

PRELIMINARY  
Italian

Module 1 pp 4–5	POS	Pronunciation	Translation	Definition	Examples
advise sb on sth	Verb	/əd'vaɪz ,sʌmbədi ɒn ,sʌmθɪŋ/	dare consigli a qualcuno su qualcosa	to give somebody information on a subject	<i>I advise the managing director on financial matters.</i>
attend a workshop	Phrase	/ə'tend ə 'wɜː(r)kʃɒp/	partecipare a un workshop	to be present at an event where people meet to discuss a particular subject	<i>I attend a lot of workshops as part of my job.</i>
author	Noun	/'ɔːθə(r)/	autore	a person who writes books or articles	<i>She's the author of several books on public speaking.</i>
badge	Noun	/bædʒ/ /biː rɪ'spɒnsəb(ə)l fɔː(r)/, /biː rɪ'spɒnsəb(ə)l fə(r)/	cartellino	a piece of plastic or metal, with writing on it, that you wear to show who you are	<i>We need to wear a badge with our name and photo at the conference.</i>
be responsible for	Phrase		essere responsabile di	having the job of doing something and making sure that nothing goes wrong	<i>I'm responsible for the company's accounts.</i>
CFO = chief financial officer	Noun	/,siː ef 'əʊ/	CFO = direttore finanziario	the person in a company who has the most control over the company finances	<i>She's the CFO of a company which designs gadgets and gifts.</i>
complaint	Noun	/kəm'pleɪnt/	reclamo	a statement that someone makes saying that they are unhappy with something	<i>He deals with customers' complaints.</i>
consultancy	Noun	/kən'sʌltənsi/	azienda di consulenza	a company that gives expert knowledge and advice to other companies	<i>J&amp;C is a training consultancy for personal and professional development.</i>
consultant	Noun	/kən'sʌltənt/	consulente	a person who is paid to give expert knowledge and advice to other people	<i>The IT consultant advises the company on software and system requirements.</i>
design	Verb	/dɪ'zaɪn/	progettazione	to decide how something will look or work, and making drawings of it	<i>The company designs gadgets and gifts.</i>
employee	Noun	/ɪm'plɔɪː/, /,emplɔɪːiː/	dipendente	someone who is paid to work for a company or a person	<i>I deal with employees' problems.</i>
gadget	Noun	/'gædʒɪt/	gadget	a small tool that does something useful	<i>He owns a lot of electronic gadgets.</i>
gift	Noun	/ɡɪft/	regalo	something that you give to someone on a special occasion	<i>His colleagues gave him a clock as a retirement gift.</i>
give sb advice on sth	Phrase	/ɡɪv ,sʌmbədi əd'vaɪs ɒn ,sʌmθɪŋ/	dare consigli a qualcuno su qualcosa	to give someone a suggestion about the best thing to do in a particular situation	<i>The management consultant gives companies advice on their markets, organisation and processes.</i>
interview	Verb	/'ɪntə(r),vjʊː/	colloquio	a meeting in which somebody is asked questions to find out more about them	<i>I interview clients, identify problems and suggest solutions.</i>
IT = information technology	Noun	/,aɪ 'tiː/	IT = informatica	the study or use of computers for storing, sending or using information	<i>Our university department needs some IT training.</i>
job	Noun	/dʒɒb/	lavoro	work that you do regularly for payment	<i>What does your job involve?</i>
job title	Noun	/dʒɒb 'taɪt(ə)l/	qualifica	a name that describes a job	<i>His job title is chief communications officer.</i>
look for	Phrasal verb	/'lʊk fɔː(r), fə(r)/	cercare	to search for someone or something	<i>I look for new customers.</i>
MD = managing director	Noun	/,em 'diː/	direttore	the person in charge of a company	<i>Who's the MD of that company?</i>
one-to-one session	Phrase	/wʌn tə ,wʌn 'seɪ(ə)n/	sessione individuale	a meeting in which two people discuss something without involving anyone else	<i>She sometimes gives one-to-one sessions on the phone or via email.</i>
overcome difficulties	Phrase	/əʊvə(r),kʌm 'dɪfɪk(ə)ltɪz/	superare le difficoltà	to succeed in dealing with a problem	<i>She helps business people overcome difficulties.</i>
owner	Noun	/'əʊnə(r)/	proprietario	someone who owns something	<i>The owner of the company lives in Greece.</i>
PA = personal assistant	Noun	/,piː 'eɪ/	assistente personale	someone whose job it is to assist just one person, often by organising meetings, making phone calls etc.	<i>I'm the PA to the managing director of a company called Athens Daily Menu.</i>
responsibility	Noun	/rɪ,spɒnsə'bɪləti/	responsabilità	a duty to do something because it is part of your job	<i>His responsibilities include organising the MD's travel and accommodation for business trips.</i>
run a business / courses / a factory	Phrase	/rʌn ə 'bɪznəs, 'kɔː(r)sɪz, 'fæktri/	gestire un'attività / organizzare corsi / gestire una fabbrica	to control and organize something such as a course, or company	<i>She runs courses and workshops for companies and universities.</i>
sales rep	Noun	/'seɪlz rep/	rappresentante	someone whose travels around an area and sell the goods or services of a company	<i>He's a sales rep for Soap Heaven.</i>
sample	Noun	/'sɑːmp(ə)l/	campione	a small amount of a product that can be looked at or tried	<i>I visit customers and leave product samples.</i>
speaker	Noun	/'spiːkə(r)/	oratore/conferenziere	a person who gives a speech or a talk	<i>He's a very good public speaker.</i>
trainer	Noun	/'treɪnə(r)/	istruttore	a person whose job it is to teach other people a particular skill	<i>The trainer came to our office to run the workshop.</i>
training	Noun	/'treɪnɪŋ/	formazione	the process of learning particular skills needed for a job or activity	<i>The company provides training for all new employees.</i>
work	Noun	/wɜː(r)k/	lavorare	a job that a person does to make money	<i>What time do you start work?</i>
work	Verb	/wɜː(r)k/	lavorare	to have a job	<i>I work in the finance department.</i>
pp 6–7	POS	Pronunciation	Translation	Definition	Examples
balance	Noun	/'bæləns/	equilibrio	a situation in which different things exist in equal, correct or good amounts	<i>Do you have a good work-life balance?</i>
bonus	Noun	/'bəʊnəs/	bonus/premio	extra money you get from your employer because you have worked hard or done well	<i>He always gets a bonus in December.</i>
electrical appliances	Noun	/ɪ,lektɹɪk(ə)l ə'plaɪənsɪz/	elettrodomestici	a piece of equipment that you use at home, such as a washing machine, hair dryer, etc	<i>My company makes electrical appliances.</i>
employ	Verb	/ɪm'plɔɪ/	dare lavoro	to pay someone to do a job for you or to work as a member of your organization	<i>How many people do you employ?</i>
goods	Noun plural	/ɡʊdz/	merci	things that are produced to be sold	<i>They export most of their goods abroad.</i>
magazine	Noun	/,mæɡə'ziːn/	rivista	a type of large thin book that you can buy every week or month, containing articles, photographs, etc., often on a particular topic	<i>Do you read a magazine in the evening?</i>
produce	Verb	/prə'djuːs/	produrre	to make things to be sold, especially in large quantities	<i>We produce a new catalogue every year.</i>

questionnaire	Noun	/ˌkwɛstʃəˈneə(r)/	questionario	a written list of questions that are answered by a number of people so that information can be collected from the answers	Answer the questions in the personality quiz questionnaire.
schedule	Noun	/ˈʃɛdjuːl/	programma	a plan of activities or events and when they will happen	She is never behind schedule.
ship	Verb	/ʃɪp/	spedire	to transport goods or people	We ship our goods all over the world.
staff	Noun	/stɑːf/	personale	workers employed in an organization considered as a group	We have a staff meeting once a week.
supper	Noun	/ˈsʌpə(r)/	cena	the last meal of the day, either a main meal, usually smaller and less formal than dinner	They have supper together every Friday night.
suffer	Verb	/ˈsʌfə(r)/	soffrire/risentire	to be badly affected by a disease, pain, sadness,	Your health may suffer if you don't learn to relax.
work for	Phrase	/wɜː(r)k	lavorare per	to be employed by someone or a organization	I work for a company that supplies computer software.
pp 8–9	POS	Pronunciation	Translation	Definition	Examples
classmate	Noun	/ˈklɑːsˌmeɪt/	compagno di classe	a person who is or was in the same class as you at school or college	Find out where your classmates work.
destination	Noun	/ˌdɛstɪˈneɪʃ(ə)n/	meta/destinazione	a place to which somebody/something is going or being sent	What's your favourite holiday destination?
follow-up	Adjective	/ˈfɒləʊ ʌp/	follow-up	continuing something that has already started	Ask follow-up questions to find out more information.
greet	Verb	/ɡriːt/	salutare	to say hello or to welcome somebody	How should you greet somebody in the morning?
hobby	Noun	/ˈhɒbi/	hobby	an activity that you do for pleasure when you are not working	Do you have any hobbies?
pp 10–11	POS	Pronunciation	Translation	Definition	Examples
allocate	Verb	/ˈæləkeɪt/	assegnare	to give something officially to somebody/something for a particular purpose	Allocate one candidate to each group.
ambitious	Adjective	/æmˈbɪʃəs/	ambizioso	determined to be successful, rich, powerful, etc	She has ambitious plans for her career.
annual meeting	Noun	/ˌænjuəl ˈmiːtɪŋ/	riunione annuale	an important meeting which the members of an organization hold once a year in order to discuss matters, examine accounts etc	The shareholders' annual meeting is next week.
auditing	Noun	/ˈɔːdɪtɪŋ/	revisione/verifica	a careful examination of something, especially one done to find the amount, size, or effectiveness of something	She sometimes does auditing for other divisions.
award a prize	Phrase	/əˈwɔː(r)d ə ˈpraɪz/	assegnare un premio	a reward that is given for being successful in a sport, competition, or game	The company awards a prize to one employee every year.
be in charge of	Phrase	/biː ɪn ˈtʃɑː(r)dʒ əv/	essere responsabile di	to have control over someone or something and to be responsible for them	She is in charge of the company's new email system.
breed	Verb	/briːd/	allevare	to keep animals or plants in order to produce young ones in a controlled way	She breeds dogs in her spare time.
business administration	Noun	/ˌbɪznəs ədˌmɪnɪˈstreɪʃ(ə)n/	gestione aziendale	the study of how to manage a business	She has a master's degree in business administration.
candidate	Noun	/ˈkændɪdeɪt/	candidato	a person who is trying to be elected or is applying for a job	There are four candidates for the award.
catering service	Noun	/ˌkeɪtərɪŋ ˈsɜː(r)vɪs/	sevizio di catering	the provision of food and drinks for meetings or social events, organized by a company	The company provides catering services for local businesses.
Chronic Fatigue Syndrome	Noun	/ˌkrɒnɪk fəˈtiːɡ ˌsɪndrəʊm/	sindrome da stanchezza cronica	an illness that makes people feel extremely weak and tired and that can last a long time	She suffers from Chronic Fatigue Syndrome.
confectionery	Noun	/kənˈfɛkj(ə)n(ə)ri/	dolciumi/prodotti dolciari	sweet foods such as sweets and chocolates	It's a multinational confectionery company.
co-ordinate	Verb	/kəʊˈɔː(r)dɪneɪt/	coordinare	to organize different parts of an activity and the people involved in so that it works well	He co-ordinates the department's resources.
criterion, criteria (pl)	Noun	/kraɪˈtɪəriən/, /kraɪˈtɪəriəriə/ /ˈdiːl wɪð ˌsʌmθɪŋ/, /ˈdiːl wɪð ˌsʌmwʌn/	criterio	a standard or principle by which something is judged, or with the help of which a decision is made	This candidate fulfils all the criteria.
deal with sth / sb	Phrasal verb		occuparsi di qualcuno/qualcosa	to take appropriate action in a particular situation or according to who you are talking to, managing, etc.	The communications director deals with the company's internal and external communications.
efficiency	Noun	/ɪˈfɪʃ(ə)nsi/	efficienza	the quality of doing something well with no waste of time or money	The new technology helped to improve the company's efficiency and profits.
engineering	Noun	/ˌɛndʒɪˈnɪərɪŋ/	ingegneria	the activity of applying scientific knowledge to the design, building and control of machines, roads, bridges, electrical equipment, etc	His professional background is in engineering.
have a master's degree in	Phrase	/hæv ə ˌmɑːstəz dɪˈɡriː ɪn/	avere una laurea magistrale in	to hold a further university degree that you study for after a first degree	He has a master's degree in economics
interviewer	Noun	/ˈɪntə(r)vjuːə(r)/	intervistatore	the person who asks the questions in an interview	The interviewer asked me questions about my job.
make a contribution	Phrase	/meɪk ə ˌkɒntrɪˈbjʊːʃ(ə)n/	dare un contributo	something that you do that helps to achieve something or to make it successful	The employee made a significant contribution to staff development.
marathon running	Phrase	/ˈmærəθ(ə)n ˌrʌnɪŋ/	correre a lungo	a marathon is a race with a distance of 26.2 miles, which can be run or walked	He enjoys marathon running and cooking.
memo	Noun	/ˈmeməʊ/	promemoria	an official note from one person to another in the same organization	I often write reports and memos for our staff.
mentor	Noun	/ˈmentɔː(r)/	tutor/guida	an experienced person who advises and helps somebody with less experience over a period of time	New employees have the support of a mentor when they join the company.
provide	Verb	/prəˈvaɪd/	fornire	to give something to somebody or make it available for them to use	The company provides food and drink for receptions and business dinners.
R&D = research and development	Noun	/ˌɑːr ən ˈdiː/	R&S = ricerca e sviluppo	work that tries to find new products and processes or to improve existing ones	He manages R&D of new product ideas.
scuba diving	Noun	/ˈskuːbə ˌdaɪvɪŋ/	immersioni	the sport or activity of swimming underwater using special breathing equipment	He usually goes scuba diving at the weekends.
set a positive example	Phrase	/set ə ˌpɒzətɪv ɪɡˈzɑːmp(ə)l/	dare il buon esempio	to be a good model for others to copy	She sets a positive example to all her staff.
show sb around	Phrase	/ʃəʊ ˌsʌmbədi əˈraʊnd/	mostrare un luogo a qualcuno	to be a guide for somebody when they visit a place for the first time	I show new employees around the office.
supervise	Verb	/ˈsuːpə(r)vaɪz/	supervisionare	to be in charge of somebody/something and make sure that everything is done correctly, safely, etc	He supervises all new projects.
welcome	Verb	/ˈwelkəm/	dare il benvenuto/accogliere	to say hello to somebody in a friendly way when they arrive somewhere	It's my job to welcome visitors.
pp 12–13	POS	Pronunciation	Translation	Definition	Examples
advert	Noun	/ˈædvɜː(r)t/	annuncio	a notice, picture or film telling people about a product, job or service	The job advert is on the website.
eraser	Noun	/ɪˈreɪzə(r)/	gomma per cancellare	a small piece of rubber or a similar substance, used for removing pencil marks from paper	Rub out your mistakes with an eraser.
feature	Noun	/ˈfiːtʃə(r)/	caratteristica/funzione	something important, interesting or typical of a place or thing	The latest phone has lots of new features.
leaflet	Noun	/ˈliːflət/	opuscolo	a printed sheet of paper or a few printed pages that are given free to advertise or give information about something	The information leaflet is very helpful.
minute	Noun	/ˈmɪnɪt/	minuto	a period of 60 seconds. There are 60 minutes in one hour	I need to leave in 30 minutes.



overall grade	Phrase	/əʊvər,ɔ:l 'greɪd/	livello complessivo	the total quality of work	<i>Your results show your overall grade.</i>
pass grade	Phrase	/'pɑ:s greɪd/	livello minimo	the minimum grade required to progress to the next stage	<i>The pass grade is around 65%.</i>
report	Noun	/rɪ'pɔ:(r)t/	rapporto/relazione	to give people information about something that you have heard, seen, done, etc.	<i>I write a weekly report for my manager.</i>
<b>Module 2</b> <b>pp 14–15</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
amazing	Adjective	/ə'meɪzɪŋ/	straordinario	very surprising, especially in a way that makes you feel pleasure or admiration	<i>The scenery is amazing.</i>
branch	Noun	/brɑ:ntʃ/	filiale	a local office or shop belonging to a large company or organization	<i>There is a new branch opening in Japan.</i>
check	Verb	/tʃek/	controllare	to examine something to see if it is correct, safe or acceptable	<i>I'm checking the financial report.</i>
construction management	Noun	/kən'strʌkʃ(ə)n/	costruzione	the process or method of building or making something, especially roads, buildings, bridges, etc.	<i>The construction of the shopping centre is behind schedule.</i>
	Noun	/'mænɪdʒmənt/	dirigenza	the act of running and controlling a business or similar organization	<i>The local staff are working very well with our management team.</i>
marketing manager	Noun	/'mɑ:(r)kɪtɪŋ ,mænɪdʒə(r)/	direttore commerciale	the person who is in charge of running the part of a business which is responsible for presenting, advertising and selling a company's products or services in the best possible way	<i>We're having a party to say goodbye to our marketing manager.</i>
	Adjective	/'maɪnə(r)/	marginale	not very large, important or serious	<i>Apart from some minor problems, everything is going to plan.</i>
	Noun	/'pɑ:(r)tnə(r)/	socio	one of the people who owns a business and shares the profits, etc.	<i>My business partner is in Brazil at the moment.</i>
project manager	Noun	/,prɒdʒekt 'mænɪdʒə(r)/	responsabile del progetto	the person in overall charge of the planning and execution of a particular project.	<i>The project manager is meeting the subcontractors this afternoon.</i>
scenery	Noun	/'si:nəri/	paesaggio	the natural features of an area, such as mountains, valleys, rivers and forests, when you are thinking about them being attractive to look at	<i>Brazil has some beautiful scenery.</i>
shopping centre	Noun	/'ʃɒpɪŋ ,sentə(r)/	centro commerciale	a group of shops/stores built together, sometimes under one roof	<i>I'm working on the plans for the shopping centre.</i>
take shape	Phrase	/teɪk 'feɪp/	prendere forma	to develop and become more complete or organized	<i>The new shopping centre is quickly taking shape.</i>
temp	Noun	/temp/	dipendente a tempo determinato	an employee in an office who will only work there for a limited time	<i>A temp is helping out in the office this month.</i>
temporary	Adjective	/'temp(ə)rəri/	temporaneo	not long lasting or intended to be used only for a short amount of time; not permanent	<i>Your job is temporary, so you will only be here for a month.</i>
update	Noun + Verb	/'ʌpdeɪt/ (noun), /ʌp'deɪt/ (verb)	aggiornamento/aggiornare	to give somebody the most recent information about something; to add the most recent information to something	<i>I'm writing to give you an update on the project. / Let me update you on my visit here.</i>
<b>pp 16–17</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
commute	Noun + Verb	/kə'mju:t/	tragitto casa-lavoro/fare il pendolare	to travel regularly by bus, train, car, etc. between your place of work and your home	<i>The daily commute is taking longer and longer. / I don't like having to commute.</i>
discover	Verb	/dɪ'skʌvə(r)/	scoprire	to find something that you did not expect to find	<i>Some employees discover that flexible working isn't for them.</i>
dismiss	Verb	/dɪs'mɪs/	licenziare	to remove somebody from their job	<i>We have to cut costs, so we need to dismiss some staff.</i>
employ	Verb	/ɪm'plɔɪ/	dare lavoro	to give somebody a job to do for payment	<i>We need to employ more office staff to work on this project.</i>
financial services	Noun	/faɪ,nænj(ə)l 'sɜ:(r)vɪsɪz/,	servizi finanziari	professional services involving the investment, lending, and management of money and assets.	<i>He works in financial services.</i>
	Verb	/'faɪə(r)/	licenziare	dismiss an employee from a job.	<i>Why are you firing me?</i>
	Adjective	/'fleksəb(ə)l/	flessibile	able to change to suit new conditions or situations	<i>Many businesses are offering flexible working hours to staff.</i>
flexitime	Noun	/'fleksɪ,tʌɪm/	orario flessibile	a system in which employees work a particular number of hours each week or month but can choose when they start and finish work each day	<i>Some companies have a flexitime system.</i>
hire	Verb	/'haɪə(r)/	assumere	to give somebody a job	<i>The department is hiring new employees to work in the Tokyo office.</i>
pay rise / cut	Noun	/'peɪ ,raɪz/, /'peɪ ,kʌt/	aumento/riduzione dello stipendio	the act of increasing/reducing a salary	<i>The company is giving a pay rise to employees who meet their targets. / Some employees will have to take a pay cut if they don't perform well.</i>
	Verb	/pə(r)'fɔ:(r)m/	offrire prestazioni	to do something, such as a piece of work, task or duty	<i>The department is firing employees who perform badly.</i>
project	Noun	/'prɒdʒekt/	progetto	a planned piece of work that is designed to find information about something, to produce something new, or to improve something	<i>The project is going really well.</i>
sack	Verb	/sæk/	licenziare	being told by your employer that you can no longer continue working for a company, usually because of something that you have done wrong	<i>They are sacking about 10 per cent of the workforce.</i>
stressful	Adjective	/'stresf(ə)l/	stressante	causing a lot of anxiety and worry	<i>Modern life is more stressful than ever.</i>
take on	Phrasal verb	/,teɪk 'ɒn/	assumere	to employ somebody	<i>The business is taking on new staff to help complete the project.</i>
target	Noun	/'tɑ:(r)ɡɪt/	obiettivo	a result that you try to achieve	<i>I have to meet my sales targets this year.</i>
tour guide	Noun	/'tuə(r) gaɪd/	guida turistica	someone whose job it is to show tourists around	<i>I've got a new job as a tour guide.</i>
workforce	Noun	/'wɜ:(r)k,fɔ:(r)s/	forza lavoro	a place and explain its history, architecture etc	<i>The company's workforce is growing quickly.</i>
<b>pp 18–19</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
abroad	Noun	/ə'brɔ:d/	all'estero	in or to a foreign country	<i>The company is offering me a post abroad.</i>
confirm	Verb	/kən'fɜ:(r)m/	confermare	to state or show that something is definitely true or correct	<i>Please confirm you can attend the meeting.</i>
finance director	Noun	/'faɪnæns daɪ,rektə(r)/, /fə'næns də,rektə(r)/	direttore finanziario	the person who is in charge of a company's finance	<i>I've got a meeting with the finance director now.</i>
job applicant	Noun	/'dʒɒb ,æplɪkənt/	candidato	a person who applies for a job	<i>I'm interviewing the job applicants this morning.</i>
kid	Noun	/kɪd/	ragazzino	a child or young person	<i>He's collecting the kids from school later.</i>
potential client	Noun	/pə'tenʃ(ə)l 'klaɪənt/	cliente potenziale	someone who may pay for the services of a professional person	<i>I'm meeting a potential new client this afternoon.</i>
present	Verb	/'prɪ'zent/	presentare	to show something for other people to look at or consider	<i>I'm presenting the company to a group of visitors.</i>
production plant	Noun	/prə'dʌkʃ(ə)n plɑ:nt/	impianto di produzione	an industrial site, where workers manufacture goods or operate machines processing one product into another.	<i>He works in the production plant.</i>
quality inspector	Noun	/'kwɒlɪtɪ ɪn,spektə(r)/	ispettore della qualità	a person whose job is to visit to check that rules are being obeyed and that standards are acceptable	<i>She's showing the quality inspectors around the building.</i>
reception (a place)	Noun	/'rɪ'sepʃ(ə)n/	reception/accettazione (un luogo)	the area inside of a building where guests or visitors go first when they arrive	<i>See you in Reception at 12.30.</i>
sales team	Noun	/'seɪlz ti:m/	team di vendita	the division of a business that's responsible for selling products or services.	<i>The sales team have their monthly meeting tomorrow.</i>

strategy meeting	Noun	/ˈstrætədʒi ˌmiːtɪŋ/	riunione strategica	an meeting that is used to set priorities, focus resources, strengthen operations, ensure that employees and other stakeholders are working toward common goals	Don't forget we have the strategy meeting on Wednesday.
suggestion	Noun	/səˈdʒestʃ(ə)n/	suggerimento	an idea or a plan that you mention for somebody else to think about	Can I make a suggestion?
trade fair	Noun	/ˈtreɪd ˌfeə(r)/	fiera	an event at which many different companies show and sell their products	Are you going to the trade fair?
pp 20–21	POS	Pronunciation	Translation	Definition	Examples
attendance	Noun	/əˈtend(ə)ns/	partecipazione	the act of being present at a place	Please confirm your attendance at the trade fair.
convention centre	Noun	/kənˈvenʃ(ə)n ˌsentə(r)/	centro congressi	a large building that is designed to hold a convention, where individuals and groups gather to promote and share common interests.	The fair is taking place at the new convention centre.
invite	Verb	/ɪnˈvaɪt/	invitare	to ask somebody to come to a social event	I am writing to invite you to a book fair.
reception (a party)	Noun	/rɪˈsepʃ(ə)n/	ricevimento (una festa)	a formal social occasion to welcome somebody or celebrate something	We are holding a reception on Thursday evening to celebrate our tenth anniversary.
return flight	Noun	/rɪˌtɜː(r)n ˈflaɪt/	volo di ritorno	the plane journey that takes you back to your previous location	My return flight is on Saturday.
self-employed	Adjective	/ˌself ɪmˈplɔɪd/	lavoratore autonomo	working for yourself and not employed by a company, etc.	I'm self-employed, so I work at home.
venue	Noun	/ˈvenjuː/	sede	a place where people meet for an organized event, for example a concert, sporting event or conference	The International Convention Centre is a good venue for the conference.
pp 22–23	POS	Pronunciation	Translation	Definition	Examples
correspondence	Noun	/ˌkɒrɪˈspɒndəns/	corrispondenza	the letters a person sends and receives with another person	I deal with correspondence as part of my job.
reservation	Noun	/ˌrezə(r)ˈveɪʃ(ə)n/	prenotazione	an arrangement for a seat on a plane or train, a room in a hotel, etc. to be kept for you	I'd like to change my reservation, please.
skill	Noun	/skɪl/	dote/capacità	the ability to do something well	Negotiation skills are important for my job.
Module 3					
pp 24–25	POS	Pronunciation	Translation	Definition	Examples
franchise	Noun	/ˈfræntʃaɪz/	franchising	formal permission given by a company to somebody who wants to sell its goods or services in a particular area	The fast-food franchise was very successful.
pp 26–27	POS	Pronunciation	Translation	Definition	Examples
aircraft	Noun	/ˈeə(r),kraːft/	velivolo	any vehicle that can fly and carry goods or passengers	He didn't own the first two aircraft he operated.
budget airline	Noun	/ˌbʌdʒɪt ˈeə(r),laɪn/	linea aerea low-cost	Aircraft companies offering reduced prices usually in exchange for reduced service	EasyJet and Ryanair are two of the biggest budget airlines in Europe.
entrepreneur	Noun	/ˌɒntrəprəˈnɜː(r)/	imprenditore	a person who makes money by starting or running businesses, especially when this involves taking financial risks	The entrepreneur started the company from her living room.
expand	Verb	/ɪkˈspænd/	espandere	to become greater in size, number or importance; to make something greater in size, number or importance	The company grew quickly and expanded into France, Germany and Sweden.
fleet	Noun	/fliːt/	flotta	a group of planes, buses owned by the same organization	The company has a large fleet of planes.
freelancer	Noun	/ˈfriːlɑːnsə(r)/	freelance	someone who is not permanently employed by a particular company, but sells their services to more than one company	He works as a freelancer for several different companies.
go public	Phrase	/gəʊ ˈpʌblɪk/	essere quotata in borsa	when a company goes public anyone can buy a share of the company	The company went public in 2012.
limited company (Ltd)	Noun	/ˌlɪmɪtɪd ˈkʌmp(ə)ni/	società a responsabilità limitata (srl)	a company which is legally separate from the people who run it and has separate finances from the shareholders personal ones. The owners are only responsible for business debts	She works for Williams & Co. Ltd.
merge	Verb	/mɜː(r)dʒ/	fondere	limited to the value of their investments	The two companies merged in 2015.
non-profit organisation	Noun	/nɒn ˌprɒfɪt ɔː(r)ɡənɪˈzeɪʃ(ə)n/	organizzazione senza scopo di lucro	to combine or make two or more things combine to form a single thing	It's a non-profit organisation that does a lot of wildlife conservation work.
partnership	Noun	/ˈpɑː(r)tnə(r)ʃɪp/	società	tax exempt or charitable organizations that do not pay income tax on the money that they receive for their organization.	She set up a partnership with her former boss.
public limited company (plc)	Noun	/ˌpʌblɪk ˌlɪmɪtɪd ˈkʌmp(ə)ni/	società per azioni (spa)	a limited company that has that has offered shares to the general public	I worked at Lloyds Bank plc before I got this job.
raw materials	Noun	/ˌɹɔː məˈtɪəriəlz/	materie prime	a basic material that is used to make a product	They bought the raw materials directly from the producers.
sole trader	Noun	/ˌsəʊl ˈtreɪdə(r)/	ditta individuale	a person who owns and runs a business on their own rather than with a partner	Working as a sole trader has many advantages.
pp 28–29	POS	Pronunciation	Translation	Definition	Examples
announce	Verb	/əˈnaʊns/	annunciare	to tell people something officially, especially about a decision, plans, etc.	We are pleased to announce the signing of a major new deal with a Japanese car manufacturer.
business partner	Noun	/ˈbɪznəs ˌpɑː(r)tnə(r)/	partner commerciale	people who share ownership or run a company together	He sent an email to his business partner.
contract	Noun	/ˈkɒntrækt/	contratto	an official written agreement	The company has signed a new contract with a Japanese manufacturer.
core business	Phrase	/ˌkɔː(r) ˈbɪznəs/	attività principale	the main area or activity that a company was founded on or focuses on	Their core business is financial products.
distribute	Verb	/dɪˈstrɪbjʊːt/, /ˈdɪstrɪbjʊːt/	distribuire	to send goods to shops so that they can be sold	They distribute their products internationally.
hardware	Noun	/ˈhɑːd(r),weə(r)/	hardware	the machinery and electronic parts of a computer system	We are leaders in hardware and software solutions for satellite technology.
organic	Adjective	/ɔː(r)ˈɡænɪk/	biologico	(of food) produced without using artificial chemicals	We have just announced a new line in vegetarian and organic menus.
performance	Noun	/pə(r)ˈfɔː(r)məns/	prestazioni	how well or badly you do something	They want us to improve our performance when presenting and negotiating.
press release	Noun	/ˈpres ɹɪˈliːs/	comunicato stampa	an official statement made to journalists	They issued a press release announcing their new CEO.
provide	Verb	/prəˈvaɪd/	fornire	to give something to somebody or make it available for them to use	The also provide catering for special occasions, from banquets for up to 1,000 people to romantic dinners for two.
purchasing manager	Noun	/ˈpɜːtʃæsɪŋ ˌmænɪdʒə(r)/	direttore acquisti	an employee in an organization who is responsible for buying goods and services needed by the company	Let me introduce our new purchasing manager.
software	Noun	/ˈsɒf(t),weə(r)/	software	the programs, etc. used to operate a computer	I work for a company that designs computer software.
supply	Verb	/səˈplaɪ/	fornire	to provide somebody with something that they need or want, especially in large quantities	The company supplies meals for over 15,000 people every lunchtime!



turnover	Noun	/ˈtɜː(r)n,əʊvə(r)/	fatturato	the total amount of goods sold by a company during a particular period of time	<i>The company has a turnover of \$7.5 million.</i> <i>Our engineers are involved in all stages of a project, from planning to the final performance validation.</i>
validation	Noun	/ˌvælɪˈdeɪʃn	approvazione	the act of stating officially that something is useful and of an acceptable standard	
pp 30–31	POS	Pronunciation	Translation	Definition	Examples
commitment	Noun	/kəˈmɪtmənt/	impegno/dedizione	the willingness to work hard and give your energy and time to a job or an activity	<i>We achieved this position through our quality design and commitment to meeting clients' needs.</i>
decrease	Verb	/dɪˈkriːs/	diminuire	to become or make something become smaller in size, number, etc.	<i>Sales decreased after Christmas.</i>
delighted	Adjective	/dɪˈlaɪtɪd/	felice	very pleased	<i>I am delighted to announce that last year was an excellent year for sales.</i>
design	Noun	/dɪˈzaɪn/	progettazione	the art or process of deciding how something will look or work by drawing plans	<i>We are one of the leading web design agencies in Europe.</i>
dramatically	Adverb	/drəˈmætɪkli/	sensibilmente	very suddenly and to a very great and often surprising degree	<i>Our production rose dramatically in the third and fourth quarter.</i>
drop	Verb	/drɒp/	scendere	to become or make something lower or less	<i>The share price dropped in the first half of the year.</i>
fall	Verb	/fɔːl/	precipitare/crollare	to drop down from a higher level to a lower level	<i>In the second quarter, worldwide sales fell sharply.</i> <i>New orders from Asia meant that sales went up to their previous level by the end of the year.</i>
go up	Phrasal verb	/gəʊ ˈʌp/	salire	to increase steadily	<i>The company is growing steadily.</i>
grow	Verb	/grəʊ/	crescere	to increase in size, number, strength or quality	<i>Sales increased towards the end of the year.</i>
increase	Verb	/ɪnˈkriːs/	aumentare	to become or to make something greater in amount, number, value, etc.	
level off	Phrasal verb	/ˌlev(ə)l ˈɒf/	stabilizzarsi	to stay at a steady level of progress after a period of sharp rises or falls	<i>After rising for several months, the share price levelled off during the summer.</i>
location	Noun	/ləʊˈkeɪʃ(ə)n/	sede	a place where something happens or exists; the position of something	<i>The warehouse location means we can supply our products all over Europe.</i>
meet sb's needs	Phrase	/miːt ˌsʌmbədi ˈniːdz/	soddisfare le esigenze di qualcuno	to provide whatever someone requires a period of three months, used especially as a period for which bills are paid or a company's income is calculated	<i>We are committed to meeting our clients' needs.</i>
quarter	Noun	/ˈkwɔː(r)tə(r)/	trimestre	something happening in a smooth, gradual, and regular way.	<i>We received a lot of new orders in the first two quarters.</i>
remain steady	Phrase	/rɪˌmeɪn ˈstedi/	rimanere stabile	the amount of profit that you get from something	<i>Oil prices have remained steady for the second half of the year.</i>
return	Noun	/rɪˈtɜː(r)n/	guadagno	to reach a higher level or position	<i>We continue to give excellent returns to our investors.</i>
rise	Verb	/raɪz/	aumentare	one of the equal parts into which a company's capital is divided. A person who owns shares receive part of the company's profits.	<i>The share price rose steadily for the first two quarters.</i>
share	Noun	/ʃeə(r)/	azione	suddenly and by a large amount	<i>Last year, our share price increased by 30 per cent.</i>
sharply	Adverb	/ˈʃɑː(r)pli/	vertiginosamente	all the workers employed in an organization considered as a group	<i>Sales went up sharply after the product was advertised on TV.</i>
staff	Noun	/stɑːf/	personale		<i>Clients have easy access to our staff.</i>
successfully	Adverb	/səkˈsesf(ə)li/	con successo	in a way that achieves your aims or what was intended	<i>Two years ago, we started working successfully with clients all over the world.</i>
unique	Adjective	/juːˈniːk/	unico/esclusivo	being the only one of its kind	<i>We provide unique and individual web designs for each company.</i>
worldwide	Adjective	/ˌwɜː(r)ldˈwaɪd/	globale	in, or relating to, all parts of the world	<i>Worldwide sales dropped last year.</i>
pp 32–33	POS	Pronunciation	Translation	Definition	Examples
delegate	Noun	/ˈdelɪɡət/	partecipante	a person who attends a conference	<i>We need a bottle of water for each delegate.</i>
gist	Noun	/dʒɪst/	concetto	the general meaning of a piece of writing, a speech or a conversation	<i>You need to listen for gist in this part of the exam.</i>
hall	Noun	/hɔːl/	sala	a building or large room for public meetings, social events etc.	<i>The stand is located in Hall J at the exhibition.</i>
management	Noun	/ˈmænɪdʒmənt/	dirigenza	the people who run and control a business or similar organization	<i>The new management have decided to invest in staff training.</i>
negotiate	Verb	/nɪˈɡəʊʃieɪt/	negoziare/trattare	to try to reach an agreement by formal discussion	<i>I've managed to negotiate a pay rise.</i>
sparkling water	Noun	/ˌspaː(r)klɪŋ ˈwɔːtə/	acqua frizzante	water containing bubbles of gas (carbonated)	<i>Can we have some sparkling water for our meeting, please?</i>
still water	Noun	/ˌstɪl ˈwɔːtə/	acqua naturale	water that is not carbonated	<i>Do you prefer sparkling or still water?</i>
Module 4					
pp 34–35	POS	Pronunciation	Translation	Definition	Examples
city	Noun	/ˈsɪti/	città	a large and important town	<i>The new headquarters are in the city.</i>
clothing	Noun	/ˈkləʊðɪŋ/	abbigliamento	clothes	<i>We've had plenty of interest in the new clothing range.</i>
competitor	Noun	/kəmˈpetɪtə(r)/	concorrente	a person or an organization that competes against others, especially in business	<i>Their main competitor is a Japanese company.</i>
consumer	Noun	/kənˈsjuːmə(r)/	consumatore	a person who buys goods or uses services	<i>Goods are transported from European cities for Chinese consumers.</i>
container (large metal box)	Noun	/kənˈteɪnə(r)/	contenitore	a box, bottle, etc. in which something can be stored or transported	<i>The train pulls containers of clothing and smaller personal items.</i>
customer	Noun	/ˈkʌstəmə(r)/	cliente	a person who buys goods or uses services	<i>We need to lower our prices in order to attract more customers.</i>
customs	Noun plural	/ˈkʌstəmz/	dogana	the government department that collects taxes on goods bought and sold and on goods brought into the country, and that checks what is brought in	<i>We had three containers held up by customs for two weeks.</i>
electrical goods	Noun plural	/ɪˈlektɪɪk(ə)l ˌɡʊdz/	dispositivi elettrici	devices that use electricity to perform a function	<i>China is a major producer of electrical goods.</i>
export	Verb	/ɪkˈspɔː(r)t/	esportare	to sell and send goods to another country	<i>Does your country export many goods?</i>
goods	Noun plural	/ɡʊdz/	merci	things that are produced to be sold	<i>Which types of goods does the train transport?</i>
import	Noun / Verb	/ˈɪmpɔː(r)t/ (n), /ɪmˈpɔː(r)t/ (v)	importare	a product that is brought into one country from another / to bring a product into one country from another	<i>We import a lot of our raw materials. / Our country uses a lot of Chinese imports.</i>
item	Noun	/ˈaɪtəm/	articolo	a single article or object	<i>The train also carries smaller personal items, such as wallets and bags.</i>
journey	Noun	/ˈdʒəː(r)ni/	viaggio	an act of travelling from one place to another, especially when they are far apart	<i>The journey from Yiwu to London is around 12,000 kilometres.</i>
meeting	Noun	/ˈmiːtɪŋ/	riunione	an occasion when people come together to discuss or decide something	<i>Our sales meeting is on Friday morning.</i>
news	Noun	/njuːz/	notizia	new information about something that has happened recently	<i>Have you heard the good news?</i>
port	Noun	/pɔː(r)t/	porto	a place where ships load and unload goods or passengers	<i>The ship arrived at the port three days ago.</i>
producer	Noun	/prəˈdjuːsə(r)/	produttore	a person, a company or a country that grows or makes food, goods or materials	<i>UK producers fill up the train with British-made products.</i>
retailer	Noun	/ˈriːˌteɪlə(r)/	rivenditore	a person or business that sells goods to the public	<i>A couple of large retailers are ready to place their orders.</i>
rival	Noun	/ˈraɪv(ə)l/	concorrente	a person or company competing with another person or company	<i>The company's main rival has just launched a new product.</i>

route	Noun	/ru:t/	itinerario	way that you follow to get from one place to another a building where large quantities of goods are stored, especially before they are sent to shops to be sold	<i>The train follows a similar route to the famous Silk Road.</i>
warehouse	Noun	/'weə(r),haus/	magazzino	a person or company that sells goods in large quantities to other companies or people who then sell them to the public	<i>They are building a new warehouse to store the goods. It's an attractive alternative for smaller traders and wholesalers who may not wish to use expensive carrier services.</i>
wholesaler	Noun	/'həʊl,seɪlə(r)/	grossista		
pp 36–37	POS	Pronunciation	Translation	Definition	Examples
advice	Noun	/əd'vaɪs/	consiglio	an opinion or a suggestion about what somebody should do in a particular situation	<i>He gave me some good advice.</i>
agenda	Noun	/ə'dʒendə/	ordine del giorno	a list of items to be discussed at a meeting	<i>Send out the agenda a few days in advance of the meeting.</i>
available	Adjective	/ə'veɪləb(ə)l/	disponibile	(of a person) free to see or talk to people	<i>I'm afraid she isn't available at the moment.</i>
could	Modal verb	/kʊd/, /kəd/	potere (condizionale)	used to ask if you can do something	<i>Could you call back later, please?</i>
dossier	Noun	/'dɒsɪeɪ/, /'dɒsɪə(r)/	dossier	a collection of documents that contain information about a person or a subject	<i>I need to read through this dossier by tomorrow.</i>
effective	Adjective	/'ɪfektɪv/	efficace	producing the result that is wanted or intended	<i>We need more effective communication within the department.</i>
embarrassing	Adjective	/ɪm'bærəsɪŋ/	imbarazzante	making you feel shy, awkward or ashamed	<i>It's embarrassing when I forget clients' names.</i>
empty	Adjective	/'empti/	vuoto	with no people or things inside	<i>Our shops could be empty next week. I have to make excuses for my colleague when he's away from his desk for a long time.</i>
excuse	Noun	/ɪk'skju:s/	scusa	a reason, either true or invented, that you give to explain or defend your behaviour	<i>Teleconferencing is much cheaper than face-to-face meetings overseas.</i>
face-to-face	Adjective	/,feɪs tə 'feɪs/	di persona	involving people who are close together and looking at each other	<i>My mobile phone battery was flat, so I couldn't call you.</i>
flat	Adjective	/flæt/	scarico	unable to supply any more electricity	<i>This is the ideal job for me.</i>
ideal	Adjective	/aɪ'diəl/	ideale	perfect; most suitable	
message	Noun	/'mesɪdʒ/	messaggio	a written or spoken piece of information, etc. that you send to somebody or leave for somebody when you cannot speak to them yourself	<i>Can I leave a message, please?</i>
recommendation	Noun	/,rekəmen'deɪʃ(ə)n/ /	consiglio	a suggestion about the best thing to do	<i>He gave me a good recommendation for a restaurant. Your colleague is often late for meetings with suppliers and it reflects badly on the company.</i>
reflect (show)	Verb	/rɪ'flekt/	ripercotersi	to show or be a sign of the nature of something or of somebody	
send out	Phrasal verb	/send 'aʊt/	inviare	to send something to a lot of different people or places	<i>Can you send out the minutes as soon as possible after the teleconference?</i>
should	Modal verb	/ʃʊd/	dovere (condizionale)	used to show what is right, or for giving, or asking for, advice	<i>You should apply for that job.</i>
teleconference	Noun	/'teli,kɒnf(ə)rəns /	teleconferenza	to attend a conference or discussion at which members are in different places and speak to each other using telephone and video connections	<i>Write the minutes of the teleconference for everyone.</i>
type	Verb	/taɪp/	digitare	write (something) on a typewriter or computer by pressing the keys.	<i>How fast can you type?</i>
pp 38–39	POS	Pronunciation	Translation	Definition	Examples
apologise	Verb	/ə'pɒlədʒaɪz/	scusarsi	to say that you are sorry for doing something wrong or causing a problem	<i>I apologise for the delay with your order.</i>
caller	Noun	/'kɔ:lə(r)/	chiamante	a person who is making a telephone call	<i>The caller wants to make a complaint.</i>
delivery	Noun	/dɪ'lɪv(ə)ri/	consegna	the act of taking goods, letters, etc. to the people they have been sent to	<i>We are still waiting for delivery of our goods.</i>
discount	Noun	/'dɪs,kaʊnt/	sconto	an amount of money that is taken off the usual cost of something	<i>I would like to offer you a discount of ten per cent.</i>
printer cartridge	Noun	/'prɪntə(r) ,kɑ:(r)trɪdʒ/	cartuccia per stampante	is a container for the liquid ink used in some types of printers	<i>I ordered two printer cartridges last week.</i>
quantity	Noun	/'kwɒntəti/	quantità	an amount or a number of something	<i>We received the incorrect quantity of envelopes.</i>
stationery	Noun	/'steɪʃ(ə)n(ə)ri/	cancelleria	materials for writing and for using in an office, for example paper, pens and envelopes	<i>I am writing to complain about our stationery order.</i>
pp 40–41	POS	Pronunciation	Translation	Definition	Examples
budget figures	Phrase	/,bʌdʒɪt 'fɪɡə(r)z/	preventivo di spesa	numbers representing the particular amounts of money in a budget. A budget is the money available to a person or company and a plan of how it will be spent	<i>Can you send me your budget figures for the report?</i>
copy	Noun	/'kɒpi/	copia	a thing that is made to be the same as something else, eg. a document	<i>Could you post a copy of his tax form for last year?</i>
distributor	Noun	/dɪ'strɪbjʊtə(r)/	distributore	a person or company that supplies goods to shops, stores, etc.	<i>They are the largest distributor of books in Europe.</i>
email address	Noun	/'i:meɪl ə,dres/	indirizzo e-mail	an individual name that you use to receive email on the Internet	<i>Does he have your email address?</i>
equipment	Noun	/'ɪkwɪpm(ə)nt/	apparecchiatura	the things that are needed for a particular purpose or activity	<i>I need the prices for a shipment of electrical equipment.</i>
exporter	Noun	/'ɪk'spɔ:(r)tə(r)/	esportatore	a person, company or country that sells goods to another country	<i>Brazil is the world's largest coffee exporter.</i>
extension number	Noun	/'ɪk'stenʃ(ə)n ,nʌmbə(r)/	interno	a phone number on an internal telephone line attached to the organization	<i>Could you tell me her extension number, please?</i>
file	Noun	/faɪl/	raccoglitore	a collection of information stored together physically in a box or folded piece of card, or on a computer	<i>Can you help me carry these files?</i>
freight forwarder	Noun	/'freɪt ,fɔ:(r)wə(r)də(r)/	spedizioniere	a company that receives and ships goods on behalf of other companies.	<i>The freight forwarder will organise the best way to transport the goods.</i>
importer	Noun	/ɪm'pɔ:(r)tə(r)/ /,mænɪdʒɪŋ də'rektə(r)/, /,mænɪdʒɪŋ daɪ'rektə(r)	importatore	a person, company, etc. that buys goods from another country in order to sell them in their own country	<i>He's an importer of French food.</i>
managing director	Noun	/,mænɪdʒɪŋ daɪ'rektə(r)	direttore	the person who is in charge of a business	<i>She's in a meeting with the managing director at the moment.</i>
manufacturer	Noun	/,mænjʊ'fæktʃərə(r)/	produttore	a person or company that produces goods in large quantities	<i>I've spoken to our manufacturer in Europe about increasing production.</i>
merchandising	Noun	/'mɜ:(r)tʃ(ə)n,dɑɪzɪŋ/	merchandising	products connected with a popular film, band, person or event; the process of selling these goods	<i>When will the merchandising products be available?</i>
personnel	Noun	/,pɜ:(r)sə'nel/	personale	the department in a company that deals with employing and training people	<i>Have you spoken to someone in Personnel?</i>
personnel manager	Noun	/,pɜ:(r)sə'nel ,mænɪdʒə(r)/	responsabile del personale	person who is in charge of the department in a company that deals with employing and training people	<i>Can you put me through to the personnel manager, please?</i>
post office	Noun	/'pəʊst ,ɒfɪs/	ufficio postale	the national organization in many countries that is responsible for collecting and delivering letters, etc.	<i>I can take those letters to the post office on my way home.</i>
production manager	Noun	/prə'dʌkʃ(ə)n ,mænɪdʒə(r)/	responsabile della produzione	the person in charge of the manufacturing processes	<i>The production manager is having a lunch meeting with the managing director.</i>
schedule	Noun	/'ʃedju:l/	programma	a plan that lists all the work that you have to do and when you must do each thing	<i>The project has already fallen behind schedule.</i>



shipment	Noun	/ˈʃɪpmənt/	spedizione	the process of sending goods from one place to another	We've got a shipment of electrical equipment arriving next week.
tax form	Noun	/ˈtæks fɔːm/	dichiarazione dei redditi	forms that report income, expenses and other tax information.	I need a copy of my tax form from last year.
pp 42–43	POS	Pronunciation	Translation	Definition	Examples
agree	Verb	/əˈɡriː/	concordare	to have the same opinion as somebody	I don't agree with him.
candidate	Noun	/ˈkændɪdət/, /ˈkændɪdɪt/	candidato	a person who is trying to be elected or is applying for a job	Write down the information about each candidate in this table.
creative	Adjective	/kriˈeɪtɪv/	creativo	having the skill and ability to produce something new	I like working with creative people.
interview	Noun	/ˈɪntə(r)vjuː/	colloquio	a formal meeting at which somebody is asked questions to see if they are suitable for a particular job, or for a course of study at a college, university, etc.	I've come for an interview for the sales job.
mini-presentation	Noun	/ˌmɪni ˌprez(ə)nˈteɪʃ(ə)n/	mini presentazione	a short formal talk in which you describe or explain something to a group of people	Part Two of the Speaking Test is a mini-presentation.
multinational	Adjective	/ˌmʌltɪˈnæʃ(ə)nəl/	multinazionale	existing in or involving many countries	She works for a multinational company in Paris.
opinion	Noun	/əˈpɪnjən/	opinione/parere	your feelings or thoughts about somebody/something, rather than a fact	In my opinion, big cities are more exciting than the countryside.
personal details	Phrase	/ˌpɜː(r)s(ə)nəl ˈdiːteɪlz/	dati personali	details about a person such as their name and address	Can I take some personal details from you?
topic	Noun	/ˈtɒpɪk/	argomento	a subject that you talk, write or learn about	You need to choose a topic for your presentation.
town	Noun	/taʊn/	paesino	a place with many houses, shops etc. where people live and work.	Do you think it's better to live in a small town or a big city?
Module 5					
pp 44–45	POS	Pronunciation	Translation	Definition	Examples
accommodation	Noun	/əˌkɒməˈdeɪʃ(ə)n/	sistemazione	a place to live, work or stay in	We offer bed and breakfast accommodation.
borrow	Verb	/ˈbɒrəʊ/	prendere in prestito	to take and use something that belongs to somebody else, and return it to them at a later time	We borrowed a lot of money from the bank to get started.
countryside	Noun	/ˈkʌntriˌsaɪd/	campagna	land outside towns and cities, with fields, woods, etc.	They sold their house in the city and moved to the countryside.
debt	Noun	/det/	debito	a sum of money that somebody owes	Sales decreased and they had lots of debt.
do sth different	Phrase	/dʊː ˌsʌmθɪŋ ˈdɪfrənt/	fare qualcosa di diverso	unusual; not like other people	When he was made redundant, he had the opportunity to do something different.
earn an income	Phrase	/ɜː(r)n ən ˈɪnkʌm/	avere uno stipendio	to gain money for doing your job	I earned a good income as a stockbroker in the city.
earn money	Phrase	/ɜː(r)n ˈmʌni/	guadagnare	obtain money for doing your job	I earn less money now, but I'm happier.
farmhouse	Noun	/ˈfɑː(r)mˌhaʊs/	casa in campagna	the main house on a farm, where the farmer lives	They've bought a farmhouse in the Tuscan hills.
go bankrupt	Phrase	/gəʊ ˈbæŋkrʌpt/	andare in bancarotta	not having enough money to pay what you owe	The firm he worked for went bankrupt.
grow up	Phrasal verb	/grəʊ ˈʌp/	creocere	to develop into an adult	The children are growing up so fast.
huge	Adjective	/hjuːdʒ/	enorme/sostanzioso	extremely large in size or amount	She sold her old comic books for a huge sum of money.
income	Noun	/ˈɪnkʌm/	reddito	the money that a person, company etc. earns	Bed and breakfast will not be the only source of income.
make a loss	Phrase	/meɪk ə ˈlɒs/	andare in perdita	money that a person, company, organization loses when it spends more than it earns	The business made a loss last year.
make a profit	Phrase	/meɪk ə ˈprɒfɪt/	ottenere profitti	the income remaining after total costs are deducted from total revenue	We won't make a profit in the first year.
make enquiries	Phrase	/meɪk ɪnˈkwɛərɪz/	chiedere informazioni	to request information, or ask a question, about somebody/something	A lot of people have made enquiries about our new products.
make friends	Phrase	/meɪk ˈfrendz/	stringere amicizie	form relationships with other people	Learning Spanish helped me to make lots of new friends.
make money	Phrase	/meɪk ˈmʌni/	guadagnare	to earn a lot of money; to make a profit	We hope to make money from our business in the future.
produce	Noun	/ˈprɒdjuːs/	produrre	to make things to be sold, especially in large quantities	We will start selling farm produce next year.
rat race	Noun	/ˈræt reɪs/	competizione sfrenata/estrema	the way of life where people living and working in a large city compete in an aggressive way	Have you ever thought of escaping the rat race?
resign from	Phrase	/rɪˈzaɪn frəm/, /rɪˈzaɪn frɒm/	dimettersi	with each other in order to be more successful and earn more money	I resigned from my job last year.
reward	Noun	/rɪˈwɔː(r)d/	premio/gratificazione/riconoscimento	to state formally that you are leaving a job permanently	I was a successful stockbroker with the typical rewards of success.
settle in	Phrasal verb	/ˌset(ə)l ˈɪn/	ambientarsi	a thing that you are given because you have done something good.	We are settling in to our new home.
spend (time)	Verb	/spend/ (/ˈtʌɪm/)	trascorrere tempo	to move into a new home, job, etc. and start to feel comfortable there	I spend more time with my children now.
spend (money)	Verb	/spend/ (/ˈmʌni/)	spendere soldi	to stay somewhere or to do something for a period of time	I've spent all my money on a new computer.
stockbroker	Noun	/ˈstɒkˌbrəʊkə(r)/	operatore finanziario	to use money to pay for things	I worked as a stockbroker in the city.
stress out	Phrasal verb	/stres ˈaʊt/	stressare/essere stressato	a person or a company that buys and sells shares for other people	Commuting to work every day stressed him out.
trade in shares	Phrase	/treɪd ɪn ˈʃeə(r)z/	operare su azioni	to be too anxious and tired to be able to relax	He still trades in shares, but only his own.
unexpectedly	Adverb	/ˌʌnɪkˈspektɪdli/	inaspettatamente	the buying and selling of stocks in the hope of making a profit	I was unexpectedly made redundant.
work long hours	Phrase	/ˌwɜː(r)k lɒŋ ˈaʊə(r)z/	lavorare fino a tardi	in a way that surprises you because you were not expecting it	He didn't see much of his family because he worked such long hours.
pp 46–47	POS	Pronunciation	Translation	Definition	Examples
accountancy	Noun	/əˈkaʊntənsɪ/	contabilità	the work or profession of an accountant	She works for an accountancy firm in the city.
branch	Noun	/brɑːntʃ/	filiale	a local office or shop belonging to a large company or organization	They are opening a new branch in Madrid.
business card	Noun	/ˈbɪznəs kɑː(r)d/	biglietto da visita	a small card printed with somebody's name and details of their job and company	Here's my business card with my contact details.
competitive	Adjective	/kəmˈpetətɪv/	competitivo	describes a situation in which people or organizations compete against each other	I didn't really enjoy the competitive environment.
exhibition	Noun	/ˌeksɪˈbɪʃ(ə)n/	mostra	a collection of things, for example works of art, that are shown to the public	There's a great photography exhibition on in town.
former	Adjective	/ˈfɔː(r)mə(r)/	precedente	that used to have a particular position or status in the past	We'll contact your former employer for references.
give up	Phrasal verb	/ˌɡɪv ˈʌp/	lasciare (un'occupazione o attività)	to stop doing something	I've given up banking altogether and I'm a photographer now.
head office	Noun	/hed ˈɒfɪs/	sede principale	the main office of a company; the managers who work there	I've moved to the head office now.
HR (Human Resources)	Noun	/ˌhjuːmən rɪˈsɔːsɪz/	risorse umane	the department in a company that deals with employing and training people	He's worked in HR for three years.
make progress	Phrase	/ˌmeɪk ˈprəʊɡres/	farsi strada	to move forward in one's work or activity	Sometimes you have to be competitive if you want to make progress.
progress	Noun	/ˈprəʊɡres/	miglioramento	the process of improving or developing, or of getting nearer to achieving or completing something	We haven't made much progress with our new project yet.
retire	Verb	/rɪˈtaɪə(r)/	andare in pensione	to stop doing your job, especially because you have reached a particular age	She retired earlier this year.
since	Adverb	/sɪns/	da/dal	from a time in the past until a later past time, or until now	I've worked here since 2016.

pp 48–49	POS	Pronunciation	Translation	Definition	Examples
all in all	Phrase	/ˌɔːl ɪn ˈɔːl/	tutto sommato	when everything is considered	<i>All in all, last year was very successful.</i>
be off	Phrase	/ˌbiː ˈɒf/	andare/andarsene	leaving a place, or going away from something	<i>I'm off to the Book Fair this afternoon.</i>
distribute	Verb	/dɪˈstrɪbjʊːt/, /ˈdɪstrɪbjʊːt/	distribuire	to send goods to shops and businesses so that they can be sold	<i>We're distributing our books all over Europe.</i>
meet up	Phrasal verb	/miːt ˈʌp/	incontrarsi/vedersi	to meet somebody, especially by arrangement	<i>Let's meet up when you get back from the conference.</i>
more than ever	Phrase	/mɔː(r) ðən ˈevə(r)/	più che mai	an amount or number that is larger than it was before	<i>We've sold more books than ever before.</i>
progress report	Noun	/ˌprɒʊɡres rɪˈpɔːt/	relazione sull'andamento dei lavori	an account of how much work has been done on something and what is still to be done	<i>Can you email me a full progress report by 6pm, please?</i>
publisher	Noun	/ˈpʌblɪʃə(r)/	editore	a person or company that prepares and prints books, magazines, newspapers or electronic products and makes them available to the public	<i>I'm meeting the publisher tomorrow to discuss the sales figures.</i>
take a holiday	Phrase	/teɪk ə ˈhɒlɪdeɪ/	andare in ferie	go on holiday – a period of time during which you relax and enjoy yourself away from work	<i>I think I'm going to take a few days' holiday next month.</i>
pp 50–51	POS	Pronunciation	Translation	Definition	Examples
bank loan	Noun	/ˈbæŋk laʊn/	mutuo	money that the bank lends and somebody borrows	<i>We've applied for a bank loan to start our new business.</i>
be in order	Phrase	/biː ɪn ˈɔː(r)də(r)/	essere a posto	in the correct condition for operation or use	<i>Everything seems to be in order.</i>
business park	Noun	/ˈbɪznəs pɑːk/	zona industriale	an area of land that is specially designed for offices and small factories	<i>Our office is in the new business park.</i>
business plan	Noun	/ˈbɪznəs plan/	business plan	a document giving details of a company's plans for the future	<i>Could you talk me through your business plan?</i>
E numbers	Noun	/ˈiː nʌmbə(r)z/	coloranti	an artificial flavour or colour added to food and drink. These are identified with a number prefaced by the letter E	<i>We plan to make fruit drinks with no E numbers.</i>
keep up with demand	Phrase	/kiːp ˌʌp wɪð dɪˈmɑːnd/	soddisfare la domanda	to continue doing or making something at the same rate as people are asking for it	<i>They're selling really well and we can't keep up with demand.</i>
launch	Verb	/lɔːntʃ/	lanciare	to make a product available to the public for the first time	<i>We're going to launch our new products in summer.</i>
lend	Verb	/lend/	prestare	to give something to somebody or allow them to use something that belongs to you, which they have to return to you later	<i>We need to ask you some questions before we can lend you the money.</i>
loan application	Noun	/ˌləʊn æplɪˈkeɪʃ(ə)n/	richiesta di prestito/mutuo	a document that formally requests a loan and provides financial and other information about the borrower	<i>I've got all the paperwork for your loan application.</i>
office block	Noun	/ˈɒfɪs blɒk/	complesso di uffici	a large building that contains offices, usually belonging to more than one company	<i>Have you seen the new office block in the city centre?</i>
on a small scale	Phrase	/ɒn ə ˈsmɔːl ˌskeɪl/	su piccola scala	not large in size or extent; limited in what it does	<i>We have been selling our products on a small scale.</i>
paperwork	Noun	/ˈpeɪpə(r),wɜː(r)k/	documentazione	the written work that is part of a job, such as filling in forms and reports	<i>I've got a lot of paperwork to do at the office today.</i>
pay increase	Noun	/ˌpeɪ ˈɪŋkriːs/	aumento di stipendio	a rise in the amount paid in your salary.	<i>She's just had a pay increase.</i>
premises	Noun plural	/ˈpremɪsɪz/	sede	the building and land near to it that a business owns or uses	<i>There's a lot to do before before the company moves to new premises.</i>
redundancy package	Noun	/rɪˈdʌndənsɪ ˌpækɪdʒ/	liquidazione	an amount of money that an employer gives a worker who is made redundant	<i>He got a good redundancy package from his employer.</i>
removal company	Noun	/rɪˈmuːv(ə)l ˌkʌmp(ə)ni/	impresa di traslochi	a company that moves the possessions of a family or business from one site to another	<i>The removal company will pack up all the office furniture.</i>
take on staff	Phrase	/ˌteɪk ɒn ˈstɑːf/	assumere personale	employee more people to work for a organization	<i>We need to take on more staff to meet the increased demand.</i>
trial	Noun	/ˈtraɪəl/	prova	the process of testing the ability, quality or performance of somebody/something, especially before you make a final decision about them	<i>Our trials of the new product have been successful.</i>
utilities	Noun plural	/juːˈtɪlɪtɪz/	servizi	a public service such as gas, water, or electricity that is used by everyone	<i>We need to arrange for new utilities contracts to be set up when we move office.</i>
Module 6					
pp 54–55	POS	Pronunciation	Translation	Definition	Examples
aeroplane	Noun	/ˈeərəˌpleɪn/	aeroplano	a flying vehicle with wings and one or more engines	<i>You can only take hand luggage on the aeroplane.</i>
air traffic controller	Noun	/eə(r) ˌtræfɪk kənˈtrəʊlə(r)/	controllore del traffico aereo	a person whose job is to give instructions by radio to pilots of aircraft so that they know when and where to take off or land	<i>The air traffic controllers were on strike last week.</i>
airport	Noun	/ˈeə(r),pɔː(r)t/	aeroporto	a place where planes land and take off and that has buildings for passengers to wait in	<i>The passengers had to wait in the airport for hours.</i>
alone	Adjective	/əˈləʊn/	solo	without any other people	<i>The woman was travelling alone.</i>
baggage handler	Noun	/ˈbæɡɪdʒ ˌhændlə(r)/	addetto ai bagagli	someone whose job is to deal with passengers' luggage at an airport	<i>The flight was cancelled due to a baggage handlers' dispute.</i>
boarding pass	Noun	/ˈbɔːdɪŋ ˌpɑːs/	carta d'imbarco	a card that you show before you get on a plane or boat	<i>You need to print your boarding pass at home for some airlines.</i>
buffet	Noun	/ˈbʊfeɪ/	buffet	a meal at which people serve themselves from a table and then stand or sit somewhere else to eat	<i>The woman said she would bring me some food from the buffet if I was hungry.</i>
business class	Noun, Adverb	/ˈbɪznəs ˌklaːs/	business class	sitting in the comfortable part of a plane, designed for people travelling on business	<i>He always flies business class when he goes to USA.</i>
cancellation	Noun	/ˌkænsəˈleɪʃ(ə)n/	annullamento/cancellazione	a decision to stop something that has already been arranged from happening	<i>The announcement said there would be no cancellations that day.</i>
charge	Noun	/tʃɑː(r)dʒ/	addebito/tariffa	the amount of money that somebody asks for goods and services	<i>There's an additional charge for the seats with extra legroom.</i>
check-in desk	Noun	/ˈtʃek ɪn ˌdesk/	banco del check-in	a desk where you go to give in your bags and have your ticket checked at an airport	<i>We were late and the check-in desk was closed.</i>
common (usual)	Adjective	/ˈkɒmən/	comune	happening often	<i>Strikes are not very common at this airport.</i>
delay	Noun + Verb	/dɪˈleɪ/	ritardo/ritardare	a period of time when somebody/something has to wait because of a problem that makes something slow or late	<i>There's a delay on all northbound trains this morning. / The airport delayed all flights due to bad weather.</i>
disabled	Adjective	/dɪsˈeɪb(ə)ld/	disabile	unable to use a part of your body completely or easily because of a physical condition, an illness, an injury, etc.; unable to learn easily	<i>Does the plane have disabled access?</i>
economy class	Noun, Adverb	/ɪˈkɒnəmi ˌklaːs/	classe economica	the cheapest seats on a plane	<i>I usually fly economy class.</i>
excess charge	Noun	/ˈekses ˌtʃɑː(r)dʒ/	sovratassa/sovrapprezzo	an extra amount of money to pay, such as for travelling first-class with a second-class ticket or for travelling further than you originally intended	<i>There is an excess charge of £70.</i>
first class	Noun, Adverb	/ˌfɜː(r)st ˈklaːs/	prima classe	the best and most expensive seats or accommodation on a train, plane or ship	<i>I have never flown first class.</i>



flight attendant	Noun	/ˌflaɪt əˈtendənt/	assistente di volo	a person whose job is to serve and take care of passengers on an aircraft	<i>The flight attendant brought us our drinks.</i>
identity card	Noun	/aɪˈdentɪti ˌkɑːd/	carta di identità	a card with a person’s name, date of birth and photograph, which proves who they are a counter where people may obtain information, typically in a public building such as an airport, library, or hospital. detailed information on how to do or use something	<i>Can I see your identity card, please?</i>
information desk	Noun	/ˌɪnfə(r)ˈmeɪʃ(ə)n ˌdesk/	banco informazioni		<i>The woman at the information desk told me to go back to my hotel.</i>
instructions	Noun plural	/ɪnˈstrʌkʃ(ə)nz/	istruzioni	to come down through the air and rest on the ground or another surface	<i>You need to follow these instructions carefully.</i>
land	Verb	/lənd/	atterrare	arriving, happening or done after the expected, arranged or usual time	<i>The plane will land at 10.15am.</i>
late	Adjective	/leɪt/	in ritardo	to say or write something that you know is not true	<i>My bus was late this morning.</i>
lie (not say the truth)	Verb	/laɪ/	mentire		<i>I think the man was lying.</i>
lounge	Noun	/laʊn(d)ʒ/	lounge	a room for waiting in at an airport, etc.	<i>ticket.</i>
luggage	Noun	/ˈlʌɡɪdʒ/	bagaglio	bags or suitcases that contain somebody’s clothes and things when they are travelling	<i>You need to check your luggage in when you get to the airport.</i>
menu	Noun	/ˈmenjuː/	menu	a list of the food that is available at a restaurant or to be served at a meal	<i>I would like the vegetarian menu, please.</i>
miss	Verb	/mɪs/	perdere	to arrive too late for something	<i>She missed her flight because she was late.</i>
overbook	Verb	/ˌəʊvə(r)ˈbʊk/	overbooking	to sell more tickets than are available	<i>The flight was overbooked, so we couldn't get on.</i>
passenger	Noun	/ˈpæsɪndʒə(r)/	passaggero	a person who is travelling in a car, bus, train, plane or ship and who is not driving it or working on it an official document that identifies you as a citizen of a particular country that you show when you enter a country	<i>The passengers were angry about the delay.</i>
passport	Noun	/ˈpɑːspɔː(r)t/	passaporto		<i>Don't forget your passport!</i>
pilot	Noun	/ˈpaɪlət/	pilota	a person who operates the controls of an aircraft	<i>The pilot told us the flight would take four hours.</i>
plane	Noun	/pleɪn/	aereo	a flying vehicle with wings and one or more engines	<i>The plane was very full.</i>
return / single ticket	Noun	/rɪˈtəːn ˌtɪkɪt/ , /ˈsɪŋɡ(ə)l ˌtɪkɪt/	biglietto di andata e ritorno/sola andata	a ticket for a journey to a place and back again / a ticket for a journey to a place	<i>Can I get a return ticket to London, please?</i>
straight	Adverb	/streɪt/	direttamente	by a direct route; immediately	<i>We went straight to the check-in desk when we arrived at the airport.</i>
strike	Noun	/straɪk/	sciopero	to refuse to work, because of a disagreement over pay or conditions	<i>We were delayed because of a strike.</i>
take off	Phrasal verb	/teɪk ˈɒf/	decollare	to leave the ground and begin to fly	<i>The plane took off at 10.15am.</i>
trip	Noun	/trɪp/	viaggio	a journey to a place and back again	<i>When is your next business trip?</i>
<b>pp 56–57</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
cancel	Verb	ˈkæns(ə)l	annullare/cancellare	to decide that something that has been arranged will not now take place	<i>My flight was cancelled this morning.</i>
connecting flight	Noun	/kəˌnektɪŋ ˈflaɪt/	coincidenza	a flight that requires you to change planes at some point in the journey	<i>I missed my connecting flight home.</i>
customer services	Noun	/ˌkʌstəmə(r) ˈsɜː(r)vɪs/	assistenza clienti	the department that helps and advises customers who buy or use its products or services	<i>I contacted customer services to complain.</i>
detail	Noun	/ˈdiːteɪl/	dettaglio	small individual fact	<i>Can you give me some more details about the situation?</i>
magazine editor	Noun	/ˌmæɡəˈziːn ˌedɪtə(r)/	direttore della rivista	the person who is in charge of the magazine	<i>I wrote a letter to the magazine editor to explain the situation.</i>
refund	Noun	/ˈriːfʌnd/	rimborso	a sum of money that is paid back to you because you paid too much, or because you returned goods	<i>They offered me a refund for the cost of my ticket.</i>
<b>pp 58–59</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
air conditioning	Noun	/ˈeə(r) kənˌdɪʃ(ə)nɪŋ/	impianto di climatizzazione	a system that cools and dries the air in a building	<i>Is there any air conditioning at this hotel?</i>
arrangements	Noun	/əˈreɪndʒmənt/	preparativi	a plan or preparation that you make so that something can happen	<i>Have you made all your travel arrangements yet?</i>
attend	Verb	/əˈtend/	partecipare	to be present at an event	<i>Approximately 300 people attended our sales conference last month.</i>
broadband access	Phrase	/ˈbrɔːdˌbænd ˌækses/	accesso a Internet	the ability to use a fast connection to the Internet	<i>We need broadband access in the conference room.</i>
business centre	Noun	/ˈbɪznəs ˌsentə(r)/	business centre	a room or rooms in a hotel with facilities such as computers, that allows guests to work or hold meetings during their stay	<i>Our business centre meets the needs of our business guests.</i>
cleaner	Noun	/ˈkliːnə(r)/	addetto alle pulizie	a person whose job is to clean other people’s houses or offices, etc.	<i>The cleaner will tidy your room every morning.</i>
concierge service	Noun	/ˌkɒnsɪˈeə(r)ʒ ˌsɜː(r)vɪs/	servizio di concierge	a service offering people assistance with various tasks such as making restaurant reservations, booking travel, etc	<i>There is a 24-hour concierge service at the hotel.</i>
confirmation	Noun	/ˌkɒnfə(r)ˈmeɪʃ(ə)n/	conferma	a statement that shows that something is correct or definite	<i>I haven't received my booking confirmation.</i>
direct-dial telephone	Noun	/dɪˌrekt ˌdʌɪəl ˈtelɪfəʊn/ , /dʌɪˌrekt ˌdaɪəl ˈtelɪfəʊn/	telefono con linea diretta	the ability to make telephone calls without needing to be connected by the operator	<i>All rooms have direct-dial telephones.</i>
dish of the day	Phrase	/ˌdɪʃ əv ðə ˈdeɪ/	piatto del giorno	a special dish that is offered on a particular day in a restaurant	<i>Would you like to try our dish of the day?</i>
facilities	Noun plural	/fəˈsɪlɪtɪz/	servizi	buildings, services, equipment, etc. that are provided for a particular purpose	<i>The business centre has scanning and photocopying facilities.</i>
full / half board	Noun	/ˌfʊl ˈbɔːd/ , /ˌhɑːf ˈbɔːd/	pensione completa/mezza pensione	a type of accommodation in a hotel that includes all / certain meals	<i>The conference delegates will need full board accommodation for three nights.</i>
healthy	Adjective	/ˈhelθi/	sano/salutare	good for your health	<i>The restaurant offers a healthy menu.</i>
host	Verb	/həʊst/	ospitare	a country, a city or an organization that holds and arranges a special event	<i>We are looking for somewhere to host our sales conference next year.</i>
immediately	Adverb	/ɪˈmiːdiətli/	immediatamente	without delay	<i>Can you ask the technician to come immediately?</i>
Internet connection	Noun	/ˈɪntənət kəˌnekʃ(ə)n/	connessione Internet	the act of connecting or the state of being connected to the Internet	<i>There's no Internet connection in this room.</i>
laptop	Noun	/ˈlæpˌtɒp/	laptop	a small computer that can work with a battery and be easily carried	<i>I can't connect my laptop to the projector.</i>
laundry	Noun	/ˈlɔːndri/	bucato	clothes or linen that need washing, are being washed, or are newly washed	<i>Just leave your laundry in this bag.</i>
luxury	Noun	/ˈlʌkʃəri/	di lusso	the enjoyment of special, expensive things - eg. food, clothes, surroundings	<i>This is one of the world's finest luxury hotels.</i>
multilingual	Adjective	/ˌmʌltiˈlɪŋɡwəl/	multilingue	speaking or using several different languages	<i>All the staff are multilingual.</i>
online	Adverb	/ˈɒnlaɪn/	online	while being connected to the Internet	<i>I booked my room online.</i>
technician	Noun	/tekˈnɪʃ(ə)n/	tecnico	a person whose keeps a particular type of equipment or machinery in good condition	<i>I'll call the technician and ask him to come and have a look.</i>
porter	Noun	/ˈpɔː(r)tə(r)/	facchino	a person whose job is carrying people’s bags, especially in a hotel	<i>The porter will carry your bags for you.</i>
printer	Noun	/ˈprɪntə(r)/	stampante	a machine for printing text on paper, especially one connected to a computer	<i>Is there a printer in the meeting room?</i>
provisional	Adjective	/prəˈvɪʒ(ə)nəl/	provvisorio	arranged, but not yet definite	<i>The provisional dates are 10–12 March.</i>
quote	Noun	/kwəʊt/	preventivo	to tell a customer how much money you will charge them for a job, service or product	<i>Could you send me a quote for the rooms and the equipment?</i>

receptionist	Noun	/rɪˈsepʃ(ə)nɪst/	addetto alla reception	a person whose job is to deal with people arriving at or telephoning a hotel, an office building, a doctor’s surgery, etc.	<i>The hotel receptionist can speak five languages.</i>
seasonal	Adjective	/ˈsiːz(ə)nəl/	stagionale	typical of or suitable for the time of year	<i>The restaurant uses seasonal ingredients in all the dishes.</i>
secretarial services	Noun	/ˌsekrəˈteəriəl ˌsɜː(r)vɪsɪz/	servizi di segreteria	a service offering clients help with secretarial work eg. transcribing, printing, organizing travel and accommodation	<i>The business centre provides secretarial services for all guests.</i>
state-of-the-art	Adjective	/ˌsteɪt əv ði ˈɑː(r)t/	all'avanguardia	using the most modern or advanced techniques or equipment	<i>The hotel has got a brand new, state-of-the-art gym.</i>
stroll	Verb	/strəʊl/	passeggiare	to walk somewhere in a slow relaxed way	<i>Enjoy a stroll through the hotel grounds.</i>
suitcase	Noun	/ˈsuːtˌkeɪs/	valigia	a case with flat sides and a handle, used for carrying clothes and belongings while travelling	<i>My suitcase is very heavy.</i>
translation services	Noun	/trænsˈleɪʃ(ə)n ˌsɜː(r)vɪsɪz/	servizi di traduzione	a service offering clients help with changing something that is written or spoken into another language	<i>Does the business centre offer translation services?</i>
trousers	Noun plural	/ˈtraʊzə(r)z/	pantaloni	a piece of clothing that covers the body from the waist down and is divided into two parts to cover each leg separately	<i>I need this pair of trousers cleaned.</i>
video projector	Noun	/ˈvɪdɪəʊ prəˌdʒektə(r)/	videoproiettore	equipment that receives a video signal and projects the corresponding image or video onto a flat surface or screen	<i>I've connected my computer to the video projector.</i>
waiter	Noun	/ˈweɪtə(r)/	cameriere	a person whose job is to serve customers at their tables in a restaurant, etc.	<i>The waiter took our order and brought us some drinks.</i>
pp 60–61	POS	Pronunciation	Translation	Definition	Examples
account	Noun	/əˈkaʊnt/	conto	an arrangement with a business to pay bills for goods or services at a later time	<i>Do you have an account with us?</i>
action	Noun	/ˈækʃ(ə)n/	azione	the process of doing something in order to make something happen or to deal with a situation	<i>The travel agent is taking action to resolve our complaint.</i>
board	Verb	/bɔː(r)d/	salire a bordo	to get on a bus, train, plane etc	<i>All passengers should now board the coach.</i>
book	Verb	/bʊk/	prenotare	to buy a ticket in advance; to arrange to have something (eg. a hotel room) in the future	<i>I'd like to book a flight to Helsinki, please.</i>
client	Noun	/ˈklaɪənt/	cliente	a person who uses the services or advice of a professional person or organization	<i>I've emailed all our clients to inform them of the situation.</i>
code	Noun	/kəʊd/	codice	a series of numbers or letters that allows you access to something or gives information about something	<i>The account code is LTBC 1784.</i>
depart	Verb	/dɪˈpɑː(r)t/	partire	to leave a place, especially to start a trip	<i>The next train to Manchester departs at midday.</i>
dispute	Noun	/dɪˈspjuːt/, /ˈdɪspjuːt/	contestazione	an argument or a disagreement between two people or groups	<i>Flights to Paris will be diverted because of an air traffic control dispute.</i>
divert	Verb	/daɪˈvɜː(r)t/	deviare	to make something change direction	<i>The train was diverted to Barcelona.</i>
fully booked	Phrase	/ˌfʊli ˈbʊkt/	al completo	all of the tickets, seats, rooms etc. have been bought or reserved, and there are no more available	<i>I'm afraid the flight is fully booked.</i>
timetable	Noun	/ˈtaɪmˌteɪb(ə)l/	orario	a list showing the times at which particular events will happen	<i>Do you have a train timetable?</i>
travel agent	Noun	/ˈtræv(ə)l ˌeɪdʒ(ə)nt/	agente/agenzia di viaggio	a person or business whose job is to make arrangements for people wanting to travel, for example buying tickets or arranging hotel rooms	<i>The travel agent booked our flights for us.</i>
pp 62–63	POS	Pronunciation	Translation	Definition	Examples
alteration	Noun	/ˌɔːltəˈreɪʃ(ə)n/	modifica	a change to something that makes it different	<i>I need to make a few alterations to the new designs.</i>
best regards / wishes	Phrase	/best rɪˈɡɑː(r)dz/, /best ˈwɪʃɪz/	saluti	a polite way of ending a letter to someone you know	<i>Best wishes, Steve.</i>
bye	Exclamation	/baɪ/	arrivederci	goodbye	<i>Bye for now.</i>
certification	Noun	/ˌsɜːtɪfɪˈkeɪʃ(ə)n/	certificazione	the process of giving official approval to a company or product etc. that has reached a particular standard	<i>Please be as helpful as possible to ensure that we obtain certification again this year.</i>
colleague	Noun	/ˈkəʊliːɡ/	collega	a person that you work with	<i>I sent an email to my colleague asking him for his report.</i>
data	Noun	/ˈdeɪtə/, /ˈdɑːtə/	dati	facts or information, especially when examined and used to find out things or to make decisions	<i>We need to include all the financial data in our report.</i>
ensure	Verb	/ɪnˈʃʊː(r)/	assicurare/assicurarsi	to make sure that something happens or is definite	<i>We must ensure the safety of all our employees.</i>
inspection	Noun	/ɪnˈspekʃ(ə)n/	ispezione	a visit to an organization in order to check that rules are being followed and that things are in the correct condition	<i>There's a quality inspection next week.</i>
kind regards	Phrase	/kaɪnd rɪˈɡɑː(r)dz/	cordiali saluti	a friendly, professional way of ending an email or letter	<i>Kind regards, Angela.</i>
otherwise	Conjunction	/ˈʌðə(r)waɪz/	altrimenti	used for saying that if one thing does not happen, something else will happen	<i>Can you send me your data by tomorrow, otherwise I won't be able to write the report in time?</i>
quality control	Noun	/ˌkwɒlɪti kənˈtrəʊl/	controllo qualità	the practice of checking goods as they are being produced, to make sure that they are of a high standard	<i>She works in the quality control department.</i>
session	Noun	/ˈseʃ(ə)n/	sessione	a period of time that is spent doing a particular activity	<i>I'm afraid I won't be able to attend the morning session of your training course.</i>
training course	Noun	/ˈtreɪnɪŋ kɔː(r)s/	corso di formazione	a series of lessons to teach the skills and knowledge for a particular job or activity	<i>What time does the IT training course start?</i>
transfer	Noun	/ˈtrænsfɜː(r)/ /ˌʤɔː(r)z ˈfeɪθfəli/, /ˌʤɔː(r)z sɪnˈsɪə(r)li/	trasferimento	to move from one place to another; to move something from one place to another	<i>I would like to request a transfer to the Oxford branch.</i>
yours faithfully / sincerely	Phrase		distinti saluti	formal way of ending an email or letter	<i>Yours faithfully, Henry Smith.</i>
Module 7					
pp 64–65	POS	Pronunciation	Translation	Definition	Examples
adjust	Verb	/əˈdʒʌst/	regolare	to change something slightly to make it better or more suitable	<i>She was cold, so she adjusted the heating.</i>
burglar	Noun	/ˈbɜː(r)ɡlə(r)/	ladro	a person who enters a building illegally in order to steal	<i>The burglar left his fingerprints on the door handle.</i>
comfort	Noun	/ˈkʌmfə(r)t/	comfort	the state of having everything that you need	<i>Smart home technology gives choices for comfort, safety and energy conservation.</i>
convenient	Adjective	/kənˈviːniənt/	comodo	useful, easy or quick to do; not causing problems	<i>Smart homes can make your home life easier and more convenient.</i>
domotics	Noun	/dəˈmɒtɪkz/	domotica	technologies used to automate a home and its appliances	<i>Domotics can help improve the comfort, safety and efficiency of your home.</i>



enable	Verb	/ɪˈneɪb(ə)l/	consentire	to make it possible for somebody to do something	Computers in your home can enable you to control applications in one room from any other room in the house.
fax	Noun	/fæks/	fax	a machine that sends and receives documents in an electronic form along telephone wires	Emails are more efficient than faxes. He feels in control of his life.
feel in control	Phrase	/fi:l ɪn kənˈtrəʊl/	avere la situazione sotto controllo	and then prints them feeling calm and able to make good descisions an organization of people who are trained and employed to put out fires and to rescue people from fires; the people who belong to this organization	
fire brigade	Noun	/'faɪə(r) brɪˌgeɪd/	vigili del fuoco	a person who owns their house or flat/apartment	The system can call the police or the fire brigade.
homeowner	Noun	/'həʊm,əʊnə(r)/	proprietario	a position at which the controls on an appliance can be set, to set the brightness of the lights	Smart homes offer more control for the homeowner.
lighting setting	Noun	/'laɪtɪŋ ,setɪŋ/	regolazione dell'illuminazione		The system will adjust the lighting setting to a person's personal preferences.
maintenance	Noun	/'meɪnt(ə)nəns/	manutenzione	the act of keeping something in good condition by checking or repairing it regularly	A smart home will help you to cut your home maintenance costs.
money-saving	Adjective	/'mʌni ,seɪvɪŋ/	conveniente	that helps you spend less money	There are lots of money-saving tips on this website.
non-peak	Adjective	/,nɒn 'pi:k/	non di punta	at a time that is less popular, and therefore cheaper	Non-peak electricity rates are usually cheaper than standard rates.
occupied	Adjective	/'ɒkjʊpaɪd/	occupato	being used	The system can make the house look occupied while you are away on holiday.
photocopier	Noun	/'fəʊtəʊ,kɒpiə(r)/	fotocopiatrice	a machine that makes copies of documents, etc. by photographing them	The photocopier is broken.
rate (charge or payment)	Noun	/reɪt/	tariffa	a fixed amount of money that is charged or paid for something	The eletricity rates have gone up this year.
remote control	Noun	/rɪ,məʊt kənˈtrəʊl/	telecomando	the ability to operate a machine from a distance using radio or electrical signals	Most houses have appliances that contain some level of remote control.
scanner	Noun	/'skænə(r)/	scanner	a device which copies pictures and documents so that they can be stored on a computer	My new printer also works as a scanner
Skype	Noun	/skaɪp/	Skype	the name of a popular application for talking with other people over the internet using video or voice calls	
sophisticated	Adjective	/səˈfɪstɪ,kertɪd/	sofisticato	clever and complicated in the way that it works or is presented	I use Skype to talk to my colleagues in the New York office.
switch off	Phrasal verb	/swɪtʃ 'ɒf/	spegnere	to turn a light, machine, etc. off by pressing a button or switch	More sophisticated systems can identify you from your movements or body temperature.
switch on	Phrasal verb	/swɪtʃ 'ɒn/	accendere	to turn a light, machine, etc. on by pressing a button or switch	Don't forget to switch the lights off when you leave the office.
testimonials	Noun	/,testɪˈməʊniəlz/	referenze/recensioni	a formal written statement about the quality of something	Our system can switch the lights on when you are away on holiday.
turn on	Phrasal verb	/tɜː(r)n 'ɒn/	accendere	to turn a light, machine, etc. on by pressing a button or switch	There are lots of customer testimonials on the website.
typewriter	Noun	/'taɪp,rʰaɪtə(r)/	macchina da scrivere	a machine with keys that you use for typing letters and symbols directly onto a sheet of paper	I turned the oven on ten minutes ago.
pp 66–67	POS	Pronunciation	Translation	Definition	We don't use typewriters at work anymore.
agree on	Phrase	/əˈɡriː ɒn/	concordare su qualcosa	everyone has the same opinion about something	We need to agree on the most important features.
cleanliness	Noun	/'klenlɪnəs/	pulizia	the state of being clean or the habit of keeping things clean	
clientele	Noun	/,kliːɒn'tel/	clientela	all the customers or clients of a shop, business, restaurant, etc.	The cleanliness of a hotel is very important.
curriculum	Noun	/kəˈrɪkjʊləm/	piano di studi	the subjects that are included in a course of study	We provide a luxury service for an exclusive clientele.
edge	Noun	/edʒ/	prossimità	the outside limit of an area; the part furthest from the centre	You should choose a business school with a wide variety of subjects on the curriculum.
facilities	Noun	/fəˈsɪlətɪz/	servizi	buildings, services, equipment, etc. that are provided for a particular purpose	Is the hotel at the water's edge?
graduate	Noun	/'ɡrædʒʊət/	laureato	a person who has a university degree	What facilities are there at the hotel?
indeed	Adverb	/ɪnˈdiːd/	infatti/davvero	used to emphasize a positive statement	A high percentage of graduates are now in work.
lecturer	Noun	/'lektʃərə(r)/	docente	a person who gives a lecture	Well, that does indeed sound like a very exclusive hotel.
party (group of people)	Noun	/'pɑː(r)tɪ	gruppo	a group of people who are doing something together	All our lecturers have many years' business experience.
per annum	Adverb	/pər 'ænəm/	all'anno	for each year	How many people were in your party?
proximity	Noun	/prɒk'sɪmətɪ/	vicinanza	the state of being near somebody/something in distance or time	What percentage of graduates earn more than €100,000 per annum?
running costs	Noun plural	/'rʌnɪŋ kɒstz/	costi di esercizio	the money that you spend regularly to operate a machine or manage a business	The best thing about the business school is its proximity to the city centre.
underwater	Adverb	/,ʌndə(r)'wɔːtə(r)/	sott'acqua	below the surface of water	
value for money	Phrase	/,væljuː fə 'mʌni/	rapporto qualità-prezzo	something that is well worth the money spent on it.	The running costs are high for an underwater hotel.
pp 68–69	POS	Pronunciation	Translation	Definition	What's unusual about our hotels is that they are underwater.
be made of	Phrase	/biː 'meɪd ɒv/	essere fatto di	referring to the materials that something has been produced from	Do you think the hotel is good value for money?
circle	Noun	/'sɜː(r)k(ə)l/	cerchio	a completely round shape	What is that desk made of?
circular	Adjective	/'sɜː(r)kjʊlə(r)/	circolare/rotondo	shaped like a circle; round	
deep	Adjective	/diːp/	profondo	having a large distance from the top or surface to the bottom	The chairs were arranged in a circle.
depth	Noun	/depθ/	profondità	the distance from the top or surface to the bottom of something	He carried the drinks on a circular tray.
diameter	Noun	/daɪˈæmɪtə(r)/	diametro	a straight line going from one side of a circle or any other round object to the other side,	It's 2.5m deep.
filing cabinet	Noun	/'faɪlɪŋ ,kæbɪnət/	archivio	passing through the centre	What's the depth of the swimming pool?
fit	Verb	/fɪt/	essere adatto a	a piece of office furniture with deep drawers for storing files	What's the diameter of the wheel?
height	Noun	/haɪt/	altezza	to be the right shape and size for somebody/something	
high	Adjective	/haɪ/	alto	the measurement of how tall a person or thing is	I want to buy a filing cabinet that will fit under my desk.
inflatable	Adjective	/'ɪnˈfleɪtəb(ə)l/	gonfiabile	measuring a long distance from the bottom to the top	Will the desk fit in your office?
LCD (liquid crystal display)	Noun	/,el siː 'diː/	schermo LCD	needing to be filled with air or gas before you use it	What's the height of that lamp?
length	Noun	/lenθ/	lunghezza	a way of showing images on electronic devices that works by passing an electric current	The lamp is 1.8m high.
long	Adjective	/lɒŋ/	lungo	through a special liquid	I would like to rent a child's inflatable toy.
				the size or measurement of something from one end to the other	What's the size of your LCD monitor?
				measuring or covering a great length or distance	What's the length of an A4 sheet of paper?
					A sheet of A4 paper is 29.7cm long.

oval	Noun, Adjective	/ˈəʊv(ə)l/	ovale	shaped like an egg a flat shape with four straight sides, two of which are longer than the other two, and four angles of 90° shaped like a rectangle one half of a circle forming or shaped like one half of a circle the outer form of something how large or small a person or thing is	<i>We bought a new oval table. / The pattern had lots of circles and ovals.</i>
rectangle	Noun	/ˈrek.tæŋɡ(ə)l/	rettangolo		<i>The rectangle is 10cm long and 5cm wide.</i>
rectangular	Adjective	/rekˈtæŋɡjʊlə(r)/	rettangolare		<i>The swimming pool is a rectangular shape.</i>
semicircle	Noun	/ˈsemi.sɜː(r)k(ə)l/	semicerchio		<i>We sat in a semicircle at the meeting.</i>
semicircular	Adjective	/ˌsemiˈsɜː(r)kjʊlə(r)/	semicircolare		<i>They have got a semicircular driveway in front of their house.</i>
shape	Noun	/ʃeɪp/	forma		<i>What shape is the table in your kitchen?</i>
size	Noun	/saɪz/	dimensioni		<i>What's the size of your new TV?</i>
square	Noun, Adjective	/skweə(r)/	quadrato	having four straight equal sides and four angles of 90°	<i>There's a square mirror in our bathroom.</i>
triangle	Noun	/ˈtraɪæŋɡ(ə)l/	triangolo	a flat shape with three straight sides and three angles	<i>They cut the sandwiches into triangles.</i>
triangular	Adjective	/ˈtraɪˈæŋɡjʊlə(r)/	triangolare	shaped like a triangle	<i>Can you see the triangular road sign?</i>
tuition fees	Noun plural	/ˈtjuːˈɪf(ə)n fiːz/	tasse universitarie	the money that you pay to be taught, especially in a college or university	<i>Are your tuition fees very expensive?</i>
weigh	Verb	/weɪ/	pesare	to measure how heavy somebody/something is, usually by using scales	<i>How much does your new mobile phone weigh?</i>
weight	Noun	/weɪt/	peso	how heavy somebody/something is	<i>What's the weight of that leather briefcase?</i>
wheel	Noun	/wiːl/	volante	a round object that turns round and round under a vehicle to make it move	<i>The wheels of the car slid on the ice.</i>
wide	Adjective	/waɪd/	largo	measuring a particular distance from one side to the other	<i>The box is 13cm wide.</i>
width	Noun	/wɪdθ/	larghezza	the measurement from one side of something to the other; how wide something is	<i>What's the width of the swimming pool?</i>
pp 70–71	POS	Pronunciation	Translation	Definition	Examples
broadband	Noun	/ˈbrɔːd.bænd/	banda larga	a type of Internet connecton which allows you to send and receive information very quickly	<i>My broadband connection is too slow.</i>
courier company	Noun	/ˈkʊrɪə(r) ˌkʌmp(ə)ni/	società di spedizioni	a company who takes messages and packages from one person to another	<i>My neighbour runs a courier company.</i>
ISP (Internet service provider)	Noun	/ˌaɪ əs ˈpiː/	ISP (provider di servizi Internet)	a company that provides you with an Internet connection	<i>What's the name of your Internet service provider?</i>
landline	Noun	/ˈlænd(d)ˌlaɪn	linea fissa	a telephone connection that uses wires, unlike a mobile phone	<i>Do you have a landline?</i>
overall	Adjective	/ˌəʊvərˈɔːl/	complessivo/generale	considering something as a whole, rather than its details or the different aspects of it	<i>What's your overall opinion of your Internet service provider?</i>
penalty charge	Noun	/ˈpen(ə)ltɪ tʃɑː(r)dʒ/	penale	the amount of money that must be paid for breaking a contract	<i>There's a penalty charge if you cancel the contract before two years.</i>
provider	Noun	/prəˈvaɪdə(r)/	fornitore/provider	a person or an organization that supplies somebody with something they need or want	<i>Do you want to change your Internet service provider?</i>
reliable	Adjective	/rɪˈlaɪəb(ə)l/	affidabile	that can be trusted to do something well; that you can depend on	<i>Do you have a reliable broadband connection?</i>
service user	Noun	/ˈsɜː(r)vɪs ˌjuːzə(r)/	utente	someone who is receiving or using services providing by a company	<i>Many Internet service users are not satisfied with their Internet service provider.</i>
small business package	Phrase	/smɔːl ˈbɪznəs ˌpækɪdʒ/	pacchetto per piccole aziende	services provided specifically for independently owned companies that are limited in size and in revenue	<i>For information about our small business packages, press 4.</i>
pp 72–73	POS	Pronunciation	Translation	Definition	Examples
form	Noun	/fɔː(r)m/	modulo	an official document containing questions and spaces for answers	<i>Can you complete this form, please?</i>
Module 8					
pp 74–75	POS	Pronunciation	Translation	Definition	Examples
automatically	Adverb	/ˌɔːtəˈmætɪkli/	automaticamente	without needing a person to operate controls	<i>The sytem carries out the checks automatically.</i>
develop	Verb	/dɪˈveləp/	sviluppare	to create a new product, etc. and make it successful	<i>We are developing a new product.</i>
factory	Noun	/ˈfæk(ə)tri/	fabbrica	a building or group of buildings where goods are made	<i>The products were made in our factory.</i>
factory floor	Noun	/ˈfæk(ə)tri ˈflɔː/	reparto produzione	the part of a factory where the goods are actually produced	<i>He has worked on the factory floor for 20 years.</i>
process	Noun	/ˈprəʊses/	processo	a series of things that are done in order to achieve a particular result	<i>The whole process takes about 12 months.</i>
produce	Verb	/prəˈdjuːs/	produrre	to make things to be sold, especially in large quantities	<i>Many items can be produced on a 3D printer.</i>
product	Noun	/ˈprɒdʌkt/	prodotto	a thing that is grown or produced, usually for sale	<i>The customer designs their product using an app or design software.</i>
technology	Noun	/tekˈnɒlədʒi/	tecnologia	scientific knowledge used in practical ways in industry	<i>way.</i>
pp 76–77	POS	Pronunciation	Translation	Definition	Examples
assembly line	Noun	/əˈsambli ˌlaɪn/	catena di montaggio	a system for making products in a factory in which each worker or machine is responsible for adding or checking a particular part	<i>The products were made using an assembly line, which made it easier for the workers.</i>
automated	Adjective	/ˈɔːtəˌmeɪtɪd/	automatizzato	to use machines and computers instead of people to do a job or task	<i>Many of the processes are automated.</i>
capacity	Noun	/kəˈpæsəti/	capacità	the number of things or people that a container or space can hold	<i>Our factory is currently working at full capacity.</i>
component	Noun	/kəmˈpəʊnənt/	componente	used to describe one of several parts of which something is made	<i>They supply electrical components for cars.</i>
defect	Noun	/ˈdiːfekt/	difetto	a fault in something or in the way it has been made which means that it is not perfect	<i>Mass production resulted in lots of faults and defects.</i>
delivery	Noun	/dɪˈlɪv(ə)ri/	consegna	the supply or provision of something.	<i>A new system was introduced to control the delivery of stock.</i>
demand	Noun	/dɪˈmɑːnd/	domanda	the amount of a product that customers want; the fact that they want it	<i>We can't keep up with demand for our products.</i>
eliminate	Verb	/ɪˈlɪmɪneɪt/	eliminare	to remove or get rid of something/somebody	<i>The new system eliminated waste and increased productivity.</i>
existing	Adjective	/ɪɡˈzɪstɪŋ/	esistente	describing something that exists now	<i>The existing factory cannot keep up with demand.</i>
fault	Noun	/fɔːlt/ , /fɒlt/	guasto/problema tecnico	something that is wrong or not perfect	<i>There was a fault with my new laptop.</i>
feature	Noun	/ˈfiːtʃə(r)/	caratteristica/funzione	an important part of something	<i>There are some excellent features on this new car.</i>
handmade	Adjective	/ˌhæn(d)ˈmeɪd/	artigianale	made by a person using their hands rather than by machines	<i>They sell handmade items at the local market.</i>
imperfection	Noun	/ˌɪmpə(r)ˈfekʃ(ə)n/	imperfezione	a fault or weakness in something	<i>The staff check all products for faults and imperfections.</i>
improvement	Noun	/ɪmˈpruːvmənt/	miglioramento	a change in something that makes it better; something that is better than it was before	<i>The staff noticed improvements in their working conditions.</i>
inefficient	Adjective	/ɪnɪˈfɪʃ(ə)nt/	inefficiente	not doing a job well and not making the best use of time, money, etc.	<i>The company's production processes were slow and inefficient.</i>



inventory	Noun	/ˈɪnv(ə)nt(ə)ri/	inventario	a written list of all the objects, furniture, etc. in a particular building used to describe a system in which parts or materials are only delivered to a factory just before they are needed	<i>The manager is compiling an inventory of all the stock.</i> <i>They introduced a just-in-time (JIT) system where new stock only arrived when it was needed.</i> <i>Lean production is used in most types of manufacturing to prevent waste and overproduction.</i>
just-in-time (JIT)	Adjective	/ˌdʒʌst ɪn ˈtaɪm/	just-in-time (JIT)		
lean (efficient)	Adjective	/liːn/	snello (efficiente)	used to describe an efficient industry or company with no wastage. a production method that minimizes waste within a manufacturing system without reducing productivity	<i>They came up with a system called 'lean production'.</i>
lean production	Noun	/ˌliːn prəˈdʌkf(ə)n/	produzione snella		
licence (BrE), license (AmE)	Noun	/ˈlaɪs(ə)ns/	licenza/autorizzazione	an official document that shows that permission has been given	<i>They have a licence to publish the books in other countries.</i>
order (request)	Noun	/ˈɔː(r)də(r)/	ordine	a request to make or supply goods	<i>We have received a lot of new orders for our products.</i>
output	Noun	/ˈaʊtˌpʊt/	produzione	the amount of something that a person, a machine or an organization produces	<i>They need to increase output from the factory.</i> <i>Overproduction happened when the company predicted high car sales but didn't manage to sell all the cars.</i> <i>The company's philosophy was revolutionary for the time.</i>
overproduction	Noun	/ˌəʊvə(r)prəˈdʌkf(ə)n/	sovrapproduzione	the act of producing more of something than is wanted or needed	
philosophy	Noun	/fɪˈlɒsəfi/	filosofia	a particular set or system of beliefs an industrial site where goods are manufactured or machines process one product into another	<i>I'm visiting the new plant on Monday morning.</i> <i>They bought the raw materials direct from the producers.</i> <i>A long response time was to be expected due to the slow movement of materials and goods around factories.</i>
plant (factory)	Noun	/plɑːnt/	impianto (stabilimento)	a basic material that is used to make a product	<i>We are very low on stock at the moment.</i>
raw materials	Noun	/ˈrɔː məˈtɪərɪəlz/	materie prime		<i>Storage costs are very high.</i> <i>At the time, it was the most successful car company in the world.</i>
response time	Noun	/ˈrɪˈspɒns ˌtaɪm/	tempo di risposta	the length of time that a person or system takes to react to something	
stock	Noun	/stɒk/	giacenza	a supply of goods that is available for sale in a shop	
storage cost	Noun	/ˈstɔːrɪdʒ kɒst/	costo di magazzinaggio	the amount of money charged to keep goods in a certain place	
successful	Adjective	/səkˈsesf(ə)l/	affermato	having become popular and/or made a lot of money	
under licence	Phrase	/ˌʌndə(r) ˈlaɪs(ə)ns/	dietro licenza	it is made or sold with the permission of the company that usually makes it	<i>An international company could manufacturer the products under licence.</i>
waste	Noun	/weɪst/	scarti	materials that are no longer needed and are thrown away	<i>The company wanted to increase production rates but keep waste low.</i>
<b>pp 78–79</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
additive	Noun	/ˈædətɪv/	additivo	a substance added to something in small quantities to improve or preserve it.	<i>The lid has a temperature-sensitive additive.</i>
anti-virus program	Noun	/ˌæntɪˈvaɪrəs ˌprəʊgræm/	programma antivirus	a computer program used to prevent, detect, and remove malware a pattern of lines that is printed on products and tells a computer information about the product, such as the price	<i>You should install anti-virus software on your computer.</i>
barcode	Noun	/ˈbɑːkəʊd/	codice a barre		<i>You need to scan the barcode.</i>
brainstorm	Verb	/ˈbreɪnˌstɔː(r)m//	brainstorming	a group discussion to produce ideas and ways of solving problems.	<i>Brainstorm ideas to prevent the problems.</i>
burn	Verb	/bɜː(r)n/	bruciare/ustionare	to be damaged or injured by heat	<i>You might burn yourself on that hot drink.</i>
catastrophe	Noun	/kəˈtæstrəfi/	catastrofe	an event that causes people suffering, or that makes difficulties	<i>The restructure was a catastrophe for the company.</i>
cause	Verb	/kɔːz/	causa	to make something happen a system that allows someone to watch on a television screen what is happening elsewhere	<i>The new system caused a few problems.</i>
closed circuit television (CCTV)	Noun	/ˌkləʊzd ˌsɜːkɪt ˈtelɪvɪʒ(ə)n/	telecamere a circuito chiuso (CCTV)		<i>They have installed CCTV cameras in the car park.</i>
conference phones	Noun	/ˈkɒnf(ə)rəns ˌfəʊnz/	telefoni per audioconferenza	a telephone which enables someone talks to several people at the same time.	<i>The new conference phones aren't working properly.</i>
crowded	Adjective	/ˈkraʊdɪd/	affollato	having a lot of people or too many people	<i>A friend of mine had a terrible experience when she tried to get off a crowded bus.</i>
detect	Verb	/dɪˈtekt/	rilevare	to discover or notice something	<i>We detected the problem last night.</i>
diesel	Noun	/ˈdiːz(ə)l/	diesel	a type of heavy oil used as a fuel instead of petrol	<i>Does your car run on petrol or diesel?</i>
disposable	Adjective	/dɪˈspəʊzəb(ə)l/	monouso	made to be thrown away after use	<i>She bought her coffee in a disposable cup.</i>
fit	Verb	/fɪt/	essere adatto a	to be the right shape and size for something	<i>The tube is designed so it only fits the right tank.</i>
heat up	Phrasal verb	/ˌhiːt ˈʌp/	riscaldarsi	to become hot or warm	<i>When the lid heats up, the additive changes colour.</i>
high-tech (also hi-tech)	Adjective	/ˌhaɪˈtek/	hi-tech	using the most modern methods and machines, especially electronic ones a talk that is given to a group of people to teach them about a particular subject, often as part of a university or college course a cover over a container that can be removed or opened by turning it or lifting it	<i>The company produces high-tech gadgets.</i>
lecture	Noun	/ˈlektʃə(r)/	lezione		<i>I attended the lecture last week.</i>
lid	Noun	/lɪd/	coperchio		<i>The lid changes colour according to the temperature of the drink.</i>
lift	Noun	/lɪft/	ascensore	a machine that carries people or goods up and down to different levels in a building	<i>The lift doors closed when I pressed the button.</i>
mechanism	Noun	/ˈmekəˌnɪz(ə)m//	meccanismo	a method or a system for achieving something	<i>It is a mechanism to prevent and detect defects.</i>
melt	Verb	/melt/	sciogliere/sciogliersi	to become or make something become liquid as a result of heating	<i>The snow is melting now.</i>
mistake	Noun	/mɪˈsteɪk/	errore	an action that is not correct	<i>Misakes happen in organisations for many reasons.</i>
narrow	Adjective	/ˈnærəʊ/	breve	measuring a short distance from one side to the other	<i>The path to the house is really narrow.</i>
outlet	Noun	/ˈaʊtˌlet/	negozio/punto vendita	a shop or place where a particular product is sold	<i>There are lots of drinks and fast-food outlets at the shopping centre.</i>
overtime	Noun	/ˈəʊvə(r)ˌtaɪm/	straordinario	time that you spend working at your job after you have worked the normal hours	<i>He had to work a lot of overtime last month.</i>
petrol	Noun	/ˈpetrəl/	benzina	a liquid obtained from petroleum, used as fuel in car engines, etc to connect a piece of electrical equipment to the main supply of electricity or to another piece of electrical equipment	<i>How much was the petrol?</i>
plug in	Phrasal verb	/ˌplʌg ˈɪn/	collegare	a phrase that translates as ‘mistake-proofing’, referring to any mechanism in a process	<i>You need to plug in the printer.</i>
poka-yoke	Phrase	/pɒkəˌjəʊke	poka-yoke	that helps to avoid mistakes	<i>Poka-yoke mechanisms can prevent mistakes and problems.</i>
prevent	Verb	/prɪˈvent/	impedire	to stop something from happening	<i>Can you think of a way to prevent this problem?</i>
rope	Noun	/rəʊp/	corda	very strong thick string made by twisting thinner strings, wires, etc. together	<i>What about those big stones you see on a rope on gates in the countryside?</i>
smoke alarm	Noun	/ˈsməʊk əˌlɑː(r)m/	allarme antincendio	a device that makes a loud noise if smoke is in the air to warn you of a fire	<i>The smoke alarm will go off if you burn something in the kitchen.</i>
smoke detector	Noun	/ˈsməʊk dɪˌtektə(r)/	rilevatore di fumo	a device that automatically detects and gives a warning of the presence of smoke	<i>A smoke detector can inform the fire brigade if there is a fire.</i>
tank	Noun	/tæŋk/	serbatoio	a large container for holding liquid or gas	<i>The tube for diesel is too big to fit into your petrol tank.</i>

voicemail	Noun	/ˈvɔɪsmel/	segreteria telefonica	an electronic system which can store telephone messages, which can be listened to later	<i>She checks her voicemail every morning.</i>
<b>pp 80–81</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
bacteria (pl)	Noun	/bækˈtɪərɪəm/	batterio	the simplest forms of life that consist of a single cell. Some types of bacteria cause disease	<i>Some kind of bacteria has been found in one of the machines.</i>
ceramics	Noun	/səˈræmɪkz/	ceramica	objects made of clay that has been made permanently hard by heat	<i>He works for a company that makes ceramics.</i>
coal	Noun	/kəʊl/	carbone	a hard black mineral that is found below the ground and burnt to produce heat	<i>The price of coal has increased in recent years.</i>
compatible	Adjective	/kəmˈpætəb(ə)l/	compatibile	able to be used together	<i>I don't think the new machinery is compatible with the old system.</i>
deal with	Phrasal verb	/ˈdiːl wɪð/	occuparsi di	to take appropriate action in a particular situation	<i>We need to deal with this problem urgently.</i>
disagree	Verb	/ˌdɪsəˈɡriː/	essere in disaccordo	to have a different opinion than someone else	<i>She disagreed with the manager's approach.</i>
explain	Verb	/ɪkˈspleɪn/	spiegare	to tell somebody about something in a way that makes it easy to understand	<i>Can you explain the problem to me?</i>
frustrated	Adjective	/frʌˈstreɪtɪd/	frustrato	feeling annoyed and impatient because you cannot do or achieve what you want	<i>The staff are really frustrated because the computers keep crashing.</i>
fuel	Noun	/ˈfjuːəl/	carburante	any material that produces heat or power, usually when it is burnt	<i>They recently changed their fuel supplier.</i>
go off	Phrasal verb	/ˌɡəʊ ˈɒf/	spegnersi	stops working	<i>The electricity supply keeps going off.</i>
interrupt	Verb	/ˌɪntəˈrʌpt/	interrompere	to say or do something that makes somebody stop what they are saying or doing	<i>You shouldn't interrupt the speaker.</i>
kiln	Noun	/kɪln/	fornace	a large oven for baking clay and bricks, drying wood, etc.	<i>There's a problem in the kiln where the products are heated.</i>
log on / off	Phrasal verb	/ˌlɒɡ ˈɒn/ , ˌlɒɡ ˈɒf/	connettersi/disconnettersi	to connect to a computer system by putting in a particular username and password, or other information	<i>I can't log on to the computer system this morning. / Can you log off and restart your computer?</i>
satisfying	Adjective	/ˈsætɪsˌfaɪɪŋ/	soddisfacente	giving pleasure because it provides something you need or want	<i>It's really satisfying when we complete a project.</i>
standard	Noun	/ˈstændə(r)d/	standard	level of quality that is acceptable	<i>The finished products do not meet industry quality standards.</i>
vandal	Noun	/ˈvænd(ə)l/	vandalo	a person who deliberately destroys or damages public property	<i>The warehouse was broken into by vandals.</i>
<b>pp 82–83</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
departure time	Phrase	/dɪˈpɑː(r)tʃə(r) ˌtaɪm/	orario di partenza	the time at which a plane, bus, etc. is expected to leave	<i>Can you tell me the departure time of the flight to Rome?</i>
foreign exchange	Noun	/ˌfɔrɪn ɪksˈtʃeɪndʒ dɪˌpɑː(r)tment/	ufficio di cambio	the department for managing the purchase and sale of foreign currencies	<i>I need to change my money in the foreign exchange department</i>
department	Adjective	/ɪmˈpɔː(r)t(ə)nt/	importante	having a great effect on people or things; of great value	<i>I'm late for a very important meeting.</i>
in-flight service	Phrase	/ˌɪn flaɪt ˈsɜː(r)vɪs/	servizio a bordo	serivces provided during a flight including meals, snacks, beverages, duty-free shopping	<i>There's no in-flight service on that flight to Paris.</i>
reliable	Adjective	/rɪˈlaɪəb(ə)l/	affidabile	that can be trusted to do something well; that you can rely on	<i>Do they offer a reliable service?</i>
scenario	Noun	/səˈnɑːrɪəʊ/	scenario	a description of how things might happen in the future	<i>In a worst-case scenario, we'd have to reduce the price.</i>
shipping company	Noun	/ˌʃɪpɪŋ ˈkʌmp(ə)ni/	ditta di spedizioni	a company that transports goods	<i>My colleague recommended this shipping company.</i>
<b>Module 9</b>					
<b>pp 84–85</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
high-speed trains	Noun	/haɪˌspiːd ˈtreɪn/	treni ad alta velocità	a type of train that travels very fast	<i>High-speed trains will link all major cities.</i>
joint venture	Noun	/ˌdʒɔɪnt ˈventʃə(r)/	joint venture	a business project that is begun by two or more companies which remain separate organizations	<i>They set up a joint venture with a German tech company.</i>
low cost	Adjective	/ˌləʊˈkɒst/	low cost	below the usual cost; cheap	<i>Low-cost airlines won't be able to offer cheap flights because of high taxes on fuel.</i>
occupant	Noun	/ˈɒkjʊpənt/	passengero	a person who is in a vehicle, seat, etc. at a particular time	<i>Cars with only one occupant won't be allowed into city centres.</i>
prototype	Noun	/ˈprəʊtətaɪp/	prototipo	the first design of something from which other forms are copied or developed	<i>Some tech companies are making prototype driverless vehicles.</i>
replace	Verb	/rɪˈpleɪs/	sostituire	to change something that is old, damaged, etc. for a similar thing that is newer or better	<i>I don't think trams will replace buses in our city.</i>
run on (fuel)	Phrasal verb	/ˈrʌn ɒn/	essere alimentato a	it uses that power to work	<i>More and more cars now run on electricity.</i>
solar panel	Noun	/ˌsəʊlə(r) ˈpæn(ə)l/	pannello solare	a piece of equipment that uses sunlight and heat to produce hot water and electricity	<i>People can reduce their household bills by installing solar panels.</i>
tram	Noun	/træm/	tram	a vehicle powered by electricity, that runs on rails along the streets of a town and carries passengers	<i>You can get to the park by tram.</i>
<b>pp 86–87</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
assurance	Noun	/əˈʃʊərəns/ , ˌəˈʃɔːrəns/	garanzia	a statement that something will certainly be true or will certainly happen, particularly when there has been doubt about it	<i>We need to give them assurances that we will reach our targets.</i>
briefing	Noun	/ˈbriːfɪŋ/	briefing	a meeting in which people are given instructions or information	<i>You missed the staff briefing this morning.</i>
exchange rate	Noun	/ɪksˈtʃeɪndʒ ˌreɪt/	tasso di cambio	the value of one currency for the purpose of conversion to another	<i>The exchange rate is getting worse.</i>
PEST analysis / PESTLE analysis	Noun	/ˈpest əˌnæləˌsɪs/	analisi PEST	a tool used to examine how political, economic, social, technological, legal and environmental factors could affect a business	<i>The company did a PEST analysis to look at the external factors which will affect their future strategy decisions.</i>
research	Noun	/rɪˈsɜː(r)tʃ/ , ˈriːsɜː(r)tʃ/	ricerca	a careful study of a subject, in order to discover new facts or information about it	<i>We need to do further research.</i>
stabilise	Verb	/ˈsteɪbəlaɪz/	stabilizzare	to become or to make something become firm, steady and unlikely to change	<i>Demand in Europe has stabilised.</i>
start up	Phrasal verb	/ˈstɑː(r)t ˌʌp/	avviare	to bring a business into existence	<i>He left the company to start up his own business.</i>
viable option	Phrase	/ˌvaɪəb(ə)l ˈɒpj(ə)n/	opzione valida	something that you can choose that is capable of doing what is intended	<i>We suggest that starting up new operations in China is a viable option.</i>
<b>pp 88–89</b>	<b>POS</b>	<b>Pronunciation</b>	<b>Translation</b>	<b>Definition</b>	<b>Examples</b>
advise	Verb	/ədˈvaɪz/	consigliare	to tell somebody what you think they should do in a particular situation	<i>The authorities have advised people to stay indoors.</i>
although	Conjunction	/ɔːlˈðəʊ/	sebbene/nonostante	used for introducing a statement that makes the main statement in a sentence seem surprising	<i>Although he's really busy, he always has time for his staff.</i>
army	Noun	/ˈɑː(r)mi/	esercito	a large organized group of soldiers who are trained to fight on land	<i>The army is clearing the roads.</i>
assess	Verb	/əˈses/	valutare	to make a judgement about the nature or quality of somebody/something	<i>The damage is still being assessed.</i>
assessment	Noun	/əˈsesmənt/	valutazione	the act of judging or forming an opinion about somebody/something	<i>They'll need someone to help them with damage assessment.</i>
evacuate	Verb	/bi ɪˈvækjuːeɪtɪd/	essere evacuato	to leave a building or other place because it is not safe	<i>All the workers were evacuated due to the flood.</i>
blow over	Phrasal verb	/ˌbləʊ ˈəʊvə(r)/	travolgere	if something blows over the wind makes it fall	<i>A crane was blown over by the hurricane force winds.</i>



bring down	Phrasal verb	/ˌbrɪŋ ˈdaʊn/	far cadere	to make someone or something fall to the ground	Falling trees brought down power lines.
crane	Noun	/kreɪn/	gru	a tall machine with a long arm, used to lift and move heavy objects	A large crane lifted the containers off the ship.
crisis	Noun	/'kraɪsɪs/	crisi	a difficult, urgent, or dangerous situation	We need to handle the crisis quickly and effectiely.
crisis meeting	Noun	/'kraɪsɪs ˌmiːtɪŋ/	riunione di emergenza	a meeting to discuss problems that must be solved or discuss the important decisions that must be made	They had three crisis meetings on the same day.
cut off	Phrasal verb	/ˌkʌt ˈɒf/	isolare	to stop or interrupt the supply of something	They have no electricity or phones, so they're completely cut off.
damage	Noun	/'dæmɪdʒ/	danno	physical harm caused to something so that it is broken	Was there any damage to the machinery?
dead	Adjective	/ded/	morti/vittime	no longer alive	The dead include a crane operator whose crane was blown over.
disrupt	Verb	/dɪsˈrʌpt/	rendere impraticabile	to make it difficult for something to continue in the normal way	All road and rail links are severely disrupted.
dozen	Noun,				
draw up a plan	Determiner	/'dʌz(ə)n/	decina	a group of approximately twelve people or things	Dozens of people were left injured after the hurricane.
emergency team	Phrase	/ˌdrɔː ʌp ə ˈplʌn/	preparare un piano	to prepare a plan for something in writing	They drew up a plan following the meeting.
hurricane	Noun	/'ɪməː(r)dʒ(ə)nsɪ ˌtiːm/	squadra di pronto intervento	a group of people who prepare for and respond to any emergency incident	Emergency teams are working to restore telephone lines.
life-threatening	Noun	/'hʌrɪkən/, /'hʌrɪkeɪn/	uragano	a violent wind that has a circular movement	The country was hit by a hurricane.
rail link	Adjective	/'laɪf ˌθret(ə)nɪŋ/	potenzialmente letale	that is likely to kill somebody	She had a life-threatening disease.
restore	Noun	/'reɪl ˌlɪŋk/	tratta ferroviaria	a railway service joining two transport centres	The city has good rail links with the rest of the country.
storm	Verb	/'rɪˈstɔː(r)/	ripristinare	to bring back a situation that existed before	The phone lines should be restored soon.
	Noun	/ˈstɔː(r)m/	tempesta	very bad weather with strong winds and rain, and often thunder and lightning	The tropical storm caused a lot of damage.
subcontractor	Noun	/ˌsʌbkənˈtræktə(r)/	subappaltatore	a person or company that does part of the work given to another person or company	I'm talking to the subcontractors about the project.
subsidiary	Noun	/ˌsəbˈsɪdɪəri/	(società) controllata	connected with something but less important than it	The construction company owns a subsidiary in Poland.
sweep across	Phrase	/ˌswiːp ə ˈkrɒs/	investire	to move or spread quickly through an area	The hurricane swept across Poland yesterday.
trivial	Adjective	/'trɪvɪəl/	irrilevante/di poco conto	not important or serious; not worth considering	She shouldn't have been upset at something so trivial.
pp 90–91	POS	Pronunciation	Translation	Definition	Examples
allegation	Noun	/ˌæləˈɡeɪʃ(ə)n/	accusa	a public statement that is made without giving proof, accusing somebody of doing something that is wrong or illegal	There were allegations of financial malpractice.
board (meeting)	Noun	/bɔː(r)d/	consiglio	Formal meeting of the board of directors of an organization to discuss issues and major problems	When is the next board meeting?
chair	Verb	/'tʃeə(r)/	presiedere	to be in charge of a meeting or committee	Does he always chair the meetings?
chairperson	Noun	/'tʃeə(r),pɜː(r)s(ə)n/	presidente	the person who is in charge of a meeting or committee	She's the chairperson of the health and safety meetings.
collapse	Verb	/kəˈlæps/	crollare	to decrease suddenly in amount or value	Some people lost their jobs after share prices collapsed.
departmental meeting	Noun	/dɪːpɑː(r)t,ment(ə)l ˈmiːtɪŋ/	riunione di dipartimento	a meeting for members of a specific department in an organization to discuss issues relating to their department	The departmental meeting is on Wednesday.
fight back	Phrasal verb	/faɪt ˈbæk/	reagire	to resist strongly	The food industry will fight back after the recent crisis.
incident	Noun	/'ɪnsɪd(ə)nt/	incidente	something that happens, especially something unusual or unpleasant	They apologised after the food poisoning incident.
lamb chops	Noun	/læm ˈtʃɒps/	costine di agnello	small cuts of meat from a young sheep	I had lamb chops for my main course.
malpractice	Noun	/mælˈpræktɪs/	negligenza	careless, wrong or illegal behaviour while in a professional job	He accused the company of malpractice.
media	Noun	/'miːdiə/	mezzi di comunicazione	radio, television, newspapers, the Internet, and magazines, considered as a group	Decide who will be your point of contact between your crisis team and the media.
podcast	Noun	/'pɒd,kɑːst/	podcast	a multimedia file that can be downloaded or streamed from the Internet	I love listening to podcasts when I go to the gym.
poultry	Noun	/'pəʊltri/	pollame	chickens, ducks and geese, kept for their meat or eggs	There's a large poultry farm about ten miles away.
run a meeting	Phrase	/ˌrʌn ə ˈmiːtɪŋ/	presiedere una riunione	to be in charge of a meeting	Can you run the meeting for me tomorrow, please?
salmonella	Noun	/ˌsælməˈnelə/	salmonella	a type of bacteria that makes people sick if they eat infected food; an illness caused by this bacteria	The poultry industry lost a lot of money after the salmonella incident.
spill	Verb	/spɪl/	rovesciare/far cadere	to make a liquid flow over the edge of a container by accident	The waiter spilled the soup all over the table.
steak tartare	Noun	/ˌsteɪk ˈtɑː(r)ˈtɑː(r)/	tartare di manzo	a dish consisting of raw steak mixed with raw egg and onion	My client ordered steak tartare for his main course.
tasteless	Adjective	/'teɪs(t)ləs/	insipido	having little or no flavour	The food was completely tasteless.
pp 92–93	POS	Pronunciation	Translation	Definition	Examples
after-school care	Noun	/ɑːftə(r) ˌskuːl ˈkeə(r)/	doposcuola	a service providing childcare for children after they have finished school until their parents have finished work	Parents can be at home when their children finish school, instead of the children spending long hours in after-school care.
collateral	Noun	/kəˈlæt(ə)rəl/	garanzia	property or something valuable that you promise to give to somebody if you cannot pay back money that you borrow	The bank makes small loans without asking for collateral.
guarantee	Verb	/ˌɡærənˈtiː/	garantire	a firm promise that you will do something or that something will happen	Do they have to own property to guarantee a loan?
middle management	Noun	/ˌmɪd(ə)l ˈmænɪdʒmənt/	quadri intermedi	managers who are in charge of parts of an organization but have less authority than the most senior managers	Middle management have to change their management style.
take time off	Phrase	/teɪk ˈtaɪm ˈɒf/	chiedere un permesso	to spend some time away from your usual work or activity in order to rest or do something else instead	Employees are less likely to take time off if they can work flexibly.
telecommuting	Noun	/ˌtelɪkəˈmjuːtɪŋ/	telelavoro	the practice of working from home, communicating with your office and customers by telephone and email	Telecommuting is becoming more and more popular.
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pp 94–95	POS	Pronunciation	Translation	Definition	Examples
admit (allow in)	Verb	/ədˈmɪt/	far entrare	to allow somebody/something to enter a place	If you arrive late, you won't be admitted to the theatre.
boss	Noun	/bɒs/	capo	a person who is in charge of other people at work and tells them what to do	I've always had bosses who knew how to motivate people.
chamber of commerce	Noun	/ˌtʃeɪmbə(r) əv ˈkɒməː(r)s/	camera di commercio	a group of local business people who work together to help business and trade in a particular town	They are organising a conference with the chamber of commerce.
contribute	Verb	/kənˈtrɪbjʊːt/, /ˈkɒntrɪbjʊːt/	contribuire	to help, improve or add to something	Motivated employees contribute more to the company.
dynamic	Adjective	/daɪˈnæmɪk/	attivo/movimentato	very lively and enthusiastic, with a lot of energy and determination	The trainer who led the session was really dynamic.
expertise	Noun	/ˌekspə(r)ˈtiːz/	esperienza	special skill or knowledge that you get from experience, training, or study	All the trainers have extensive expertise.

flexibility	Noun	/ˌfleksəˈbɪləti/	flessibilità	the ability to change to suit new conditions or situations	<i>This online course gives me a lot of flexibility.</i>
lecture theatre	Noun	/ˈlektʃə(r) ˌθɪətə(r)/	auditorium	a large room with rows of seats where students sit to listen to lectures	<i>The lecture theatre isn't big enough for all the employees.</i>
mind gymnastics	Phrase	/ˈmaɪnd dʒɪmˌnastɪks/	ginnastica mentale	difficult and complex logical thought processes performed to improve brain functionality	<i>and innovation.</i>
motivate	Verb	/ˈməʊtɪveɪt/	motivare	to make somebody want to do something	<i>My boss really motivates me to progress in my career.</i>
portfolio	Noun	/pɔː(r)tˈfəʊliəʊ/	portafoglio/gamma	the range of products or services offered by a particular company or organization	<i>We have a wide range of courses in our portfolio.</i>
prioritise	Verb	/praɪˈɒrɪtaɪz/	assegnare priorità	to put tasks in order of importance, so that you can deal with the most important first	<i>I need to prioritise better at work.</i>
profitability	Noun	/ˌprɒfɪtəˈbɪləti/	redditività	the degree to which something is profitable	<i>Our profitability increased by five per cent last year.</i>
programme	Noun	/ˈprəʊgræm/	programma	a course of study	<i>There are some time managament courses on our new training programme.</i>
promote	Verb	/prəˈməʊt/	promuovere	to move somebody to a higher rank or more senior job	<i>He was promoted last month.</i>
really (very much)	Adverb	/ˈrɪəli/	veramente	used to emphasize something you are saying or an opinion you are giving	<i>The course I attended was really useful.</i>
screen	Noun	/skriːn/	schermo	the flat surface at the front of a television, computer, or other electronic device, on which you see pictures or information	<i>There isn't a TV screen in the room.</i>
seminar	Noun	/ˈsemɪˌnɑː(r)/	seminario	a class at a university or college when a small group of students and a teacher discuss or study a particular topic	<i>What kind of seminars do they offer?</i>
workplace	Noun	/ˈwɜː(r)kˌpleɪs/	luogo di lavoro	the office, factory, etc. where people work	<i>It's important to have professional development in the workplace.</i>
pp 96–97	POS	Pronunciation	Translation	Definition	Examples
ambitious	Adjective	/æmˈbɪʃəs/	ambizioso	determined to be successful	<i>She's a really ambitious person.</i>
authoritative	Adjective	/ɔːˈθɒrɪtətɪv/	autorevole	showing that you expect people to obey and respect you	<i>You need to be authoritative if you want to lead people.</i>
be focused	Phrase	/ˌbiː ˈfəʊkəst/	essere concentrato	directing a great deal of attention, interest, or activity towards a particular aim.	<i>I've been really focused at work this year.</i>
careful	Adjective	/ˈkeə(r)f(ə)l/	attento	giving attention or thought to what you are doing so that you avoid doing something wrong	<i>He's a very careful worker.</i>
charismatic	Adjective	/ˌkærɪzˈmætɪk/	carismatico	a charismatic person has a strong personal quality that makes other people like them and be attracted to them	<i>The trainer was very charismatic.</i>
communicate	Verb	/kəˈmjuːnɪkeɪt/	comunicare	to express thoughts, feelings, or information to another person	<i>She communicates very well with all her colleagues.</i>
conclusion	Noun	/kənˈkluːz(ə)n/	conclusione	something that you decide is true after thinking about it carefully and looking at all the evidence	<i>I need to write a report on the conclusions of the meeting.</i>
confident	Adjective	/ˈkɒnfɪd(ə)nt/	sicuro	certain that something will happen or be successful	<i>I'm confident we can meet our sales targets.</i>
count on sb	Phrasal verb	/ˈkaʊnt ɒn ˌsʌmbədi/	contare su qualcuno	to depend on someone to do what you want	<i>People count on me for ideas.</i>
creative	Adjective	/kriˈeɪtɪv/	creativo	involving the use of skill and the imagination to produce something new or a work of art	<i>I encourage people to be creative individuals.</i>
decisive	Adjective	/dɪˈsaɪsɪv/	risoluto	able to decide something quickly and with confidence	<i>I had to be decisive and make the final decision.</i>
encourage	Verb	/ɪnˈkʌrɪdʒ/	incoraggiare/spronare	to give somebody support, courage or hope	<i>She encouraged me to apply for the job.</i>
feedback	Noun	/ˈfiːdbæk/	feedback	advice or criticism about how good or useful something or somebody's work is	<i>I give praise and positive feedback to others.</i>
leadership	Noun	/ˈliːdə(r)ʃɪp/	leadership	the state or position of being a leader	<i>Do you have leadership potential?</i>
organised	Adjective	/ˈɔː(r)ɡənaɪzd/	organizzato	to plan your work and activities in an efficient way	<i>My new colleague is really organised.</i>
motivational	Adjective	/ˌməʊtɪˈveɪʃ(ə)n(ə)l/	motivazionale	making somebody want to do something, especially something that involves hard work and effort	<i>She gives motivational talks around the world.</i>
patient	Adjective	/ˈpeɪʃ(ə)nt/	paziente	able to wait for a long time or accept difficulties without becoming angry or annoyed	<i>I always thought it was important to listen and be patient.</i>
perhaps	Adverb	/pə(r)ˈhæps/	forse/magari	possibly; used when you are making a suggestion, polite request or offer	<i>I can take a message or perhaps I can help you?</i>
praise	Noun	/preɪz/	lode	words that show approval of or admiration for somebody/something	<i>My new boss gives me praise when I do a job well.</i>
resolve	Verb	/rɪˈzɒlv/	risolvere	to find an acceptable solution to a problem or difficulty	<i>I like to resolve disagreements between people.</i>
responsibility	Noun	/rɪˌspɒnsəˈbɪləti/	responsabilità	the state or job of being in charge of someone or something and of making sure that what they do or what happens to them is right or satisfactory	<i>He likes taking responsibility for decisions.</i>
summarise	Verb	/ˈsʌməraɪz/	riassumere	to provide a short account of the most important facts or features of something	<i>Can you summarise your conclusions?</i>
pp 98–99	POS	Pronunciation	Translation	Definition	Examples
actually	Adverb	/ˈæktʃʊəli/	in realtà	used for emphasizing what is really true or what really happened	<i>Actually, the dates are 2nd and 3rd of June.</i>
assist	Verb	/əˈsɪst/	promuovere	to help	<i>The development agency promotes and assists business initiatives.</i>
associate	Adjective	/əˈsəʊsiət/	collegato	connected with an organization	<i>The event is being promoted on our associate websites.</i>
cancel	Verb	/ˈkæns(ə)l/	annullare/cancellare	to say that you no longer want to continue with an agreement	<i>I've cancelled the room booking for next week.</i>
commercial	Adjective	/kəˈmɜː(r)ʃ(ə)l/	commerciale	relating to business	<i>You've been quoted the commercial rates.</i>
conference	Noun	/ˈkɒnf(ə)rəns/	conferenza	a large meeting, often lasting a few days, where people who are interested in a particular subject come together to discuss ideas	<i>I'll see you at the conference next week.</i>
conference pack	Noun	/ˈkɒnf(ə)rəns ˌpæk/	pacchetto conferenza	Conference documentation and materials contained within a bag or folder given to delegates at the start of a conference	<i>How did you calculate the cost of the conference pack?</i>
culture	Noun	/ˈkʌltʃə(r)/	cultura	a set of ideas and ways of behaving of a particular organization or group of people	<i>They have a really positive company culture.</i>
drop out	Phrasal verb	/drɒp ˈaʊt/	abbandonare	to leave something such as an activity, school, or competition before you	<i>Our original speaker has dropped out.</i>
enrolment	Noun	/ɪnˈrəʊlmənt/	iscrizione	have finished what you intended to do	<i>We're doing online enrolment via the website.</i>
enterprise	Noun	/ˈentə(r)ˌpraɪz/	impresa	the process of officially joining a course, conference etc.	<i>The conference aims to encourage enterprise in the region.</i>
entrepreneurial	Adjective	/ˌɒntreɪprəˈnɜː(r)ɪəl/	imprenditoriale	a business or company	<i>She put her entrepreneurial skills to good use and started a new company.</i>



expansion	Noun	/ɪkˈspænf(ə)n/	espansione	the process of making a business grow by including more people, selling more products, etc.	The organisation promotes expansion and growth.
finalise	Verb	/'faɪnəlaɪz/	completare	to make the final decisions or arrangements concerning something	There are only a few more things to be finalised ahead of the conference.
foster (encourage)	Verb	/'fɒstə(r)/	promuovere	to help something to develop over a period of time	He fosters an entrepreneurial culture in the workplace.
front	Noun	/frʌnt/	davanti	the part of something that is furthest forward	He always leads from the front.
get in touch	Phrase	/get ɪn 'tʌtʃ/	contattare	to communicate with somebody, especially by emailing them or phoning them	Do you want me to get in touch with them again?
growth	Noun	/grəʊθ/	crescita	an increase in the number, size, or importance of something	There has been a dramatic growth in sales this year.
initiative (new action)	Noun	/'ɪnɪʃətɪv/	iniziativa	a new plan for achieving a particular purpose	She specialises in new business initiatives.
keynote	Noun	/'kiː,nəʊt/	principale	the main idea. A keynote speaker is an important speaker who introduces a meeting or subject	The keynote speaker has been confirmed.
microphone	Noun	/'maɪkrə,fəʊn/	microfono	a piece of equipment for making someone’s voice louder when they are speaking	All of the rooms have got a computer, microphones and a sound system.
networking	Noun	/'net,wɜː(r)kɪŋ/	networking	the activity of meeting and talking to people who might be useful to you in your work	The theme of the conference is starting up and networking for small businesses.
outcome	Noun	/'aʊt,kʌm/	risultato	the final result of a process, meeting, activity etc	What was the outcome of your call with the conference centre?
participate in	Phrase	/pɑː(r)'tɪsɪpert ,ɪn/	partecipare a	to take part in something	You need to complete this enrolment form if you wish to participate in the event.
planner	Noun	/'plænə(r)/	organizzatore	someone who plans something	The conference planners need to reduce costs so they don't go over budget.
preferential	Adjective	/,prefə'renf(ə)l/	preferenziale	giving one person or group an advantage over others	The preferential rates are only three per cent up on last year’s.
priority	Noun	/praɪ'brɪti/	priorità	something important that must be done first or needs more attention than anything else	Our top priority is to find a new speaker.
push	Verb	/pʊʃ/	fare pressioni	to make something reach a particular level or standard	The Conference Centre fees have pushed us over budget.
quote	Noun, Verb	/kwəʊt/	preventivo	a statement telling a customer how much money you will charge them for a job, service or product; to tell a customer how much money you will charge them for a job, service or product	Could I check the quote you gave us?
slight	Adjective	/slaɪt/	piccolo	small in size	We have a slight problem with the keynote speaker.
sound system	Noun	/'saʊnd ,sɪstəm/	impianto audio	a set of electronic equipment used for playing recorded music or for making a speaker’s voice louder	We couldn't hear the speaker because the sound system wasn't working properly.
strategic planning	Noun	/strə'tiːdʒɪk 'plænɪŋ/	pianificazione strategica	the process of planning the activities of a business so that it competes well with other businesses and makes a profit	Strategic planning will help us decide which areas of the business to focus on.
strengthen	Verb	/'streŋθ(ə)n/	rafforzare	to make an organization, business, etc more powerful, successful, or effective	The latest marketing campaign helped to strengthen the brand image.
task	Noun	/tɑːsk/	compito/attività	something that you have to do	Shall we go through your tasks for the day?
the press	Noun	/ðə 'pres/	la stampa	news media collectively, especially newspapers	The event is also being promoted in the press.
venture	Noun	/'ventʃə(r)/	iniziativa	a new business or activity	We need to look at more profitable ventures.
wonder (question)	Verb	/'wʌndə(r)/	chiedersi	to think about something because you want to know more facts or details about it	I wonder if we really need a speaker at this event?
workshop	Noun	/'wɜː(r)k,ʃɒp/	workshop	an occasion when a group of people meet to learn about a particular subject by taking part in discussions or activities	The workshop is on public speaking.
worry	Verb	/'wʌri/	preoccuparsi	to feel nervous and upset because you keep thinking about a problem that you have or could have in the future	Don't worry – I'll phone the organisers tomorrow morning.
pp 100–101	POS	Pronunciation	Translation	Definition	Examples
accept	Verb	/əkˈsept/	accettare	to say yes to an invitation or offer	All the speakers have accepted their invitations.
admire	Verb	/ədˈmaɪə(r)/	ammirare	to look at something and think that it is attractive or impressive	I was admiring the view of the river.
borrow	Verb	/'bɒrəʊ/	prendere in prestito	something someone gives to you and you agree to give it back	Would you like to borrow an umbrella?
casual	Adjective	/'kæʒuəl/	informale	not formal	Her company allows casual clothes every Friday.
decline	Verb	/dɪˈklaɪn/	declinare	to say politely that you will not accept something or do something	Unfortunately, he's declined our invitation.
dress code	Noun	/'dres ,kəʊd/	dress code	a set of rules about what you should wear in a particular place or at a particular event	What's the dress code at your office?
fish	Noun	/fɪʃ/	pesce	a creature that lives in water and swims	Would you prefer meat or fish?
habit	Noun	/'hæbɪt/	abitudine	something that you do often or regularly, often without thinking about it	Where I come from, we have a habit of arriving a little early.
in-company	Adjective	/,ɪn 'kʌmp(ə)ni/	interno	occurring or existing within a company.	He's written an article for the in-company magazine.
politics	Noun	/'pɒlətɪks/	politica	the ideas and activities involved in getting power in a country or over a particular area of the world	He loves talking about politics.
productive	Adjective	/prəˈdʌktɪv/	produttivo	working hard and producing or achieving a lot	It's been a really productive day.
punctuality	Noun	/,pʌŋktɪfʊ'æləti/	puntualità	the fact of happening at the correct time	His punctuality hasn't been very good this week.
recommend	Verb	/,rekə'mend/	consigliare	to tell somebody that something is good	I can recommend a nice restaurant near your office.
set off	Phrasal verb	/,set 'ɒf/	partire	to start a journey, or to start going in a particular direction	Shall we set off?
small talk	Noun	/'smɔːl ,tɔːk/	chiacchiere	informal conversation about things that are not important	All the guests were making small talk at the reception.
smart-casual	Adjective	/,smaː(r)t 'kæʒuəl/	informale elegante	a style of dressing in which people wear clothes that are neat but not formal	Smart-casual clothes are acceptable in our office.
suit (set of clothes)	Noun	/suːt/	completo	a set of clothes made of the same cloth, including a jacket and trousers/pants or a skirt	My boss wears a suit to work every day.
taboo	Adjective	/tə'buː/	tabù	considered so offensive or embarrassing that people must not mention it	Those topics are usually taboo in the workplace.
thoroughly	Adverb	/'θʌrəli/	accuratamente	completely; very much	I thoroughly enjoyed your talk at the conference.
tie (clothing)	Noun	/taɪ/	cravatta	a long narrow piece of cloth worn around the neck with a knot in front	None of the men wear ties in my office.
umbrella	Noun	/ʌm'brelə/	ombrello	an object that you hold over your head when it is raining	I left my umbrella at the restaurant.
vegetarian	Noun, Adjective	/,vedʒə'teəriən/	vegetariano	a diet which includes not eating meat or fish	I'm a vegetarian. / Can I look at the vegetarian menu, please?

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acknowledge	Verb	/ək'nɒlɪdʒ/	confermare la ricezione	to tell somebody that you have received something that they sent to you	<i>Can you send him an email acknowledging his letter?</i>
alternative	Noun	/ɔ:l'tɜ:(r)nətɪv/	alternativa	something that you can choose instead of something else	<i>Can I offer you an alternative item instead of a refund?</i>
approximately	Adverb	/ə'prɒksɪmətli/	all'incirca	used for showing that an amount, number, etc. is not exact	<i>There will be approximately 30 people attending.</i>
catering	Noun	/'keɪtərɪŋ/	catering	the job of organizing the food and drinks for an event such as a party or meeting	<i>She works for a large catering company.</i>
clear	Adjective	/klɪə(r)/	chiaro	obvious and impossible to doubt	<i>She was very clear about the result she wanted.</i>
faulty	Adjective	/'fɔ:lti/	difettoso	not working correctly or made correctly	<i>The mobile phone I bought is faulty.</i>
quotation	Noun	/kwəʊ'teɪʃ(ə)n/	preventivo	a statement of how much money a particular piece of work will cost	<i>Email us for a quotation.</i>
refer to	Phrasal verb	/rɪ'fɜ:(r)/	fare riferimento	to mention or speak about something	<i>He referred to his latest book during his talk.</i>
repair	Verb	/rɪ'peə(r)/	riparare	to fix something that is broken or damaged	<i>They couldn't repair the faulty TV.</i>
replacement	Noun	/rɪ'pleɪsmənt/	sostituzione	a thing that replaces something, especially because the original is old, broken, etc.	<i>They offered me a replacement phone instead of a refund.</i>
sequence	Noun	/'si:kwəns/	sequenza	the order that actions, etc. happen in or should happen in	<i>Follow the sequence in the instructions.</i>

Module 11	POS	Pronunciation	Translation	Definition	Examples
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assembly point	Noun	/ə'sembli ˌpɔɪnt/	punto di raccolta	a location designated as the place for a group to meet or for people to gather in an emergency.	<i>This is the main assembly point, where you should come if there is an emergency.</i>
bend one's knees	Phrase	/ˌbend wʌnz 'ni:z/	inginocchiarsi	to lower your body by bending the joint in the middle of your leg	<i>Make sure you bend your knees when you lift something heavy.</i>
by mistake	Phrase	/baɪ mɪ'steɪk/	per errore	accidentally	<i>I deleted your email by mistake.</i>
canteen	Noun	/kæn'ti:n/	mensa	a place where food and drink are served in a factory, a school, etc.	<i>Our staff canteen is just down here.</i>
cement factory	Noun	/sə'ment ˌfæktəri/	cementificio	a type of factory that produces cement and other cement related products	<i>They took the new employees on a tour of the cement factory.</i>
clock in	Phrasal verb	/ˌklɒk 'ɪn/	timbrare il cartellino	to record the time at which you arrive at work	<i>Do we have to clock in?</i>
fire alarm	Noun	/'faɪə(r) əˌlɑ:(r)m/	allarme antincendio	a bell or other device that gives people warning of a fire in a building	<i>If you here the fire alarm, you should leave the building immediately.</i>
fire drill	Noun	/'faɪə(r) ˌdrɪl/	esercitazione antincendio	a practice of what people must do in order to escape safely from a fire in a building	<i>We have a fire drill every month.</i>
fire exit	Noun	/'faɪə(r) ˌeksɪt/	uscita di emergenza	a designated way out of a building or passenger vehicle in the event of a fire occurring	<i>The fire exit is on the left.</i>
fire extinguisher	Noun	/'faɪə(r) ɪkˌstɪŋɡwɪʃə(r)/	estintore	a metal container with water or chemicals inside for putting out small fires	<i>There are fire extinguishers on the walls.</i>
get the sack	Phrase	/get ðə 'sæk/	essere licenziato	to be told that you must leave your job	<i>I'll get the sack if I fall asleep at work again.</i>
hard hat	Noun	/'hɑ:(r)d ˌhæt/	casco	a hat that workers on building sites wear to protect their heads	<i>You must always wear a hard hat when you are moving around the plant.</i>
hazard	Noun	/'hæzə(r)d/	pericolo	a thing that can be dangerous or cause damage	<i>The main hazard here is the machinery.</i>
health and safety	Noun	/ˌhelθ ən(d) 'seɪftɪ/	salute e sicurezza	regulations and procedures intended to prevent accident or injury in workplaces or public environments	<i>I'm responsible for health and safety at the plant.</i>
high-heel shoes	Noun	/haɪ ˌhi:l 'ʃu:z/	scarpe con tacco	shoes that have very high heels	<i>She never wears high-heel shoes to work.</i>
invoice	Noun	/'ɪnvɔɪs/	fattura	a list of goods that have been bought, or work that has been done, and what you must pay	<i>Can you submit your invoice by the end of the month?</i>
laboratory	Noun	/lə'bɒrəˌt(ə)ri/	laboratorio	a room or building used for scientific research, experiments, testing, etc.	<i>We have to wear white coats in the laboratory.</i>
minor injuries	Noun	/ˌmaɪnə(r) 'ɪndʒəɪz/	lesioni lievi	less serious injuries that do not require immediate emergency treatment	<i>We have a first-aid kit to deal with any minor injuries.</i>
obstacle	Noun	/'ɒbstəˌk(ə)l/	ostacolo	an object that is in your way and that makes it difficult for you to move forward	<i>We must keep the entrance and exit clear of any obstacles.</i>
procedure	Noun	/prə'si:dʒə(r)/	procedura	a way of doing something, especially the usual or correct way	<i>In the case of an emergency, you must follow our health and safety procedures.</i>
protective mask	Noun	/prəˌtektɪv 'mɑ:sk/	maschera protettiva	a protective ensemble designed to protect the wearer's face and eyes	<i>The machine operators all wear protective masks and goggles.</i>
safety officer	Noun	/'seɪftɪ ˌɒfɪsə(r)/	responsabile della sicurezza	a person responsible for ensuring safety regulations are adhered to	<i>The safety officer showed us around the warehouse.</i>
sign in / out	Phrasal verb	/ˌsaɪn 'ɪn/ , /ˌsaɪn 'aʊt/	firmare in ingresso/in uscita	to record your name when you arrive at / leave an office, etc.	<i>All visitors need to sign in at Reception.</i>
toothache	Noun	/'tu:θeɪk/	mal di denti	a pain in one or more of your teeth	<i>I had terrible toothache yesterday.</i>
waste material	Noun	/ˌweɪst mə'tɪəriəl/	materiale di scarto	unwanted or unusable materials	<i>You must put all waste materials into the bins.</i>
wear protective clothing	Phrase	/weə(r) prəˌtektɪv 'kləʊðɪŋ/	indossare indumenti protettivi	to wear the clothing that will protect you from injury while visiting a potentially dangerous place	<i>He has to wear protective clothing when he's working in the factory.</i>
pp 106–107	POS	Pronunciation	Translation	Definition	Examples
baby grand piano	Noun	/ˌbeɪbi grænd pi'ænəʊ/	pianoforte a mezza coda	a smaller verison of a grand piano	<i>Employees can use the baby grand piano in the office.</i>
be hospitalised	Phrase	/bi: 'hɒspɪt(ə)laɪzd/	essere ricoverato	to send somebody to a hospital for treatment	<i>Thousands of office works are hospitalised every year with DVT.</i>
clot	Noun	/klɒt/	coagulo	a lump that is formed when blood becomes thicker or dries	<i>DVT is a lump, or clot, in the blood.</i>
do some exercise	Phrase	/ˌdu: sʌm 'eksə(r)saɪz/	fare attività fisica	do an activity requiring physical effort, carried out to sustain or improve health and fitness	<i>You should do some exercise to help you lose weight.</i>
DVT (deep vein thrombosis)	Noun	/ˌdi: vi: 'ti: /	trombosi venosa profonda (TVP)	a serious condition caused by a blood clot forming in a vein	<i>DVT is not a new medical problem, but it is increasing.</i>
hallways	Noun	/'hɔ:lweɪz/	corridoi	long narrow passages inside a building with doors along them leading to rooms	<i>The hallways are full of exercise balls and bicycles.</i>
lava	Noun	/'lɑ:və/	lava	rock in the form of hot liquid	<i>The entrance lobby is deocrated with lava lamps and old computers.</i>
locker room	Noun	/'lɒkə ˌru:m/	spogliatoio	a room in a swimming pool, factory, or gym where there are lockers and you can store your belongings and get changed	<i>All the locker rooms have showers and hair dryers.</i>
lump	Noun	/lʌmp/	grumo	a piece of something hard or solid with no particular shape	<i>DVT occurs when a person's blood forms a lump.</i>
on offer	Phrase	/ˌɒn ˈɒfə/	disponibile	something that can be bought, used, etc.	<i>There are dozens of different drinks on offer.</i>
pool table	Noun	/'pu:l ˌteɪb(ə)l/	tavolo da biliardo	a table on which the game pool is played	<i>Employees also have the use of a pool table.</i>
recreational amenities	Noun	/rekri,eɪʃ(ə)n(ə)l ə'mi:nɪtɪz/	servizi ricreativi	areas where people can do activities for enjoyment	<i>Recreational amenities are found throughout the campus.</i>
reduce the risk	Phrase	/rɪˌdʒu:s ðə 'rɪsk/	ridurre il rischio	if you reduce a risk you lower the likelihood of something bad happening	<i>Moving around regularly during a flight is enough to reduce the risk of DVT.</i>



rowing machine	Noun	/ˈrəʊɪŋ məˌʃiːn/	vogatore	a piece of sports equipment which makes the same movements as somebody who is rowing a boat	She uses the rowing machine in the gym every morning.
throughout	Preposition	/θruːˈaʊt/	in tutto	in or into every part of something	Fresh fruit is available from farm shops throughout the country.
university campus	Noun	/juːnɪˌvɜː(r)səti ˈkæmpəs/	campus universitario	the land on which a college or university is situated	Approximately 2,000 students live on the university campus.
weights machine	Noun	/ˌweɪts məˈʃiːn/	macchina per i pesi	an exercise machine that uses weights	Have you tried the new weights machine in the gym?
wrist	Noun	/rɪst/	polso	the part of your body between your hand and your arm	My wrist hurts from using the computer all day.
yoga	Noun	/ˈjəʊgə/	yoga	a system of exercises for your body and for controlling your breathing, used by people who want to become fitter or to relax	My sister does yoga every day.
pp 108–109	POS	Pronunciation	Translation	Definition	Examples
accounts	Noun	/əˈkaʊnt/	contabilità	the part of an organization that keeps records of the money it receives and spends	They both work in the accounts department.
drop sth	Verb	/ˈdrɒp ˌsʌmθɪŋ/	far cadere	to let something fall without intending to	He dropped his cup of coffee.
fall off	Phrasal verb	/ˌfɔːl ˈɒf/	cadere da	to move quickly downwards from a higher location, usually by accident	I fell off a stepladder and hurt myself.
fall over	Phrasal verb	/ˌfɔːl ˈəʊvə(r)/	cadere	for something to fall so that its side is on the ground	Did you fall over in the office?
first aid	Noun	/ˌfɜːst ˈeɪd/	pronto soccorso	simple medical treatment that is given to somebody before a doctor comes or before the person can be taken to a hospital	My colleague gave me first aid.
injury	Noun	/ˈɪndʒəri/	lesione	harm done to a person’s or an animal’s body, for example in an accident	Did you have any injuries?
lose one's balance	Phrase	/ˌluːz wʌnz ˈbæləns/	perdere l'equilibrio	to fail to keep one's weight spread evenly and fall	I was trying to reach a file, and I lost my balance. We should buy those special stools to stand on when we can't reach things that are too high.
stool	Noun	/stuːl/	sgabello	a seat with legs but no arms or back	I wasn't looking where I was going and I tripped over my handbag.
trip over	Phrase	/ˈtrɪp ˌəʊvə ə ˈwaɪə(r)/	inciampare	catch one's foot on a wire and stumble or fall.	He twisted his ankle playing tennis.
twist one's ankle	Phrase	/ˌtwɪst wʌnz ˈæŋk(ə)l/	slogarsi la caviglia	to injure your ankle by bending it too much or in the wrong direction	
pp 110–111	POS	Pronunciation	Translation	Definition	Examples
theme park	Noun	/ˈθiːm ˌpɑː(r)k/	parco a tema	a large park with roller coasters and games where people go to enjoy themselves. All the entertainment is based on one subject	Shall we go to the theme park next weekend?
bruised	Adjective	/bruːzd/	contuso	injured so that you have discoloured (blue, brown or purple) marks on your skin, usually from falling or being hit	The girl fell off her bike and suffered a bruised arm.
choke	Verb	/tʃəʊk/	soffocare	to be unable to breathe because the passage to your lungs is blocked or you cannot get enough air	A boy was taken to hospital after he choked on his chewing gum.
dehydration	Noun	/ˌdiːhaɪˈdreɪʃ(ə)n/	disidratazione	the condition of having lost too much water from your body	We need to make sure we drink enough water so we don't suffer from dehydration.
go on rides	Phrase	/ˌgəʊ ɒn ˈraɪdz/	andare sulle giostre	to get on a large machine at a fairground or theme park that you ride on for fun	Do you like going on rides at the theme park?
heat exhaustion	Noun	/ˈhiːt ɪɡˌzɔːstʃ(ə)n/	colpo di calore	an illness that happens when you are very active in hot conditions and that makes you feel very weak and sick	In the heatwave, a lot of people were treated for heat exhaustion.
movable barrier	Noun	/ˌmuːvəb(ə)l ˈbæriə(r)/	barriera mobile	a bar or gate that stops people or vehicles from entering a place, that can be moved to allow entry	They have movable barriers at the entrance to the rides.
restriction	Noun	/rɪˈstrɪkʃ(ə)n/	limite	a rule that limits or controls something	There's a height restriction for some of the rides at the theme park.
safety inspection	Noun	/ˈseɪftɪ ɪnˌspekʃ(ə)n/	controllo di sicurezza	the formal process of checking for and identifying hazards in the workplace	The recent safety inspection went very well.
pp 112–113	POS	Pronunciation	Translation	Definition	Examples
listen for	Phrase	/ˈlɪs(ə)n ˌfɔː/	ascoltare	to pay attention to sounds in order to hear something specific	Listen for the words you have underlined.
solid waste	Noun	/ˌsɒlɪd ˈweɪst/	rifiuti solidi	solid or semisolid material that needs to be thrown away	Did the company reduce solid waste last year?
water consumption	Noun	/ˈwɔːtə(r) kənˌsʌmpʃ(ə)n/	consumo di acqua	the amount of water that is used	We could reduce our water consumption by changing some of our procedures.
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pp 114–115	POS	Pronunciation	Translation	Definition	Examples
approval	Noun	/əˈpruːv(ə)l/	approvazione	permission for something	My boss doesn't let me do anything without his approval.
aspect	Noun	/ˈæspekt/	aspetto	a particular part, feature, or quality of something	If you could change one aspect of your job, what would it be?
beach	Noun	/biːtʃ/	spiaggia	an area of sand or small stones beside the sea or a lake	If I could go on holiday in June, the beaches wouldn't be so full of noisy children.
current	Adjective	/ˈkʌrənt/	attuale	happening or existing now	Do you enjoy your current job?
department	Noun	/dɪˈpɑː(r)tmənt/	reparto/ufficio	one of the sections in a organization that deals with one type of work	Which department does she work in?
expensive	Adjective	/ɪkˈspensɪv/	costoso	costing a lot of money	An interpreter will be very expensive.
imaginary	Adjective	/ɪˈmædʒɪnəri/	immaginario	not real but only created in your mind	Some children have imaginary friends when they are young.
interpreter	Noun	/ɪnˈtɜː(r)prɪtə(r)/	interprete	someone whose job is to translate what a speaker is saying in one language into another language so that someone else can understand it	We'll need an interpreter for the meeting.
lottery	Noun	/ˈlɒtəri/	lotteria	a game in which people buy numbered tickets. Numbers are then chosen, and the people who have those numbers on their tickets win money	If I won the lottery, I would travel the world.
noisy	Adjective	/ˈnɔɪzi/	rumoroso	making a lot of noise	My new neighbours are very noisy.
satisfaction	Noun	/ˌsætɪsˈfækʃ(ə)n/	soddisfazione	feeling pleased when you get something that you want; something that gives you this feeling	I'm interviewing people about job satisfaction.
sponsor	Noun	/ˈspɒnsə(r)/	sponsor	a sponsor is a person or organization that supports something or someone	You'll find it easier to get a work visa if you have a sponsor.
traffic	Noun	/ˈtræfɪk/	traffico	the vehicles that are travelling in an area at a particular time	I work flexitime, so I avoid the rush-hour traffic.
unlikely	Adjective	/ʌnˈlaɪkli/	improbabile	not likely to happen	It's unlikely that he'll get that job.
visa	Noun	/ˈviːzə/	visto	an official document or mark in your passport that allows you to enter or leave a country for a specific purpose or period of time	She needs a visa in order to work in the USA.
pp 116–117	POS	Pronunciation	Translation	Definition	Examples
adapt	Verb	/əˈdæpt/	adattarsi	to change your ideas or behaviour so that you can deal with a new situation	It didn't take me long to adapt to living in a new country.
benefit	Noun	/ˈbenɪfɪt/	vantaggio	an advantage you get from a situation	There are a number of benefits to relocating for work.
cruise ship	Noun	/ˈkruːz ʃɪp/	nave da crociera	a large comfortable ship used for cruises	He really wants to work on a cruise ship.

CV (curriculum vitae)	Noun	/ˌsiː ˈviː/	CV (curriculum vitae)	a written record of your education and the jobs you have done, that you send when you are applying for a job	<i>You need to send your CV to the HR manager.</i>
export contract	Noun	/ˈɛkspɔː(r)t ˌkɒntrakt/	contratto di esportazione	a contract between a supplier and an overseas buyer who sells product on the system of communication in speech and writing that is used by people of a particular country or area	<i>Their company has just won a large export contract.</i>
language	Noun	/ˈlæŋɡwɪdʒ/	lingua	a person who moves from one place to another, especially in order to find work	<i>How many languages can you speak?</i>
migrant	Adjective	/ˈmaɪɡrənt/	migrante	a company or organization that owns or controls a smaller company or organization of the same type	<i>There's a lot of advice for migrant workers online.</i>
parent company	Noun	/ˈpeərənt ˌkʌmp(ə)ni/	società madre		<i>The parent company's stock price has dropped.</i>
qualifications	Noun	/ˌkwɒlɪfɪˈkeɪʃ(ə)nz/	qualifiche	exams that you have passed or a course of study that you have successfully completed	<i>Make sure you include all your qualifications on your CV.</i>
recruitment	Noun	/rɪˈkruːtmənt/	assunzione/selezione	the process of finding people to join a company or for a particular job	<i>She used to work for a recruitment agency.</i>
register	Verb	/ˈredʒɪstə(r)/	registrarsi	to record your name on an official list	<i>I need to register with a new doctor when I move house.</i>
rumours	Noun	/ˈruːmə(r)z/	voci	unofficial information that may or may not be true	<i>The staff have heard rumours of an office move.</i>
somewhere	Adverb	/ˈsʌmweə(r)/	da qualche parte	used for referring to a place when you do not know or say exactly where	<i>I would love to live somewhere warm.</i>
vacancy	Noun	/ˈveɪkənsi/	posizione aperta	a job that is available for somebody to do	<i>All the job vacancies are on their website.</i>
pp 118–119	POS	Pronunciation	Translation	Definition	Examples
accompany	Verb	/əˈkʌmp(ə)ni/	corredare	to happen or appear with something else	<i>You need to write a covering letter to accompany your CV.</i>
accounts clerk	Noun	/əˈkaʊnts ˌklaː(r)k/	contabile	a person who works in the accounts department dealing with records and administrative tasks	<i>We are looking for an accounts clerk to join our busy team.</i>
advertisement	Noun	/ədˈvɜː(r)tɪsmənt/	annuncio	a notice, picture or film telling people about a product, job or service	<i>He has seen an advertisement for a job he likes.</i>
application form	Noun	/ˌæplɪˈkeɪʃ(ə)n ˌfɔːm/	modulo di domanda	a printed list of questions that you answer in order to try to get a job, borrow money, get a place at university etc	<i>I need to complete my application form today.</i>
attachment	Noun	/əˈtætʃmənt/	allegato	a document that you send to somebody using email	<i>I couldn't open the attachment you sent to me.</i>
attentive	Adjective	/əˈtentɪv/	attento	listening or watching carefully and with interest	<i>You must be attentive to customers' needs.</i>
co-ordinator	Noun	/kəʊˈɔː(r)dɪˌneɪtə(r)/	coordinatore	a person who organizes the different parts of an activity and the people involved in it so that it works well	<i>There's an advert for a PR co-ordinator.</i>
covering letter	Noun	/ˈkʌv(ə)rɪŋ ˌletə(r)/	cover letter	a letter containing extra information that you send with something	<i>Qualified candidates should send a covering letter and CV to the HR department.</i>
degree (qualification)	Noun	/dɪˈɡriː/	laurea	the qualification obtained by students who complete a university or college course	<i>She has got a law degree.</i>
dental	Adjective	/ˈdent(ə)/	dentale	relating to the care and treatment of teeth	<i>We offer medical and dental health care to all employees.</i>
desirable	Adjective	/dɪˈzaɪrəb(ə)l/	auspicabile	that you would like to have or do	<i>An additional foreign language would be desirable.</i>
editor	Noun	/ˈedɪtə(r)/	direttore di una rivista	a person who corrects or changes books before they are printed, or a person who is in charge of a newspaper or magazine	<i>She worked as an editor for ten years.</i>
enclosure	Noun	/ɪnˈkləʊʒə(r)/	allegato	something that is placed in an envelope with a letter	<i>Your covering letter should refer to any enclosures, such as your CV.</i>
excellent	Adjective	/ˈɛksələnt/	eccellente	used to show that you are very pleased about something	<i>She has excellent communication skills.</i>
exposure	Noun	/ɪkˈspəʊʒə(r)/	copertura	things that are written or said about something that make it well known	<i>The ideal candidate will plan PR strategies for maximum media exposure.</i>
generous	Adjective	/ˈdʒenərəs/	lauto	larger than usual	<i>We offer a generous salary and benefits package.</i>
health care	Noun	/ˈhelθ ˌkeə(r)/	servizi sanitari	the service of providing medical care	<i>Are there any health care benefits with this job?</i>
job-related skills	Phrase	/ˈdʒɒb rɪˌleɪtɪd ˌskɪlz/	competenze professionali	abilities or knowledge that allow a person to excel in a particular job	<i>You should include any job-related skills in your CV.</i>
maintain	Verb	/meɪnˈteɪn/	mantenere	to make something continue at the same level, standard, etc	<i>What things are important in maintaining a work-life balance?</i>
medical	Adjective	/ˈmedɪk(ə)l/	medico	relating to medicine and the treatment of injuries and diseases	<i>The company does a lot of medical research.</i>
newspaper	Noun	/ˈnjuːzˌpeɪpə(r)/	quotidiano	set of large printed sheets of paper containing news that are published every day	<i>I look for job adverts online now instead of in the newspaper.</i>
post (job / position)	Noun	/pəʊst/	ruolo	a job	<i>I'm writing to apply for the post of HR manager.</i>
PR co-ordinator	Noun	/ˌpiː ˈɑː(r) kəʊˌɔː(r)dɪneɪtə(r)/	coordinatore PR	a person whose job is to be responsible for developing and maintaining the public images of their clients or company	<i>They're advertising for a new PR co-ordinator.</i>
product launch	Noun	/ˈprɒdʌkt ˌɔːntʃ/	lancio di un prodotto	making a product available to the public for the first time; an event organised to advertise this	<i>Last week's product launch went really well.</i>
prospects	Noun	/ˈprɒspekt/	prospettive	the chances of being successful	<i>There are really good career prospects with this company.</i>
public relations	Noun	/ˌpʌblɪk rɪˈleɪʃ(ə)nz/	relazioni pubbliche	the business of giving the public information about a particular organization or person in order to create a good impression	<i>I'd love to work in public relations.</i>
qualities	Noun	/ˈkwɒlɪtɪz/	qualità	a thing that is part of a person's character, especially something good	<i>What personal qualities do you need for this job?</i>
salary	Noun	/ˈsæləri/	stipendio	money that employees receive for doing their job	<i>She's on a good salary here.</i>
self-motivated	Adjective	/ˌself ˈməʊtɪˌveɪtɪd/	motivato	capable of hard work and effort without the need for encouragement	<i>I am creative and self-motivated.</i>
well-organised	Adjective	/ˌwel ˈɔː(r)ɡənaɪzd/	organizzato	to plan your workload and activities in an very efficient way	<i>She's not very well-organised, is she?</i>
pp 120–121	POS	Pronunciation	Translation	Definition	Examples
determined	Adjective	/dɪˈtɜː(r)mɪnd/	determinato	to have made a firm decision to do it and you will not let anyone prevent you	<i>I'm determined to succeed in my new job.</i>
knowledgeable	Adjective	/ˈnɒlɪdʒəb(ə)l/	competente	knowing a lot about many different subjects or about one particular subject	<i>He's very knowledgeable about cars.</i>
weak	Adjective	/wiːk/	debole	not good at something	<i>What would you say were your weak points?</i>
well-qualified	Adjective	/ˌwel ˈkwɒlɪfaɪd/	particolarmente qualificato	having the necessary qualifications or experience for a particular job or task	<i>I'm well-qualified for this job.</i>
pp 122–123	POS	Pronunciation	Translation	Definition	Examples
global marketplace	Noun	/ˌɡləʊb(ə)l ˈmɑː(r)kɪtˌpleɪs/	mercato globale	all the customers or possible customers for a product or service in all areas of the world	<i>The business needs to succeed in a global marketplace.</i>
identity	Noun	/aɪˈdentɪti/	identità	considered together	<i>When I phoned the bank, I had to confirm my identity.</i>
integrate	Verb	/ˈɪntɪɡreɪt/	integrare	who somebody is	<i>We need employees who can integrate successfully into other cultures.</i>
legible	Adjective	/ˈledʒəb(ə)l/	leggibile	to become or make somebody become accepted as a member of a group	<i>His handwriting isn't very legible.</i>
				clear enough to read	



predict	Verb	/prɪˈdɪkt/	prevedere	to say what you think will happen in the future	<i>It's hard to predict the outcome.</i>
represent	Verb	/ˌreprɪˈzent/	rappresentare	to speak or act officially for another person, group, or organization	<i>The company wasn't very well represented at the conference.</i>
skilled	Adjective	/skɪld/	qualificato	having the ability and experience to do something well	<i>We employ skilled and qualified workers.</i>
uniqueness	Noun	/juːˈniːknəs/	eccezionalità	the fact of being the only one of its kind	<i>We need to respect others' uniqueness in our workforce.</i>