

ENGLISH

60/2016

ERS

OFFICE ENGLISH

DODATEK

ENGLISH MATTERS

Language Guide poradnik językowy

Dear Readers,

This time, *English Matters* visits you at your workplace in order to check if you know the vocabulary and phrases needed to name office equipment, if you can talk shop and use the array of most useful office idioms. Thanks to this guide you'll learn, among other things, that there is nothing odd about an odd-job, the word training is uncountable and what the difference between salary and wage is. This guide is your crash course in office English, so don't miss it.

in order to | aby, żeby
equipment | wyposażenie
to talk shop | rozmawiać
o sprawach zawodowych/
służbowych
array | zestaw, zbiór

odd | *tu*: dziwny
uncountable ʌn'kaʊntəbl
| niepoliczalny
crash course | kurs
błyskawiczny

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Office equipment



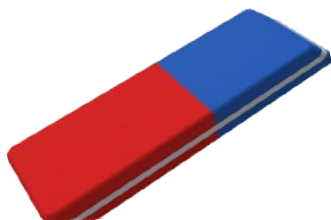
staple | zszywka



stapler | zszywacz



file | teczka (na dokumenty)



eraser | gumka do ścierania



staple remover
| przyrząd do usuwania
zszywek



fan | wentylator



appointment book | terminarz



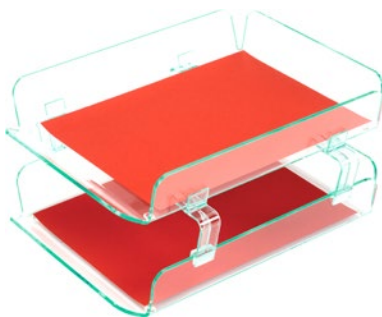
memo pad | bloczek do notatek



clipboard | podkładka
do pisania z klipsem



post-it notes | karteczki samoprzylepne



desk tray | organizer dokumentów, zasobnik na dokumenty



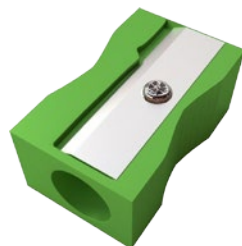
paper clip | spinacz do papieru



stamp | znaczek, pieczęć



tape dispenser | podajnik taśmy klejącej



pencil sharpener | temperówka



binder clip | klips biurowy



paper clamp | spinacz krzyżowy



sellotape | taśma klejąca



drawing pins | pinezki



glue stick | klej w sztyfcie



noticeboard | tablica ogłoszeń



note pad | notatnik



hole punch | dziurkacz



file folder | segregator



wastepaper basket | kosz
na odpady papierowe



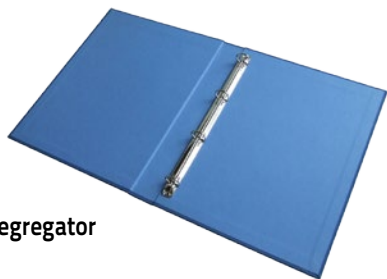
spike file | nabijak



file guides | separatory do
dokumentów



ring binder | segregator



clamp binder
| segregator
klamerkow)



rotary file | wizytownik obrotowy



cordless telephone | telefon
beprzewodowy



push-button telephone | telefon
z klawiaturą numeryczną



scissors | nożyczki



dustbin | kosz na śmieci



correction fluid | korektor
w płynie



correction tape | korektor
w taśmie



envelope | koperta



rubber band | gumka
recepturka



first aid kit | apteczka



whiteboard | tablica biała/
suchościeralna



desk tidy | organizer na
biurko, przybornik



markers | pisaki



highlighter | zakreślacz



label | *tu:* nalepka,
etykietka



wall calendar | kalendarz ścienny



business card | wizytówka



stationery | artykuły
piśmiennicze



flipchart
| rodzaj tablicy
demonstracyjnej



keyboard | klawiatura



charger | ładowarka



memory stick | pamięć
USB



mouse pad | podkładka
pod myszkę



wire | przewód, kabel



screen | monitor, ekran



remote control | pilot



scanner | skaner



printer | drukarka



paper shredder | niszczarka
do papieru



overhead projector | rzutnik



laminating machine | laminator



calculator | kalkulator



socket | gniazdko



desk lamp | lampa
biurkowa

Office furniture and fittings



desk | biurko



plant | roślina



microwave | mikrofalówka



filing cabinet | szafka
na akta/dokumenty



swivel chair 'swɪvl tʃeə(r) / tʃer
| krzesło obrotowe



photocopier | kserokopiarka



coffee machine | ekspres do kawy



cubicle | boks



bookcase | regał



drawer drɒ:(r) / drɔ:r | szuflada



fax machine | faks



drawer unit | komoda
biurowa/szafka
z szufladami



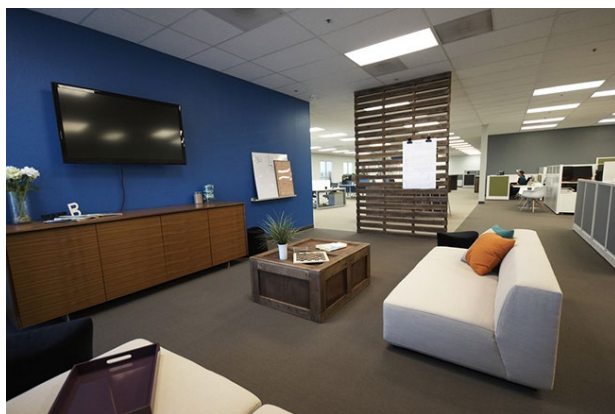
conference table | stół konferencyjny



water cooler | dystrybutor
wody



conference room | sala konferencyjna



employee lounge | pomieszczenie/sala wypoczynkowa dla
pracowników

Fashionable office speak

to touch base offline – to meet face to face

Let's touch base offline this Friday morning.

sustainable – applying methods that do not harm the environment

In the company, we believe in sustainable development.

to utilise – to make good use of sth

The company believes in utilising raw materials efficiently and effectively.

(performance) appraisal – a meeting between the boss and the employee in order to discuss the employee's performance and engagement

Appraisals are going to take place this week.

synergy – the effectiveness, profitability achieved thanks to combining efforts

The synergy between the two branches will be beneficial for the industry.

enquiry (about) in'kwærɪ / 'ɪnkwærɪ (ə'baʊt) – a formal term for a question intended to receive some information

We have already received 1000 enquiries about the application forms.

to launch tə ˈlɔːntʃ – to start sth

The advertising campaign for our new toothpaste has just been launched.

business proposal – an offer in written form from a seller to a buyer

Tomorrow we are going to prepare a business proposal, taking into account all the matters discussed today.

terms and conditions – provisions and rules of cooperation

What are the terms and conditions of this contract?

intrapreneur – an employee in a large company assigned to take charge of a special project

Josh is a real intrapreneur!

sustainable sə'stɜːnəbl | trwały, stały, tu: nienaruszający równowagi ekologicznej

to apply sth | za/stosować coś

raw | surowy

efficiently | w wydajny sposób

appraisal ə'preɪzl | ocena (pracownika)

employee | pracownik

performance | tu: praca

to achieve sth | osiągać coś

branch | gałąź

to take sth into account | brać coś pod uwagę

assigned | wyznaczony

Employee – essential dictionary

employee **im'plɔɪ:** | pracownik

Money

pay | płaca
raise/rise | podwyżka
income | dochód
salary | pensja (miesięczna)
wage | zarobki, płaca (zwykle tygodniowa)
rate | wskaźnik
commission | prowizja
to earn | zarabiać
to be on the dole | być na zasiłku
pension | emerytura; renta
remuneration | wynagrodzenie
expenditure | wydatki
to be within/over the budget | mieścić się w budżecie/przekraczać budżet
return on investment | zwrot z inwestycji
loan | pożyczka
turnover | obrót
living wage | płaca minimalna

Wage vs salary

wage – money you receive for working paid according to the number of hours, days or weekly (a word mostly used in reference to manual labour)

salary – a fixed amount of money you receive for your work each month

People

secretary
employer | pracodawca
executive | pracownik szczebla kierowniczego
CEO = Chief Executive Officer | dyrektor naczelny/generalny
CFO = Chief Financial Officer | dyrektor finansowy
cleaner | osoba do sprzątania
PA = Personal Assistant | asystent
white-collar worker | pracownik umysłowy
trainee | praktykant
intern | stażysta
accountant | księgowy
IT specialist | informatyk
account manager
personnel
sales representative | specjalista ds. sprzedaży
receptionist
call centre worker
president | *tu:* prezes
management board | zarząd
recruitment consultant
HR specialist | specjalista ds. zasobów ludzkich
HR director
marketing specialist
marketing manager
purchasing manager 'pɜ:tʃæsɪŋ / 'pɜ:rtʃæsɪŋ
 'mænɪdʒə(r) / 'mænɪdʒər | kierownik ds. zakupów
staff | personel
office manager
driver
courier
colleague 'kɒli:g / 'kɑ:li:g | kolega
supplier | dostawca

Others

full-time job | pełen etat
part-time job | praca w niepełnym wymiarze godzin
working hours | godziny pracy
flexible hours | elastyczne godziny pracy, ruchomy czas pracy
fixed hours | stałe godziny pracy
flexitime | elastyczny czas pracy
shift work | praca zmianowa
sick leave | L4, zwolnienie chorobowe
day off | dzień wolny
business trip | podróż służbowa
accommodation | zakwaterowanie
maternity/paternity leave | urlop macierzyński/tacierzyński
parental leave | urlop rodzicielski
odd job | drobne prace; praca dorywcza

Odd job

There is nothing odd about an odd job. Odd-jobs are just small, menial tasks, usually related to maintaining a building, such as changing light bulbs, touching up paintwork and so on.

teleworking | praca zdalna
to be a team player | umieć pracować w zespole
field work | praca w terenie
trade union | związek zawodowy
to resign | zrezygnować (z wykonywanej funkcji/zajmowanego stanowiska)
to terminate a contract | rozwiązać umowę
to hand in a resignation | wręczyć rezygnację/wypowiedzenie
to lay sb off | zwalniać kogoś
vacancy | wakat
to be unemployed | być bezrobotnym
to work overtime | wykonywać nadgodziny
to be made redundant | zostać zwolnionym

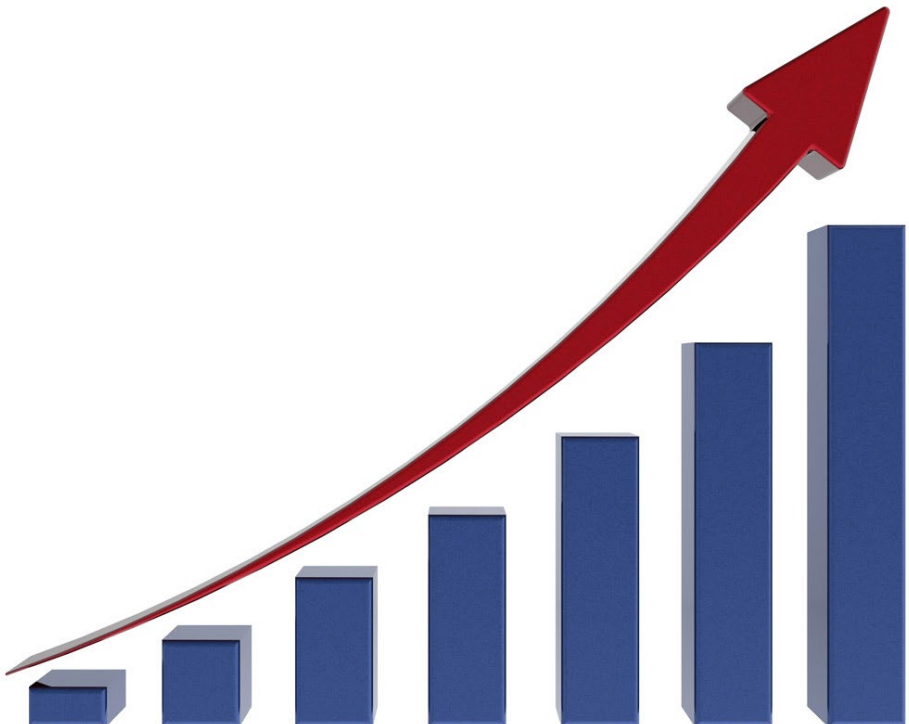
to get the sack | *pot.* zostać wylanym
perks | dodatki, dodatkowe świadczenia
to carry out work/a job | wykonywać pracę
scope of duties | zakres obowiązków
labour law *'leɪbə(r) / 'leɪbər lɔ:* | prawo pracy
labour force | siła robocza
on-the-job training | szkolenie w miejscu pracy
employment contract (for definite/ indefinite period) | umowa o pracę (na czas określony/nieokreślony)
notice period | okres wypowiedzenia
to commute | dojeżdżać do pracy środkami komunikacji miejskiej
promotion | awans
to be promoted | zostać awansowanym
appraisal | ocena (pracownika)
to be self-employed | być samozatrudnionym
to issue an invoice | wystawiać fakturę
goal | cel
intranet | sieć wewnętrzna
intercom | interkom
to attend a meeting | uczestniczyć w spotkaniu
to answer the phone | odebrać telefon
to make a phone call | wykonać telefon
to relocate | przenosić się na nowe miejsce
trial *'traɪəl* / **probationary period** | okres próbny
work environment | środowisko/warunki pracy
job security | bezpieczeństwo pracy
induction programme | program wprowadzający (nowych pracowników do pracy)
to take on sb | przyjąć kogoś, zatrudnić kogoś
B2B = business to business | ogólna nazwa na relacje/transakcje łączące dwie firmy
to be ahead of/behind schedule | wyprzedzać harmonogram/mieć opóźnienie względem harmonogramu (pracy)

credentials | referencje
chart | wykres
figures | liczby
merger | fuzja, połączenie
industry | *tu*: branża
branch | *tu*: oddział
headquarters | siedziba główna
parent company | firma-matka
department | dział
analysis of sth əˈnæləsɪs əv ˈsʌmθɪŋ
| analiza czegoś
appointment | spotkanie
to miss a deadline | nie dotrzymać terminu
(wykonania czegoś)
to grow by X % | wzrosnąć o X %
approximately | w przybliżeniu
to postpone / put off a meeting | przełożyć,
odwołać spotkanie
to hold the position of | mieć stanowisko
to throw a sickie | udawać chorego

Training

'Training' is an uncountable word.
*Tomorrow we are being given
training in customer service.
All staff must undergo training.*

to undergo sth | przejść coś



Talking Shop

On the phone

A: The XYZ company, may
I help you?

B: Could I speak to John Doe, please?

A: I'm sorry. He's not in at
the moment.

B: When do you expect him back?

A: He should be back in an hour.
May I take a message?

B: No, it's all right, thanks.

I'll call back then. Goodbye.

A: Goodbye.

10 useful expressions

- I'm sorry the line is busy.
Shall I put you on hold?
- Could I have your name again?
- Don't hang up.
- I'm afraid I don't follow you exactly.
- Could you possibly speak a little
slower?
- You're welcome.
- Let me check my schedule.
- Four o'clock would be fine.
- How about three o'clock?
- I'm free after 11.00.

Shall I put you on hold? | Czy Pan/Pani
poczeką?

to hang up | rozłączać się

to follow sb | tu: nadążać za kimś



First meeting

- A: I'd like to introduce you to Mr John Smith, our new CFO.
B: Welcome to Munich. Is this your first time in Germany?
A: Actually, I was here once before, in 2004.
B: Oh really? Was that for business or pleasure?
A: I was visiting an R&D centre we were opening in Munich.

actually | właściwie

10 useful expressions

- Have you been here before?
- What do you think of Paris?
- What about you?
- I think this is your first time in Hungary, isn't it?
- Please give my best to Peter.
- Who is that woman over there?
- So, shall we get down to business?
- The food is delicious in Spain, isn't it?
- Did you catch the news today?
- What do you think about our new incentive scheme?

to get down to sth | zabierać się za coś, przystępować do czegoś
incentive scheme | motywacyjny system (wynagrodzeń i bonusów)



At the meeting

- A: How does your side of things look?
B: Things aren't running as smoothly as I'd hope.
A: What do you mean exactly?
B: The outsourcing of accounting services poses a lot of problems.
A: How about changing the outsourcing company?
B: It's worth a try.

to run | *tu*: przebiegać

smoothly | gładko

outsourcing | zlecenie na zewnątrz

accounting services | usługi księgowe

it's worth a try | warto spróbować

10 useful expressions

- How far have you got with the project?
- I'm not convinced.
- If you ask me, we should
- One option would be to
- Unless we, we won't
- If I may, I think
- I see what you mean.
- That's possible, but
- Do you see what I'm getting at?
- Keep to the point, please.

convinced | przekonany

unless | chyba, że

to get at sth | zmierzać do czegoś

keep to the point | do rzeczy, do sedna



Conference calling

- A: It's Peter Smith in Chicago. Are we all on?
- B: Welcome everybody, my name is John Jackson and I'm the financial analyst in XYZ.
- C: Hi, I'm Mary Brown and I'm the HR partner in XYZ.
- A: Today I would like to outline our plans for the next quarter. Firstly, I'll talk about our targets. I will be glad to answer any questions that you may have at the end of this presentation.
- B: I didn't catch that last bit. Could you say it again please?

to outline sth | przedstawić coś w skrócie
quarter | *tu*: kwartał
bit | *tu*: fragment, część

10 useful expressions

- Can I add something quickly?
- Did everybody get the agenda?
- I'm going to say a few words about our strategy.
- I'm back on the line again.
- It was a real pleasure being here today. Goodbye and thank you.
- I didn't quite hear that, sorry, can you say that again?
- Sorry, but just to clarify...
- I think we are all on the same page here.
- From my perspective, it's a little different. Let me explain.
- Are you free to talk again next week?

agenda | porządek obrad



Office idioms

to be on the same page – to agree with sb/sth; share the same opinion
I think we are all on the same page in this matter.

win-win situation – a mutually beneficial situation
This deal is a win-win situation for both companies.

to go the extra mile – to make an additional effort
If you want to be promoted this year, you need to go the extra mile in terms of your engagement in the project.

to pull a few strings – to secretly use your influence in order to achieve your goal or support someone
It's just a matter of pulling a few strings. Don't worry, he won't stay long in jail. I'll take care of this.

to have a lot on your plate – to have a lot of work or a lot of problems to cope with
I already have a lot on my plate. I can't engage in any more business activities right now.

to think outside the box – to be creative, to be able to come up with new ideas
If we want to increase our revenues, we need to be innovative, think outside the box.

(to put something) on the back burner – to make a decision to delay doing something
Unfortunately, there are no funds. For the time being, the new incentive scheme must be put on the back burner.

to show someone the ropes – to teach someone all the necessary things for this person to be able to do their job
Mr Smith will show you the ropes. If you have any questions, please ask him.

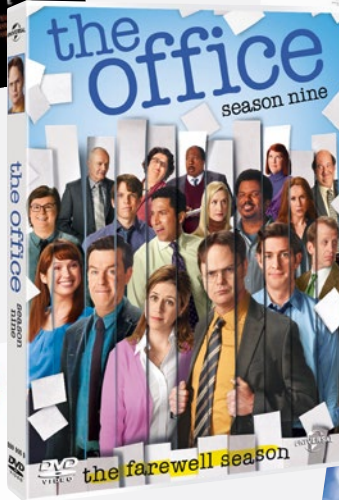
to be snowed under – to have too much work
We are snowed under with emails from our clients.

to pull one's weight – to do your share of the work
You need to pull your weight. Otherwise, you'll be laid off.

(to be) in the same boat – to be in the same situation as others
We are all in the same boat. We need to cooperate or otherwise everything is lost.

to agree with sb/sth | zgadzać się z kimś / czymś
mutually 'mju:tʃuəli | wzajemnie, obopólnie
additional | dodatkowy
effort | wysiłek
influence | wpływ
to support sb | wesprzeć kogoś
to cope with sth | uporać się z czymś
to come up with sth | *tu*: wymyślać coś
revenue 'revənju: / 'revənu: | dochód, przychód
to delay sth | opóźniać coś
weight *wert* | waga
share | udział, część

What to watch?



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