

Glossary

announce [V-U12] To **announce** is to tell someone about something with confidence. **oznajmiać, ogłaszać**

answering machine [N-COUNT-U4] An **answering machine** is a device that is connected to the telephone for the purpose of recording messages. **automatyczna sekretarka**

arrange [V-T-U13] To **arrange** is to organize or plan something like a party or meeting. **zorganizować**

arrangement [N-COUNT-U13] An **arrangement** is a plan for a future activity. **ustalenie, plan**

atlas [N-COUNT-U3] An **atlas** is a book of maps. **atlas**

available [ADJ- U13] If a person is **available**, they have time go to a meeting, have lunch or speak with someone. **osiągalny, dostępny**

bar graph [N-COUNT-U15] A **bar graph** is a graph that represents different amounts with thick lines of different lengths. **wykres kolumnowy, histogram**

belongings [N-UNCOUNT-U7] **Belongings** are things that are personally yours, such as a coat or briefcase. **dobyttek, mienie, rzeczy osobiste**

beverage [N-COUNT-U7] A **beverage** is another word for 'a drink', such as tea or soda. **napój**

body [N-COUNT-U14] The **body** of a book or document is the main part of it. **główna treść/część**

book [V-T-U13] To **book** is to make arrangements to stay in a hotel, go to a concert or eat at a restaurant etc at a certain time in the future. **rezerwować**

break room [N-COUNT-U8] A **break room** is a room at a business used by employees to eat lunch or have a snack. **pomieszczenie socjalne**

business letter [N-COUNT-U5] A **business letter** is a personal written or printed message from one business to another. **list handlowy, list urzędowy**

call back [V PHRASE-U9] To **call back** is to telephone someone again. **zadzwonić ponownie, oddzwonić**

caller [N-COUNT-U12] The **caller** is the person who makes the phone call. **osoba dzwoniąca**

catalogue [N-COUNT-U3] A **catalogue** is a list of items for sale. **katalog**

catch a mistake [V-PHRASE-U9] To **catch a mistake** is to discover an error. **wychwycić błąd**

check out [PHRASAL V-U2] To **check out** is to go see what a person, place or thing is like. **sprawdzać**

clarify [V-T-U13] To **clarify** is to make something clearer or easier to understand. **wyjaśniać, rozjaśniać**

client [N-COUNT-U11] **Client** is another word for customer. **klient**

close of business [N-PHRASE-U8] **Close of business** is the time when a business closes for the day. **zakończenie pracy w danym dniu**

closing [N-COUNT-U14] A **closing** is the end of a letter. **zakończenie**

coat rack [N-COUNT-U2] A **coat rack** is a piece of furniture where you can hang your coat, hat etc. **wieszak na ubrania**

come in [PHRASAL V-U2] To **come in** is to enter a building, like a store or house. **wchodzić**

competitor [N-COUNT-U15] A **competitor** is a company that sells the same things as another company. **konkurencyjna firma**

connect [V-U12] To **connect** two telephone lines means to join them together. **łączyć**

contact details [N-UNCOUNT-U13] **Contact details** are the information about how you contact someone, such as their telephone number, address or email address. **dane kontaktowe**

copier [N-COUNT-U4] A **copier** is a machine that makes paper copies of pages. **fotokopiarka**

correction fluid [N-UNCOUNT-U1] **Correction fluid** is a white liquid used for covering mistakes on paper. **korektor w płynie**

courteous [ADJ-U12] If people are **courteous**, they are polite and thoughtful. **uprzejmy**

database [N-COUNT-U3] A **database** is a collection of information. **baza danych**

decrease [N-COUNT-U15] A **decrease** is when something becomes less than it was before. **spadek, obniżenie**

demonstrate [V-T-U15] To **demonstrate** means to show how something is done. **demonstrować, pokazywać**

depart [V-I-U7] To **depart** means you leave a location for another place. **odjeżdżać**

department [N-COUNT-U11] A **department** is one part of an organization, such as a company. **dział**

dictation machine [N-COUNT-U4] A **dictation machine** is a device that records spoken notes or instructions usually to be typed up at a later time. **dyktafon**

dictionary [N-COUNT-U3] A **dictionary** contains the definitions or translations of words. **słownik**

directions [N-PLURAL -U7] **Directions** are instructions on how to get somewhere. **wskazówki**

document [N-COUNT-U5] A **document** is an official paper that gives information. **dokument**

efficient [ADJ-U10] An **efficient** person works quickly and does the work well. **wydajny, sprawny, kompetentny**

employee [N-COUNT-U11] An **employee** is someone who works for a company. **pracownik**

encyclopedia [N-COUNT-U3] An **encyclopedia** is a book containing facts, in alphabetical order. **encyklopedia**

etiquette [N-COUNT-U12] **Etiquette** is a style of behavior that shows good manners in a particular situation. **etykieta**

experience [U NOUN-U10] **Experience** is the skills and knowledge a person gets from doing something. **doświadczenie**

explain [V-T-U6] To **explain** is to make something understood. **wyjaśniać**

familiar [ADJ-U10] If you are **familiar** with something, you know it well. **zaznajomiony**

fax [N-COUNT-U5] A **fax** is short for facsimile. It is a document that is sent through a machine and not the mail. **faks**

fax machine [N-COUNT-U4] A **fax machine** is a device that sends copies of pages over telephone lines. **faks (urządzenie)**

figure [N-COUNT-U15] A **figure** is a number that has been counted or calculated by someone. **liczba, kwota**

filing cabinet [N-COUNT-U2] A **filing cabinet** is a piece of furniture in which you can organize files and other important information. **szafa na dokumenty**

fill out [V-T-U5] To **fill out** is to complete a form with necessary information. **wypełniać (np. formularz)**

folder [N-COUNT-U1] A **folder** is a thin, flat folded piece of paper. It is used to hold papers. **teczka, skoroszyt**

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four-in-one printer [N-COUNT-U4] A **four-in-one printer** is a machine that functions as a printer, copier, fax machine and scanner. **urządzenie wielofunkcyjne**

free [ADJ-U13] If you are **free** to do something, you have time to do it. **wolny (mający czas na coś)**

friendly [ADJ-U10] A **friendly** person likes to talk to other people. **przejazny, przyjacielski**

greet [V-T-U6] To **greet** is to say hello and be friendly to someone upon meeting or arrival. **witać**

half day [N-COUNT-U8] A **half day** is a day when you finish work at mid-day. **połowa dniówki; wolne popołudnie**

hard-working [ADJ-U10] A **hard-working** person works for long hours. **pracowity**

human resources [N-UNCOUNT-U11] **Human resources** is the area of business concerned with recruitment and employees. **dział kadr/zasobów ludzkich**

in charge of [V PHRASE-U1] To be **in charge of** something means to be responsible for it. **być odpowiedzialnym za coś; zarządzać czymś**

increase [V-T-U15] An **increase** is when something becomes bigger than it was before. **wzrost, zwiększenie**

inquire [V-I-U11] To **inquire** is to ask a question. **pytać**

introduce [V-T-U6] To **introduce** yourself means to tell another person who you are for the first time. **przedstawić się**

introduction [N-COUNT-U6] An **introduction** is when you exchange your name and other basic information with another person for the first time. **prezentacja, zapoznanie**

keep it brief [V PHRASE-U14] To **keep it brief** means to keep something short. **przedstawić coś w skrócie; nie przedłużać**

keep track of [V-T-U5] To **keep track of** something is to organize it and keep it safe. **mieć coś pod kontrolą**

lend a hand [V-I-U7] To **lend a hand** is to help someone. **pomagać**

library [N-COUNT-U3] A **library** is a place with books that people can borrow. **biblioteka**

line [N-COUNT-U9] A **line** is an account a person or business has with a phone company that allows them to receive calls. **linia telefoniczna**

line graph [N-COUNT-U15] A **line graph** is a graph that uses lines to show how numbers or measurements change. **wykres liniowy**

lunch hour [N-COUNT-U8] Your **lunch hour** is the hour when you have lunch at work. **przerwa na lunch**

make a call [V-PHRASE-U13] To **make a call** is to call someone on the phone. **zatelefonować**

make a comparison [V PHRASE-U15] To **make a comparison** is to think about how two or more people or things are different or the same. **porównywać**

manual [N-COUNT-U3] A **manual** is a book containing instructions. **instrukcja obsługi**

map [N-COUNT-U7] A **map** is usually a flat surface that shows the details of an area, such as streets and hotels. **mapa**

marketing [N-UNCOUNT-U11] **Marketing** is an area of business relating to making products attractive to customers. **marketing**

measure up [PHRASAL V-U15] To **measure up** means to be equal to something or someone in ability. **dorównywać**

meet [V-T/I-U6] To **meet** is to go to a place in order to see someone. **spotykać się z kimś**

memo [N-COUNT-U5] A **memo** is short for memorandum and it is a short, written reminder. **zawiadomienie, przypomnienie, notatka służbowa**

message pad [N-COUNT-U9] A **message pad** is a pad of paper intended to be used when taking messages. It features areas for names, phone numbers, messages and instructions. **notatnik**

mid-morning [ADJ-U8] **Mid-morning** means in the middle of the working morning. It usually means about 10.30. **późny ranek**

modern [ADJ-U2] A product is **modern** when it's design and/or technique is new. **nowoczesny**

name and number [N PHRASE-U9] A caller's **name and number** is the name and telephone number of the caller. **nazwisko i numer telefonu**

office chair [N-COUNT-U2] An **office chair** is the chair you sit in at the office. It usually has wheels. **krzesło biurowe**

office desk [N-COUNT-U2] An **office desk** is the table that you work at in an office. **biurko**

office supply store [N-COUNT-U1] An **office supply store** is a place where business equipment is sold. **sklep z materiałami biurowymi**

on arrival [N PHRASE-U8] **On arrival** means when you get to a place. **po przybyciu, po przyjeździe**

on hold [PHRASAL V-U9] Being **on hold** means waiting on the phone line to speak to someone. **czekać (np. na połączenie/rozmowę)**

order [N-COUNT-U1] An **order** is a request for a product to be made or delivered to a customer. **zamówienie**

order form [N-COUNT-U5] An **order form** is a document which you use to buy products from another company. You fill in the details and quantities of which items you want. **formularz zamówienia**

organized [ADJ-U10] An **organized** person plans things carefully and keeps things tidy. **zorganizowany**

paperclip [N-COUNT-U1] A **paperclip** is a small piece of bent wire. It slides over papers to hold them together. **spinacz**

pen [N-COUNT-U1] A **pen** is an object used for writing or drawing with ink. **pióro, długopis**

pertinent [ADJ-U14] If information is **pertinent**, it is related to the topic being discussed. **na temat, adekwatny**

phone book [N-COUNT-U3] A **phone book** contains lists of names and telephone numbers. **książka telefoniczna**

pie chart [N-UNCOUNT-U15] A **pie chart** is a circle that has sections to show how something is divided into different amounts. **diagram kołowy**

policy [N-COUNT-U12] A **policy** is a set of rules. **polityka (zasady dotyczące czegoś)**

polite [ADJ-U10] A **polite** person talks to people in a respectful way. **uprzejmy**

prepare [V-T-U5] To **prepare** is to make something ready. **przygotowywać**

printer [N-COUNT-U4] A **printer** is a machine used to print documents and photos from a computer. **drukarka**

professional [ADJ-U12] A person is **professional** if they behave in a way that suits their job. **profesjonalny**

purchasing [N-UNCOUNT-U11] A **purchasing** department finds new products to sell. **zaopatrzenie**

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- put someone through** [PHRASAL V-U9] To **put someone through** is to connect a caller to another phone line. **połączyć rozmowę**
- qualified** [ADJ-U10] A **qualified** person has passed an exam or completed a course of study. **wykwalifikowany**
- receipt** [N-COUNT-U5] A **receipt** is a written document which shows that goods or money was received. **rachunek**
- reception desk** [N-COUNT-U2] A **reception desk** is the table where a receptionist sits and works. **recepcja**
- recipient** [N-COUNT-U14] A **recipient** is someone who gets something such as a letter, package, prize, etc. **odbiorca**
- reference** [ADJ-U3] A **reference** book is a book containing a wide range of information on a subject such as an encyclopedia or dictionary. **książka typu encyklopedia lub słownik**
- refreshments** [N-PLURAL-U7] **Refreshments** are small snacks or drinks. **przekąski**
- regard** [V-T-U7] If a subject **regards** another, it is refering to that thing. **odnosić się do czegoś**
- regard** [V-T-U7] If something **regards** something it is about that thing. For example 'The report is regarding current sales.' **dotyczyć**
- reliable** [ADJ-U10] A **reliable** person can be trusted to do what you ask him or her to do and to do it well. **godny zaufania, niezawodny**
- reminder** [N-COUNT-U7] A **reminder** is a message containing information that someone has been told before. **przypomnienie**
- reschedule** [V-T/I-U13] To **reschedule** is to change the time or date of an appointment. **zmieniać datę, przekładać**
- respectfully** [ADJ-U14] **Respectfully** is used to describe your admiration for someone. **z poważaniem (w listach)**
- return a call** [V PHRASE-U9] To **return a call** is to phone somebody who called you earlier. **oddzwaniać**
- ring** [V-I-U12] (of a phone) To **ring** is to make a sound to show that someone is calling a phone line. **dzwonić (o dźwięku telefonu)**
- ring off the hook** [V PHRASE-U9] (of a phone) To **ring off the hook** is to receive many phone calls in a row for an extended period. **uporczywie dzwonić, urywać się (o telefonach)**
- sales** [N-UNCOUNT-U11] **Sales** is an area of business about persuading people to buy a product or service. **dział sprzedaży**
- salutation** [N-COUNT-U14] A **salutation** is a phrase or word used to greet someone. **pozdrawienie**
- scanner** [N-COUNT-U4] A **scanner** is a device that reads images and copies them into a computer. **skaner**
- scheduling details** [N-UNCOUNT-U13] **Scheduling details** are the information you need for an appointment or arrangement, such as date and time. **szczegóły dotyczące np. umówionego spotkania**
- send** [V-T-U5] To **send** is to dispatch some form of communication. **wysłać**
- sender** [N-COUNT-U14] A **sender** is a person who sends something to someone else. **nadawca**
- shelf** [N-COUNT-U2] A **shelf** is a thin, flat piece of wood or metal that you can put things on. **półka**
- show the way** [V PHRASE-U7] To **show the way** is to point out how to get somewhere. **pokazywać drogę**
- shredder** [N-COUNT-U4] A **shredder** is a machine that cuts paper into thin strips. **niszczarka**
- sign in** [V-I-U6] To **sign in** is to show that you have arrived by signing a piece of paper. **podpisać listę obecności**

signature [N-COUNT-U14] A **signature** is a person's signed name on a document. **podpis**

sincerely [ADJ-U14] **Sincerely** means something is done openly and honestly. **otwarcie, szczerze; z poważaniem (w listach)**

small talk [N PHRASE-U6] **Small talk** is the polite conversation about non-important things that strangers have. **rozmowa na błahe tematy**

staple [N-COUNT-U1] A **staple** is a small piece of metal. It is pressed through papers to hold them together. **zszywka**

stressed [ADJ-U12] If a person is **stressed**, he or she feels nervous and upset due to work or difficult situations. **zestresowany**

successful [ADJ-U10] A **successful** person is someone who gets what he or she wants. **odnoszący sukcesy**

supplies [N-PLURAL-U1] **Supplies** are items that are needed to do an activity. **zaopatrzenie; zapasy**

take a break [V PHRASE-U8] To **take a break** means to take a rest from work or an activity. **zrobić przerwę**

take a message [V-PHRASE-U9] To **take a message** is to write information from a caller for someone else. **zapisać wiadomość**

talent [N-COUNT-U11] A **talent** is a natural skill at doing something. **talent**

tape [N-UNCOUNT-U1] **Tape** is a long, clear thin piece of sticky plastic. It is used for making things stick to each other. **taśma (np. klejąca)**

taxi [N-COUNT-U7] A **taxi** is a car and driver you can pay to take you from one place to another. **taksówka**

telephone [N-COUNT-U4] A **telephone** is a device used to speak to someone who is in another place. **telefon**

the big picture [N PHRASE-U15] **The big picture** is the whole or complete situation and its possible effects. **całokształt**

thesaurus [N-COUNT-U3] A **thesaurus** contains lists of words with similar meanings. **słownik synonimów**

title [N-COUNT-U6] A **title** is the name for your position within a company, such as Sales Director. **tytuł**

traditional [ADJ-U2] A product is **traditional** if it is old in design and/or technique. Traditional is the opposite of modern. **tradycyjny**

transfer a call [V-PHRASE-U12] To **transfer a call** is to answer a call and direct it to someone else. **przełączyć rozmowę**

vacancy [N-COUNT-U11] A **vacancy** is an available job. **wakat, wolne miejsce pracy**

vending machine [N-COUNT-U8] A **vending machine** is a machine that you are able to buy things like candy and soda from. **automat (np. sprzedający słodczyce, napoje)**

visitor's pass [N-COUNT-U6] A **visitor's pass** is a card that shows you are visiting a place. **przepustka dla gościa**

voice mail [N-NONCOUNT-U4] **Voice mail** is a system where people leave recorded telephone messages. **poczta głosowa**

welcomed [ADJ-U6] If people feel **welcomed** when they arrive, they feel as if people want them there. **mile widziany**

working hours [N-PLURAL-U8] Your **working hours** are the times you start and finish work. **godziny pracy**