

HIGHER WORD LIST

Italian

Module 1					
pp 4–5					
	POS	Pronunciation	Translation	Definition	Examples
a day off	Phrase	/əˈdeɪ ˈɒf/	un giorno di ferie	a day when you do not work	<i>I'm looking forward to my day off tomorrow.</i>
apply for	Phrasal verb	/əˈplɪɪ fɔːr/	presentare domanda	to request something officially	<i>I would like to apply for the position of sales representative.</i>
dismiss	Verb	/dɪˈsmɪs/	licenziare	to remove someone from their job	<i>She was dismissed for poor work.</i>
educate	Verb	/ˈedʒukeɪt/	istruire	to teach	<i>Children must be educated.</i>
employ	Verb	/ɪmˈplɔɪ/	dare lavoro	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	/ɛmˈplɔɪ i/	dipendente	someone who is paid to work for someone else	<i>We have three thousand employees.</i>
employer	Noun	/ɪmˈplɔɪ.ər/	datore di lavoro	a person or business that employs someone else	<i>My employer is very demanding.</i>
flexible	Adjective	/ˈfleksɪb(ə)l/	flessibile	able to change	<i>I'm very flexible – I can meet you at any time.</i>
join	Verb	/dʒɔɪn/	unirsi/diventare membri	to become a member	<i>Can we persuade you to join the company?</i>
lay off	Phrasal verb	/ˌleɪ ˈɒf/	licenziare	to stop employing someone	<i>We're going to lay off eight workers in the factory.</i>
overtime	Noun	/ˈəʊvətaɪm/	straordinario	extra time working	<i>We offer opportunities for overtime.</i>
part-time	Adjective	/pɑːt ˈtaɪm/	part-time	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	/ˈpɜːm(ə)nənt/	a tempo indeterminato	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/	assumere	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	/ˈref(ə)r(ə)ns/	referenze	a letter describing someone's qualities	<i>A reference from a recent client must be attached.</i>
resign	Verb	/rɪˈzaɪn/	dare le dimissioni	to give up a job	<i>I can't stand my boss any longer, I'm going to resign tomorrow.</i>
retire	Verb	/rɪˈtaɪə/	andare in pensione	to stop working because of old age	<i>Some people retire at 65.</i>
retirement	Noun	/rɪˈtaɪəmənt/	pensionamento	the time when when you have stopped working	<i>You must save money for your retirement.</i>
reward	Noun, Verb	/rɪˈwɔːd/	premio/premiare	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	/ˌselfɪmˈplɔɪd/	lavoratore autonomo	someone who runs a business on their own	<i>I prefer being self-employed to working for an employer.</i>
temporary	Adjective	/ˈtɛmp(ə)rəri/	temporaneo	not lasting very long	<i>I can only find a temporary contract at the moment.</i>
train	Verb	/treɪn/	prepararsi	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/	tirocinante	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/	adattabile/in grado di adattarsi	able or willing to change	<i>Younger people are more adaptable to a changing business environment.</i>
applicant	Noun	/ˈæplɪkənt/	richiedente/candidato	someone who formally requests something	<i>There weren't many applicants for the job.</i>
candidate	Noun	/ˈkændɪdət/	candidato	someone who is competing for a job	<i>Don't put the candidate under too much pressure in the interview.</i>
efficient	Adjective	/ɪˈfɪj(ə)nt/	efficiente	working in an organised way	<i>You have provided very efficient service.</i>
expertise	Noun	/ˌɛkspɜːˈtiːz/	esperienza	a high level of knowledge or skill	<i>Our expertise is in the leisure retail sector.</i>
graduate	Noun	/ˈgrædʒuət/	laureato	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/	competenze interpersonali	skills that contribute to dealing successfully with other people and forming good relationships	<i>She has excellent interpersonal skills.</i>
job seeker	Noun	/ˈdʒɔːbsiːkə/	persona in cerca di lavoro	someone who is looking for a job	<i>You're competing with lots of other job seekers.</i>
participant	Noun	/pɑːˈtɪsɪp(ə)nt/	partecipante	a person who takes part in an activity	<i>We need to involve each participant more in the planning process.</i>
personal achievements	Noun	/ˈpɜːs(ə)n(ə)l əˈtʃiːvm(ə)ntz/	traguardi personali	difficult things that someone has succeeded in doing	<i>Tell us about your personal achievements.</i>
qualifications	Noun	/ˌkwɒlɪfɪˈkeɪʃ(ə)nz/	qualifiche	official records of your skills	<i>Please provide us with a list of your professional qualifications.</i>
self-motivated	Adjective	/ˌself-ˈmɔːtə-vā-təd/	motivato	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	/ɪntəvjuːˈiː/	intervistato	the person who answers the questions in an interview	<i>The interviewee was very nervous in front of the camera.</i>
spokesperson	Noun	/ˈspəʊkspɜːs(ə)n/	portavoce	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/	acquisire/rilevare	to get or buy something	<i>They acquired the company in 1985.</i>
be listed (on the Stock Exchange)	Phrase	/biː ˈlɪstɪd/	essere quotato (in borsa)	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/	diversificare	to start to do something different	<i>We're going to branch out with a new range next month.</i>
divest	Verb	/dɪˈvest/	dismettere	to sell something	<i>We have divested some of the brands that are not performing so well.</i>
diversify	Verb	/dɪˈvɜːsɪfaɪ/	diversificare	to start to include more different types or things	<i>They have survived by continually diversifying into different areas.</i>
division	Noun	/dɪˈvɪʒ(ə)n/	divisione	a part	<i>The production division is more efficient than the sales division.</i>
expand	Verb	/ɛkˈspænd/	espandere	to increase	<i>Shall we expand our range of products to appeal to more markets?</i>
go bankrupt	Phrase	/gəʊ ˈbɑŋkrʌpt/	andare in bancarotta	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/	fallire	to stop doing business and close	<i>If profits fall further, we'll go out of business.</i>

go public	Phrase	/gəʊ ˈpʌb.lɪk/	essere quotata in borsa	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/	sede centrale	the head office of a company	<i>The company operates from its headquarters in Belfast.</i>
make redundant	Phrase	/,meɪk rɪ'dʌndənt/	licenziare	to stop employing someone	<i>The news is that 40 employees are being made redundant.</i>
merge	Verb	/mɜːdʒ/	fondere	when one company joins another	<i>To survive the recession, we need to merge with our main competitor.</i>
plant (factory)	Noun	/plɑːnt/	impianto (stabilimento)	a factory with industrial machinery	<i>The plant is old and needs more investment.</i>
sales office	Noun	/seɪlz ˈɒfɪs/	ufficio vendite	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/	cedere	to sell an unprofitable part of a company	<i>The warehouses were sold off to save money.</i>
set up	Phrasal verb	/ˈset ʌp/	avviare	to create	<i>We could set up a subsidiary to sell after-sales services.</i>
shut down	Phrasal verb	/ʃət ˈdaʊn/	chiudere	to close	<i>After a lot of discussion we decided to shut down the plant.</i>
subsidiary	Noun	/səb'sɪdɪəri/	(società) controllata	a company owned by a holding company	<i>We will focus our financial interests on the smaller subsidiary.</i>
take over	Phrasal verb	/ˈtʌk ˈɒ-vər/	rilevare	to acquire	<i>They took over the company in 2004.</i>
warehouse	Noun	/ˈweə(r).haʊs/	magazzino	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/	competitivo	more successful	<i>How can we get a competitive advantage?</i>
shareholders	Noun	/ˈʃeːhəʊldəz/	azionisti	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)'rɒkrəsi/	burocrazia	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	/klaɪə laɪnz ˌəv rɪ'pɔːtɪŋ/	gerarchia ben definita	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'sɪːdʒəz/	procedure standardizzate	always doing something in the same way	<i>No company can operate successfully without consistent procedures.</i>
creativity	Noun	/ˌkriːeɪ'tɪvɪti/	creatività	the ability to produce original ideas	<i>People with creativity are essential in R&D.</i>
customer satisfaction	Noun	/ˌkʌstəmə sʌtsɪs'fækʃ(ə)n/	soddisfazione del cliente	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'bɪləti/	affidare responsabilità	gives responsibility	<i>The company culture devolves a lot of responsibility to the individual.</i>
employee welfare	Noun	/em'plɔɪː'wel.feər/	benessere dei dipendenti	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'plɔɪːz/	responsabilizzazione dei dipendenti	allowing employees to have control	<i>Part of the company philosophy is the empowerment of employees.</i>
feedback	Noun	/ˈfiːdbæk/	commenti	reactions	<i>From the feedback we've had, I'm sure it will be a great success.</i>

hierarchy	Noun	/ˈhɪəriər:kɪ/	gerarchia	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/	ritmo sostenuto	fast speed	<i>Staff react quickly and work at a high tempo.</i>
innovation	Noun	/ɪnə'veɪʃ(ə)n/	innovazione	the introduction of something new or different	<i>Tech-savvy and demanding consumers will drive future innovation.</i>
job security	Noun	/ˈdʒɒb sɪˌkjʊə.rɪ.ti/	sicurezza del lavoro	when a job is long-term	<i>Do you worry about job security?</i>
long-term planning	Noun	/ˌlɒŋ ˈtɜːm ˈplʌnɪŋ/	pianificazione a lungo termine	planning ahead for the future	<i>Long-term planning is important in any business.</i>
measurable results	Noun	/ˈmeɪz(ə)rəb(ə)l rɪˈzʌltz/	risultati misurabili	results which can be measured	<i>We need to set measurable results this year.</i>
non-financial reward	Noun	/ˌnɒn-fəːˈnʌn(tɪ)-ʃəl rɪˈwɔːd/	premio/riconoscimento non finanziario	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 ɔːg(ə)nɪˈzeɪʃ(ə)n/	organizzazione progettuale	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>
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pp 22–23	POS	Pronunciation	Translation	Definition	Examples
dynamic	Adjective	/daɪˈnʌmɪk/	dinamico	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/	partecipare	to be at a meeting or event	<i>Everyone must attend the meeting tomorrow.</i>
call centre	Noun	/ˈkɔːl sɛntə/	call centre	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	/kəmjuːnɪ'keɪʃ(ə)n ˈtʃænel/	canale di comunicazione	a way of communicating with people	<i>Modern communication channels have depersonalised a lot of customer contact.</i>
draft (an email)	Verb	/draːft/	scrivere una bozza	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/	fare una presentazione	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 ˈmiːtɪŋ/	organizzare un incontro	to have a meeting	<i>The chairman will hold a meeting tomorrow.</i>
issue / put out a press release	Phrase	/ˈɪʃjuː / ˈpʊt aʊt ə ˈpres rɪˌliːs/	pubblicare/rilasciare un comunicato stampa	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	/lɔːn(t)ʃ/	lanciare (una campagna pubblicitaria)	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 / rɪˈsiːv ə ˈfəʊn ˌkɔːl/	effettuare/ricevere una chiamata	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 ˈɪntənət/	pubblicare su Internet	put information on the Internet	<i>I've posted the results on the Internet.</i>
produce / publish	Phrase	/prə'djuːs / ˈpʌblɪʃ/	produrre/pubblicare	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 / dɪˈspleɪ ə ˈnəʊ.tɪs/	affiggere un comunicato	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 ˈadvɜːtɪzɪŋ kʌm ˈpeɪn/	lanciare una campagna pubblicitaria	a planned sequence of advertising activities	<i>Sales should improve after we run the new advertising campaign.</i>
send an email	Phrase	/send ən ˈiːmeɪl/	inviare 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 / ˈsəːkjuleɪt ə ˈmɛməʊ/	inviare/far girare (una comunicazione)	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 ˈkjuːz/	accusare (qualcuno di qualcosa)	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 ˈmɪt/	ammettere (di aver fatto qualcosa)	to agree that something is true	<i>I have to freely admit not writing that report on time.</i>
agree (to do)	Verb	/ə ˈɡriː/	accettare (di fare)	to accept	<i>It's kind of you to agree to work on this with us.</i>
blame (sb for doing)	Verb	/bleɪm/	incolpare (qualcuno di qualcosa)	to say that someone did something wrong	<i>He blamed me for losing the documents.</i>
complain (about something)	Verb	/kəm ˈpleɪn/	lamentarsi (di qualcosa)	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 ˈvɪns/	convincere (qualcuno a fare qualcosa)	to persuade	<i>Can I convince you to join the company?</i>
criticise (sb for doing)	Verb	/ˈkrɪtɪsɪz/	criticare (qualcuno per qualcosa)	to express disapproval	<i>My manager criticised me for taking the day off.</i>
deny (doing)	Verb	/dɪˈnaɪ/	negare (di aver fatto qualcosa)	to say that something is not true	<i>I deny stealing that money.</i>
deter (sb from doing)	Verb	/dɪˈteɪ/	sconsigliare (a qualcuno di fare qualcosa)	to prevent	<i>She deterred me from going to the meeting.</i>
discourage (sb from doing)	Verb	/dɪs ˈkʌrɪdʒ/	dissuadere (qualcuno dal fare qualcosa)	to make someone feel less confident	<i>We want to discourage you from resigning too soon.</i>
discuss	Verb	/dɪˈskʌs/	discutere/valutare	to talk about something with someone	<i>I'd like to discuss your recent sales presentation.</i>

dissuade (sb from doing)	Verb	/dɪˈswɛɪd/	dissuadere (qualcuno dal fare qualcosa)	to persuade someone not to do something	<i>I dissuaded him from applying for the job.</i>
encourage (sb to do)	Verb	/ɛnˈkʌrɪdʒ/	invitare (qualcuno a fare qualcosa)	to make someone more likely to do something	<i>We encourage companies to 'analyse their value chain'.</i>
give a reminder	Phrasal verb	/ɡɪv ə ɪˈmʌɪndə/	inviare un promemoria	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	/ɡɪv ə ɪˈplʌɪ / ɪˈspɒns/	dare una risposta	to formally answer	<i>I really need you to give a reply now.</i>
make a demand / request	Phrasal verb	/meɪk ə dɪˈmɑːnd / ɪˈkwest/	porre una domanda/avanzare una richiesta	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 prəˈpəʊz(ə)/	fare una proposta	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 əˈnaʊnsm(ə)nt/	fare un annuncio	to officially announce something	<i>The chairman will make an official announcement this afternoon.</i>
make an apology	Phrasal verb	/meɪk ən əˈpɒlədʒi/	scusarsi	to officially say sorry for something	<i>The restaurant made an apology to the disappointed guests.</i>
offer (to do)	Verb	/ˈɒfə/	offrirsi (di fare qualcosa)	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	/pəˈswɛɪd/	persuadere (qualcuno a fare qualcosa)	to convince	<i>It is quite difficult to persuade someone to buy on the spot.</i>
praise (sb for doing)	Verb	/preɪz/	lodare (qualcuno per qualcosa)	to express admiration or approval	<i>She praised her team for contributing good suggestions.</i>
promise (to do)	Verb	/ˈprɒmɪs/	promettere (di fare qualcosa)	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	/prəˈpəʊz/	proporre (di fare qualcosa o a qualcuno di fare qualcosa)	to suggest	<i>We propose following his recommendations.</i>
recommend (doing or that sb should do)	Verb	/reɪkəˈmɛnd/	consigliare (di fare qualcosa o a qualcuno di fare qualcosa)	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	/ɪˈfjuːz/	rifiutarsi (di fare qualcosa)	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	/ɪˈmʌɪnd/	ricordare (a qualcuno di fare qualcosa)	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	/səˈdʒest/	suggerire (di fare qualcosa o a qualcuno di fare qualcosa)	to mention an idea	<i>I suggest sending an anonymous email.</i>
tell (sb to do)	Verb	/tɛl/	dire (a qualcuno di fare qualcosa)	to give an instruction	<i>Please tell them to hurry up with the report.</i>

threaten (to do)	Verb	/ˈθret(ə)n/	minacciare (di fare qualcosa)	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	/ʌndəˈteɪk/	impegnarsi (a fare qualcosa)	to do something	<i>Can you undertake to complete this project by the end of the month?</i>
urge (sb to do)	Verb	/ˈɜːdʒ/	sollecitare (qualcuno a fare qualcosa)	to strongly advise	<i>They urged us to accept the offer.</i>

pp 30–31	POS	Pronunciation	Translation	Definition	Examples
after	Preposition,	/ˈɑːftə/	dopo/in seguito	following in time, place or order	<i>After the afternoon's activities there will be an informal dinner.</i>
anyway	Adverb	/ˈeniweɪ/	comunque/in ogni caso	whatever else is happening, without considering other things	<i>No-one reads the minutes anyway because they're so boring.</i>
because	Conjunction	/biˈkɒz/	perché	for the reason that	<i>All this happened because the banks' attitude to their lending was irresponsible.</i>
because of	Preposition	/biˈkɒz ɒv/	a causa di	as a result of	<i>Only half of such ads are seen by users because of ad-blocking software.</i>
besides	Adverb	/biˈsaɪdɪz/	oltre a	in addition to	<i>Besides having good qualifications, she also has lots of experience.</i>
but	Conjunction	/bʌt/	ma/tuttavia	used to introduce an added statement	<i>Domestic sales have been slow, but exports have been booming.</i>
consequently	Adverb	/ˈkɒnsɪkw(ə)ntli/	di conseguenza	as a result	<i>Tomorrow is a public holiday. Consequently, the office will be closed.</i>
so	Conjunction	/səʊ/	quindi	as a result	<i>Tomorrow is a public holiday, so the office will be closed.</i>
following	Preposition	/ˈfɒləʊɪŋ/	a seguito di	after	<i>Following a thorough investigation of the matter, they published their findings.</i>
however	Adverb	/haʊˈɛvə/	tuttavia	but	<i>Domestic sales have been slow. However, exports have been booming.</i>
moreover	Adverb	/mɔːrˈəʊvə/	inoltre	and	<i>She has good qualifications. Moreover, she has lots of experience.</i>
nevertheless	Adverb	/nevəðəˈles/	ciononostante	but	<i>It is expensive. Nevertheless, it's worth investing in.</i>
owing to	Preposition	/ˈəʊɪŋ tu/	a causa di	as a result of	<i>The office will be closed tomorrow owing to the public holiday.</i>
since	Conjunction	/sɪns/	visto che	because	<i>Since you're here early, let's begin the presentation.</i>
still	Adverb	/stɪl/	ancora	continuing to happen	<i>In what ways will the company still have control over its own future?</i>
what's more	Phrase	/wɒtɪz ˈmɔːr/	inoltre/oltretutto	in addition	<i>She has good qualifications. What's more, she has lots of experience.</i>

Module 4
pp 34–35

	POS	Pronunciation	Translation	Definition	Examples
a buying signal	Noun	/eɪ ˈbaɪɪŋ ˈsɪgn(ə)/	segnale di acquisto	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 ˈhɑːd ˈsel ˈtekˈniːk/	una tecnica di vendita aggressiva	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 ˈtekˈniːk/	una tecnica di vendita	a method of selling	<i>You need to develop your sales techniques.</i>
added value	Phrase	/ˌæd.ɪd ˈvæl.juː/	valore aggiunto	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	/ˈɑːftəseɪlz ˈsɜːvɪs/	assistenza post-vendita	service provided after the customer has bought something	<i>We created a subsidiary to sell after-sales services.</i>
billboard	Noun	/ˈbɪlbɔːd/	cartellone	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/	concludere/finalizzare la vendita	to end a sale successfully	<i>We need to close the sale as soon as possible.</i>
competitive advantage	Noun	/kəmˈpetɪtɪv ədˈvɑːntɪdʒ/	vantaggio competitivo	something to make a business more successful than others	<i>What's the competitive advantage in your strategy?</i>
decision maker	Noun	/dɪˈsɪʒ(ə)n ˈmɑːkə/	persona incaricata di decidere/che decide	the person who makes decisions	<i>I only deal with the decision maker in each store.</i>
direct mail	Noun	/ˌdaɪ.rekt ˈmeɪl/	marketing postale	advertising sent to an individual	<i>Direct mail is effective, but expensive.</i>
emotional benefits	Noun	/ɪˈməʊʃ(ə)n(ə)l ˈbɛnɪfɪtɪz/	valenza emotiva	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	/ˈfeɪv(ə)rəb(ə)l təˈmz/	condizioni favorevoli	good conditions of the sale	<i>We can offer you favourable terms if you buy now.</i>
mass advertising	Noun	/mas ˈadvɜːtɪzɪŋ/	pubblicità su vasta scala	advertising to reach a large number of customers	<i>A mass advertising campaign will be very expensive.</i>
niche / targeted advertising	Noun	/nɪʃ / ˈtɑːɡɪtɪd ˈadvɜːtɪzɪŋ/	pubblicità di nicchia/mirata	advertising to selected customers	<i>Niche advertising will allow us to reach the most suitable customers.</i>
perceived benefits	Noun	/pəˈsiːvd ˈbɛnɪfɪtɪz/	vantaggi percepiti	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 prəˈməʊʃn/	promozione presso il punto vendita	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 kɒmpɪˈtɪʃ(ə)n/	concorrenza sui prezzi	competing on price	<i>In our sector, quality, reliability and service are far more important factors than price competition.</i>
prospective customer	Noun	/prəˈspektɪv ˈkʌstəmə/	potenziale cliente	someone who might buy a product	<i>We're expecting lots of prospective customers at the showroom today.</i>
sponsorship	Noun	/ˈspɒnsəʃɪp/	promozione (di progetti)	money given to support something	<i>Sponsorship of community projects is very important to our shareholders.</i>

success rate	Noun	/sək'ses reɪt/	percentuale di successo	how often success is reached a feature of a product that makes it different from and better than all its competitors	<i>The success rate of this strategy needs to be carefully considered.</i>
unique selling point	Noun	/ju:'ni:k selɪŋ pɔɪnt/	punto di forza		<i>The product's unique selling point is its flexibility.</i>
pp 38–39	POS	Pronunciation	Translation	Definition	Examples
collapse	Verb	/kə'laps/	crollare	to fail	<i>The market has completely collapsed and many businesses have gone bankrupt.</i>
cut	Verb	/kʌt/	tagliare	to make smaller	<i>They've had to cut prices to survive so profits will be affected.</i>
decrease	Verb	/di:'kri:s/	diminuire	to become smaller	<i>Sales are continuing to decrease in poor economic conditions.</i>
drop (decrease)	Verb	/drɒp/	scendere	to become smaller	<i>The availability of raw goods has dropped following the diasster.</i>
fall (decrease)	Verb	/fɔ:l/	crollare	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/	scendere	to become smaller	<i>The price of sugar has gone down and it's now very cheap.</i>
go up	Phrasal verb	/gəʊ ʌp/	salire	to become bigger	<i>The cost of potatoes has gone up and chips are more expensive.</i>
increase	Verb	/ɪn'kri:s/	aumentare	to become bigger	<i>Profits are continuing to increase, which is good news for the shareholders.</i>
lower (decrease)	Verb	/'ləʊə/	abbassare	to make smaller	<i>We must lower our prices to stay competitive.</i>
put up	Phrasal verb	/pʊt ʌp/	alzare	to make higher	<i>The only option is to put up prices but the customers won't be happy.</i>
raise	Verb	/reɪz/	innalzare	to make higher	<i>We could raise the retirement age to avoid losing employees.</i>
reduce	Verb	/rɪ'dʒu:s/	ridurre	to make smaller	<i>Every government promises to reduce taxes.</i>
rise	Verb	/raɪz/	aumentare	to become bigger	<i>The population is rising faster than ever before in some parts of the world.</i>
soar	Verb	/sɔ:/	creocere vertiginosamente	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	/'vi:ɪk(ə)l 'advəʊtɪzɪŋ/	pubblicità sui veicoli	advertising on a vehicle	<i>We could use company trucks for vehicle advertising.</i>
viral marketing	Noun	/'vʌɪr(ə)l 'mɑ:kɪtɪŋ/	marketing virale	marketing to many people on the Internet	<i>Viral marketing can reach millions of potential customers.</i>
word-of-mouth recommendation	Noun	/,wɜ:d-ə(v)-'mɑ:θ ,rɛkəmə'n deɪʃ(ə)n/	passaparola	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	/'kʌstəmə nɪ:dz/	esigenze del cliente	what a customer has to have from a product	<i>We have to take customer needs into account when we repackage the product.</i>
dramatic	Adjective	/drə'mætɪk/	notevole/sensibile	sudden	<i>A dramatic rise in the birth rate took place in the last century.</i>
fluctuate	Verb	/'flʌktʃueɪt/	fluttuare	to change	<i>Sales fluctuated but overall profits remained steady.</i>
level off	Phrasal verb	/,lev(ə)l 'ɒf/	stabilizzarsi	to stay at the same level	<i>Unemployment rose to ten per cent and then levelled off.</i>
reach a peak	Phrase	/ri:tʃ eɪ pi:k/	raggiungere il valore massimo	to get to the highest level	<i>Sales reached a peak in December and then stabilised.</i>
sharply	Adverb	/'ʃɑ:pli/	vertiginosamente	suddenly	<i>Unemployment rose sharply after the end of the war.</i>
slightly	Adverb	/'slɑ:ltli/	leggermente	a little	<i>The birth rate rose slightly at the start of the century.</i>
unpredictably	Adverb	/,ʌnpɪrɪ'dɪktəbli/	inaspettatamente	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	/'dʌb(ə)l/	raddoppiato/raddoppiare	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	/sɪg'nɪfɪk(ə)nt/	significativo	important	<i>A significant drop in costs will help increase our profits.</i>
steadily	Adverb	/'stedi:li/	costantemente	gradually	<i>Sales are rising steadily in all our overseas markets.</i>
Module 5					
pp 44–45	POS	Pronunciation	Translation	Definition	Examples
asset values	Noun	/'aset 'vælju:z/	valori delle attività	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	/bi:ʃɔ:t/ əv 'mʌni/	essere a corto di denaro	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	/'bɒrəʊ 'mʌni/	prendere denaro in prestito	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 di:l/	stringere un accordo	to negotiate	<i>Can we do a deal with our competitors?</i>
do business	Phrase	/dəʊ 'bɪznəs/	fare affari	to deal with a customer	<i>It's a pleasure to do business with you.</i>
earn interest	Phrase	/ɜ:n 'ɪn.trəst/	maturare interessi	to get money from an investment	<i>We can earn a lot of interest on that investment.</i>
earn money	Phrase	/ɜ:n 'mʌni/	guadagnare	to receive money as payment for work that you do	<i>Everyone needs to earn money to pay the bills.</i>
interest rates	Noun	/'ɪn.trəst 'reɪtɪz/	tassi di interesse	how much you get paid from an investment	<i>Interest rates have risen again, which is good news for investors.</i>
invest	Verb	/'ɪn'vest/	investire	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	/'ɪnvɔɪs fɔ:r/	fatturare	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 'mʌni/	prestare denaro	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 'mʌni/	fare soldi	to increase the amount of money	<i>Both companies make money from targeted advertising.</i>
negative equity	Noun	/,negətɪv 'ekwɪti/	deficit	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	/nɪ'gəʊfɪeɪt eɪ 'dɪskaʊnt/	negoziare uno sconto	to agree on a smaller price	<i>Can we negotiate a discount if I pay in advance?</i>
owe money	Phrase	/əʊ 'mʌni/	avere un debito (con qualcuno)	to need to pay back money	<i>Do you owe money to the credit card company?</i>
pay back / repay money	Phrase	/pə bak / rə'pə 'mʌni/	ripianare un debito/restituire soldi	to give back money you borrowed	<i>Can you repay the loan next month?</i>
save money	Phrase	/seɪv 'mʌni/	risparmiare	to keep money	<i>It's a good idea to save money each month in case of emergency.</i>
spend money	Phrase	/spend 'mʌni/	spendere	to give money as payment	<i>Don't spend more money than you earn!</i>
take out a loan	Phrase	/teɪk aʊt eɪ ləʊn/	chiedere un prestito	to borrow money	<i>If you're short of money, take out a loan.</i>
waste money	Phrase	/weɪst 'mʌni/	buttare via denaro	to use money unnecessarily	<i>She wasted her money on new clothes.</i>
win money	Phrase	/wɪn 'mʌni/	vincere una somma di denaro	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	/'tɜ:nəʊvə/	fatturato	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 'mɔ:ɡɪdʒ/	ipoteca	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'kaʊntɪz 'peɪəb(ə)l/	conto fornitori	money a company owes to suppliers	<i>Accounts payable this month were lower compared to last year.</i>

accounts receivable	Noun	/ə'kauntz rɪ'si:vəb(ə)/	conto debitori	money owed to a company	Accounts receivable totalled over ten thousand.
administrative costs	Noun	/əd'mɪnɪstrətɪv kɒstz/	spese amministrative	money needed to run a company	We must find a way to cut administrative costs.
advertising costs	Noun	/əd'veɪtɪzɪŋ kɒstz/	costi di pubblicità	money needed to pay for advertising	Please check the advertising costs as they seem rather high.
cash flow	Noun	/'kæʃ fləʊ/	flusso di cassa	the amount of money moving into and out of a business	Cash flow is steady in the overseas office.
creditor	Noun	/'kredɪtə/	creditore	someone who money is owed to	Our creditors won't wait for their money any longer.
current / long-term debt	Noun	/'kʌr(ə)nt / ,lɒŋ 'tɜ:m det/	indebitamento attuale/a lungo termine	money that is owed now/later	Current debt is steady but long-term debt is increasing in the northern sector.
debtor	Noun	/'detə/	debitore	someone who owes money	If loans are too easy to get, there is a risk that many people will become debtors.
development costs	Noun	/dɪ'veləp(m)ənt kɒstz/	costi di sviluppo	the cost of developing a product	Our software development costs are too high.
distribution costs	Noun	/dɪstrɪ'bju:ʃ(ə)n kɒstz/	costi di distribuzione	the cost of distributing a product	Please congratulate the transport department on reducing the distribution costs.
dividends	Noun	/'dɪvɪdendz/	dividendi	part of a company's profit paid to shareholders	The shareholders were delighted with the dividends this month.
expenditure	Noun	/ɛk'spendɪtʃə/	spesa	the total amount of money that is spent	Cutting back on advertising expenditure is only a short-term solution.
finance costs	Noun	/'faɪnans kɒstz/	oneri finanziari	bank charges	Finance costs are an unavoidable part of dealing with banks.

fixed / variable costs	Noun	/fɪkst / 'vɛ:rɪəb(ə)l kɒstz/	costi fissi/variabili	charges that do not change/that change	Fixed costs are easy to calculate each year but there are always some variable costs in a business that are unpredictable.
gross profit	Noun	/grəʊs prɒft/	utile lordo	a company's profits before costs are subtracted	Our gross profit shows that the business is healthy.
labour costs	Noun	/'leɪbə kɒstz/	costo del lavoro	the cost of the workers in a company	The only real solution is to tackle labour costs.
liabilities	Noun	/'laɪə'bɪlɪti/	passività	debts	The business has liabilities of 2 million euros.
material costs	Noun	/'mæ'tɪəriəl kɒstz/	costi dei materiali	the cost of materials	Reducing material costs will have an impact on quality.
net income	Noun	/'net 'ɪnkʌm/	ricavo netto	income after all tax and other costs have been paid	Our net income is on target this year.
net profit	Noun	/'net 'prɒft/	utile netto	profit after all tax and other costs have been paid	Annual net profit fell 20% due to tough competition.
profit and loss	Phrase	/'prɒft ənd lɒs/	utili e perdite	a company's gains and losses	Ask her to prepare a financial plan with profit and loss projections.
profitable	Adjective	/'prɒftəb(ə)l/	redditizio	making a profit	Which part of the business is most profitable?
retained profit	Phrase	/'ri'teɪn 'prɒft/	utili non distribuiti	kept earnings	After dividends were paid out, the retained profit was £3.2 million.
total revenue	Noun	/'təʊt(ə)l 'rɛvənju:/	fatturato totale	total income	We don't want to invest more than 1 % of total revenue.
unprofitable	Adjective	/'ʌn 'prɒftəb(ə)l/	non redditizio	not making a profit	That shop will have to be sold – it's too unprofitable.

pp 50–51	POS	Pronunciation	Translation	Definition	Examples
overheads	Noun plural	/'əʊvəhedz/	costi generali	regular and necessary costs	The overheads on the office building are very reasonable.
the wage bill	Noun	/ðə weɪdʒ bɪl/	costi salariali	the total paid to workers in a company	We can cut the wage bill by laying off staff.

Module 6					
pp 54–55	POS	Pronunciation	Translation	Definition	Examples
a close relationship	Phrase	ə kləʊs rɪ'leɪʃ(ə)nʃɪp/	uno stretto rapporto	a good connection	We have a close relationship with our suppliers.
beware	Verb	/'bi:weɪ/	prestare attenzione	to warn someone to be careful of something	Beware of that supplier, he's very unreliable.
commission	Noun	/'kɒmɪʃ(ə)n/	commissione	a payment given in relation to a product sold	We can offer 15% commission on that model.

damaged in transit	Phrase	/'damɪdʒɪd ɪn 'tranzɪt/	danneggiato durante il trasporto	damaged while moving from one place to another	We regret that your order has been damaged in transit and would like to offer a refund.
despatch / dispatch	Noun	/dɪ'spætʃ/	spedire	sending something somewhere	Despatch of your order will take place next week.
efficient service	Noun	/'ɪfɪʃ(ə)nt 'seɪvɪs/	servizio efficiente	quick and effective service	Many thanks for the efficient service you provided.
in stock	Phrase	/'ɪn 'stɔ:k/	in magazzino	available	We're pleased to say that the books are now in stock.
marked / damaged	Adjective	/'mɑ:kt / 'damɪdʒɪd/	danneggiato	having a mark on something / harmed	The shoes you sent me are marked – I don't want a damaged product.
mint condition	Phrase	/'mɪnt kən'dɪʃn/	perfette condizioni	perfect	I guarantee the computer is in mint condition.
prompt payment	Phrase	/'prɒm(p)t 'peɪm(ə)nt/	pagamento puntuale	paying quickly and on time	Please make prompt payment to avoid charges.
reliable / unreliable	Adjective	/'ri:'laɪəb(ə)l / 'ʌnrɪ:'laɪəb(ə)l/	affidabile/inaffidabile	someone who or something that can/cannot be trusted	unreliable and never worked properly.
renegotiate terms	Phrase	/'ri:nɪ:'gəʊʃɪeɪt tə'mz/	rinegoziare le condizioni	discuss an agreement again to change it	Can we renegotiate terms that are acceptable to both of us?
renew a contract	Phrase	/'ri:nju: ə 'kɒntrakt/	rinnovare un contratto	continue a contract again	We'd like to renew the contract for another year.
re-tender for a contract	Phrase	/'ri:'tendə fɔ:r ə 'kɒntrakt/	ripetere una gara d'appalto per un contratto	ask to renew a contract	We could force suppliers to re-tender for the contract each year.
share the cost of	Phrase	/'ʃer ðə kɒst əv/	condividere il costo	pay for part of	Suppliers can help to share the cost of development.
swift delivery	Phrase	/'swɪft dɛ'lɪv(ə)rɪ/	consegna rapida	taking goods somewhere quickly	We guarantee swift delivery if you order by 7pm.

pp 56–57	POS	Pronunciation	Translation	Definition	Examples
customer satisfaction	Noun	/'kʌstəmə'r ,sədəs'fækʃ(ə)n/	soddisfazione del cliente	when customers are pleased with the company or product	Sales have been good and customer satisfaction is high.
discounts	Noun	/'dɪskaʊntz/	sconti	price reductions	I'd like to see greater discounts on older lines.
seasonal discounts	Noun	/'sɪz(ə)nəl / 'dɪskaʊntz/	sconti stagionali	price reductions for s particular time of year	What would really help sales is more seasonal discounts at your end.
shortage of stock	Phrase	/'ʃɔ:tɪdʒ əv stɒk/	carenza di scorte	not enough stock available	The shortage of stock in July resulted in losing many possible customers.

squeeze a supplier	Phrase	/'skwi:z əɪ sə'plɪə/	fare pressioni su un fornitore	persuade very firmly	We really can't squeeze our suppliers any harder, their margins are already very small.
stock levels	Noun	/'stɒk 'lev(ə)lz/	livelli di giacenza	the quantity of items available	Our stock levels are too low at the moment – we need to re-order now.

pp 58–59	POS	Pronunciation	Translation	Definition	Examples
warranty	Noun	/'wɒrən(t)ɪ/	garanzia	a written promise from a company	The warranty on the device is six months.

Module 7					
pp 64–65	POS	Pronunciation	Translation	Definition	Examples
clear objective	Noun	/'kliə əb'dʒektɪv/	obiettivo chiaro	something that you plan to do or achieve	Many companies have found that giving staff a clear objective is very productive.

control freak	Noun	/'kɒn'trəʊl ,fri:k/	maniaco del controllo	someone who is determined to make things happen in exactly the way they want	My boss is a bit of a control freak and won't give me any responsibility.
get on with (sb)	Phrasal verb	/'get ɒn wɪð/	andare d'accordo (con qualcuno)	like someone	She's difficult to get on with so no-one wants to share an office with her.
in addition to	Phrase	/'ɪn ə'dɪʃ(ə)n tu/	oltre a	as well as	In addition to good qualifications, she has lots of experience.

in spite of / despite	Preposition	/'ɪn spɪt əv / dɪ'spɪt/	nonostante	without taking any notice of	In spite of / Despite the high cost, it's worth investing in.
innovative idea	Noun	/'ɪnəvətɪv ɪ'dɪə/	idea innovativa	new idea	Your innovative idea has won the first prize in the competition.

inspire confidence	Phrase	/ɪnˈspʌɪəˈkɒnfɪd(ə)ns/	infondere sicurezza	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/	capacità di rapportarsi con le persone	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	/ˈdæ-tə-, dæ ɒpəˈreɪʃ(ə)nz/	operazioni quotidiane	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	/əʊvəˈsiːz səbˈsɪdəri/	controllata estera	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	/ʌndəˈɡəʊ ən əˈsɛsmənt/	sottoporsi a una valutazione	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	/ˈdɛlɪɡət rɪˌspɒnsɪˈbɪlɪti/	delegare le responsabilità	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	/ˈdʒɑːɡ(ə)n/	gergo	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	/ɔːlˈðəʊ/	benché	but	<i>Although not everyone has their own desk, the use of space is efficient.</i>
as well as	Phrase	/əz wɛl əz/	oltre a	and	<i>As well as having good qualifications, she also has lots of experience.</i>
furthermore	Adverb	/fəˌðəˈmɔː/	inoltre	as well	<i>She has good qualifications. Furthermore, she has lots of experience.</i>
on account of	Phrase	/ɒn/ əˈkaʊnt/ /ɒv/	a causa di	because of	<i>The office will be closed tomorrow on account of the public holiday.</i>
subsequently	Adverb	/ˈsʌbsɪkwəntli/	successivamente	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	/eɪˈkwɒtə/	un tetto massimo	limit	<i>We should fix a quota for the number of new employees from certain groups.</i>
conserve water	Phrase	/kənˈsəːvˈwɔːtə/	preservare l'acqua	save water	<i>The world must find a way to conserve water.</i>
declining (fish) stocks	Phrase	/diˈklaɪnɪŋ (fɪʃ) stɒkz/	calo delle risorse ittiche	supplies that are reducing	<i>Declining fish stocks are a consequence of over-fishing.</i>
drought	Noun	/draʊt/	siccità	a long period when there is little or no rain	<i>The drought has lasted for seven weeks now.</i>
earthquake	Noun	/ˈəːθkwɛɪk/	terremoto	a sudden violent movement of the earth's surface	<i>A major earthquake is predicted for California.</i>
environmentally friendly	Adjective	/ɛnvʌɪrənˈment(ə)li ˈfrɛn(d)li/	ecosostenibile	good for the environment	<i>Businesses are moving to environmentally friendly packaging.</i>
extinction (of species)	Noun	/ɪkˈstɪŋ(k)(ə)n (ɒv ˈspiːʃɪz)/	estinzione (di specie)	when something no longer exists	<i>The extinction of the dinosaurs was due to a meteorite.</i>
flooding	Noun	/ˈflʌdɪŋ/	inondazione	when an area is covered with water	<i>Some roads have been closed because of heavy flooding.</i>
hurricane	Noun	/ˈhʌrɪkɛɪn/ OR /ˈhʌrɪk(ə)n/	uragano	a violent wind	<i>The hurricane did serious damage to many houses last night.</i>
landslide	Noun	/ˈlænd(s)laɪd/	frana	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	/ˈmænˈmeɪd dɪˈzɑːstəz/	catastrofi causata dall'uomo	disasters which have been caused by humans	<i>Man-made disasters include oil spills at sea.</i>
natural disasters	Noun	/ˈnætʃ(ə)r(ə)l dɪˈzɑːstəz/	catastrofi naturali	disasters which have been caused by nature	<i>Scientists are working on a better system to predict natural disasters.</i>
nuclear radiation leak	Noun	/ˈnjuːklɪə reɪdɪˈeɪʃ(ə)n liːk/	fuoriuscita/perdita radioattiva	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/	disastro petrolifero	losing oil from a tanker	<i>The oil spill has killed thousands of fish.</i>
precautions	Noun	/preɪˈkɔːʃ(ə)nz/	precauzioni	actions to prevent something happening	<i>What precautions can we take against future earthquakes?</i>
recycle waste	Phrase	/riːˈsaɪk(ə)l weɪst/	riciclare i rifiuti	collect rubbish and make something useful from it	<i>We must all try to recycle waste efficiently.</i>
save energy	Phrase	/seɪvˈɛnədʒi/	risparmiare energia	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	/səˈpɔːt ˈləʊk(ə)l ʃɒpz/	sostenere il commercio locale	buy items in shops near where you live	<i>I prefer to support local shops – I never buy online.</i>
volcanic eruption	Noun	/vɒlˈkænɪk ɪˈrʌʃ(ə)n/	eruzione vulcanica	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	/ˈklaɪmæt tʃeɪn(d)ʒ/	cambiamento climatico	changes in the world's weather	<i>Climate change is creating global warming.</i>
emissions	Noun	/iˈmɪʃənz/	emissioni	(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	/ənˈɔːdɪt/	una verifica	a check	<i>We do an audit of the working conditions in our factories every 12 to 18 months.</i>
social responsibility	Noun	/ˈsəʊʃ(ə)l rɪˌspɒnsɪˈbɪlɪti/	responsabilità 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	/ˈsteɪkheʊldəz/	parti interessate/soggetti interessati	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	/əˈdʒəːn/	rinviare	have a pause	<i>I think we should adjourn for lunch.</i>
breach of confidence	Phrase	/breɪtʃ ɒv ˈkɒnfɪd(ə)ns/	violazione della clausola di riservatezza	when someone makes information known that they should keep secret	<i>Telling me that information was a breach of confidence.</i>
bribery	Noun	/ˈbrɪzɪbəri/	corruzione	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	/tʃeɪˈmiːtɪŋ/	presiedere una riunione	lead a meeting	<i>It's your turn to chair the meeting.</i>
ethical code	Noun	/ˈɛθɪk(ə)l kəʊd/	codice etico	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	/ɪnˈsaɪdəˈdiːɪŋ/	abuso di informazioni privilegiate	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	/ˈmɪsˈselɪŋ/	vendita abusiva	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 ənəˈnɪmɪti/	diritto all'anonimato	the right to keep your identity secret	<i>A politician does not have the right to anonymity.</i>
the agenda	Noun	/ðə əˈdʒɛndə/	l'ordine del giorno	what is going to be discussed	<i>What's on the agenda today?</i>
the minutes	Noun plural	/ðə/ ˈmɪnɪtɪz/	i verbali	a record of what is discussed at a meeting	<i>Who's going to take the minutes?</i>
theft	Noun	/θɛft/	furto	dishonestly taking something	<i>Unfortunately, there have been several thefts in the building recently.</i>
unethical practice	Noun	/ʌnˈɛθɪk(ə)l ˈpræktɪs/	comportamento non etico	morally wrong action	<i>Do you suspect unethical practice in the company?</i>
whistleblowing	Noun	/ˈwɪs(ə)bləʊɪŋ/	denuncia di irregolarità	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	/əˈpi:l tu (l,mæsˈmɑ:.kɪt/)	suscitare l'interesse (del mercato)	be interesting to	<i>This is a product that will appeal to everyone.</i>
basic	Adjective	/ˈbeɪsɪk/	di base	not complicated	<i>We need someone to supply basic maintenance of electrical installations.</i>
be aimed at (the youth market)	Phrase	/bi: eɪm ə:t/ (/ju:θ/ mɑ:.kɪt/)	specifico (per i ragazzi)	be targeted at	<i>They are aimed at the youth market mainly, although some older people wear them too.</i>
bulky	Adjective	/ˈbʌlki/	ingombrante	too big and taking up too much space	<i>That exhibition stand is too bulky and won't fit.</i>
clever (solution)	Adjective	/ˈkleɪvə/	intelligente (soluzione)	well-designed	<i>What a clever idea, to provide free samples after the product presentation!</i>
compact	Adjective	/ˈkɒmpækt/	compatto	using a small space	<i>I need a compact suitcase to take on the plane.</i>
comply with (industry standards)	Phrase	/kəmˈplaɪ wɪð/ (/ˈɪndəstri/ /ˈstændədz/)	essere conforme a (standard di settore)	to obey a regulation	<i>It complies with all US and European industry standards.</i>
consist of	Phrase	/kənˈsɪst ɒv/	comporsi di	to be made of	<i>The new office consists of one large, central, open space containing about 20 desks.</i>
dependable	Adjective	/dɪˈpɛndəb(ə)l/	affidabile	something or someone you can have confidence in	<i>She's my most dependable member of staff.</i>
design	Noun	/dɪˈzʌɪn/	progetto/design	a drawing for a product	<i>The design has an international patent.</i>
efficient	Adjective	/ɪˈfɪj(ə)nt/	efficiente	organised	<i>The office plan makes efficient use of the space.</i>
erratic	Adjective	/ɪˈrætɪk/	imprevedibile/inaffidabile	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)l/	funzionale	practical	<i>The desks and meeting rooms are functional and well equipped. The design of this staff kitchen is completely impractical; there isn't room for more than two people.</i>
impractical	Adjective	/ɪmˈpræktɪk(ə)l/	poco pratico	not very easy to use	<i>The advantages of these machines are that they are inexpensive and easy to use.</i>
inexpensive	Adjective	/ɪnɪkˈspensɪv/	economico	cheap	<i>This incentive could potentially lead to greater innovation in the company.</i>
innovation	Noun	/ɪnəˈveɪʃ(ə)n/	innovazione	the use of a new idea or method	<i>He is one of the most innovative and fascinating entrepreneurs around.</i>
innovative	Adjective	/ɪnəvətɪv/	innovativo	using new ideas	<i>The proportion of luxury goods purchased nowadays is 40%.</i>
luxury	Adjective	/ˈlʌkʃəri/	di lusso	expensive and beautiful	<i>The washing machine is broken, please call someone to fix it.</i>
machine	Noun	/məˈʃi:n/	macchina	a piece of equipment	<i>You can gather a lot of customer data with modern computer systems.</i>
modern	Adjective	/ˈmɒd(ə)n/	moderno	most recent	<i>That's a really neat solution to the problem.</i>
neat (solution)	Adjective	/ni:t/	valida (soluzione)	clever and simple	
old-fashioned	Adjective	/əʊldˈfæʃ(ə)nd/	vecchio stampo	not modern	<i>She works for a rather old-fashioned shop which still closes on Wednesday afternoons.</i>
overpriced	Adjective	/əʊvəˈpraɪsɪd/	troppo caro	too expensive	<i>All their products are overpriced.</i>
piece of equipment	Noun	/pi:s ɒv ɪˈkwɪpm(ə)nt/	apparecchiatura	a machine	<i>That piece of equipment is faulty, don't use it.</i>
practical	Adjective	/ˈpræktɪk(ə)l/	pratico	effective	<i>My assistant always makes sensible and practical suggestions.</i>
process	Noun	/ˈprəʊses/	processo	a series of actions	<i>Are there ways to shortcut this process?</i>
product	Noun	/ˈprɒdʌkt/	prodotto	something made to be sold	<i>We can offer the exact product you are looking for.</i>
professional	Adjective	/prəˈfeʃ(ə)n(ə)l/	professionale	trained and skilled	<i>The company image is of a creative, fun and professional organisation.</i>
poor (service)	Adjective	/pɔ:r/	inadeguato (servizio)	not good	<i>I can't recommend that company because their after-sales service is really poor.</i>
retail at (£X)	Phrase	/ˈri:teɪl ət/	prezzo di vendita al dettaglio	sells for	<i>That model retails at £300.</i>
revolutionary	Adjective	/revəˈlu:ʃ(ə)n(ə)ri/	rivoluzionario	new and exciting	<i>Recycling plastic water bottles to make hats, what a revolutionary idea!</i>
run on (mains electricity)	Phrasal verb	/rʌn ɒn/ (/meɪnzˌel.ɪkˈtrɪs.ə.ti/)	essere alimentato a (corrente elettrica)	is operated by	<i>The machine only runs on mains electricity.</i>
service	Noun	/ˈsɜ:vɪs/	servizio	dealing with customers	<i>Customer demand is for a quick and flexible service.</i>
solution	Noun	/səˈlu:ʃ(ə)n/	soluzione	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 ðɪˈɑ:t/	all'avanguardia	very modern	<i>The company has just moved into a state-of-the-art building.</i>
tool	Noun	/tu:l/	strumento	a piece of equipment	<i>She created an affordable online interior design tool.</i>
time-consuming	Adjective	/taɪmk(ə)nˈsju:mɪŋ/	dispendioso in termini di tempo	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/	banale	not special	<i>That's a very unoriginal design.</i>
unwieldy (solution)	Adjective	/ʌnˈwi:lɪdi/	poco pratico (soluzione)	not effective	<i>The new office plans look rather unwieldy.</i>
up-market	Adjective	/ʌpˈmɑ:kɪt/	di alta qualità	high quality	<i>We've decided on an up-market look for the new reception area.</i>
value-for-money	Phrase	/ˈvælju: fəˈmʌni/	rapporto qualità-prezzo	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/	proporre	to suggest an idea or plan	<i>Have you ever come up with an idea for a new product or service?</i>
differentiate	Verb	/ˌdɪfəˈrenʃɪeɪt/	differenziarsi	to find the difference	<i>How can we differentiate ourselves from our competitors?</i>
innovate	Verb	/ɪnəveɪt/	innovare	to introduce change	<i>We must innovate to stay ahead.</i>
innovator	Noun	/ɪnəveɪtə/	innovatore	someone who introduces change	<i>The new marketing director was a strong innovator in his last company.</i>
keep up with	Phrasal verb	/ki:p ʌp wɪð/	stare al passo con	to continue to be informed	<i>I keep up with developments in computing and telecommunications technology.</i>
measure success	Phrase	/ˈmeɪʒə səkˈses/	misurare il successo	to judge success	<i>You can't measure a company's success only by its profits.</i>
R&D expenditure	Noun	/ˌɑ:r ənˈdi: ekˈspɛndɪtʃə/ɪkˈspɛndɪtʃə/	spese per ricerca e sviluppo	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	/si:ˈsʌmθɪŋ θru:/	completare	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 tuːˈsʌmwʌn/	tenere testa a qualcuno	defend yourself	<i>You must stand up to her if she tries to give you too much work.</i>
take something up	Phrasal verb	/teɪkˈsʌmθɪŋ ʌp/	iniziare a praticare (un'attività)	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 əˈprɒdʒekt/	iniziare un progetto	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	/kɑ:ʃe:ski:m/	programma di car sharing	when people share a car to get to work	<i>The company encourages employees to join the car share scheme.</i>
commute	Verb	/kəˈmju:t/	fare il pendolare	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	/kənˈdʒɛstʃ(ə)n/	traffico	blocked and crowded roads	<i>I go to work early to avoid the congestion.</i>

get to know each other	Phrase	/ɡet tu nə i:tʃ nəʊ/	fare conoscenza/conoscersi	learn about someone	<i>Let's get to know each other over a coffee after work.</i>
give a lift to someone	Phrase	/ɡɪv ei lɪft tu 'sʌlmwʌn/	dare un passaggio a qualcuno	take someone in your car	<i>Can I give you a lift home tonight?</i>
rush hour	Noun	/rʌʃ 'aʊə/	ora di punta	the busy part of the day	<i>Rush hour was terrible today, all the buses were late.</i>
subsidised transport	Noun	/'sʌbsɪdaɪzd 'trʌnsɒ:t/	trasporti sovvenzionati	cheaper transport	<i>We offer a subsidised transport scheme for buses and trains.</i>
team-building event	Noun	/'ti:m ,bɪl.dɪŋ/ 'i:vent/	evento di socializzazione	a special meeting where you encourage people to work together	<i>Everyone needs to attend the team-building event next week.</i>
teleconferencing	Noun	/'telɪ ,kɒnfərənsɪŋ/	teleconferenza	holding a meeting using a phone or computer	<i>Teleconferencing is ideal if you work from home.</i>
travel expenses	Noun plural	/'trʌv(ə)l ɛk'spensz/	spese di viaggio	money you pay for travel	<i>The company will refund all travel expenses for business trips.</i>

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break the ice	Phrase	/breɪk ðə aɪs/	rompere il ghiaccio	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>
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commemorate an occasion	Phrase	/kə'meməreɪt ən ə'keɪʒ(ə)n/	festeggiare un evento	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/	perdersi	not know where you are	<i>Call this number if you get lost on the way to our office.</i>
get married	Phrase	/ɡet 'mʌrɪd/	sposarsi	marry someone	<i>They're getting married next month.</i>
get participants involved	Phrase	/ɡet pɑ:'tɪsɪp(ə)ntz ɪn'vɒlvd/	coinvolgere i partecipanti	make people join in	<i>Getting participants involved in a course can be very hard work at the beginning.</i>
get ready	Phrase	/ɡet 'redɪ/	preparare	prepare	<i>There's so much to get ready for the anniversary party.</i>
get somewhere	Phrase	/ɡet 'sʌmwɛ:z/	arrivare da qualche parte	make progress	<i>At last we're getting somewhere in this meeting!</i>

go according to plan	Phrase	/ɡəʊ ə'kɔ:dɪŋ tu plæn/	procedere secondo i piani	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 'bʌŋkrʌpt/	andare in bancarotta	unable to pay what you owe	<i>He couldn't control the budget and the company went bankrupt.</i>
go crazy	Phrase	/ɡəʊ 'kreɪzɪ/	impazzire	get very angry	<i>I resigned and my boss just went crazy.</i>
go wrong	Phrase	/ɡəʊ rɒŋ/	andare storto	not be a success	<i>We've booked a real lion for the event – what can possibly go wrong?</i>
venue	Noun	/'venju:/	sede (di un evento)	the place where an event happens	<i>The venue is on the 24th floor but there's a fast elevator.</i>

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a booming / buoyant sector	Noun	/eɪ 'bu:mɪŋ / 'bɔɪənt 'sektə/	un settore in forte espansione/crescita	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 dɪ'prest / 'stɪgnənt 'mɑ:kɪt/	un mercato depresso/stagnante	a market that is not developing	<i>Car sales are stagnant in this depressed market.</i>
a healthy / stable economy	Noun	/eɪ 'hælθi / 'steɪb(ə)l ɪ'kɒnəmi/	un'economia sana/stabile	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'sju:mə 'kɒnfɪd(ə)ns/	fiducia dei consumatori	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 'lɪvɪŋ/	costo della vita	the amount of money a person needs to live	<i>The cost of living in Scandinavia is generally high.</i>
dwindle	Verb	/'dwɪnd(ə)l/	affievolirsi	to decrease	<i>The chairman's power dwindled as he grew older.</i>
job market	Noun	/dʒɒb 'mɑ:kɪt/	mercato del lavoro	the number of jobs available	<i>The job market in journalism is very competitive.</i>
low income	Noun	/ləʊ 'ɪnkʌm/	basso reddito	not earning very much	<i>The cost of living is too high for people on a low income.</i>
opponents	Noun	/ə'pəʊnəntz/	avversari/oppositori	people who disagree with something	<i>Opponents of the free market say that it shows no regard for social concerns.</i>
philanthropist	Noun	/fɪ'lʌnθrəpɪst/	filantropo	someone who helps others, especially with money	<i>The charity has been supported by a major philanthropist for many years.</i>
philanthropy	Noun	/fɪ'lʌnθrəpi/	filantropia	helping with money	<i>The rise in philanthropy helps fill growing funding gaps in the country.</i>

press conference	Noun	/pres 'kɒnf(ə)r(ə)ns/	conferenza stampa	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	/'praɪvət 'sektə/	settore privato	businesses not owned by the government	<i>Salaries are higher in the private sector.</i>
public sector	Noun	/'pʌblɪk / 'sektə/	settore pubblico	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	/'pɜ:tʃəsɪŋ ,pəʊə/	potere d'acquisto	ability to buy goods	<i>People's purchasing power has increased in the open market.</i>
standard of living	Noun	/'stændəd əv 'lɪvɪŋ/	tenore di vita	the amount of money people have	<i>The standard of living in many developing countries is low.</i>

trade deficit / surplus	Noun	/treɪd 'defɪtɪz / 'sə:pələs/	deficit/surplus commerciale	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>
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unemployment / sickness / disability benefit	Noun	/ʌnɪm'plɔɪm(ə)nt/ OR /ʌnɪm'plɔɪm(ə)nt / 'sɪknəs /dɪsə'bɪlɪtɪ / 'benɪftɪ/	indennità di disoccupazione/malattia/disabilità	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>
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wealth	Noun	/welθ/	ricchezza	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	/wɜ:k fə ei 'lɪvɪŋ/	lavorare per mantenersi	do a job to earn money to live	<i>Most people have to work for a living.</i>

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affordable housing	Noun	/ə'fɔ:dəbəl 'haʊzɪŋ/	alloggi a prezzi accessibili	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	/'eɪdʒɪŋ pɒpjʊ'leɪʃ(ə)n/	invecchiamento della popolazione	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	/'feɪlɪŋ hɛlθ 'sə:vɪs/	servizi sanitari sempre meno efficienti	a health service that is becoming weaker	<i>A failing health service cannot cope with the needs of a growing population.</i>
homelessness	Noun	/'həʊmləsnes/	fenomeno dei senzatetto	without a home	<i>Homelessness is a major problem in large cities.</i>
income gap	Noun	/'ɪnkʌm ɡæp/	divario di reddito	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'ves(t)m(ə)nt/	mancaza di investimenti	not putting money into something	<i>Lack of investment in public services is a common complaint in the countryside.</i>
over-dependence	Noun	/əʊvə'dɪ'pend(ə)ns/	dipendenza eccessiva	needing something too much	<i>It is claimed that over-dependence on the welfare state makes people lazy.</i>
prosper	Verb	/'prɒspə/	prosperare/avere successo	to become successful	<i>Everyone wants to prosper in their life.</i>
shortage of key skills	Phrase	/'ʃɔ:tɪdʒ əv ki:skɪlz/	mancaza di specializzazione	not enough important abilities	<i>The shortage of key skills in young people is a cause for concern.</i>
tax burden	Noun	/tæks 'bɜ:d(ə)n/	carico fiscale	total tax paid	<i>The tax burden in some countries is very high.</i>
welfare state	Noun	/'welfe: steɪt/	stato sociale	when the government provides benefits	<i>Should the welfare state pay for people's care in old age?</i>

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import duties	Noun	/'ɪmpɔ:t 'dju:tɪz/	dazi di importazione	money paid for bringing goods into a country	<i>Is it worth paying import duties for those luxury shoes?</i>
quality of life	Noun	/'kwɒlətɪ əv laɪf/	qualità della vita	the level of satisfaction in your life	<i>My quality of life has really improved since I started working from home.</i>
relocate	Verb	/'ri:lə(u)'keɪt/	trasferirsi	to move to a new place	<i>In 2016 the company relocated from London to Edinburgh.</i>

relocation	Noun	/ri:lə(ʊ)'keɪʃən/	trasferimento	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	/taks ɪn 'sɛntɪvz/	incentivi fiscali	encouraging with lower taxes	<i>Tax incentives have been very effective in encouraging people to save.</i>
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	POS	Pronunciation	Translation	Definition	Examples
a feature / aspect	Noun	/eɪ 'fi:tʃə / 'æspekt/	una caratteristica/un aspetto	quality	<i>One feature/aspect of the global economy is that people are travelling more.</i>
free trade	Noun	/fri: treɪd/	libero scambio	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/	perdere la faccia	become less respected	<i>We can't afford to lose face over this deal.</i>
merging of cultures	Phrase	/mɛ:dʒ ɒv 'kʌltʃəz/	fusione delle culture	when cultures join together	<i>The merging of cultures is a very positive aspect of our modern society.</i>
multinational corporation	Noun	/mʌltɪ nəʃ(ə)n(ə)l kɔ:pə'reɪʃ(ə)n/	multinazionale	a business covering many countries	<i>Mondelez is a multinational corporation.</i>
social integration	Noun	/'səʊʃ(ə)l ɪntɪ'grɪɪʃ(ə)n/	integrazione sociale	combining different groups of people	<i>There's not much social integration in the city suburbs.</i>
the global village	Noun	/ðə 'glɔ:b(ə)l 'vɪlɪdʒ/	il villaggio globale	all countries of the world being closely connected	<i>We are all citizens of the global village.</i>
uncommon	Adjective	/ʌn 'kɒmən/	insolito	unusual	<i>It's not uncommon to see office workers wearing casual clothes on Friday.</i>
undermine	Verb	/ʌndə'maɪn/	pregiudicare/ostacolare	to weaken	<i>Please don't interrupt all the time, you undermine my contribution to the discussion.</i>
use your influence	Phrase	/ju:z jʊə 'ɪnfluəns/	usare la propria influenza	use your power	<i>Can you use your influence with the boss to get me a promotion?</i>
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	POS	Pronunciation	Translation	Definition	Examples
stereotype	Noun	/'steɪrɪə(ʊ)laɪp/	stereotipo	a set idea about something or someone	<i>Stereotypes are sometimes useful but often unfair.</i>
be pressed for time	Phrase	/bi: prest fə 'taɪm/	avere poco tempo	to not have much time	<i>I'm a bit pressed for time, can I call you later?</i>
cultural values	Noun	/'kʌltʃ(ə)r(ə)l 'vælju:/	valori culturali	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	/'fɜ:st'hænd ɪk'spɪəriəns/	esperienza diretta	something you experience yourself	<i>I have first-hand experience of living in Germany in the 1980s.</i>
have something in common	Phrase	/hæv 'sʌmθɪŋ ɪn 'kɒmən/	avere qualcosa in comune	to have the same qualities or interests	<i>I haven't got anything in common with my colleagues.</i>
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	POS	Pronunciation	Translation	Definition	Examples
bow	Verb	/baʊ/	inchinarsi	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 'kɑ:ʒʊəli/	vestirsi in modo informale	in an informal way	<i>It's fine to dress casually at work on Friday.</i>
dress formally	Phrase	/dres 'fɔ:məli/	vestirsi in modo formale	in a serious way	<i>You must dress formally if you are invited to the Palace.</i>
exchange small talk	Phrase	/ɛks'tʃeɪndʒ smɔ:l tɔ:k/	scambiare due chiacchiere	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/	arrivare dritto al punto	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	/'hag(ə)l/	contrattare	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 jʊə hed/	annuire	move your head down and up	<i>Just nod your head if you agree with me.</i>
non-negotiable	Adjective	/'nɒn.nə'gəʊ.ʃə.bəl/	non negoziabile	cannot be changed	<i>I'm sorry, that price is non-negotiable.</i>
propose a toast	Phrase	/prə'pəʊz ɪt təʊst/	proporre un brindisi	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 handz/	stringere la mano	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>