Business
English Verbs

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PENGUIN ENGLISH
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Business Verbs Index

Answers
Getting started
Why business verbs?

Do you need English in your business? Do you need a lot of special English words? Do you think to yourself – Where can I find out what these words are?

Business is about action, and many of the words associated with business are verbs. If you learn all the verbs in the *Penguin Quick Guide to Business English Verbs* you will be well on the way to communicating effectively through English in business situations. And there are two other business books in the series – *Business English Words* and *Business English Phrases*. 
What’s in this book?

This book contains over three hundred very useful business verbs. Each chapter presents these verbs under familiar business topic headings. The Review page at the end of each chapter tests your understanding. Answers to these questions are in the Answers section at the back of the book.

All the verbs in the book are also listed in the Business Verbs Index.

Why is this book called a Quick Guide?

Because it guides you quickly to the most important words for you. And because you
can learn all these words in a short time. Spend ten minutes each day with this book – and see how quickly you learn.

Here is one way of working with the book.

• Choose a relevant chapter. For example, *Staying in touch* presents important verbs for communicating by phone, fax, e-mail and post. This chapter is probably useful for everyone. Read the chapter. How many of the business verbs do you understand?

• Answer the questions in the **Review** at the end of the chapter. Then go to the **Answers** section. Were you right?

• Now go to the **Business Verbs Index**. Write the words in your language.
Staying in touch
On the phone

No, I can't transfer you!
No, I’m sorry, I can’t **put** you **through** to Mrs Porter. I can’t **connect** you to anyone ...

No, I’m afraid you can’t **hold** on ...

No, she won’t **call** you **back**. She can’t **ring** you **back** and nobody is going to **return** your call ...

And no, I can’t **transfer** you to another line ...

Why not? Because Mrs Porter doesn’t work here. In fact, nobody works here ... YOU’VE **GOT** THE **WRONG** NUMBER!
Hi John,

I found the report that you attached to your e-mail when I logged on to my computer this morning. I thought the report was great. I wanted to keep it, so I tried to save it to my hard disk. Unfortunately, I clicked on the wrong button and I deleted it instead! I tried to undo the command, but that didn’t work. So I searched for it, but it just wasn’t there. Could you send it again?

Many thanks,

Rita
I searched for it, but it wasn't there.
With one click of the mouse, Uncle Raymond wiped his entire life!
Dear Rita,

I’m pleased you liked the report – but I’m afraid it wasn’t mine. Caroline wrote it and e-mailed it to me. I forwarded it to you because I thought you’d be interested. However, there’s some bad news. When I tried to call it up just now I found that it had been wiped from my computer too – it was gone! But don’t worry – I printed a copy before that happened so I’ll post it to you.

John
By post

Who needs e-mail? If I want to send a message to someone, I write a letter, put a stamp on it and mail it. It’s simple and cheap.

If I’ve got a package, I wrap it and ask the post office to deliver it for me. You can’t do that with e-mail, can you? And if it’s urgent I get a motorbike rider to courier it for me. Then I know for sure it will be received safely. So I’ll stay with snail mail, thank you very much.
Snail Mail
We always get there...slowly.

Snail Mail HQ

Caution
Speed Bumps

I'll stay with snail mail.
By fax

Why have you run out of paper again?!
FAX

To: Sonia De Soto
From: Patricia O’Learey
Date: 23.12.00

Dear Sonia,

I hope this fax comes through successfully. I’ve had a terrible time trying to get it to you. My fax machine was dialling and redialling your number for about three hours yesterday afternoon, before I decided that I’d had enough and cancelled it.

What was the problem? Perhaps your machine had run out of paper? Or maybe you just hadn’t put the paper in properly – you really should read the instructions about how to load it.

But, let’s get down to business …
A Which verbs mean the same?
wipe  connect  delete  ring back
put through  call back

B Write the missing word.
1 He’s not in. Can he .... your call later?
2 I’ve written the report and .... it to this e-mail.
3 I’ll call for a motorbike and get them to .... the package to you.
4 I’ve been trying to send this fax all morning. My fax machine has .... about twenty times.

C Match 1–4 with a–d.
1 click a) a package
2 log on b) of paper
3 run out c) on the save button
4 wrap up d) to a computer
On the job
Job description

They all answer to me.
Your job is to **supervise** the six people at the front desk – you make sure they all know what they’re doing and that they don’t make any mistakes. You **report to** Simon, who’s the head of customer services. He **manages** you and four other supervisors. He also **liaises with** the heads of the other departments so that they all know what everyone else is doing. And, of course, as I’m the boss, they all **answer to** me.
Dear Ms Zink,

Thank you for your enquiry about job vacancies. We are a small company and employ just six people on a full-time basis. However, we always take on extra staff during our busy summer months and so we are hiring at the moment. If you would like to apply for one of these temporary positions, please call me, so that we can arrange a time to interview you.

Yours sincerely,
Manfred Seltzer
We are a small company and employ just six people.
Career development

If you are having problems, we train you to deal with them.
Every year we appraise you – in other words, we talk to you about your work over the past year. If you’re having problems, we train you to deal with them. If you’ve done well, we try to promote you, although competition for the top jobs is tough so you could be passed over for promotion even if you have done well. And, of course, if you haven’t performed well enough, we’ll probably demote you, because in this company only the best is good enough.
Industrial relations

I'm warning you.
These discussions have taken far too long and I’m not going to **negotiate** any more. As the trade union spokesman, I **represent** over half the workers in this factory and I’m **warning** you – if the workers that you’ve **suspended** aren’t allowed back to work by the end of the day, we’ll all **go on strike**. That’s right – we’ll **walk out**.
You can retire happily at the age of sixty-five.
NOTICE

These are the only ways that you can lose your job at this company.

• Employees who steal will be **dismissed**.
• Anyone who contradicts the boss will be **sacked**.
• Salespeople who don’t meet their targets will be **fired**.
• When business is bad, the laziest workers will be **laid off**.
• And if the company goes bankrupt, everyone will be **made redundant**.
• If you don’t like any of these rules, you’re free to **resign** and find another job.
• But if nothing goes wrong, you have a job for life and you can **retire** happily at the age of sixty-five.
A Are these words about starting or finishing a job?
  take on  apply  retire  employ  resign
  dismiss  hire  make redundant

B Replace the phrases in bold with one verb.
  1 I am the boss so you are responsible to me.
  2 If you work hard, you will be given a better job.
  3 If you don’t know what to do, don’t worry, we will educate you.
  4 If I don’t get more money, I’ll stop working.

C Complete the sentences with business verbs.
  1 You .... your line manager.
  2 Every year a manager .... your performance.
  3 The management is .... with the unions about pay and conditions.
Finance and structure
Working together

Our two companies want to be even more closely associated.
We’ve been **co-operating** on a number of projects for many years and I’m delighted to say that the result is that our two companies now want to **be** even more closely **associated**. We’re not just going to **form an alliance** – we’ve decided to **merge** and create one big successful company.
Getting bigger

A multinational swallowed up the business.
The end for Sycamore?

Sycamore Stores started out with just one shop in a small town. The owner was ambitious and wanted to expand, so he acquired a small chain of shops in the nearest city. After a few years he took over another company by buying over 50% of their shares. Over the next few years he bid for several other companies, but he never succeeded in buying them. Then last year a huge multinational decided to buy Sycamore Stores and so they just swallowed it up.
The corporation was divided in two.
In the 1990s the Red River Corporation was one of the world’s great multinationals, before it was broken up into smaller parts. First it was divided in two. One half was split up into a number of smaller companies. The other half was bought by a bank which stripped its assets – including valuable city centre properties, which were sold to a supermarket chain – and then allowed the rest to go out of business.
Finance

Internal Memo

The truth is that our factories are much too old-fashioned – this company needs to invest in new machinery. But where's the money going to come from – how are we going to fund this? In our position, the only practical way to raise money is to issue more shares. And let's hope that people buy them, because if they don't we're almost certain to go bankrupt.
This company needs to invest in new machinery.
Dealing

She deals in shares. Normally she just trades – in other words, she buys and sells. But it’s not always as simple as that. Sometimes she goes long – she buys shares and keeps them because she thinks their value will rise. And sometimes she sells shares that she hasn’t bought yet because she thinks their value will fall – that’s called going short. Obviously it’s risky but she can always hedge by buying lots of different kinds of shares and hope that if one goes down another will go up.
Sometimes she goes long ... and sometimes she goes short.
A  Match the words with similar meanings.
   trade  go out of business  split up  divide
dead  swallow up  take over  go bankrupt

B  Complete these sentences with a verb.
1  The two companies have become one;
   they’ve ......
2  She’s selling shares she hasn’t got; she’s ......
3  He’s holding the shares because he thinks
   they’ll rise; he’s ......
4  He doesn’t want to take too big a risk so he’s
   going to ......

C  Replace the words with business verbs.
1  Our company wants to get bigger.
2  We’ve been working together for many years.
3  They are trying to buy their main rival.
4  They’ve bought two new factories.
Can I book two seats on the three o'clock train to Hamburg?
MAN: Can I book two seats on the three o’clock train to Hamburg?

WOMAN: Yes, I can reserve two seats for you.

MAN: Is it okay if I pay cash when I pick them up?

WOMAN: Yes, but you’ll have to collect them at least half an hour before departure.

MAN: No problem.
Right, let's check the details. Your flight from Sydney has just landed and you want to transfer to a flight to Dubai. Now, I'm afraid that you're a bit late. In fact your next plane's due to take off in just under twenty minutes. So when you've checked in this luggage, please go through passport control immediately and then proceed to gate 54 where your plane is now boarding.
You should alight at Piccadilly station, madam.
WOMAN: I'd like to catch the next train to Manchester. What time does it leave?

MAN: It departs at 9.27, madam.

WOMAN: And when does it arrive?

MAN: It depends which station you want, madam. Manchester's a big place.

WOMAN: Yes, of course. Well, where do I get off for the city centre?

MAN: You should alight at Piccadilly station, madam.

WOMAN: You mean I get off at Piccadilly station?

MAN: That's exactly what I said, madam.
Dear Angelike

The best way to get to our office is to **drive**. I can give you the phone number of a local company where you can **rent** a car cheaply or, of course, you can **hire** one from one of the big companies when you arrive at the airport. The problem with renting at the airport is that you have to **return** the car there when you’ve finished with it. And don’t forget to **insure** the car in case you have an accident.
Don't forget to **insure** the car in case you have an accident.
Don't complain, just move to a more expensive hotel.
Dear Guest

When you check in, we ask you to pay the full price for your room in cash. To keep our prices low, there are no porters at this hotel so you have to carry your luggage yourself. You have to check out by nine o’clock in the morning but you can store your bags in our luggage room for a fee of just £15 per day.

If you don’t like the hotel’s policies, don’t complain, just move to a more expensive hotel!
A Use business verbs to fill these gaps.
1 At the airport you should .... for your flight, then .... passport control and .... to gate 24 where your plane will be ......
2 When you .... a car you should always .... it in case you have an accident. You normally have to .... it to the rental office in the morning.
3 When you have .... of a hotel you can normally .... your bags in the luggage room and .... them later.

B Match the words with similar meanings.

alight    arrive    book
collect   depart    get off
hire      land      leave
pick up   rent      reserve
Socialising
I’ve arranged the meeting for 3.30, so I’ll pick you up in my car outside the Grand Hotel at 3.15 and drive you there. Can you wait for me on the pavement just outside the main entrance?

We’re only expecting two other people to come to the meeting so it shouldn’t last too long. When we’ve finished I can drop you off at the hotel again, so you should get back to your room by 5.30 at the latest.
I'll pick you up in my car at 3.15.
Invitations

THE GENEVA ART GALLERY requests the pleasure of your company at the opening of its NEW EXHIBITION "TALL SHIPS".

RSVP 6.30 TUESDAY 6 JUNE
Paul Nelson
Geneva Gallery
Compton St. SE2
27 May

Dear Mr Nelson,

Thank you for inviting me to the opening of the exhibition next Tuesday.

I am pleased to say that I am free that evening and so I am delighted to accept. I look forward to meeting you there.

Yours sincerely,

Delphine Shaker

Delphine Shaker
Restaurants

I'm not going to eat it, so please take it away.
WOMAN: Excuse me! This fish smells strange – it must be off.

WAITER: It can’t be, madam, it was fresh this morning.

WOMAN: Well, I’m not going to eat it, so please take it away.

WAITER: Of course, madam.

WOMAN: And I hope you’re not going to charge me for it.

WAITER: Certainly not, madam.

WOMAN: Good. Now bring me the menu again so that I can order something else.
Wayne always greeted his guests with a friendly word and a joke.
Wayne was the perfect host. He always **greeted** his guests at the door with a friendly word and a joke. Then he would ask, 'Can I **offer** you something to eat or **pour** you a drink?'

If the guest didn't know anyone, Wayne would **introduce** them to one or two people, but he never stayed with one guest for too long. He knew it was important for a host to **mix** with everyone at a party and he liked his guests to **mingle** with each other as well.
Small talk

People were very quiet at the start of the party, but then Norman told a funny story which **broke the ice**. Everyone **relaxed** after that and soon we were all **chatting** happily. I **gossiped** with Tina about people in the office – I never knew they had such interesting lives outside work. In the end we all **enjoyed** the party so much that we didn’t want to leave.
Norman told a funny story which broke the ice.
Review 5

A Complete these sentences.
1 She didn’t eat the chicken because it was ..... .
2 He picked her .... in his car.
3 He got .... to his office at three after lunch.
4 She dropped him .... at his flat after work.
5 I’m looking .... to meeting you next week.

B Choose the correct verb.
1 They arranged / ordered to meet the next day.
2 I’d like to introduce / invite you to my party.
3 The hostess accepted / greeted her guests.
4 They expected / waited fifty people at the reception.

C Match 1–3 with a–c.
1 request a) the ice
2 break b) a drink
3 pour c) the pleasure
Meetings
Arrangements

I don't know what I'm doing over the next few weeks so I can't confirm it now.
A: Shall we set up a meeting to discuss the proposal?

B: That’s a good idea.

A: Can we make a date for some time around the beginning of September?

B: That sounds okay, but I don’t know exactly what I’m doing over the next few weeks so I can’t confirm it now.

A: That’s no problem. Let’s pencil in a time and date, and I’ll call you two days before so that we can firm it up.
Formalities

Reginald was **chairing** the meeting today, so it was very formal. At the beginning he introduced every single person and asked us all to **exchange business cards** – which was pointless, because we knew each other already. Then he made sure that his secretary **minuted** every tiny point – the poor woman didn’t stop writing for the whole hour. And when he **closed** the meeting he spoke for so long that three people fell asleep.
Reginald was chairing the meeting today.
Opinions

Whatever you do, don't interrupt me when I'm talking.
I hate people who waste my time in meetings. So if you’re just going to **state the obvious**, it’s probably better to keep your mouth shut. But if you really want to **make a point** about something on the agenda, if you want to **put forward** a new idea or if you want to **propose** a solution to a problem, then I’m very happy to listen. But whatever you do, don’t **interrupt** me when I’m talking.
We’ve been **discussing** the plan all afternoon. Things started quietly. First we **talked over** our roles in the project and then we **debated** the good and the bad points of the plan. Unfortunately, everybody had a different opinion on the budget, so we **argued** about that for ages. It took us over an hour just to **thrash out** a solution on that one point.
We argued about it for ages.
Agreement

It takes such a long time to hammer out a deal.
Okay. Let’s **summarise** the position. This is what we’ve decided so far.

I **agree** with you on point one, that’s okay.

But we **disagree** on point two, so that’s still a problem.

We’ve **compromised** on point three – I’ve given a bit and so have you.

Can we please **settle** this whole thing now and go home?

It takes such a long time to **hammer out** a deal, doesn’t it?
A Complete the sentences with business verbs.

1. When you have a different opinion from another person, you .... with them.
2. When you want to speak while another person is talking, you .... them.
3. When you give a little and the other person gives a little, you ....

B Match 1–3 with a–c.

1. chair  a) business cards
2. make   b) a date
3. exchange  c) a meeting

C Match the words with similar meanings.

argue  confirm  debate  discuss
firm up  hammer out  propose
put forward  talk over  thrash out
Money matters
Buying and selling

The World Wide Web makes it easy for people to **shop around** for the cheapest price by moving from one website to another. It shouldn’t take long to find a company which is **selling things off** cheaply. This means that big companies can now **purchase** their supplies more efficiently and ordinary people can **pick up** things at much better prices than before.

It’s also easy to find what you want. If one company has **sold out** of a
product, you can probably find it at another website. And if you’re looking for something rare, visit a website which **auctions** unusual things to the buyer who pays the highest price.
I learnt to negotiate in our local street market. The traders all hated me because I **bargained** over everything. I knew their prices weren’t fixed so I always **haggled** until they **reduced** them. When I didn’t have enough money to buy something, I **bartered** – I tried to exchange something of mine for something of theirs. And if I didn’t like something that I bought I always took it back and, of course, they always **refunded** my money.
The traders all hated me because I bargained over everything.
Moving money

A: There's a mistake in my bank statement again. They've debited £100 from my account for no reason.

B: What about the money you took to the bank and deposited last week?

A: They still haven't credited that to me either, so I've got no money in my account.

B: Well, why don't you transfer some money from another account?
A: But I need to withdraw money today. I want to go shopping.

B: You can cash a cheque with me, if you like.

A: Oh, thank you. I’ll repay you as soon as I’ve sorted this out.

They’ve debited £100 from my account for no reason.
I want you to go to New York to sort out a problem for me. Don’t worry, I’ll **foot the bill** for everything, so it won’t cost you a penny.

I’ll **advance** you some money now to **cover** your expenses. If you spend more than that, don’t worry, I’ll **reimburse** you when you get back. Please charge me the normal fee for your services and **invoice** me when you’ve finished the job.
I’ll advance you some money now to cover your expenses.
Breaking the law

He tried to bribe a police officer by offering him a gold watch.
He's always been dishonest; he's **tricked** people out of their money all his life. He was sacked from his first job when he **swindled** one of his customers by making him pay the bill three times. He lost his second job when he **defrauded** his company of several thousand pounds which went straight into his bank account. The end came when he tried to **bribe** a police officer by offering him a gold watch. In court the judge **fined** him a large sum of money and sent him to prison for several years.
Review 7

A Choose the correct verbs in these sentences.
1 It was too expensive so we auctioned / haggled over the price.
2 I needed cash so I debited / withdrew some from the bank.
3 Can I cash / withdraw this cheque here?
4 I’ll cover / reimburse you for your expenses when you return.
5 It’s against the law to bribe / fine a government official.

B Complete the sentences with business verbs.
1 I want to find the best price so I’m going to .... around.
2 We haven’t got any left; we’ve completely .... out.
3 You don’t have to pay, I’ll .... the bill.
Promotion
To market

The Dort GE 5000 will be officially launched at the start of next month.
Dort Motor Company

PRESS RELEASE

The Dort Motor Company is pleased to announce a new model to add to its range of luxury sports cars. The new car, the Dort GE 5000, will be officially launched at the start of next month with a big party at our central London headquarters. At the same time, we'll also be bringing out a new version of our successful Dort GX two seater.

For more information, see our new catalogue which will be published later today. The full technical specifications will be released later in the week.
In the shop

It’s for my friend.
A: Can I help you, sir?

B: Yes. I’m interested in the cream that you’re displaying in the main shop window.

A: Ah, yes. We’re promoting that very heavily this week; as you can see, we’ve got pictures of it everywhere.

B: Is it generating a lot of interest?

A: Oh, yes. People have been enquiring about it all morning.

B: Can I see it?

A: Of course. You can choose from three different types and you can select any one of four different sizes.
On line

Calling all music lovers!

Why waste your time surfing the Internet, when we can find your favourite piece of music for you in seconds? We specialise in finding music to suit every taste from hip hop to Humperdinck. Just visit our website and in a matter of seconds you’ll be downloading files containing your favourite songs. You can also browse through our catalogue of over a million titles and find out more about your favourite stars by accessing our huge database.
Why waste your time surfing the Internet?
Informing the public

A famous international tennis star is endorsing our products.
As you know, we’re doing everything we can to **publicise** the new products. We’re **advertising** them on TV and in the newspapers. A famous international tennis star is **endorsing** our products, so we’ve put her name on everything. We’ve also **sponsored** a number of local sports events, so we know that people will **recognise** our name all over the area.
Getting feedback

We always knew that our new computer game would be a winner. Our market researchers reported an excellent response from everyone they interviewed. We also got excellent feedback from our main market – everyone was positive about it. The game was very well reviewed by the top computer games magazines. But sales really took off after a popular radio presenter gave the game a plug – he said some really good things about it on his programme.
Sales really took off after a popular radio presenter gave the game a plug.
A Match the words with similar meanings.
   browse  choose  bring out
   launch  select  surf

B Complete the sentences with business verbs.
1 They .... our product a plug in a TV show last night.
2 A famous racing driver is .... our new range of casual clothes.
3 Sales .... after all the good publicity.

C Choose the correct verbs in these sentences.
1 Lots of people are enquiring / reporting about the new services.
2 You can download / recognise our files from the Internet.
3 We are advertising / sponsoring our products on TV.
Right, let me **summarise** in just a few words what I’ve been saying. I began by **presenting** the company’s results for the last financial year. I **explained** why these figures were rather disappointing and **described** the difficult market conditions that we are facing.

Now I’d like to **move on** to the next part of my presentation and **outline** the key points of our new company policy.
Now I’d like to move on to the next part ...
Influencing

And has anybody mentioned to you that your proposal is completely illegal?
A: So you're **claiming** that this strategy is the way forward for us. Tell us how you reached this conclusion.

B: Well, first I **defined** the problem and then I tried to find the most logical solution.

A: Did anything else **influence** your decision?

B: No, of course not.

A: And has anybody **mentioned** to you that your proposal is completely illegal?

B: Ah. That could be a bit of a problem, couldn't it?
Influencing

And has anybody mentioned to you that your proposal is completely illegal?
A: So you’re **claiming** that this strategy is the way forward for us. Tell us how you reached this conclusion.

B: Well, first I **defined** the problem and then I tried to find the most logical solution.

A: Did anything else **influence** your decision?

B: No, of course not.

A: And has anybody **mentioned** to you that your proposal is completely illegal?

B: Ah. That could be a bit of a problem, couldn’t it?
We have concluded that your real problem is that you never listen to anybody else.
Dear Mr Campbell,

When you first consulted us about your new marketing strategy, we were happy to advise you. Over the past year we have suggested a number of solutions to the immediate problems that your company faces. We have also recommended several longer term strategies.

However we have now concluded that your real problem is that you never listen to anybody else and for this reason we wish to end our working relationship with you.

Yours sincerely,

Patricia Griffith
We admit that we were wrong and we apologise for our mistakes. Everyone in the company is sorry and the two people who were responsible have confessed to what happened and told us the whole story. We’re not going to give you any reasons for what happened because it’s not possible to justify our actions. But as you can see, we’re not going to cover up our mistakes and we’d like to assure all our customers that something like this will never happen again.
The two people who were responsible have confessed to what happened.
She really emphasised the fact that it was easy to use.
Nora wanted to **persuade** us to start using a new kind of software. Nobody was really interested, but she **insisted** that we listen. She did a long calculation which **demonstrated** how it could save us thousands of dollars in just a few months. She also really **emphasised** the fact that it was easy to use by repeating it over and over again. But by the end of the meeting, we still weren’t **convinced**, so we didn’t do anything about it.
Review 9

A Choose the correct verbs in these sentences.
1 Are you claiming / mentioning that this will give us better results?
2 We advise / consult you to cut your costs.
3 They insisted / emphasised that they pay the bill for the meal.

B Match the verbs with similar meanings.
outline persuade admit recommend
confess convince suggest summarise

C Complete the sentences with business verbs.
1 When you give reasons for something that you did, you .... your actions.
2 When you say that you’re sorry, you ....
3 When you hide something that you’ve done wrong, you .... it ....
The factory

It says it’s *produced* in France, but that’s not the whole story.
A: So where are your products made?

B: Well, the outside of the box says that they’re produced in France, but that’s not the whole story.

A: What do you mean?

B: Well, most of the parts are manufactured in Taiwan.

A: And are they assembled in France?

B: Oh no. The parts are put together in a factory in Mexico.

A: So what do you do in France?

B: We package them in France – we put the products into their boxes – and of course our head office is there, as well.
The process of developing a new product from an idea on a piece of paper to the finished item on a supermarket shelf can take many years. Our scientists are always experimenting with different combinations of materials and our marketing team is always researching possible gaps in the market. When they have found a new product and believe that there is a market for it, we pilot the product by testing it in a small part of the market and monitoring people’s reactions to it. If we get a good response we then design some attractive packaging and start to sell the new product around the world.
Our scientists are always experimenting with different combinations of materials.
If they find a problem, the product is simply thrown away.
We control our production process very carefully. Nothing leaves this factory until it has been inspected by a team of top scientists. They check to make sure that there are no defects in any of the products. If they find something wrong, the product has to be reworked. We remove the defective part and we replace it with a new one. Then our scientists check it again. If they find a problem this time, the product cannot be sold and is simply thrown away. Quality is very important to us.
The workshop

A: I’ve had a bit of an accident in my car. Can you repair it for me?

B: Let’s see. We can beat that panel flat with a big hammer, so that’s no problem. But the back is very badly damaged. We’ll have to take it off and weld a new section onto it. We’ll also have to bolt on a new front bumper and screw on a new number plate.

A: And what about the paintwork?

B: Oh, don’t worry about that. We can spray the car any colour you like.
I've had a bit of an accident. Can you repair it for me?
The warehouse

I want you to *lift* all those crates up onto the top shelves.
We **stock** all the components for the factory in this warehouse, which means that we normally store over a thousand different parts here. Every time our supplier **delivers** new components, we have boxes and crates everywhere which we have to **put away** in their proper places. So I want you to **lift** all those crates up onto the top shelves. And when you’ve done that, you can **shift** those boxes from the front door to the back of the room. You’ll soon get some muscles in this job.
A Replace the phrases with business verbs.
1 Our products are **put into boxes** by robots.
2 Scientists often **try lots of different procedures** to find new materials.
3 Over 25% of their production has to be **put out with the rubbish**.

B Complete the sentences with business verbs.
1 To stick two pieces of metal together you **.... them**.
2 You paint a car by **.... it**.
3 A supplier **.... components to a factory**.

C Match the words with similar meanings.
check store manufacture remove
put together stock inspect take off
assemble produce
accept /əkˈsept/  
I’m delighted to accept your invitation.

access /ˈækses/  
You can access the data on our website.

acquire /əkwəraɪ/  
We’ve acquired three new factories.

add /æd/  
We’re adding to our range all the time.

admit /ədmit/  
She admitted she was wrong.

advance /ədˈvæns/  
He advanced me £100 for materials.

advertise /ədˈvɜːtaɪz/  
They’ve been advertising on TV.

advise /ədˈvaɪz/  
They advised us to go to another bank.

agree /əˈɡriː/  
They agreed on a plan of action.

alight /əˈlaɪt/  
Please alight here for the airport.
announce /ənɔːns/  
They announced their marriage.

answer to /ɑːnsə tə/  
I'm the boss so you answer to me.

apologise /əpələdʒaɪz/  
We apologise for any inconvenience.

apply /əplaɪ/  
He's applying for a new job.

appraise /əpreɪz/  
We appraise our staff every year.

argue /ɑːɡjuː/  
They argued for an hour.

arrange /ərændʒ/  
Shall we arrange a lunch soon?

arrive /ərəɪv/  
I'll meet you when you arrive.

assemble /əsəmbəl/  
The cars are assembled at our factory.

assure /əʃuə/  
He assured us that he would be there.
attach /ətætʃ/  
The report is attached to this e-mail.

auction /ɔːkʃən/  
They auctioned the painting today.

bargain /baːɡɪn/  
She bargained over the price.

barter /baːtə/  
Don't use money; you can barter.

be associated /biː əsəsəˈʃiːətɪd/  
We are associated with that company.

be off /biː əf/  
This fish smells strange; it must be off.

beat /biːt/  
We beat the metal flat here.

bid for /bɪd fə/  
They bid $5 billion for the company.

board /boʊd/  
The plane to Paris is now boarding.

bolt /bəʊlt/  
These two parts are bolted together.
book /bʊk/
Can I book two seats on the 9.45 train?

break the ice /breɪk ɪ: aɪs/
He told a joke to break the ice.

break up /breɪk ʌp/
The company was broken up.

bribe /braɪb/
He bribed the customs officer.

bring /brɪŋ/
Can you bring some more wine, please?

bring out /brɪŋ aʊt/
They’re bringing out a new product.

browse /braʊz/
I was browsing through their brochure.

call (back) /kɔːl bæk/
I’ll call her back later.

call up /kɔːl ʌp/
I called up the document from the disk.

cancel /kænsəl/
I decided not to send it, so I cancelled it.
Business Verbs Index

**cash /kæʃ/**
He cashed a cheque for $1000.

**catch /kætʃ/**
She’s catching the next flight to Dublin.

**chair /tʃeə/**
She chairs the meeting every Tuesday.

**charge /tʃaːdʒ/**
He charged a lot for his services.

**chat /tʃæt/**
Let’s chat about your new idea.

**check /tʃek/**
We check all our products thoroughly.

**check in /tʃek ɪn/**
You need your passport to check in.

**check out /tʃek aʊt/**
You have to check out before midday.

**choose /tʃuːz/**
You can choose any colour you like.

**claim /kleɪm/**
She claimed she could do anything.
click /klik/
I clicked on the send button.

close /kləuz/
He closed the meeting early.

collect /kəlekt/
Collect your tickets from reception.

come through /kʌm θruː:/
Has that fax come through yet?

complain /kəmpliın/
We complained about the room.

compromise /kɒmprəmaɪz/
They compromised on the price.

conclude /kəŋkluːd/
He concluded by saying goodbye.

confess /kənfes/
I must confess – I didn’t think of that.

confirm /kənfɪm/
She confirmed the arrangements by fax.

connect /kənekkt/
Can you connect me to Mr Jones?
consult /kənsəlt/
She consulted several people.

control /kəntrəul/
He controls the production process.

conVINce /kənvɪns/
He convinced her that she was wrong.

co-operate /kəʊəpərət/  
We co-operate in the US market.

courier /kəriə/
It was urgent so I couriered it to them.

cover /kʌvə/
The money didn’t cover his costs.

cover up /kəvər ap/
He tried to cover up his mistake.

credit /kredɪt/
£2,000 was credited to his bank account.

deal /diːl/
He deals in shares on the Internet.

debate /dɪˈbeɪt/
They debated the pros and cons.
debit /dibɪt/  
The bank debited $20 from his account.

define /dɪfəɪn/  
You need to define the problem clearly.

defraud /dɪfrəʊd/  
He defrauded his business partner.

delete /dɪliːt/  
I didn’t need it, so I deleted it.

deliver /dɪlɪvə/  
They deliver the mail twice a day.

demonstrate /dɪmənstrəɪt/  
They demonstrated their new product.

demote /dɪməʊt/  
They demoted him after poor sales.

depart /dɪpə:t/  
The train departs at 15.00.

deposit /dɪpəzɪt/  
They deposited gold in a Swiss account.

describe /dɪskraɪb/  
She described the situation very clearly.
design /dɪˈzeɪn/
All our products are designed in Italy.

develop /dɪˈveləp/
She’s developing a model for Italy.

dial /daɪəl/
I dialled your number twice.

disagree /dɪˈɡriː/  
They disagreed about everything.

discuss /dɪˈskʌs/  
Let’s discuss some of these new ideas.

dismiss /dɪˈmɪs/  
He was dismissed for stealing.

display /dɪˈспleɪ/  
They’re displaying the new products.

divide /dɪˈvɜːd/  
They divided the business into two.

download /daʊnˈləʊd/  
You can download the software.

drive /draɪv/  
You’ll have to drive from the airport.
drop off /dρp ɒf/
I’ll drop you off at your house.

e-mail /iːmɔːl/
I’ll e-mail you with the news.

emphasise /ɪmˈfɛsəɪz/ 
He emphasised the key points.

employ /ɪmplɔɪ/
The company only employs six people.

endorse /ɪnˈdɔːs/ 
The French team is endorsing our car.

enjoy /ɪnˈdʒɔɪ/
I enjoyed the party very much.

enquire /ɪnkwɔɪər/
Nobody has enquired about our service.

exchange /ɪkstʃəndʒ/ 
We exchanged business cards.

expand /ɪkˈspænd/ 
The company expanded last year.

expect /ɪkˈspekt/ 
We’re expecting four more people.
experiment /ɪksˈperəmənt/
She experimented with different ideas.

explain /ɪksˈpliːn/
They explained their new plans.

fine /faɪn/
The judge fined the company $10,000.

fire /faɪr/
She was fired after sales fell.

firm up /fɜːm ʌp/
We can firm up the arrangements now.

foot the bill /fut ðə bɪl/
We all had to foot the bill.

form an alliance /fɔːm ən əˈleɪəns/
The two companies formed an alliance.

forward /fɔːrəd/
I’m forwarding Michael’s report to you.

fund /fʌnd/
How are we funding the new project?

generate interest /dʒenəreɪt ɪntrəst/
The adverts generate interest.
**Business Verbs Index**

**get /get/**
I tried to get the message to you.

**get back /get bæk/**
We got back from the party at 2 am.

**get feedback /get fiːdbæk/**
We've been getting a lot of feedback.

**get off /get əf/**
Get off the train in Toulouse.

**give it a plug /gɪv it ə plʌg/**
He gave them a plug on the radio.

**go bankrupt /ɡəʊ ˈbæŋkrʌpt/**
The company went bankrupt.

**go long /ɡəʊ lɒŋ/**
He went long on the dollar.

**go on strike /ɡəʊ ən straɪk/**
They went on strike for more pay.

**go out of business /aʊt əv biznəs/**
They went out of business.

**go short /ɡəʊʃɔːt/**
She went short on sterling.
go through /gəʊ θruː/
After checking in, go through customs.


goossip /ɡɒsəp/
We gossip about everyone in the office.


greet /ɡriːt/
He greeted me with a firm handshake.


haggle /hægəl/
They haggled over the price for ages.


hammer out /hæmər aʊt/
We have to hammer out a deal today.


hedge /hedʒ/
He hedged his investments.


hire¹ /hɑːə/
They’re hiring people for the factory.


hire² /hɑːə/
You can hire a car at the airport.


hold (on) /həuld ʌn/
He’s engaged. Will you hold (on)?


influence /ɪnˈflʌns/
What influenced you to do this?
**insist** /ɪnsɪst/
She insisted she was right.

**inspect** /ɪnspekt/
We inspect the factory every week.

**insure** /ɪnsɜːr/
You should insure all your valuables.

**interrupt** /ɪntəˈrʌpt/
He always interrupts other people.

**interview** /ɪntəˈvjuː/:
She interviewed twenty people.

**introduce** /ɪntrəˈdʒuːs/:
Let me introduce my colleagues.

**invest** /ɪnˈvɛst/
Invest in government bonds this year.

**invite** /ɪnˈvайt/
I’ve been invited to two parties.

**invoice** /ɪnˈvɔɪs/
I’ll invoice you for the work I’ve done.

**issue shares** /ɪʃuː ʃeəz/
They’re going to issue shares.
**Business Verbs Index**

*Your language*

**justify** /dʒəstəfai/  
She justified her decision to leave.

**land** /lænd/  
The plane will land in ten minutes.

**launch** /laʊntʃ/  
They’re launching their new product.

**lay off** /lei əf/  
They laid off fifty workers.

**liaise with** /liaɪz wɪθ/  
My job is to liaise with our clients.

**lift** /lɪft/  
Can you lift those boxes?

**load** /ləʊd/  
I loaded some more paper this morning.

**log on** /lɒɡ ɒn/  
I logged on when I got to the office.

**look forward** /lʊk fɔːwəd/  
I look forward to meeting you.

**mail** /meɪl/  
I’ll mail the report to you immediately.
make a date /meɪk ə dɛrt/
Shall we make a date for the meeting?

make a point /meɪk ə pɔɪnt/
He made a good point about sales.

make redundant /meɪk rɪdəndənt/
She was made redundant last month.

manage /mænɪdʒ/  
He manages a team of five people.

manufacture /mænjuːfæktʃər/  
We manufacture 40 different products.

mention /menʃən/  
He mentioned the report briefly.

merge /mɜːdʒ/  
The two companies merged into one.

mingle /ˈmɪŋɡəl/  
We should mingle with the other guests.

minute /ˈmɪnət/  
He minuted all the main points.

mix /mɪks/  
She mixes well with everybody.
**Business Verbs Index**

**monitor** /ˈmɒnɪtər/
*They’re monitoring sales.*

**move** /mjuːv/
*We’d like to move to a different room.*

**move on** /mjuːv ʌn/
*Let’s move on to the next section.*

**negotiate** /nɪgəˈveɪt/.
*We’re negotiating a new contract.*

**offer** /ˈɒfər/
*He offered her some more peanuts.*

**order** /ˈɔːdər/
*Can we order two coffees, please?*

**outline** /ˈaʊtlain/.
*I’d like to outline the main points.*

**package** /ˈpækɪdʒ/.
*These products are packaged for Asia.*

**pass over** /pɑːs ˈɔːvər/.
*He was passed over for promotion.*

**pencil in** /ˈpensəl ɪn/.
*I’ve pencilled in the meeting for Friday.*
perform /pəfərm/  
He hasn’t been performing well.

persuade /pəswɔːd/  
They persuaded us to sell.

pick up¹ /pɪk ʌp/  
He picked up three new shirts for £25.

pick up² /pɪk ʌp/  
I’ll pick you up outside your office.

pilot /paɪlət/  
She’s piloting her new product in Texas.

pour /pɔː/  
Can I pour you another drink?

present /prɛzənt/  
We’re presenting the main points.

print /prɪnt/  
I’ll print you a copy of the memo.

proceed /prəsiːd/  
Please proceed to gate 45.

produce /prədʒuːs/  
They produce 100 cars a day.
Business Verbs Index

promote /ˈprəməут/  
She was promoted to finance director.

promote /ˈprəməут/  
They promote new books very well.

propose /ˈprəpəuz/  
I’d like to propose two changes.

publicise /ˈpʌblɪsəiz/  
We’re publicising a series of events.

publish /ˈpʌblɪʃ/  
The results will be published tomorrow.

purchase /ˈpɜːtʃəs/  
She purchased thousands of shares.

put away /ˈput awei/  
I’ve put all the tools away.

put forward /ˈput fɔːwəd/  
She put forward an idea to save money.

put through /ˈput θruː/  
I’ll put you through to his office.

put together /ˈput təˈgeðə/  
We put our products together by hand.
**Business Verbs Index**

**raise money** /reɪz mʌni/
She’s trying to raise money.

**receive** /rɪsi:v/
I received your fax yesterday.

**recognise** /rekəgnaɪz/
Everyone recognises their name.

**recommend** /rekəmend/
They recommended new procedures.

**redial** /riːdaɪəl/
The fax machine is redialling.

**reduce** /rɪdjuːs/
He reduced the price by 10%.

**refund** /riːfʌnd/
The shop refunded her money.

**reimburse** /riːmbrəs/
I’ll reimburse you for your expenses.

**relax** /rɪlæks/
Just relax and enjoy yourselves.

**release** /rɪliːs/
We’re releasing a new product in June.
Business Verbs Index

**remove** /rɪmjuːv/  
They’ll have to remove the engine.

**rent** /rent/  
You’ll have to rent a car for a week.

**repair** /rɪpeə/  
He tried to repair the damage.

**repay** /rɪpeɪ/  
He repaid all the money that he owed.

**replace** /rɪpleɪs/  
You’ll have to replace the batteries.

**report** /rɪpɔːt/  
She reported on the market’s reaction.

**report to** /rɪpɔːt ə/  
You report to your line manager.

**represent** /reprɪzent/  
She represents a huge company.

**request the pleasure** /rɪkwest ə pleʒə/  
We request the pleasure of your company.

**research** /rɪsɛʃ/  
We’re researching a new treatment.
reserve /rɪzərv/
Can I reserve a single room?

resign /rɪzaɪn/
He resigned from his job.

retire /rɪtaɪə/
He retired after forty years.

return /rɪtɜːn/
Return the car before 10 am.

return (a call) /rɪtɜːn ə kɔːl/
I’m returning your call.

review /rɪvjuː/
The papers reviewed our new product.

rework /rɪˈwɜːk/
They’re reworking some of the figures.

ring (back) /rɪŋ bæk/
He rang her back that evening.

run out /rʌn aʊt/
The fax machine has run out of paper.

sack /sæk/
She sacked him because he lied to her.
**Business Verbs Index**

**save** /seɪv/
I saved it to my hard disk.

**screw** /skruː/
She screwed the bracket to the wall.

**search** /sɜːtʃ/
I’ve searched everywhere for the file.

**select** /sɪlekt/
Please select one of these items.

**sell off** /sel əf/
They’re selling off last year’s stock.

**sell out** /sel əut/
They’ve sold out of that new CD.

**send** /send/
I sent your letter yesterday.

**set up** /set ʌp/
We’ve set up a meetings for March.

**settle** /setl/
Let’s settle this matter right now.

**shift** /ʃɪft/
He shifted the boxes to another room.
shop around /ʃəp ərəʊnd/
She shops around for the best prices.

specialise /speʃəlaɪz/
We specialise in supplying wine.

split up /splat ʌp/
The company was split up.

sponsor /spɒnseɪ/
We sponsored the rugby team last year.

spray /spreɪ/
She sprayed the car with green paint.

start out /stɑːt aʊt/
She started out with $1,000.

state the obvious /steɪt ədʒiː əbviəs/
He was always stating the obvious.

stock /stɒk/
We stock all the spare parts.

store /stɔːr/
Can you store it in the warehouse?

strip /strɪp/
They stripped the company’s assets.
Business Verbs Index

**suggest** /sədʒɪst/
We suggest a different course of action.

**summarise** /sʌməraɪz/
He summarised the main argument.

**supervise** /suːpəvaɪz/
She supervises the telephone operators.

**surf** /sɜːf/
I enjoy surfing the Internet.

**suspend** /səspend/
They suspended him from his job.

**swallow up** /swɔːləʊ ʌp/
A bigger company swallowed us up.

**swindle** /swɪndl/
He swindled us out of millions.

**take away** /teɪk əweɪ/
Can you take away our plates, please?

**take off** /teɪk ɔf/
The plane takes off at 7 pm.

**take off** /teɪk ɔf/
Sales really took off in the summer.
take on /teɪk ʌn/
They take on extra staff in August.

take over /teɪk əʊvər/
They took us over in March.

talk over /tɑːk əʊvər/
They talked over the proposal.

thrash out /θræʃ aʊt/
We’ll have to thrash out a solution.

trade /treɪd/
She trades in futures and options.

train /treɪn/
She is training to be a Web designer.

transfer¹ /trænsfeər/¹
I’ll transfer your call to Ms Hart.

transfer² /trænsfeər/²
You’ll have to transfer to another plane.

trick /trɪk/
They were tricked into selling.

undo /ʌndəʊ/
I made a mistake, so I tried to undo it.
visit /ˈvɪzɪt/
To find out more, visit our website.

walk out /wɔːk əut/
They walked out in protest.

warn /wɔːn/
I’m warning you – don’t do it again.

weld /weld/
We’ll weld these two panels together.

wipe /waɪp/
The file was wiped from the computer.

withdraw /wɪðdrɔː/
She withdrew all her savings.

wrap /ræp/
I wrapped the parcel carefully.
Answers

Review 1
A  wipe/delete; connect/put through; ring back/call back
B  1 return  2 attached  3 courier  4 redialled
C  1c  2d  3b  4a

Review 2
A  Starting – take on, apply, employ, hire
Finishing – retire, resign, dismiss, make redundant
B  1 answer  2 promoted  3 train  4 go on strike
C  1 report to  2 appraises  3 negotiating

Review 3
A  trade/deal; go out of business/go bankrupt;
   split up/divide; swallow up/take over
B  1 merged  2 going short  3 going long  4 hedge
C  1 expand  2 co-operating  3 bidding for  4 acquired

Review 4
A  1 check in/go through/proceed/boarding
   2 hire/insure/return  3 checked out/store/collect
B  alight/get off; arrive/land; book/reserve; collect/pick up;
   depart/leave; hire/rent

Review 5
A  1 off  2 up  3 back  4 off  5 forward
B 1 arranged 2 invite 3 greeted 4 expected
C 1c 2a 3b

Review 6
A 1 disagree 2 interrupt 3 compromise
B 1c 2b 3a
C argue/debate; confirm/firm up; discuss/talk over; hammer out/thrash out; propose/put forward

Review 7
A 1 haggled 2 withdrew 3 cash 4 reimburse 5 bribe
B 1 shop 2 sold 3 foot

Review 8
A browse/surf; choose/select; bring out/launch
B 1 gave 2 endorsing 3 took off
C 1 enquiring 2 download 3 advertising

Review 9
A 1 claiming 2 advise 3 insisted
B outline/summarise; persuade/convince; admit/confess; recommend/suggest
C 1 justify 2 apologise 3 cover ... up

Review 10
A 1 packed 2 experiment 3 thrown away
B 1 weld 2 spraying 3 delivers
C check/inspect; store/stock; manufacture/produce; remove/take off; put together/assemble