
BUSINESS COMMUNICATION

Vocabulary

job – a paid position of regular employment

work – a job or activity that you do regularly, especially in order to earn money

profession – a paid occupation, especially one that involves prolonged training and a formal qualification

career – an occupation undertaken for a significant period of a person's life and with opportunities for progress

boss – a person in charge of a worker or organization

supervisor – a person who supervises a person or an activity

employer – a person or organization that employs people

employee – a person employed for wages or salary, especially at non-executive level

coworker – a person with whom one works; a colleague

trainee – a person undergoing training for a particular job or profession

intern – a student or trainee who works, sometimes without pay, in order to gain work experience

full-time (of work or education) – something that is done from 32 to 40 hours per week (the opposite of part-time)

shift – one of two or more recurring periods of time in which different groups of workers do the same jobs (e.g. to be on the day/night shift)

flexitime – a system of working in which people work a set number of hours within a fixed period of time, but can change the time they start or finish work

overtime – time worked beyond one's scheduled working hours

money – something (such as coins or bills) used as a way to pay for goods and services and to pay people for their work

pay – the money paid to someone for regular work

salary – a fixed regular payment, typically paid on a monthly or biweekly basis but often expressed as an annual sum, made by an employer to an employee, especially a professional or white-collar worker

wage – a fixed regular payment, typically paid on a daily or weekly basis, made by an employer to an employee, especially to a manual or unskilled worker

meeting – a planned occasion when people come together to discuss something

briefing – a meeting for giving information or instructions

agenda – a list of items to be discussed at a formal meeting

feedback – information about a person's performance of a task, etc., used as a basis for improvement

assignment – a task or piece of work assigned to someone as part of a job or course of study

project – an individual or collaborative enterprise that is carefully planned and designed to achieve a particular aim

report – an account given of a particular matter, especially in the form of an official document

template – a document containing some basic information that you use as a model for writing other documents

layout – the way in which the parts of something are arranged

pay rise (BrE)/**pay raise** (AmE) – an increase in the amount of money you are paid for doing your job

single-handedly – done without help or feedback from anyone else

HR (short for Human Resources) – the department responsible for the recruiting, training, and welfare of the staff

Verbs

to go over something – to look at something in a careful or detailed way

to object (to (doing) something) – to say that you oppose or disapprove of something

to address (an issue) – to think about and begin to deal with an issue or problem

to bring something up – to start to talk about something

to wrap up (a meeting) (informal) – to finish a meeting by drawing conclusions

to look for something/someone – to search for something or someone

to provide something – to give something to someone or make it available to them

to stand out – to be very noticeable

to keep on doing something – to continue doing something

to elaborate on (a topic) – to present something in detail

to take up something – to begin to do something OR to manage something

to process something – to deal with an official documents, request, etc.

to submit something – to give a document to someone in authority for them to consider or approve

Phrases

to be on the agenda – to be scheduled for discussion at a meeting

to be easy on the eye (informal) – to be pleasant to look at

to update someone on something – to tell someone the most recent information about something

to pass on the news to someone – to tell someone something that someone else has told you

to brainstorm ideas – to suggest a lot of ideas for a future activity very quickly before considering some of them very carefully

to take/to write down the minutes (of the meeting) – to make an official record of what is said and decided during a matter

Grammar Corner

We use the construction “*Not only X, but also Y*” when we present two related pieces of information. Note that both X and Y should be parallel structures (i.e. the same parts of speech).

e.g. They have not only free coffee but also free snacks.

We can use the construction “*Not only X, but also Y*” at the beginning of the sentence to add emphasis. In this case, we invert the subject and the verb.

e.g. Not only were they supportive of my plans but also they were constantly checking up on me.

When there is no *auxiliary verb* or main verb *to be* in the construction “*Not only X, but also Y*”, we use *do, does, did*.

e.g. Not only did they fire him, but they also didn't pay him anything.

Real Life Situations

(C1 – Coworker 1, C2 – Coworker 2, S – Supervisor)

A Weekly Briefing

S: Good morning! I can see that everyone is here, so let's get started then. So the items on the agenda... We'll quickly go over the news, project updates, and then surely discuss the upcoming Christmas party. Does anyone object to these items?

C2: Excuse me, Ms. Wyatt, but are we going to address the talks about the merger?

S: Thanks for bringing this up, Ben. Well, these are just talks for now, so I do not possess any specific information about it, nor are there any details concerning it really. I'm sure that everyone is quite anxious, but we'll have to wait.

C2: I understand. Thank you.

S: Alright, let's go through the items on the agenda in that order.

a little later

S: OK, thanks for coming! As always, it was a pleasure to have your feedback. Let's wrap up this briefing. And have a nice day, everyone!

Providing Feedback

C1: Hello Ms. Wyatt! You wanted to see me?

S: Yes, James. Come in. I've just finished reviewing your assignment. I'm satisfied with the results.

C1: Thank you very much, Ms. Wyatt! How can I improve?

S: Well, you finished the assignment on time, so you don't have any problem with deadlines. And since it was your first project here, you did very well! Though I believe you could have used the remaining time looking for additional references to give your report more weight.

C1: I understand. I'll keep this in mind. And what about the structure of the report? You provided a template to follow, but I changed the layout a little bit.

S: Ah, right! I actually loved that. I think it became easier on the eye. And the graphs really stand out right now.

C1: Is there anything else I could improve?

S: Just keep on updating me on your progress when you're working on these assignments. That's basically all.

C1: Thank you very much for your feedback!

S: No problem. Good job, James! I'm glad you joined our team.

C1: Likewise! Thanks again, Ms. Wyatt.

Talking about a Pay Raise

C2: Ms. Wyatt, are you free for a second?

S: Sure, come in, Ben. What can I do for you?

C2: Well, I don't know if this is the right time to bring this up, but I wanted to discuss the pay rise/raise.

S: Elaborate, please.

C2: Well, I've been working here for 4 years and have made great progress. In addition, my job performance has been recognized by you and other managers many times.

S: If I understand you correctly, you feel that your salary does not match your responsibilities anymore?

C2: That is correct. Not only have I constantly worked overtime the past 4 months, but I also have taken up new projects.

S: I completely understand that. Well, you know that I can't single-handedly make this decision. I'll have to pass on this information to our managers so that it can be processed.

C2: I understand. Should I submit an official request?

S: Yes, you should submit one to the HR department. And send one copy to me, please.

C2: Thank you very much! I'll do it today.