectueux de l'environnement	good for the environment	<i>Businesses are moving to environmentally friendly packaging.</i>
extinction (of species)	Noun	/'ɪk'stɪŋ(k)(ə)n (ɒv 'spi:ʃɪz)/	extinction (des espèces)	when something no longer exists	<i>The extinction of the dinosaurs was due to a meteorite.</i>
flooding	Noun	/'flʌdɪŋ/	inondation	when an area is covered with water	<i>Some roads have been closed because of heavy flooding.</i>
hurricane	Noun	/'hʌrɪkɛɪn/ OR /'hʌrɪk(ə)n/	ouragan	a violent wind	<i>The hurricane did serious damage to many houses last night.</i>
landslide	Noun	/'lænd(s)slɑɪd/	glissement de terrain	a mass of rock and earth moving suddenly and quickly down a steep slope	<i>The emergency services fear that many people have been buried under the landslide.</i>
man-made disasters	Noun	/'mæn'meɪd dɪ'zɑ:stɛz/	catastrophe d'origine humaine	disasters which have been caused by humans	<i>Man-made disasters include oil spills at sea.</i>
natural disasters	Noun	/'nætʃ(ə)r(ə)l dɪ'zɑ:stɛz/	catastrophe naturelle	disasters which have been caused by nature	<i>Scientists are working on a better system to predict natural disasters.</i>
nuclear radiation leak	Noun	/'nju:kliɛ'reɪdɪ'eɪʃ(ə)n li:k/	fuite de matière radioactive	losing energy that comes from a nuclear reaction	<i>The nuclear radiation leak at Chernobyl was one of the worst disasters in history.</i>
oil spill	Noun	/ɔɪl spɪl/	marée noire	losing oil from a tanker	<i>The oil spill has killed thousands of fish.</i>
precautions	Noun	/'preɪ'kɔ:ʃ(ə)nɪz/	précautions	actions to prevent something happening	<i>What precautions can we take against future earthquakes?</i>
recycle waste	Phrase	/'ri:sɪk(ə)l weɪst/	recycler les déchets	collect rubbish and make something useful from it	<i>We must all try to recycle waste efficiently.</i>
save energy	Phrase	/'seɪv'ɛnədʒi/	économiser de l'énergie	keep energy	<i>I save energy by turning the lights off.</i>
smog	Noun	/'smɒɡ/	smog	a mixture of smoke, gases, and chemicals	<i>London used to have terrible smog a hundred years ago but now the air is cleaner.</i>
support local shops	Phrase	/'sə'pɔ:t 'ləʊk(ə)l ʃɒpz/	privilégier les commerces locaux	buy items in shops near where you live	<i>I prefer to support local shops – I never buy online.</i>
volcanic eruption	Noun	/'vɒl'kænɪk ɪ'rʌpʃ(ə)n/	éruption volcanique	when a volcano explodes	<i>News is reaching us of a volcanic eruption on an island in the Pacific.</i>
pp 76–77	POS	Pronunciation	Translation	Definition	Examples
climate change	Noun	/'klaɪmæt tʃeɪn(d)ʒ/	dérèglement climatique	changes in the world's weather	<i>Climate change is creating global warming.</i>
emissions	Noun	/'i:mɪʃənz/	émissions	(carbon dioxide) produced by planes, cars, etc	<i>The US must reduce its emissions.</i>
pp 78–79	POS	Pronunciation	Translation	Definition	Examples
an audit	Noun	/ən'ɔ:ɪt/	un audit	a check	<i>We do an audit of the working conditions in our factories every 12 to 18 months.</i>
social responsibility	Noun	/'səʊʃ(ə)l rɪ sponstɪ 'bɪlɪti/	responsabilité sociale	not being harmful to society or the environemnt	<i>The whole area of social responsibility is becoming much more important to the consumer.</i>
stakeholders	Noun	/'steɪkɦəʊldəz/	parties prenantes	people who play a part in or are affected by a company's activities	<i>Companies must pay attention to the needs of all stakeholders.</i>
pp 80–81	POS	Pronunciation	Translation	Definition	Examples
adjourn	Verb	/ə'dʒə:n/	suspendre	have a pause	<i>I think we should adjourn for lunch.</i>
breach of confidence	Phrase	/'bri:tʃ ɒv 'kɒnfɪd(ə)ns/	abus de confiance	when someone makes information known that they should keep secret	<i>Telling me that information was a breach of confidence.</i>
bribery	Noun	/'brɪbəri/	corruption	illegally giving money to someone for something	<i>The Chinese government has clamped down hard on bribery in recent years.</i>
chair a meeting	Phrase	/'tʃe: ɛɪ 'mi:tɪŋ/	présider une réunion	lead a meeting	<i>It's your turn to chair the meeting.</i>
ethical code	Noun	/'εθɪk(ə)l kəʊd/	code d'éthique	rules about what is right and wrong	<i>If you know that an employee has broken the company's ethical code, you must report it.</i>
insider dealing	Noun	/'ɪn'saɪdə'di:ɪŋ/	délit d'initié	the illegal buying and selling of shares in a company by people who have special information because they are involved with the company	<i>He was sent to prison for insider dealing.</i>
misselling	Noun	/'mɪs'selɪŋ/	vente inadaptée	selling something that is not suitable for the person who buys it	<i>She was a victim of misselling but got her money back.</i>
right to anonymity	Phrase	/'raɪt tu ənə'nɪmɪti/	droit à l'anonymat	the right to keep your identity secret	<i>A politician does not have the right to anonymity.</i>
the agenda	Noun	/ðə ə'dʒendə/	l'ordre du jour	what is going to be discussed	<i>What's on the agenda today?</i>
the minutes	Noun plural	/ðə/ 'mɪnɪtɪz/	procès-verbal	a record of what is discussed at a meeting	<i>Who's going to take the minutes?</i>
theft	Noun	/θɛft/	vol	dishonestly taking something	<i>Unfortunately, there have been several thefts in the building recently.</i>
unethical practice	Noun	/'ʌn'εθɪk(ə)l 'præktɪs/	pratique déloyale	morally wrong action	<i>Do you suspect unethical practice in the company?</i>
whistleblowing	Noun	/'wɪs(ə)lbloʊɪŋ/	dénonciation	telling someone in authority about something illegal that is happening in a company	<i>What is the company policy on whistleblowing?</i>
Module 9					
pp 84–85	POS	Pronunciation	Translation	Definition	Examples
appeal to (the mass market)	Phrase	/ə'pi:l tu (l,mæs'mɑ:.kɪt/)	plaire (au marché de masse)	be interesting to	<i>This is a product that will appeal to everyone.</i>

basic	Adjective	/ˈbeɪsɪk/	élémentaire	not complicated	<i>We need someone to supply basic maintenance of electrical installations.</i>
be aimed at (the youth market)	Phrase	/biː eɪm ət/ (fjuːθ/ maː.kɪt/)	être destiné (au marché des jeunes)	be targeted at	<i>They are aimed at the youth market mainly, although some older people wear them too.</i>
bulky	Adjective	/ˈbʌlki/	volumineux	too big and taking up too much space	<i>That exhibition stand is too bulky and won't fit.</i>
clever (solution)	Adjective	/ˈkleɪvə/	(solution) astucieuse	well-designed	<i>What a clever idea, to provide free samples after the product presentation!</i>
compact	Adjective	/ˈkɒmpækt/	compact	using a small space	<i>I need a compact suitcase to take on the plane.</i>
comply with (industry standards)	Phrase	/kəmˈplʌɪ wɪð/ (/'ɪndəstri/ /'stændədz/)	se conformer (aux normes du secteur)	to obey a regulation	<i>It complies with all US and European industry standards.</i>
consist of	Phrase	/kənˈsɪst əv/	consister en	to be made of	<i>The new office consists of one large, central, open space containing about 20 desks.</i>
dependable	Adjective	/dɪˈpendəb(ə)/	fiable	something or someone you can have confidence in	<i>She's my most dependable member of staff.</i>
design	Noun	/dɪˈzʌɪn/	dessin	a drawing for a product	<i>The design has an international patent.</i>
efficient	Adjective	/ɪˈfɪʃ(ə)nt/	efficace	organised	<i>The office plan makes efficient use of the space.</i>
erratic	Adjective	/ɪˈrætɪk/	irrégulier	unreliable	<i>This printer is very erratic, there must be another one in the building that works properly.</i>
functional	Adjective	/ˈfʌŋ(k)(ə)n(ə)/	pratique	practical	<i>The desks and meeting rooms are functional and well equipped.</i>
impractical	Adjective	/ɪmˈpræktɪk(ə)/	qui manque de sens pratique	not very easy to use	<i>The design of this staff kitchen is completely impractical; there isn't room for more than two people.</i>
inexpensive	Adjective	/ɪnɪkˈspensɪv/	bon marché	cheap	<i>The advantages of these machines are that they are inexpensive and easy to use.</i>
innovation	Noun	/ɪnəˈveɪʃ(ə)n/	innovation	the use of a new idea or method	<i>This incentive could potentially lead to greater innovation in the company.</i>
innovative	Adjective	/ɪˈnɒvətɪv/	innovant	using new ideas	<i>He is one of the most innovative and fascinating entrepreneurs around.</i>
luxury	Adjective	/ˈlʌkʃəri/	de luxe	expensive and beautiful	<i>The proportion of luxury goods purchased nowadays is 40%.</i>
machine	Noun	/məˈʃiːn/	machine	a piece of equipment	<i>The washing machine is broken, please call someone to fix it.</i>
modern	Adjective	/ˈmɒd(ə)n/	moderne	most recent	<i>You can gather a lot of customer data with modern computer systems.</i>
neat (solution)	Adjective	/niːt/	(solution) ingénieuse	clever and simple	<i>That's a really neat solution to the problem.</i>
old-fashioned	Adjective	/əʊldˈfæʃ(ə)nd/	désuet	not modern	<i>She works for a rather old-fashioned shop which still closes on Wednesday afternoons.</i>
overpriced	Adjective	/əʊvəˈpraɪsɪd/	excessivement cher	too expensive	<i>All their products are overpriced.</i>
piece of equipment	Noun	/piːs əv ɪˈkwɪpm(ə)nt/	appareil	a machine	<i>That piece of equipment is faulty, don't use it.</i>
practical	Adjective	/ˈpræktɪk(ə)/	pratique	effective	<i>My assistant always makes sensible and practical suggestions.</i>
process	Noun	/ˈprəʊses/	processus	a series of actions	<i>Are there ways to shortcut this process?</i>
product	Noun	/ˈprɒdʌkt/	produit	something made to be sold	<i>We can offer the exact product you are looking for.</i>
professional	Adjective	/prəˈfeʃ(ə)n(ə)l/	professionnel	trained and skilled	<i>The company image is of a creative, fun and professional organisation.</i>
poor (service)	Adjective	/pɔːr/	(service) médiocre	not good	<i>I can't recommend that company because their after-sales service is really poor.</i>
retail at (£X)	Phrase	/ˈriːteɪl ət/	se vendre à (X £)	sells for	<i>That model retails at £300.</i>
revolutionary	Adjective	/rɛvəˈluːʃ(ə)n(ə)rɪ/	révolutionnaire	new and exciting	<i>Recycling plastic water bottles to make hats, what a revolutionary idea!</i>
run on (mains electricity)	Phrasal verb	/rʌn ɒn/ (/'meɪnz ,el.ɪkˈtrɪs.ə.ti/)	fonctionner à (l'électricité)	is operated by	<i>The machine only runs on mains electricity.</i>
service	Noun	/ˈsɜːvɪs/	service	dealing with customers	<i>Customer demand is for a quick and flexible service.</i>
solution	Noun	/səˈluːʃ(ə)n/	solution	the answer to a problem	<i>No-one has found a satisfactory solution to the problem of the ageing population.</i>
state-of-the-art	Phrase	/ˌsteɪt əv ðɪˈɑːt/	de pointe	very modern	<i>The company has just moved into a state-of-the-art building.</i>
tool	Noun	/tuːl/	outil	a piece of equipment	<i>She created an affordable online interior design tool.</i>
time-consuming	Adjective	/taɪmk(ə)nˈsjuːmɪŋ/	qui prend beaucoup de temps	taking a lot of time to do	<i>Deleting 'spam' from your email inbox is a time-consuming process.</i>
unoriginal	Adjective	/ʌnəˈrɪdʒɪn(ə)l/	sans originalité	not special	<i>That's a very unoriginal design.</i>
unwieldy (solution)	Adjective	/ʌnˈwiːldi/	(solution) maladroite	not effective	<i>The new office plans look rather unwieldy.</i>
up-market	Adjective	/ʌpˈmɑːkɪt/	haut de gamme	high quality	<i>We've decided on an up-market look for the new reception area.</i>
value-for-money	Phrase	/ˈvæljuː fəˈmʌni/	rapport qualité-prix	not expensive for the quality	<i>How can we offer a value-for-money product without increasing production costs?</i>
pp 86–87	POS	Pronunciation	Translation	Definition	Examples
come up with	Phrasal verb	/kʌm ʌp wɪð/	proposer	to suggest an idea or plan	<i>Have you ever come up with an idea for a new product or service?</i>
differentiate	Verb	/ˌdɪfəˈreɪʃɪeɪt/	distinguer	to find the difference	<i>How can we differentiate ourselves from our competitors?</i>
innovate	Verb	/ɪˈnəveɪt/	innover	to introduce change	<i>We must innovate to stay ahead.</i>
innovator	Noun	/ɪˈnəveɪtə/	innovateur	someone who introduces change	<i>The new marketing director was a strong innovator in his last company.</i>
keep up with	Phrasal verb	/kiːp ʌp wɪð/	se tenir au courant de	to continue to be informed	<i>I keep up with developments in computing and telecommunications technology.</i>
measure success	Phrase	/ˈmeɪʒə səkˈses/	mesurer la réussite	to judge success	<i>You can't measure a company's success only by its profits.</i>
R&D expenditure	Noun	/ˌɑːr ənˈdiː ekˈspendɪtʃə/ɪkˈspendɪtʃə/	dépenses en R&D	spending money in the part of a business that tries to find ways to improve existing products, and to develop new ones	<i>Our R & D expenditure is very high because our business always needs new ideas.</i>
see something through	Phrasal verb	/siː ˈsʌmθɪŋ θəʊ/	mener à bien	complete something	<i>You can't resign now, we've got to see this project through.</i>
stand up to someone	Phrasal verb	/stænd ʌp tuː ˈsʌmwʌn/	tenir tête à quelqu'un	defend yourself	<i>You must stand up to her if she tries to give you too much work.</i>
take something up	Phrasal verb	/teɪk ˈsʌmθɪŋ ʌp/	se mettre à quelque chose	to begin a new hobby or interest	<i>You like being near the water, why don't you take up sailing?</i>
undertake a project	Phrase	/ʌndəˈteɪk eɪˈprɒdʒekt/	se lancer dans un projet	to begin a project	<i>I wish I'd never agreed to undertake this project!</i>
Module 10					
pp 94–95	POS	Pronunciation	Translation	Definition	Examples
car share scheme	Noun	/kɑːʃeːskiːm/	système de covoiturage	when people share a car to get to work	<i>The company encourages employees to join the car share scheme.</i>
commute	Verb	/kəˈmjuːt/	faire un trajet régulier (entre le travail et le domicile)	to travel to and from work	<i>I have to commute two hours each day – it's such a waste of time.</i>
congestion	Noun	/kənˈdʒestʃ(ə)n/	embouteillage	blocked and crowded roads	<i>I go to work early to avoid the congestion.</i>
get to know each other	Phrase	/get tu nə ɪˈf nəʊ/	faire connaissance	learn about someone	<i>Let's get to know each other over a coffee after work.</i>
give a lift to someone	Phrase	/gɪv eɪ lɪft tuː ˈsʌmwʌn/	emmener qqn en voiture	take someone in your car	<i>Can I give you a lift home tonight?</i>
rush hour	Noun	/rʌʃˈaʊə/	heure de pointe	the busy part of the day	<i>Rush hour was terrible today, all the buses were late.</i>
subsidised transport	Noun	/ˈsʌbsɪdaɪzd ˈtrɒnspɔːt/	transport subventionné	cheaper transport	<i>We offer a subsidised transport scheme for buses and trains.</i>

team-building event	Noun	/ˈti:m ˌbɪl.dɪŋ/ ˈiːˈvent/	activité de renforcement de la cohésion de l'équipe	a special meeting where you encourage people to work together	<i>Everyone needs to attend the team-building event next week.</i>
teleconferencing	Noun	/ˈtelɪ.kɒnfərənsɪŋ/	téléconférence	holding a meeting using a phone or computer	<i>Teleconferencing is ideal if you work from home.</i>
travel expenses	Noun plural	/ˈtrav(ə)l ɪkˈspensz/	frais de déplacement	money you pay for travel	<i>The company will refund all travel expenses for business trips.</i>
pp 96–97	POS	Pronunciation	Translation	Definition	Examples
break the ice	Phrase	/breɪk ðə ˈaɪs/	rompre la glace	to make people who have not met before feel more relaxed with each other	<i>Welcome, all conference participants – let's start with a game to break the ice.</i>
pp 98–99	POS	Pronunciation	Translation	Definition	Examples
commemorate an occasion	Phrase	/kəˈmeməreɪt ən əˈkeɪz(ə)n/	commémorer un événement	to officially remember an event	<i>The company celebrates its 100th anniversary next year and would like to commemorate the occasion with a staff party.</i>
get lost	Phrase	/ɡet lɒst/	se perdre	not know where you are	<i>Call this number if you get lost on the way to our office.</i>
get married	Phrase	/ɡet ˈmɑrɪd/	se marier	marry someone	<i>They're getting married next month.</i>
get participants involved	Phrase	/ɡet pɑːˈtɪsɪp(ə)ntz ɪn ˈvɒlvd/	impliquer les participants	make people join in	<i>Getting participants involved in a course can be very hard work at the beginning.</i>
get ready	Phrase	/ɡet ˈreɪdi/	se préparer	prepare	<i>There's so much to get ready for the anniversary party.</i>
get somewhere	Phrase	/ɡet ˈsʌmwɛː/	progresser	make progress	<i>At last we're getting somewhere in this meeting!</i>
go according to plan	Phrase	/ɡəʊ əˈkɔːdɪŋ tu plæn/	se passer comme prévu	progress as planned	<i>If everything goes according to plan, the brochure will be published in time for the new product launch.</i>
go bankrupt	Phrase	/ɡəʊ ˈbʌŋkrʌpt/	faire faillite	unable to pay what you owe	<i>He couldn't control the budget and the company went bankrupt.</i>
go crazy	Phrase	/ɡəʊ ˈkreɪzi/	se mettre dans une colère folle	get very angry	<i>I resigned and my boss just went crazy.</i>
go wrong	Phrase	/ɡəʊ rɒŋ/	tourner mal	not be a success	<i>We've booked a real lion for the event – what can possibly go wrong?</i>
venue	Noun	/ˈvenjuː/	lieu	the place where an event happens	<i>The venue is on the 24th floor but there's a fast elevator.</i>
Module 11					
pp 104–105	POS	Pronunciation	Translation	Definition	Examples
a booming / buoyant sector	Noun	/eɪ ˈbuːmɪŋ / ˈbɔɪənt ˈsektə/	un secteur florissant/porteur	a part that is successful	<i>Children's clothes are booming, part of a very buoyant sector at the moment.</i>
a depressed / stagnant market	Noun	/eɪ dɪˈprest / ˈstɑɡnənt ˈmɑːkɪt/	un marché faible/stagnant	a market that is not developing	<i>Car sales are stagnant in this depressed market.</i>
a healthy / stable economy	Noun	/eɪ ˈheɪθi / ˈsteɪb(ə)l ɪ ˈkɒnəmi/	une économie saine/stable	an economy that is doing well	<i>The government is promising a healthy and stable economy for the next ten years.</i>
consumer confidence	Noun	/kən ˈsjʊːmə ˈkɒnfɪd(ə)ns/	confiance des consommateurs	how confident people feel about the economy	<i>There are signs of recovery in consumer confidence and people are spending more.</i>
cost of living	Noun	/kɒst əv ˈlɪvɪŋ/	coût de la vie	the amount of money a person needs to live	<i>The cost of living in Scandinavia is generally high.</i>
dwindle	Verb	/ ˈdwaɪnd(ə)l/	diminuer	to decrease	<i>The chairman's power dwindled as he grew older.</i>
job market	Noun	/dʒɒb ˈmɑːkɪt/	marché du travail	the number of jobs available	<i>The job market in journalism is very competitive.</i>
low income	Noun	/ləʊ ˈɪnkʌm/	faibles revenus	not earning very much	<i>The cost of living is too high for people on a low income.</i>
opponents	Noun	/ə ˈpəʊnəntz/	opposants	people who disagree with something	<i>Opponents of the free market say that it shows no regard for social concerns.</i>
philanthropist	Noun	/fɪ ˈlænθrəpɪst/	philanthrope	someone who helps others, especially with money	<i>The charity has been supported by a major philanthropist for many years.</i>
philanthropy	Noun	/fɪ ˈlænθrəpi/	philanthropie	helping with money	<i>The rise in philanthropy helps fill growing funding gaps in the country.</i>
press conference	Noun	/preʃ ˈkɒnf(ə)r(ə)ns/	conférence de presse	a meeting where reporters ask questions	<i>The press conference will start as soon as the company chairman arrives to make a statement.</i>
private sector	Noun	/ˈpraɪvət ˈsektə/	secteur privé	businesses not owned by the government	<i>Salaries are higher in the private sector.</i>
public sector	Noun	/ˈpʌblɪk/ ˈsektə/	secteur public	businesses owned by the government	<i>Job security, longer holidays, good medical insurance and an excellent pension are features of jobs in the public sector.</i>
purchasing power	Noun	/ˈpʊːtʃəɪŋ ˌpaʊə/	pouvoir d'achat	ability to buy goods	<i>People's purchasing power has increased in the open market.</i>
standard of living	Noun	/ˈstændəd əv ˈlɪvɪŋ/	niveau de vie	the amount of money people have	<i>The standard of living in many developing countries is low.</i>
trade deficit / surplus	Noun	/treɪd ˈdefɪtsɪt / ˈsəːpləs/	déficit/excédent commercial	a situation in which the value of goods a country imports is greater/smaller than the value of goods it exports	<i>Foreign imports are increasing and the country now has a big trade deficit. We need to reverse this so that we have a trade surplus.</i>
unemployment / sickness / disability benefit	Noun	/ʌnɪm ˈplɔɪm(ə)nt/ OR /ʌnɪm ˈplɔɪm(ə)nt / ˈsɪknəs /dɪsə ˈbɪlɪti / ˈbɛnɪfɪt/	allocation chômage/maladie/handicap	financial help from the government for people who are out of work/sick/disabled	<i>The UK has recently introduced a new, combined system of unemployment, sickness and disability benefit.</i>
wealth	Noun	/welθ/	richesse	a large amount of money	<i>The 21st century has so far seen an enormous rise in the wealth of a few individuals.</i>
work for a living	Phrase	/wɜːk fə ɪ ˈlɪvɪŋ/	travailler pour gagner sa vie	do a job to earn money to live	<i>Most people have to work for a living.</i>
pp 106–107	POS	Pronunciation	Translation	Definition	Examples
affordable housing	Noun	/ə ˈfɔːdəbəl ˈhaʊzɪŋ/	logements sociaux	houses that can be bought or rented by people who do not earn much	<i>There is a shortage of affordable housing in this area and people are having to move away.</i>
ageing population	Noun	/ ˈeɪdʒɪŋ pɒpjʊ ˈleɪf(ə)n/	population vieillissante	all the people who are growing older	<i>The problem of an ageing population will only get bigger over time.</i>
failing health service	Noun	/ ˈfeɪlɪŋ helθ ˈsɜːvɪs/	services de santé défailants	a health service that is becoming weaker	<i>A failing health service cannot cope with the needs of a growing population.</i>
homelessness	Noun	/ ˈhəʊmləsnes/	le problème des sans-abri	without a home	<i>Homelessness is a major problem in large cities.</i>
income gap	Noun	/ ˈɪnkʌm ɡap/	écart de revenus	the difference between incomes	<i>The income gap between rich and poor is often a cause of resentment.</i>
lack of investment	Phrase	/læk əv ɪn ˈves(t)m(ə)nt/	manque d'investissement	not putting money into something	<i>Lack of investment in public services is a common complaint in the countryside.</i>
over-dependence	Noun	/əʊvəˈdɪ ˈpend(ə)ns/	dépendance excessive	needing something too much	<i>It is claimed that over-dependence on the welfare state makes people lazy.</i>
prosper	Verb	/ ˈprɒspə/	prosperer	to become successful	<i>Everyone wants to prosper in their life.</i>
shortage of key skills	Phrase	/ ˈʃɔːtɪdʒ əv kiː skɪlz/	pénurie de compétences clés	not enough important abilities	<i>The shortage of key skills in young people is a cause for concern.</i>
tax burden	Noun	/tæks ˈbɜːd(ə)n/	charge fiscale	total tax paid	<i>The tax burden in some countries is very high.</i>
welfare state	Noun	/ ˈwelfeɪː steɪt/	État-providence	when the government provides benefits	<i>Should the welfare state pay for people's care in old age?</i>
pp 108–109	POS	Pronunciation	Translation	Definition	Examples
import duties	Noun	/ ˈɪmpɔːt ˈdjuːtiz/	droits de douane	money paid for bringing goods into a country	<i>Is it worth paying import duties for those luxury shoes?</i>
quality of life	Noun	/ ˈkwɒləti əv laɪf/	qualité de vie	the level of satisfaction in your life	<i>My quality of life has really improved since I started working from home.</i>
relocate	Verb	/riːlə(u) ˈkeɪt/	déménager	to move to a new place	<i>In 2016 the company relocated from London to Edinburgh.</i>
relocation	Noun	/riːlə(u) ˈkeɪʃən/	déménagement	moving to a new place	<i>We can help you with the cost of relocation if you decide to work for us.</i>
tax incentives	Noun	/tæks ɪn ˈsentɪvz/	avantages fiscaux	encouraging with lower taxes	<i>Tax incentives have been very effective in encouraging people to save.</i>

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pp 114–115					
	POS	Pronunciation	Translation	Definition	Examples
a feature / aspect	Noun	/eɪ ˈfi:tʃə / ˈæspekt/	une caractéristique/un aspect	quality	<i>One feature/aspect of the global economy is that people are travelling more.</i>
free trade	Noun	/fri: treɪd/	libre-échange	international buying and selling of goods, without limits	<i>The lifting of trade barriers has meant the increase of free trade.</i>
lose face	Phrase	/lu:z feɪs/	perdre la face	become less respected	<i>We can't afford to lose face over this deal.</i>
merging of cultures	Phrase	/mɜ:dʒ ðv ˈkʌltʃəz/	fusion de cultures	when cultures join together	<i>The merging of cultures is a very positive aspect of our modern society.</i>
multinational corporation	Noun	/mʌltɪˈnæʃ(ə)n(ə)l kɔ:pəˈreɪʃ(ə)n/	multinationale	a business covering many countries	<i>Mondelez is a multinational corporation.</i>
social integration	Noun	/ˈsəʊʃ(ə)l ɪntɪˈɡreɪʃ(ə)n/	intégration sociale	combining different groups of people	<i>There's not much social integration in the city suburbs.</i>
the global village	Noun	/ðə ˈɡləʊb(ə)l ˈvɪlɪdʒ/	village planétaire	all countries of the world being closely connected	<i>We are all citizens of the global village.</i>
uncommon	Adjective	/ʌnˈkɒmən/	peu commun	unusual	<i>It's not uncommon to see office workers wearing casual clothes on Friday.</i>
undermine	Verb	/ʌndəˈmaɪn/	saper	to weaken	<i>Please don't interrupt all the time, you undermine my contribution to the discussion.</i>
use your influence	Phrase	/ju:z juə ˈɪnfluəns/	user de votre influence	use your power	<i>Can you use your influence with the boss to get me a promotion?</i>
pp 116–117					
	POS	Pronunciation	Translation	Definition	Examples
stereotype	Noun	/ˈstɛrɪə(ʊ)taɪp/	stéréotype	a set idea about something or someone	<i>Stereotypes are sometimes useful but often unfair.</i>
be pressed for time	Phrase	/bi: prest fə ˈtaɪm/	être pressé par le temps	to not have much time	<i>I'm a bit pressed for time, can I call you later?</i>
cultural values	Noun	/ˈkʌltʃ(ə)r(ə)l ˈvælju: /	valeurs culturelles	what is important in a culture	<i>Cultural values can be surprisingly similar, even if we don't speak the same language.</i>
first-hand experience	Noun	/ˌfɜ:stˈhænd ɪkˈspɪəriəns/	expérience directe	something you experience yourself	<i>I have first-hand experience of living in Germany in the 1980s.</i>
have something in common	Phrase	/hæv ˈsʌmθɪŋ ɪn ˈkɒmən/	avoir quelque chose en commun	to have the same qualities or interests	<i>I haven't got anything in common with my colleagues.</i>
pp 118–119					
	POS	Pronunciation	Translation	Definition	Examples
bow	Verb	/baʊ/	s'incliner	to bend your head or body forward	<i>Don't forget to bow to the Queen when you meet her.</i>
dress casually	Phrase	/dres ˈkæʒuəli/	s'habiller de manière décontractée	in an informal way	<i>It's fine to dress casually at work on Friday.</i>
dress formally	Phrase	/dres ˈfɔ:məli/	se vêtir d'une tenue habillée	in a serious way	<i>You must dress formally if you are invited to the Palace.</i>
exchange small talk	Phrase	/eks ˈtʃeɪndʒ smɔ:l tɔ:k/	bavarder	make conversation about unimportant things	<i>It's useful to learn how to exchange small talk at a party if you don't know anyone.</i>
get straight to the point	Phrase	/get streɪt tu ðə pɔɪnt/	aller droit au but	immediately say the thing that is most important	<i>Stop hesitating and get straight to the point – I don't have much time.</i>
haggle	Verb	/ˈhæɡ(ə)l/	marchander	argue about a price	<i>I paid too much for that computer because I was too shy to haggle.</i>
nod your head	Phrase	/nɒd juə hed/	faire signe de la tête	move your head down and up	<i>Just nod your head if you agree with me.</i>
non-negotiable	Adjective	/ˌnɒn.nəˈɡəʊ.jə.bəl/	non-négociable	cannot be changed	<i>I'm sorry, that price is non-negotiable.</i>
propose a toast	Phrase	/prəˈpəʊz eɪ təʊst/	porter un toast	to ask people at a formal social occasion to express their good wishes or respect for someone by holding up their glasses, usually of alcohol, at the same time and then drinking from them	<i>I'd like to propose a toast to the chairman on the occasion of his retirement.</i>
shake hands	Phrase	/ʃeɪk hændz/	serrer la main	hold someone's hand and move it up and down	<i>In the UK, we usually shake hands when we meet someone for the first time.</i>