Phrase bank  Unit 1: Introductions

Describing your work
I work for (IBM / a pharmaceutical company).
I am responsible for (accounts).
I work in (a bank / an office / London).
I have (five) years of experience in (sales).
My job involves ...
I'm based in ...
My role is to ...
Our headquarters are in ...
I'm head of (marketing) / in the (marketing) department.

Phrase bank  Unit 2: Work-life balance

Talking about routines
We work (37) hours a week.
I hardly ever send (text messages).
They work an average of (five) hours of overtime.
She sometimes has to work at the weekends.
The average user saves (45) minutes a day by being able to check emails on the move.
It means a lot of travelling.
It involves long hours.
I always go to work (by car).
We get (three) weeks' holiday a year.
I usually just have (a sandwich) for lunch.
Phrase bank  Unit 3: Telephone talk

Telephoning

This is ...
Thank you for holding.
I’m putting you through now.
I’m phoning/calling about ...
Can I/you take a message?
Can/Could I speak to ...?
Can I have extension ..., please?
I’d like to speak to ...
The line is engaged.
I’m calling from (Tokyo/New York) ...
You’ve got the wrong number.
Can you give me the number for ...?
Could you tell him/her that I called?
Could you hold on, please?
Sorry, I didn’t catch that. Could you say it again?

Phrase bank  Unit 5: Internet histories

Talking about the past

When did they first ...?
Who started the company?
How long ago did ...?
Who invented ...?
When was the last time ...?
What happened in ...?
Phrase bank  Unit 6: Orders

Dealing with orders
Thank you for ...
Please accept my apologies for ...
I apologize for ...
I’ll deal with it ...
Please contact us / let us know if ...
Let me take down the details ...
Regarding ...
I’m not at all happy about this.
I wish to / would like to confirm our order.

Phrase bank  Unit 7: Hotels

Travel and accommodation
Do you have any rooms available?
I have a few hours to kill.
I have a few hours to shower.
I have a few hours to stretch out.
I’d like a chance to relax.
I’d like a chance to sleep off the jet lag.
The price was very reasonable.
Is there Internet access available?
I have an early morning flight.
I have an afternoon flight.
I have an evening flight.
Could I have an early morning call, please?
Phrase bank  Unit 9: Spirit of enterprise

Talking about business developments
He left school (at 16).
Eventually he became a manager.
They picked up skills and knowledge.
He was still only (20) when he set up the business.
One thing they have in common is a capacity for hard work.
The company is still growing.
The level of profits has remained stable.
Turnover has doubled in (5) years.
Customer service is a major selling point.

Phrase bank  Unit 10: Stressed to the limit

Talking about stress
My job is very stressful.
Too much pressure and long hours are the main factors.
Work-related stress can cause health problems.
I find being at home more stressful than being at work.
I get a bit on edge at times.
Stress is linked to heart disease.
It’s easy for companies to reduce stress.
Phrase bank  Unit 11: Top jobs

Describing a company’s development

He pitched his ideas for (an Internet company).
They created a business plan and secured funding.
Company sales grew (37) per cent between (2007) and (2011).
His company is the world’s (second-) largest (online auction site).
It’s the (tenth) highest-ranked (retail site) in the world.
We don’t get a bonus at the end of the year.

Phrase bank  Unit 13: Air travel

Air travel

Is this where I check in for flight (RA 264)?
Is it okay if I take this bag on as hand luggage?
Could you show me where the available seats are?
I’d really like an aisle / a window seat if possible, please.
Did you pack your bag yourself?
The flight will be boarding at gate number (23) in (20) minutes.
Have a good flight.
Phrase bank  Unit 14: Hiring and firing

Job interviews
Now, can we just check out some details?
Does that mean ...?
But do / are you ...?
It says on your CV / in your email that ... What exactly does that mean?
What does ... involve?
Could you be a bit more specific about ..., please?
I’d like to work for you because ...
In the past, I’ve ...
At my last job, I ...
I’m responsible for ...
I have (five) years of experience in ....

Phrase bank  Unit 15: Time

Talking about time
It’s behind schedule. What is the situation?
I’m sorry about the delay but there have been some problems.
How long is it going to take?
I think we should be ready by ...
It shouldn’t take longer than that.
Will it be on time?
The deadline is (next week).
I sometimes waste time by ...
Phrase bank  Unit 17: Office gossip

Social conversations
How’s it going?
Where have you been?
Have you heard the news? What news?
I can’t believe it!
Really! Is it official?
Apparently they are going to ...
That’s awful/terrible/wonderful/incredible.
Catch you later.
See you there at about six.
Congratulations!

Phrase bank  Unit 18: E-commerce

Discussing advantages and disadvantages
What are the pros and cons?
The advantages/benefits/disadvantages/drawbacks are ...
That’s a negative/positive factor.
Security is an issue.
Another point is ...
Having a good job is one thing, but earning a lot of money is another.
Phrase bank  Unit 19: E-work

Giving explanations
It’s not really about working at home.
Then you are supposed to persuade your friends.
The idea is to ...
I doubt it really works.
It sounds more attractive than it really is.
You can do as little or as much as you want.
The basic tools are ...