headquarters	subsidiary	branch
department	division	merger
takeover	acquisition	shareholder

one of the local offices or shops of a larger organisation n.	a company that is owned and controlled by a larger company n.	the main office of a company, where the top managers work n.
the joining of two companies to form one bigger company n.	a large part of a company, often with several departments n.	a section of a company that does one kind of work n.
a person or organisation that owns part of a company n.	a company or business that another company has bought n.	when one company buys control of another company n.

board of directors	chief executive	founder
start-up	multinational	corporation
partnership	sole trader	franchise

a person who starts a company or organisation n.	the person with the highest position who runs a company day to day n.	the group of people chosen to control a company and make its main decisions phrase
a large company or group of companies n.	a large company with offices or factories in many countries n./adj.	a new, small company, often in technology n.
the right to sell a company's products under its name, for a fee n.	a person who owns and runs a business alone phrase	a business owned by two or more people who share the profits n.

organisation chart	report to	hierarchy
stake	listed	annual report
core business	diversify	outsource

a system with several levels, from the most senior to the most junior n.	to have someone as your manager phrase	a diagram that shows the departments and managers of a company phrase
a document that a company publishes each year about its results phrase	describes a company whose shares are bought and sold on a stock exchange adj.	a part of a company that someone owns n.
to pay another company to do work that your company used to do itself v.	to start producing different kinds of products or services v.	the main activity that a company earns most of its money from phrase

in-house	employee	colleague
staff	personnel	supervisor
line manager	executive	assistant

a person you work with n.	a person who is paid to work for a company n.	done inside a company by its own staff, not by another company adj./adv.
a person who watches and directs a group of workers n.	the people who work for an organisation, or the department that manages them n.	all the people who work for an organisation n.
a person who helps someone more senior with their work n.	a senior manager who makes important decisions n.	the person directly above you who manages your work phrase

receptionist	accountant	consultant
freelancer	intern	trainee
responsible for	in charge of	deal with

an expert who gives professional advice to companies for a fee n.	a person whose job is to keep or check financial records n.	a person who welcomes visitors and answers the phone at an office n.
a person who is learning the skills for a job n.	a student or graduate who works for a short time to get experience n.	a person who works for several companies and is not employed by any one n.
to take action to solve a problem or complete a task phrase	being the person who controls or manages something phrase	having the duty to deal with something as part of your job phrase

deputy	job title	promotion
workload	deadline	shift
overtime	flexitime	remote working

a move to a more senior job in the same organisation n.	the name of a person's position at work phrase	the person who is second in rank and acts for the manager when necessary n.
a period of work in a place that is open all day and night n.	the time or day by which something must be finished n.	the amount of work that a person has to do n.
doing your job from home or another place, not at the office phrase	a system in which workers choose their start and finish times n.	extra hours of work after your normal hours n.

team leader	job description	recruit
vacancy	applicant	candidate
application form	CV	covering letter

to find new people and get them to join a company v.	a written list of the duties of a job phrase	the person who organises a small group of workers phrase
a person who is being considered for a job n.	a person who formally asks for a job n.	a job that is free for someone to do n.
a short letter you send with a CV to explain why you want the job phrase	a document listing your education, skills and work experience n.	a document with questions that you fill in to ask for a job phrase

shortlist	interview	reference
qualification	experience	skill
appoint	hire	salary

a letter from a former employer or teacher about your character and work n.	a formal meeting in which a company asks a candidate questions n./v.	a final list of the best candidates, chosen from all who applied n./v.
an ability to do something well because you have practised it n.	knowledge and skill you get from doing a job n.	an exam you have passed or a course you have finished n.
a fixed amount of money paid for a job, usually every month n.	to employ someone, or to pay to use something for a short time v.	to choose someone officially for a job v.

wage	benefits	pension
contract	probation	resign
dismiss	redundant	induction

money paid regularly to someone after they stop working n.	extra things a company gives employees as well as pay n.	money paid for work, usually by the hour or the week n.
to tell your employer formally that you are leaving your job v.	a first period in a job when an employer checks that you are suitable n.	a written legal agreement, for example about a job n.
a short course that introduces new staff to a company n.	having lost your job because the employer no longer needs it adj.	to officially remove someone from their job v.

appraisal	staff turnover	headhunter
agenda	minutes	chair
attend	postpone	cancel

a person who finds senior staff for companies, often from other companies n.	the rate at which employees leave a company and are replaced phrase	a meeting in which a manager discusses an employee's work and progress n.
to lead a meeting, or the person who leads it v./n.	a written record of what was said and decided at a meeting n.	a list of the subjects to discuss at a meeting n.
to decide that a planned event will not happen v.	to move an event to a later time v.	to go to a meeting or event v.

reschedule	item	proposal
consensus	brainstorm	summarise
action point	memo	circulate

a plan or idea that is formally suggested for people to consider n.	one subject in a list, for example on an agenda n.	to change the time or date of a planned event v.
to give the main points in a short form v.	to discuss many ideas quickly in a group before choosing the best v./n.	general agreement among a group of people n.
to send something to all the people in a group v.	a short written message sent inside a company n.	a task that someone agrees at a meeting to do phrase

forward	attach	confirm
inform	enquiry	feedback
update	get back to	voicemail

to say or show that something is definite or correct v.	to add a document or file to an email v.	to send an email or letter that you received to another person v.
comments about how good or useful something is n.	a question asking for information n.	to tell someone officially about something v.
a system that records phone messages, or a recorded message n.	to contact someone later with an answer phrase	the latest information about something, or to give it n./v.

extension	put through	video conference
presentation	brand	launch
campaign	target market	market research

a meeting in which people in different places see and hear each other on screens phrase	to connect a caller to the person they want to speak to phrase	one of several phone lines inside an organisation n.
to start selling a new product, or the event when it starts v./n.	a name or symbol that a company gives its products so people recognise them n.	a talk that gives information about a subject to a group n.
collecting information about what customers want and buy phrase	the group of customers a product is mainly made for phrase	a planned series of actions to advertise a product or reach a goal n.

survey	focus group	market share
competitor	advertisement	slogan
logo	sponsor	endorsement

the percentage of all sales in a market that one company has phrase	a small group of people asked to discuss a product in detail phrase	a set of questions asked to many people to learn their opinions n.
a short phrase that is easy to remember, used in advertising n.	a picture, text or film that tells people about a product to make them buy it n.	a company that sells similar products to the same customers n.
a public statement by a famous person that they like a product n.	to pay for an event, often to advertise a company v./n.	a design or symbol that a company uses on its products and documents n.

point of sale	free sample	image
niche	mass market	consumer
word of mouth	publicity	press release

the opinion people have of a company or product n.	a small amount of a product given away so people can try it phrase	the place where a customer pays for a product, such as a checkout phrase
a person who buys goods or services for their own use n.	the very large number of ordinary customers who buy cheap, popular goods phrase	a small, special part of a market n.
an official written statement given to journalists phrase	attention from newspapers, TV and the internet n.	when people tell each other about a product they like phrase

packaging	unique selling point	social media
trend	client	customer
sales representative	target	quote

websites and apps where people share messages, photos and videos phrase	a feature that makes a product different from and better than others phrase	the box, bottle or paper that a product is sold in n.
a person or company that buys goods or services n.	a person or company that pays for professional services n.	a general change in what people do or like n.
the price a supplier says it will charge for a job n./v.	an amount of sales or a result that you aim to reach n.	a person whose job is to visit or call customers to sell products phrase

discount	special offer	order
invoice	refund	complaint
apologise	compensation	after-sales service

a request to supply goods, or to ask for goods n./v.	a product sold at a lower price than usual for a short time phrase	an amount taken off the usual price n.
a statement that something is wrong or not good enough n.	money returned to a customer who is not happy with a product n./v.	a document that lists goods or services and how much must be paid n.
help a company gives customers after they have bought a product phrase	money or something else given to someone because of a loss or problem n.	to say that you are sorry for something v.

warranty	loyalty	satisfaction
retailer	wholesaler	distributor
outlet	e-commerce	turnover

the good feeling when something is as you wanted n.	when customers keep buying from the same company n.	a written promise to repair or replace a product if it breaks within a set time n.
a company that supplies goods from producers to shops n.	a business that buys large amounts of goods and sells them to shops n.	a business that sells goods to the public in shops or online n.
the total value of the goods or services a company sells in a period n.	buying and selling goods on the internet n.	a shop or place where a company sells its goods n.

negotiate	deal	follow up
lead	revenue	profit
loss	margin	budget

to contact someone again after a first meeting or message phrase	a business agreement n.	to discuss something to reach an agreement v.
the money left after all costs have been paid n.	the money a company receives from selling goods or services n.	information about a person or company that might become a customer n.
a plan of how much money can be spent on something n.	the difference between the cost of making something and its price n.	money lost when costs are higher than income n.

forecast	fixed costs	variable costs
overheads	break even	cash flow
investment	return	asset

costs that change with the amount a company produces phrase	costs that stay the same however much a company produces, such as rent phrase	a statement about what is likely to happen, based on information n./v.
the money coming into and going out of a business phrase	to have income equal to costs, so there is no profit or loss phrase	the regular costs of running a business, such as rent and electricity n.
something valuable that a company owns, such as buildings or money n.	the profit you get from an investment n.	money put into a business or project to make a profit later n.

debt	expenses	dividend
gross	net	figures
financial year	audit	cut

a part of a company's profit paid to the people who own its shares n.	money spent while doing your job, which your employer pays back n.	money that is owed to another person or organisation n.
numbers, especially official numbers about money or sales n.	after tax or costs are taken away adj.	before tax or costs are taken away adj.
to reduce something, especially an amount of money v./n.	an official check of a company's financial records n./v.	a twelve-month period that a company uses to calculate its accounts phrase

economise	cost-effective	funding
venture capital	loan	interest rate
mortgage	credit	overdraft

money provided for a particular purpose n.	giving good results for the money spent adj.	to spend less money by using things more carefully v.
the percentage that a bank charges for a loan or pays on savings phrase	money that a bank lends and that must be paid back with interest n.	money invested in a new company that may grow fast but is risky phrase
extra money a bank lets you spend when your account is empty n.	an arrangement to pay for goods later n.	a loan to buy a building or land n.

payment terms	in advance	instalment
deposit	transfer	currency
exchange rate	receipt	outstanding

one of several payments that together pay for something n.	before something happens or is delivered phrase	the conditions about when and how a customer must pay phrase
the money used in a country n.	the moving of money from one bank account to another n./v.	a first payment that shows you will buy something n.
not yet paid adj.	a piece of paper or email showing that you have paid n.	how much one currency is worth in another phrase

overdue	reminder	export
import	tariff	customs
free trade	stock exchange	share price

to sell goods to another country v./n.	a letter or email telling someone that they have not done something n.	not paid or done by the expected time adj.
the government office that checks goods coming into a country n.	a tax on goods coming into or leaving a country n.	to buy goods from another country v./n.
the cost of one share in a company on the stock exchange phrase	a market where shares in companies are bought and sold phrase	trade between countries without taxes or limits on goods phrase

inflation	recession	bankrupt
insurance	manufacture	plant
assembly line	output	capacity

unable to pay debts, so a company must close adj.	a period when an economy shrinks and business is bad n.	a general rise in prices across an economy n.
a factory or a place where an industrial process happens n.	to make goods in large numbers, usually in a factory v./n.	an agreement to pay a company regularly so it pays if something bad happens n.
the largest amount a factory can produce n.	the amount of goods a factory or worker produces n.	a line of workers and machines in a factory, each doing one stage phrase

raw materials	component	prototype
quality control	defect	faulty
standard	specification	inspection

the first model of a new product, made for testing n.	one of the parts that something is made of n.	basic materials such as wood or metal, used to make products phrase
not working correctly adj.	a fault in a product n.	checking products to make sure they are good enough phrase
a careful check to find problems n.	a detailed description of how something must be made n.	a level of quality that is expected or required n.

efficiency	productivity	automate
maintenance	breakdown	waste
batch	patent	research and development

to make a process work by machines, without people v.	how much a worker or factory produces in a period n.	doing work well without wasting time or money n.
materials that are not needed and are thrown away n.	when a machine stops working n.	work to keep machines or buildings in good condition n.
work to discover new ideas and turn them into products phrase	an official right to be the only one to make or sell an invention n.	a group of products made at the same time n.

innovation	upgrade	safety regulations
labour costs	supplier	supply chain
logistics	warehouse	stock

official rules to protect people from danger at work phrase	to improve equipment or software to a newer, better version v./n.	a new idea, method or product n.
all the steps and companies involved in making a product and delivering it phrase	a company that provides goods or services to another company n.	the money a company spends on its workers' pay phrase
goods that a shop or company has available to sell n.	a large building where goods are stored n.	the planning and organisation of moving goods from place to place n.

inventory	shipment	consignment
delivery	dispatch	freight
container	lead time	just-in-time

a quantity of goods sent to a person or place n.	a load of goods sent together n.	a list of all the goods a company has, or the goods themselves n.
goods carried by ship, plane, train or lorry n.	to send goods to a customer v.	the act of taking goods to the person who ordered them n.
describes a system in which materials arrive only when they are needed adj.	the time between ordering something and receiving it phrase	a very large metal box used to carry goods on ships and lorries n.

track	in transit	courier
haulage	procurement	bulk
unit	shortage	backlog

a company or person that delivers documents and parcels quickly n.	being carried from one place to another phrase	to follow the progress of a delivery v.
a large quantity n.	the process of buying goods and services for an organisation n.	the business of carrying goods by road n.
work or orders that should have been done but are waiting n.	a situation in which there is not enough of something n.	a single item of a product n.

reliable	on schedule	fleet
distribution centre	business trip	itinerary
reservation	accommodation	check in

a group of vehicles owned by one company n.	happening at the planned time phrase	able to be trusted to do what is expected adj.
a detailed plan of a journey, with times and places n.	a journey made for work phrase	a large building from which goods are sent to shops or customers phrase
to tell the hotel or airline that you have arrived phrase	a place to stay, such as a hotel room n.	an arrangement to keep a room, seat or table for you n.

delegate	conference	trade fair
exhibition	stand	venue
catering	hospitality	keynote speech

a large event where companies show and sell their products phrase	a large formal meeting where people discuss a subject, often for several days n.	a person who attends a conference for a company or organisation n.
the place where an event happens n.	a table or small area where a company shows its products at a fair n.	a public show of products or art n.
the most important talk at a conference, usually at the start phrase	food, drink and entertainment that a company gives to guests n.	providing food and drink for an event n.

workshop	networking	business card
jet lag	economy class	boarding pass
visa	allowance	reimburse

a small card with your name, job and contact details phrase	meeting people who may be useful for your business n.	a meeting where a group learns and practises a skill together n.
a card or app code that lets you get on a plane phrase	the cheapest seats on a plane phrase	tiredness after a long flight across time zones phrase
to pay back money that someone has spent v.	an amount of money given for a particular purpose n.	an official stamp or paper that lets you enter a country n.

entertain	host	registration
strategy	objective	expand
restructure	downsize	relocate

putting your name on an official list for an event n.	to organise an event and welcome the guests v./n.	to take clients out for meals or events as part of business v.
to become bigger, or to make a business bigger v.	something you plan to achieve n.	a long-term plan to reach an important goal n.
to move a business or worker to a different place v.	to make a company smaller by reducing the number of employees v.	to organise a company in a new way to make it work better v.

implement	stakeholder	risk
opportunity	threat	SWOT analysis
competitive advantage	growth	long-term

the chance that something bad will happen n.	a person or group with an interest in a company, such as staff or customers n.	to start using a plan or system v.
a study of strengths, weaknesses, opportunities and threats phrase	something that may cause harm or problems n.	a chance to do something good or successful n.
lasting or planned for a long time in the future adj.	an increase in size, sales or value n.	something that makes a company better than its rivals phrase

sustainable	carbon footprint	renewable energy
recycle	ethical	corporate social responsibility
compliance	mission statement	benchmark

energy from sources such as wind and the sun that do not run out phrase	the amount of carbon dioxide that an activity produces phrase	able to continue without harming the environment adj.
a company's duty to help society and the environment phrase	morally right and fair adj.	to treat used materials so they can be used again v.
a standard used to compare other things with n.	a short official description of a company's aims phrase	following rules or laws n.

feasibility study	joint venture	phase out
I am writing to	with reference to	Thank you for your
please find attached	I would be grateful if you could	Could you please

to stop using something gradually phrase	a business project run by two or more companies together phrase	a study to find out whether a plan is possible and worth doing phrase
a polite way to begin a reply to someone phrase	a formal way to say what your letter is about phrase	a formal way to start a letter by giving its purpose phrase
a polite, neutral way to make a request phrase	a formal way to ask someone to do something phrase	a phrase that tells the reader a file is added to the email phrase

I am afraid that	we regret to inform you	please accept our apologies
I look forward to hearing from you	do not hesitate to contact me	as requested
as discussed	further to	enclose

a formal way to say sorry phrase	a very formal way to give bad news phrase	a polite way to give bad news phrase
because you asked for it phrase	a formal way to invite questions phrase	a formal way to end a letter when you expect a reply phrase
to put something in the same envelope as a letter v.	a formal way to continue an earlier contact phrase	in the way we agreed when we spoke phrase

at your earliest convenience	in response to	I would like to
we are pleased to	kind regards	Yours sincerely
Yours faithfully	to whom it may concern	on behalf of

a polite way to say what you want phrase	as an answer to something phrase	a formal way to say as soon as you can phrase
the formal ending after a letter that starts with a person's name phrase	a friendly but professional way to end an email phrase	a formal way to give good news phrase
for or instead of another person or group phrase	a formal greeting when you do not know who will read the letter phrase	the formal ending after a letter that starts with Dear Sir or Madam phrase

for your information	in the meantime	let me know

a neutral way to ask someone to tell you something phrase	in the time before something happens phrase	a phrase that shares something useful without asking for action phrase