

Word List

Part 1 Photographs

assembly line a series of workers and machines in a factory that makes a certain item in steps

audience the people who are watching and/or listening to a speaker, movie, performance, etc.

blueprint a detailed drawing or photo that shows how something (such as a building) will be made

business card a small card with a person's name, job title, company name, and contact information

chart information in the form of a table, diagram, graph, etc.

check-in counter a desk at an airport or hotel where travelers check in (to report that they have arrived)

checkout the action of leaving your room in a hotel after your stay; the time by which you must leave your room in a hotel

conference room a room where meetings are held

container an object (such as a box, bin, or can) that can hold something

counter a long, flat surface that workers and customers stand on opposite sides of when doing business in a store, restaurant, etc.

decorations things added to something else, such as a room, to make it look more attractive

dock a long structure that is built out into water as a place to get on and off or to load and unload a boat

fence a structure like a wall built outdoors to separate two areas or to keep people or animals in or out

flower arrangement a group of flowers put together in an attractive way for display in a vase, etc.

food vendor a person who sells food, especially on the street

front desk the place at a hotel where guests check in and out and get information

kiosk a small store in a building or on the street; a small structure that provides information and services on a computer screen

kitchen appliances machines for use in the kitchen, such as refrigerators, toasters, microwave ovens, etc.

lamp a device that produces light

lobby a large open area inside and near the entrance of a public building such as a hotel or theater

menu a list of food and drink items available at a restaurant and their prices

on display put somewhere for people to see

platform a flat area next to railroad tracks where people can wait for a train or subway

railing a barrier made of rails supported by posts (such as on a stairway) that is designed for people to hold onto

receptionist a person whose job is to greet people and answer the phone at a business

shopping cart a small vehicle with wheels that people put items in while shopping, especially at a supermarket

sofa/couch a long piece of furniture on which people can sit or lie down

spectator a person who watches an event, show, game, etc., as part of the audience

stock the supply of goods available for sale in a store

waiter/waitress a person who serves food and drinks at a restaurant

warehouse a large building used for storing goods

to be stored to be put somewhere when not being used

to board a train to get onto a train

to clear away to remove (especially dishes, glasses, etc., from a table)

to descend to go down (stairs, in an elevator, etc.)

to fold to bend one part of something, such as an item of clothing, over another part

to gather to collect or bring together into a group

to gesture to make a movement with the body (especially the hands and arms) to show an idea or feeling

to give a presentation to show, describe, or explain something to a group of people

to have a meeting to come together for a particular purpose, usually to discuss something

to line up to form a queue; to form or wait in a line

to make a copy to make a version of something that looks the same or almost the same as the original (usually with a photocopier)

to mix ingredients in cooking, to combine two different things (such as flour and water) to make another thing

to mount/hang on a wall to put (a picture, painting, etc.) on a wall by the use of nails, screws, etc.

to mow to cut (grass)

to park to put (a vehicle) somewhere when it is not being used

to post to send by mail; to put up (a sign, notice, etc.) so that people can see it; to put something on the Internet for people to see

to register to put your name on an official list

to send a fax to send a document using a fax machine, a machine that sends and receives printed materials using telephone lines

to sign a contract to write your name on an official agreement to show that you accept the terms in it

to stack to put one thing on top of another; to pile

to stroll to walk in a relaxed way

to supervise to watch and direct an activity to make sure that it is done correctly

to take inventory to count and make a complete list of the supply of goods in a place

to take a message to write down information from someone, especially over the phone, to give to another person

to take notes to write things down during a lecture, meeting, etc., in order to remember them

to try on to put on clothes, shoes, etc., usually in a store, to see how they look before buying

to water flowers to pour or sprinkle water on the soil in which flowers grow

to wipe to clean or dry (something) by using a cloth or towel, your hand, etc.

receipt a piece of paper listing the things that you have bought and the amount paid

refund the act of giving back money that was paid for something, such as a product that is returned

request the act of formally or politely asking for something

résumé a statement of a person's education, skills, work history, etc., often submitted to possible employers

reservation the act of booking (a hotel room, flight, etc.) in advance

requirement something that is needed or must be done

technical support help provided by professional experts with the use of computers or other technology

to be canceled to not take place because someone decided to stop doing or planning it

to be delayed to be late; to be behind schedule

to be scheduled to have something planned to be done at a particular time

to book a room to make arrangements to have a hotel room to stay in on a particular night or nights

to check in/out to inform the front desk at a hotel that you have arrived in order to be able to enter your room, or that you are leaving the hotel

to hire to agree to accept someone as an employee

to interview to ask someone (such as a job applicant) questions in order to learn about him or her

to make a presentation to show, describe, or explain something to a group of people

to make a reservation to book a seat, a restaurant table, a hotel room, etc., in advance

to manage to have control of a business, department, etc.

to notify to tell (someone) officially about something

to operate to function in a proper way; to use and control a piece of equipment

to pick up to go somewhere to get and bring back (someone or something)

to purchase to buy

to recommend to say that (someone or something) is good and deserves to be chosen

to register to put your name on an official list

to replace to be used instead of something else; to put someone new in the place or position of someone else

to set up to make something (such as a machine or computer program) ready to be used; to arrange

to stop by to make a brief visit

to submit to give (a document, proposal, etc.) to someone so that it can be considered or approved

to take time to use up time, especially a lot of time

Part 3 Short Conversations

address the words and numbers that are used to describe the location of a building

aisle a narrow and long passage that people can walk through, such as between sections of seats

applicant a person who is applying for a job, to a university, etc.

available present and ready for use

complaint a statement that you are unhappy with something

confirmation e-mail an e-mail sent to say that something is definitely true or is going to happen, such as future plans

experience the length of time you have spent doing something, such as a particular job; the skills or knowledge that you get by doing something

flight a trip on an airplane

ID (card) card that has your name and other information about you and that often includes a photo

in stock present and available for sale at a store

lease an agreement between the renter of a property and its owner

luggage bags and suitcases used to carry your belongings when traveling

manager a person in charge of a business, department, etc.

meeting a gathering of two or more people for a specific purpose, usually to discuss something

qualified having enough experience, education, skills, etc., for a particular job

advisor someone whose job is to give opinions or suggestions to others about what should be done

announcement a written or spoken statement telling people about something

appointment an agreement to meet someone at a particular time

author the writer of a book, article, etc.; a person who writes for a living

award something (such as a prize) given to someone for being excellent

banquet a formal dinner for many people, usually to celebrate something

bestseller a popular product (such as a book) that many people have bought

complimentary given for free

construction the process of building something, such as a house or a road

demonstration the act of showing someone how something is used or done

detour the act of going along a way that is different from the usual way

discount an amount taken off a regular price; a price reduction

emergency an unexpected and often dangerous situation that needs immediate action

event something important that happens; a planned occasion or activity

exhibit an object or group of objects that are put in a public space for people to look at

expense the amount of money needed to pay for or buy something; something on which money is spent

expert someone with special skill or knowledge relating to a particular subject

facility something (such as a building or a large piece of equipment) that is built for a specific purpose

factory a building or group of buildings where products are made

favorable showing approval or tending to help

feedback helpful information or criticism given to someone to say what can be done to improve something

free (of charge) at no cost

inclement weather bad or harsh weather

increase a rise; the amount by which something (such as a price) rises

interest the money paid by a borrower for the use of borrowed money

offer an opportunity to buy something at a special price or to get something for free

participant a person who is involved in an activity or event

passenger a person traveling on a train, bus, plane, etc.

profit money made in a business after all the costs and expenses are paid

promotion something that is done to make people aware of a product and increase its sales or popularity

promotional offer an offer used to make people aware of a product or increase its sales or popularity

prototype an original first model of something from which other forms are copied or developed

question-and-answer an activity in which audience members may ask questions of a speaker

reimbursement payment made to someone of an amount of money equal to the amount that the person has spent

reminder something that causes you to remember or to think about something

renovations changes and repairs to an old building, room, etc., so that it is in good condition again

report an official document giving information on a particular subject

representative someone who speaks or acts for or in support of another person, a group, or a company

results information that you get from a study, test, or experiment

retirement party a celebration for someone who is retiring

route a way to get from one place to another; the way that someone regularly travels along

sales the action or job of selling goods or services; the amount of goods or services sold

seminar a meeting that provides information on or training in a particular subject

service work done by a person or organization that does not involve producing goods

session a period of time that is used to do a particular activity

shopper a person visiting places where goods are sold in order to look at and buy things

staffing the process of supplying (an organization or business) with workers

storm an occurrence of bad weather in which there is a lot of rain or snow and strong winds

subscriber a person who pays money to get a publication or service regularly

survey a question or series of questions asked of many people in order to gather information

ticket a piece of paper that allows you to see a show, travel on a vehicle, etc.

ticketing counter a counter where tickets are sold

tour an activity in which you go through a place (such as a building or city) in order to see and learn about it

traffic all the vehicles driving along a certain road or in a certain area

voucher a document that gives you the right to obtain a product or service without paying for it

weather conditions the state of the weather: the temperature, wind speed, etc.

to apologize to express regret; to say you are sorry for doing or saying something wrong

to arrange to organize; to plan

to award to give (a reward or prize) to someone

to call a meeting to announce that a meeting will be held

to cancel to stop doing or planning to do (something); to decide that something planned will not happen

to check with (someone) to talk with someone in order to get approval, information, etc., related to something

to conclude to stop or finish; to come to an end

to disturb to interrupt or bother (someone)

to expire to no longer be valid or usable after a period of time

to give a round of applause to clap for someone or something

to give a warm welcome to greet (someone) in a warm and friendly way

to grow significantly to become higher or larger in a noticeable way

to guide to direct or lead (someone)

to hold a concert to organize or put on a musical performance in public

to install to make (a machine, service, etc.) ready to be used in a certain place

to mark a calendar to write a note about an event on a certain date on a calendar as a reminder

to order to ask for something such as goods, services, etc. to be made, supplied, or delivered

to postpone to delay to a later date; to put off

to produce to make

to receive to get

to recruit to find suitable people and get them to join a company, organization, etc.

to remind to make someone remember or think about something

annual meeting a meeting that takes place once a year

at your earliest convenience as soon as is convenient for you

attention notice, interest, or awareness

bankruptcy a condition of financial failure caused by not being able to pay debts

board of directors the group of people elected to make decisions about running a company

budget an amount of money available for spending; a plan for spending money

candidate a person who is being considered for a job, an award, etc.

client a person or organization that uses the services of a professional or a company

comparatively when measured against something else

competitor a person or organization who is in competition with another; a rival

concern something that someone is worried about

condition the physical state of something, or a characteristic of a situation

considerable large in size, amount, or quantity

division a group of people who do a particular job within a larger organization

efficient able to produce desired results without wasting time, materials, or energy

endowment a gift of money or property to a non-profit organization

equipment supplies or tools needed for a specific purpose

exports goods that are sent abroad to be sold

express mail letters or packages sent by a special service that is faster than regular mail

huge very large

imports goods that are brought into the country from abroad

keynote speech the main speech given at a gathering, such as a convention

market survey a set of questions asked of the public in order to gain information about the demand for a product

mass involving or affecting many people

merger the act or process of combining two or more businesses into one business

necessity the quality of being necessary; something that is necessary

parking attendant a person whose job is to supervise a parking lot or parking garage

personnel employees; staff

persuasive able to cause people to do or believe something; able to persuade people

Parts 5 & 6 Grammar Practice

ahead of schedule earlier than scheduled

analysis a careful study of something to learn about its parts, what they do, and how they are related

policy an officially accepted set of rules or ideas about what should be done

potentially possibly

primary business the main product or service provided by a company

prior to before

probability the chance that something will happen

proceeds profits, money made from selling something or from organizing an event

prospect the possibility that something will happen, or an opportunity for something to happen

quarter one of four divisions of a year; a period of three months

quota the limit on the amount of something that is officially allowed; a specific amount or number that is expected to be achieved

recruit a person who has recently joined a company or organization

resignation the act of formally quitting a job

rival a person or thing that tries to defeat or be more successful than another

safety regulations rules or laws that are designed to keep people from getting hurt

security things done to make people or places safe

shortly soon

sociable liking to be with and to talk to other people

speed limit the highest speed at which cars are allowed to travel by law

substantially very much; a lot

supplement something that is added to something else in order to make it complete or to improve it

surplus an amount that is more than what is needed

ultimately in the end or at the most basic level

unemployment the state of not having a job, or the total number of people who do not have jobs in a particular place

variety a number or collection of different things or people

warm reception a friendly greeting or welcome

wholesale relating to the business of selling things in large amounts to other businesses rather than to individual customers

wing a particular section of a large building

to account for to give a reason or explanation for (something); to be the cause of (something)

to assume to begin (a role, duty, etc.) as a job or responsibility; to take or begin to have (power, control, etc.) in a job or situation

to check a balance to find out how much money there is in a bank account

to compensate to give money or something else of value to (someone) in return for something such as work or as payment

to conduct (a survey/test/interview) to plan and do (something)

to establish to begin or create something

to fine to charge someone an amount of money as a punishment for not obeying a rule or law

to go bankrupt to become unable to pay debts; to enter a state of bankruptcy

to go on sale to be offered for sale at a discount

to guarantee to make a (usually written) promise that whatever you are selling, doing, etc., is what you say it is

to resign to quit (a job)

to take effect to start to apply; to become operative

to take place to happen

to terminate to end; to fire (someone) from a job

to validate to put a mark on (something) to show that it has been checked and is official or accepted

Part 7 Reading Comprehension

absence the state of not being at a usual or expected place

acquisition the act of buying or obtaining something such as a company or valuable property

agenda a list of things to be discussed or done during a meeting

annual happening once a year

asset something owned by a person, company, etc.

bill a document that says how much money you owe for something you have bought or used

conference a formal meeting in which many people gather in order to talk about a particular topic, usually for several days

convenient allowing you to do something easily or without trouble

convention a large meeting of people who come to a place, usually for several days, to talk about their shared work or interests

department one of the major parts of a company, organization, government, or school

description a statement that tells you how something or someone looks, sounds, etc.

durable staying strong and in good condition over a long period of time

enclosed included in a letter or package

executive a person who manages or directs other people in a company or organization

feature an interesting or important part, quality, ability, etc.

fee an amount of money that has to be paid for a service, to enter a place, or to be a member of an organization

Human Resources (HR) the department within an organization that deals with the people who work there

inconvenience trouble or problems; something that causes trouble or problems

input advice or opinions that help someone make a decision

invoice a document that shows a list of goods or services and the prices to be paid for them; a bill

issue something that people are talking about, thinking about, etc.; an important subject or topic

key extremely important

matter something that is being done, talked about, or thought about

potential capable of becoming real; possible

quality how good or bad something is

quantity a number or amount of something

revolutionary causing or relating to a great or complete change

satisfaction the good feeling that you have when you get something that you want

shipping and handling the packing and transport of goods, or the amount of money charged for this

social media websites and other forms of communication through which people create online communities to share information, ideas, etc.

subtotal the sum of a set of numbers that is then added to another number or set of numbers

tax an amount of money that a government requires people to pay and that is used to pay for the things done by the government

total the number or amount of everything counted; sum

urgent very important and needing immediate attention

warranty a written statement that promises the good condition of a product and states that the maker must repair or replace it for a certain period of time after purchase

to announce to make something known to the public or in a formal way

to bother to interrupt, worry, or annoy (someone)

to contact to call or write to (someone); to communicate with (someone)

to ensure to make something certain

to fill (something) out to complete (something, such as a form) by providing necessary information

to found to begin or create (something that is meant to last for a long time); to establish

to guide to direct or control

to inquire to ask for information

to invest to use money to earn more money, such as by purchasing stock or property in order to make future profit

to take time off to spend time away from work or school, such as for vacation