

English for Business Level 1



المحاضرة الأولى

مفردات السيرة الذاتية

CV Vocabulary

- CV (Curriculum Vitae) or Resume, Cover Letter, Personal Details, Profile.
- Previous/Work Experience: Achieved, Implemented, Managed, Planned, Executed, Coordinated, Improved, Created, Trained, Negotiated.
- Achievements: Accomplishments, Something Successful.
- Education: Graduated, Degree, Final grade, Thesis, Extracurricular activities.
- Skills: Proficient, Experienced, Bilingual, Fluent, Confident.
- Interests: Reading, Travelling, Volunteering.
- Character: Responsible, Adaptable, Confident, Innovative, Reliable, Organized, Dependable, Resourceful.

أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Led a Project

إذا كنت تقود مشروعاً

If you were in charge of a project or initiative from start to finish, try:

إذا كنت مسؤولاً عن مشروع أو مبادرة من البداية إلى النهاية، استخدم:

And if you actually developed, created, or introduced that project into your company? Try:

Chaired, Controlled, Administered, Coordinated, Executed, Headed, Operated,

Orchestrated, Organized, Oversaw, Planned, Produced, Programmed



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

وإذا قمت بالفعل بتطوير أو إنشاء أو تقديم هذا المشروع إلى شركتك فاستخدم:

Built, Created, Designed, Developed, Devised, Founded, Engineered, Established,
Formalized, Formulated, Implemented, Incorporated, Initiated, Instituted,
Introduced, Launched, Pioneered.



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Saved the Company Time or Money

حافظت على مال الشركة أو وقتها لقد

Hiring managers love candidates who've helped a team operate more efficiently or cost-effectively. To show just how much you saved, try:

يحب مديرو التوظيف المرشحين الذين ساعدوا فريقاً في العمل بشكل أكثر كفاءة أو فعالية من حيث التكلفة.
لإظهار مقدار ما قمت بتوفيره؛ استخدم:

Conserved, Consolidated, Decreased, Deducted, Diagnosed, Lessened,
Reconciled, Reduced



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- If you Increased Efficiency, Sales, Revenue, or Customer Satisfaction

إذا قمت بزيادة الكفاءة أو المبيعات أو الإيرادات أو رضا العملاء

If you can show that your work boosted the company's numbers in some way, you're bound to impress. In these cases, consider:

إذا تمكنت من إظهار أن عملك عزز أرقام الشركة بطريقة أو بأخرى، فيجب أن تبهر. ضع في اعتبارك كلمات:

Accelerated, Achieved, Advanced, Amplified, Boosted, Capitalized, Delivered Enhanced, Expanded, Gained, Generated, Improved, Lifted, Maximized, Outpaced, Stimulated, Sustained



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Changed or Improved Something

إذا قمت بتغيير أو تحسين شيء ما

Centralized, Clarified, Converted, Customized, Influenced, Integrated, Merged,
Modified, Redesigned, Refined, Refocused, Rehabilitated, Remodelled, Reorganized,
Replaced, Restructured, Revamped, Simplified, Standardized, Streamlined,
Strengthened, Updated, Upgraded, Transformed



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Manage a Team

إذا كنت تدير فريقاً

Instead of reciting your management duties, like “Led a team...” or “Managed employees...” show what an inspirational leader you were, with terms like:

Aligned, Cultivated, Directed, Enabled, Facilitated, Fostered, Guided, Hired, Inspired, Mentored, Mobilized, Motivated, Recruited, Regulated, Shaped, Supervised, Taught, Trained, Unified

أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Brought in Partners, Funding, or Resources

إذا أحضرت شركاء أو تمويل أو موارد

Acquired, Navigated, Negotiated, Partnered, Secured



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Supported Customers

إذا قمت بدعم العملاء

Advised, Advocated, Arbitrated, Coached, Consulted, Educated, Fielded, Informed, Resolved

- You were a Research Machine

إذا كان عملك هو الأبحاث

Analyzed, Assembled, Assessed, Audited, Calculated, Discovered, Evaluated, Examined, Explored, Forecasted, Identified, Interpreted, Investigated, Mapped, Measured, Qualified, Quantified, Surveyed, Tested, Tracked



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Wrote or Communicated

إذا قمت بالكتابة أو التواصل

Authored, Briefed, Campaigned, Co-authored, Composed, Conveyed, Convinced
Corresponded, Counselling, Critiqued, Defined, Documented, Edited, Illustrated,
Lobbied, Persuaded, Promoted, Publicized, Reviewed



أفعال قوية ستجعل سيرتك الذاتية رائعة

Powerful Verbs will Make your CV Awesome

- You Oversaw or Regulated

إذا قمت بالإشراف أو التنظيم

Authorized, Blocked, Delegated, Dispatched, Enforced, Ensured, Inspected, Itemized, Monitored, Screened, Verified

- You Achieved Something

إذا حققت شيئاً

Awarded, Completed, Earned, Exceeded, Outperformed, Reached, Succeeded, Surpassed

وظائف ومهن

Jobs and Occupations

Accountant, administrator, actor, actress,
athlete, author, baker, banker, barber,
beautician, broker, burglar, butcher,
carpenter, chef, clerk, coach, craftsman,
criminal, crook, developer, driver, dentist,
doctor, editor, engineer, farmer, fire fighter,
fisherman, judge, lawyer, magician, manager.

محاسب، مدير، ممثل، ممثلة، رياضي، كاتب،
خباز، مصرفي، حلاق، اختصاصي تجميل،
سمسار، لص، جزار، نجار، طاهٍ، كاتب، مدرب،
حرفي، مجرم، محتال، مطور، سائق، طبيب
أسنان، طبيب، محرر، مهندس، مزارع، رجل
المطافي، صياد، قاضي، محام، ساحر، مدير.

وظائف ومهن

Jobs and Occupations

mechanic, marketer, musician, nurse, office
manager, pharmacist, pilot, poet, policeman,
politician, professor, priest, rabbi, sheikh,
secretary, sailor, salesman, shoemaker, soldier,
tailor, teacher, veterinarian, waiter, waitress.

ميكانيكي، مسوق، موسيقي، ممرض، مدير
مكتب، صيدلي، طيار، شاعر، شرطي، سياسي،
أستاذ جامعة، كاهن، حاخام، شيخ، سكرتير،
بحار، بائع، صانع أحذية، جندي، خياط، معلم،
طبيب بيطري، نادل، نادلة.

المحاضرة الثانية

طلب توظيف

Job Application

Address, age, apply, area code, certification, children, citizenship, city, college, country, criminal record, date, date of birth, dependents, diploma, divorced, education, educational background, elementary school, employee, employer, experience, family name, felony record, female, fired, first name, gender, graduate school, handicap, height, high school, husband's name, last name, male, marital status, married, middle name, next of kin, notify, occupation.

العنوان، العمر، يقدم، رمز المنطقة، الشهادة، الأطفال، الجنسية، المدينة، الكلية، الدولة، السجل الجنائي، التاريخ، تاريخ الميلاد، المعالين، الدبلومة، مطلق، التعليم، الخلفية التعليمية، المدرسة الابتدائية، الموظف، صاحب العمل، الخبرة، الاسم العائلي، السجل الجنائي، الأنثى، رفد، الاسم الأول، الجنس، الكلية، الإعاقة، الطول، المدرسة الثانوية، اسم الزوج، الاسم الأخير، الذكر، الحالة الاجتماعية، متزوج، الاسم الوسط، الأقرباء، الإخطار، المهنة.

طلب توظيف Job Application

Phone number, physical examination,
position, present address, previous
experience, quit, reason for leaving,
relatives, salary, separated, single, skills,
social security number, state, street, vision,
weight, wife's name, zip code.

رقم الهاتف، الفحص البدني، المنصب، العنوان الحالي،
الخبرة السابقة، ترك العمل، سبب المغادرة، الأقارب،
المرتب، منفصل، المفرد، المهارات، رقم الضمان
الاجتماعي، الولاية، الشارع، الرؤية، الوزن، اسم
الزوجة، الرمز البريدي.



في المقابلة At the Interview

- 1 Tell me about yourself.
- 2 How would you describe yourself? (character/personality)
- 3 Are you married? Single? Do you have partner?
- 4 What are your strengths / weaknesses?
- 5 What do you do in your free time?
What are your hobbies? Do you have any hobbies?
- 6 Why are you interested in working for our company?
Why do you want to work for this company?
- 7 What type of position do you think you are suited for / would suit you?
- 8 How would you describe the position we have to offer?
- 9 What aspects of the position are you most / least interested in?
- 10 What would you like to find in this job that you didn't have in your previous job?



في المقابلة At the Interview

- 11 How do you think you could develop the position?
What would be your strategy to develop the position?
- 12 What have you got to offer us?
What could you contribute to our company?
- 13 What do you think you gained by working in your last job?
- 14 What were you responsible for? What did your job involve?
- 15 What do you think of your (last) boss?
- 16 Why do you want to leave your present job?
Why do you want to change jobs?
- 17 What are your salary requirements?
How much do you think you should be offered for this position?
What salary would you expect (to be offered) for this position?

في المقابلة At the Interview

- 18 Have you received any offers of a job?
- 19 Why have you had to look for a job for so long?
Why have you been looking for a job for so long?
Why did it take you so long to find a new job?
- 20 How do you feel about your future in the profession?
- 21 What failures have you had?
Have you had any negative experiences?
- 22 What sort of obstacles have you come across / encountered in your work?
- 23 If you had to recruit colleagues, what qualities would you look for?
- 24 Would you be willing to relocate/to move to another part of the country/
to work abroad?

في المقابلة At the Interview

- 25 Don't you think you have too much experience / you are over-qualified for this job?
- 26 How long do you think you would stay with us?
If we offered you this job, how long would you expect to stay with us?
- 27 Which do you prefer : to work alone or in a team?
Do you prefer working alone or with other people as part of a team?
- 28 Do you know how to manage a team?
Are you capable of leading a team?
Do you think you have the ability to be a team leader?
- 29 Why should I recruit you?
How could you persuade me to recruit me?
- 30 Do you have any comments to make, or any questions to ask?



تعبيرات لوصف وظيفتك / شركتك

Describing your Job/Company

وصف وظيفتك Describing your Job

I'm a (job)... / I work as a (job)... / I'm currently working as a (job)...
I just started at (company)... / I just started working as a (job)...
I've been with (company) since/for... / I've been a (job) since/for...
I work for (company) / I work in (field/industry)...
I'm self-employed. / I own my own company.
I'm responsible for (+ ing)... / I deal with...
I manage... / I direct... / I supervise... / I oversee...
I handle... / My role is.... / My responsibilities include (+ing)...
I report to (person/people). / I work with/collaborate with (person/people).



تعبيرات لوصف وظيفتك / شركتك

Describing your Job/Company

Describing your Company

وصف شركتك

We're based in (country/city)... / We're located in (country/city)...

Our headquarters is in (country/city)... / The company was founded in (year)...

We're in the _____ industry. / We produce/manufacture...

We sell... / We distribute... / We offer/provide...

We're a multinational company. / We're a local company.

We're a small business. / We're a start-up.

We have branches/subsidiaries/offices in (country).

We have (number) employees.

We're a privately owned company/corporation/government organization/non-profit/NGO.

We do business with... / Our clients/customers include...



- Have you always worked in (industry)?
- Have you always worked as a (job)?
- What did you do before that?
- What does your company do?
- When was the company founded?
- Has the company been around for a while?

الكلمات الوصفية للناس

Descriptive Words for People

- Accurate: I am precise. I don't make mistakes
- Careful: I take good care of my work and try not to make mistakes.
- Detailed: I pay attention to the small things.
- Integrity: I understand and act upon my moral – what is right and wrong.
- Meticulous: I am into the details of things and may be a bit of a perfectionist.
- Optimistic: I look on the bright side of things and always try to find the good side.
- Organized: Everything has a place and an order.
- Practical: I think before I act and look for the simplest way to do things.
- Productive: I am focused and use my time wisely.
- Thorough: I don't miss things. I think of all sides of the problem.

الكلمات الوصفية للناس

Descriptive Words for People

- Ambitious: I want to succeed at everything I do. I want to do well
- Attentive: I am never daydreaming when I need to pay attention.
- Calm: I don't feel out of control even when I am under stress. I stay cool.
- Capable: I am able to do my job.
- Competent: I get the job done well and on time.
- Conscientious: I know and do what's right.
- Consistent: I always do things the same way.
- Co-operative: I am able to work and get along with others.
- Curious: I am interested in learning and discovering new things.
- Dependable: Others can rely on me.



الكلمات الوصفية للناس

Descriptive Words for People

- **Determined:** When I decide to do something, I do it, no matter how hard it is.
- **Disciplined:** I am focused and can make myself stay doing a task.
- **Eager:** I'm always willing and ready to get started on things.
- **Efficient:** I do things quickly, usually in the fastest, simplest way.
- **Enthusiastic:** I get excited and motivated.
- **Good-natured:** I'm easy-going and don't get angry often
- **Helpful:** I like to help others.
- **Honest:** I always tell the truth.
- **Innovative:** I always have new ideas.
- **Independent:** I do not rely or depend on other people. I work well on my own.



الكلمات الوصفية للناس

Descriptive Words for People

- Kind: I am good to other people
- Logical: I am able to think step by step.
- Open-minded: I am open to new and different ideas.
- Orderly: I like to follow step-by-step processes and do things in an organized way
- Patient: I don't lose my temper quickly and am good at teaching people
- Positive: I think there is a good side to everything.
- Reliable: People know they can always count on me when they need me.
- Resourceful: I can find things and may be good at doing research.
- Tolerant: I don't lose my cool easily and try to get along with everyone.



جمل حيوية لوصف صفاتك الشخصية

Dynamic Phrases to Describe Personal Characteristics

Choose 4 or 5 that best describe your own characteristics and are appropriate for the job you are interviewing for – probably not a good idea to say you're a 'risk taker' if you're applying for a job as an accountant!

- Ability to deal with ... Goal orientated.....Adapt well to new situations
Innovative approach to/thinker...Aggressive approach to problem solving

المحاضرة الثالثة

جمل حيوية لوصف صفاتك الشخصية

Dynamic Phrases to Describe Personal Characteristics

[use 'aggressive' only for negative things such as 'problems']

- [Strong] interpersonal skills....Assertive communicator....Leadership skills
- AmbitiousLong range vision....Broad-minded ...Capable
- Motivational leaderCommitted individual/team player... People oriented
- Competitive nature... Poised under pressure [of deadlines]
- Problem solver....Confident in my abilities ...Quick thinker/learner

جمل حيوية لوصف صفاتك الشخصية

Dynamic Phrases to Describe Personal Characteristics

- Cooperative ...Resourceful... Creative thinkerRisk taker...Decisive leader
- Self-disciplined....Detail orientedSelf-motivatedDetermined problem-solver
- Self-starter....Dynamic . . . speaker /managerSensitive to the needs of
- Eager learnerSincere interest inEffective team member/player
- Success oriented ...EnergeticTeam playerEnterprisingThrive on challenge

جمل حيوية لوصف صفاتك الشخصية

Dynamic Phrases to Describe Personal Characteristics

- Enthusiastic leader/team memberWork independently
- Flexible approach/thinker ...Work well under pressure
- [Customer] focused individual
- Example: “i’d describe myself a dynamic team player, with the ability to thrive on new challenges, and work well under pressure.”

الموارد البشرية (التوظيف والفصل)

Human Resources (Hire & Fire)

- If you 'hire' someone, you employ them.
- If you 'fire' somebody, you dismiss them from their job.
- If an employer 'sacks' someone, they fire them.
- If you 'make somebody redundant', you dismiss them from their job for economic reasons.
- If you 'recruit' people, you persuade them to work for you.



الموارد البشرية (التوظيف والفصل) Human Resources (Hire & Fire)

- If you 'headhunt', you approach them because they are well-qualified.
- If you 'hand in (or give in) your notice', you tell your employer that you're leaving the company.
- 'Severance pay' is money paid to workers when they are made redundant.
- 'Unfair dismissal', you claim that they dismissed you for no good reason.



الموارد البشرية (الدفع) Human Resources (Pay)

- 'Pay' is money that you get from your employer, either as a wage or as a salary.
- 'Back pay' is money owed to you by your employer for work done in the past.
- A 'pay cut' is a reduction in the amount of pay you are given.
- A 'pay rise' is an increase in pay.
- A 'pay rate' is the amount per hour (or some other period) that you pay.



الموارد البشرية (الدفع) Human Resources (Pay)

- 'Net pay' is the amount earned after deductions (pensions and perhaps for tax.)
- A 'pay scale' people will receive depending on various factors (e.g. their grade in the company, their qualifications, their years in the company.)
- 'Performance-related pay' is paid depends on the quality/quantity of your work.
- An 'itemized pay statement' a detailed breakdown of the pay and the deductions



الموارد البشرية (الدفع) Human Resources (Pay)

- 'Gross salary' is the salary before anything is deducted for contributions and tax.
- 'Net salary' is the salary that you are paid after deductions have made
- The 'national minimum wage' is the minimum an employee can be paid per hour.
- 'Overtime' is a higher rate of pay for working more than the usual hours.



الموارد البشرية (الدفع) Human Resources (Pay)

- A 'bonus' is an extra amount of money paid as a reward on top of your salary.
- 'Benefits' these include private health insurance, a private pension, company car.
- 'Expenses' are the costs that are reimbursed by the company, notably for travel.
- 'Commission' is paid to people in sales based on the amounts of goods sold.



الموارد البشرية (الدفع) Human Resources (Pay)

- The time that the doctor signs you off for is the period of that you cannot work.
- To claim sick pay, you must provide a sick note from your doctor.
- When a woman is expecting a baby, she can have maternity leave & pay.
- A 'salary' is the money you are paid, usually monthly, for doing a job.
- A 'competitive salary' is a good one for that particular job.
- A 'salary scale' is the range of salaries available.
- The 'basic salary' is the salary before any extras such as bonuses.
- If you need money, you can ask for 'a salary advance'.

الأفعال ذات الصلة بالوظائف

Jobs - Related Verbs

- If you 'apply for' a job, you ask a company for a job.
- If you 'are out of' a job, you do not have any work. If you are 'put out of a job', you are made redundant.
- If you 'find somebody' a job, you use your contacts to get them a job.
- If you 'hunt for' a job, you actively look for one.
- If you 'take up' a job, you start it.
- If your job 'is at stake', it is at risk of being lost.
- If you 'hold down' a job, you keep it.
- If you 'give up' a job', you resign from it.



التقدم لوظيفة Apply for a Job

- If there is 'a vacancy', there is a job available.
- When a post becomes vacant, the company 'advertises the post'.
- The candidates who apply for the job are also known as the 'applicants'.
- A company can use a 'recruitment agency' to fill their vacancies



التقدم لوظيفة Apply for a Job

- A 'job description' the duties, responsibilities and personal qualities necessary.
- After the final interviews, a formal 'job offer' is made to the best candidate.
- The job offer will also give a 'starting date' for the job.
- The job offer will also specify a 'probation period' at the end of which a new recruit can be dismissed if they are not suitable for the position.



ساعات العمل Working Hours

- To work shifts = to work in teams at different times of the day and night
- To be on the night shift = to work with a group during the night
- Flexitime = a system where people can vary the start and end times
- To have time off = to take vacation or leave
- To take a day off = to have an authorised absence from work for a day

ساعات العمل Working Hours

- Full-time = work a whole working week
- Part-time = to work a part of the day or week
- Time sheet = a record of the numbers of hours worked by an employee
- To clock in/out = to record the start or finish time of work on a special machine

التغيير في العمل Changes at Work

- 'To promote' = to move someone up to a higher position in the organization.
- 'To demote' = to move someone to a lower level in the hierarchy
- 'To lay off' = to make redundant, to stop employing someone
- 'To retire' = to stop working due to ill health or age.

التغيير في العمل Changes at Work

- 'To restructure' = to organize a business in a new way to make it more efficient.
- 'To relocate' = to move to a new place
- 'To enforce' = to impose a rule more strictly or to make people follow a rule.
- 'To downsize' = to make a company smaller by reducing the number of people.



الإجازات Time Off

- To take time off = to be absent from work, at home or on vacation.
- To take a vacation = to take time away from work for pleasure.
- To take unpaid leave = to have an authorized absence from work without salary.
- To be off sick = to be absent from work due to illness.

الإجازات Time Off

- Sick leave = the time that you can be absent from work, often while being paid part or all of your salary.
- Parental leave = the time that a parent is allowed to take care of their baby.
- A public holiday = a day when almost everybody does not have to go to work.



الموارد البشرية وإدارة الشركات

HR & Corporate Management

- The top people in a company can be called 'senior management' / 'top management'.
- Between 'senior' and 'junior' management is 'middle management'.
- Not surprisingly, the opposite of 'senior management' is 'junior management'.
- The group of managers can be called the 'management team'.
- 'Aggressive management' means using strong methods to achieve success.
- 'Weak management' lacks the determination to carry out difficult decisions.
- The opposite of this is 'strong management'. Notice that you can be 'strong' without being 'aggressive' – the first is reactive to events and the second is proactive.

العقود القانونية للموارد البشرية

HR Legal Contracts

- A 'binding contract' is one which cannot be legally avoided or stopped.
- An 'exclusive contract' prevents the person from working with other people.
- A 'renewable contract' is one which can be continued after it has finished.
- A 'temporary contract' is one that is not permanent.
- A 'valid contract' is one that has legal force.
- A 'breach of contract' is when the person does something breaks the terms.

العقود القانونية للموارد البشرية

HR Legal Contracts

- The 'terms of contract' are the conditions contained within the contract.
- If you 'draw up' a contract, you prepare it.
- If you 'go through' a contract, you look at it in detail.
- If you 'get out of' a contract, you are no longer bound by it.

التعبيرات التجارية

Business idioms

- 24/7: Twenty-four hours a day, 7 days a week
- A tough break: bad luck, something unfortunate takes place
- Ahead of the curve: ahead of trends or current thinking
- ASAP: As soon as possible, quickly.
- At stake: at risk
- Back to square one: to start something over.
- Back to the drawing board: also mean to start something over
- Ballpark number/figure: an approximation, inexact number
- Behind someone's back: to do something without someone's knowledge
- Big picture: the entire perspective of a situation

التعبيرات التجارية Business idioms

- Blue collar: someone who works physically rather than mentally or in an office
- By the book: in accordance with the company policy
- Fifty-fifty: divided equally
- Game plan: strategy
- Ground-breaking: innovative
- In a nut shell: to put it briefly

التعبيرات التجارية Business idioms

- Long shot: something with low probability of success
- Nine to five: refers to a job during normal working hours
- No brainer: an obvious and easy to make decision
- Off the top of one's head: to say something without much consideration

التعبيرات التجارية Business idioms

- On the same page: to be in agreement about something
- On top of something: to control the situation
- Small talk: casual conversation about unimportant topics
- To call it a day: making the decision to stop working for the day
- To get back into the swing of things: getting used to doing something after a break or holiday

التعبيرات التجارية Business idioms

- To go the extra mile: do more than expected
- To go through the roof: to increase very quickly
- To have a lot on one's plate: to have a lot to do or a lot of things to deal with
- To have an ace up one's sleeve: to have an advantage

المحاضرة الرابعة

التعبيرات التجارية Business idioms

- To pull one's weight: to do your share of the task
- To pull the plug on something: to end something
- To see eye to eye: to agree with someone
- To think big: to plan ambitiously, on a grand scale
- To touch base: to talk to someone
- White collar: someone working in an office or mentally rather than physically
- Yes man: someone who agrees to everything their boss says

كلمات وجمل العروض التقديمية (المقدمة)

Signposts for Presentations (Introduction)

	FORMAL رسمي	INFORMAL غير رسمي
Introducing yourself تقديم نفسك	• Good morning/afternoon/evening. • On behalf of (company, department, etc.), I'd like to welcome you. - My name is (name) and I am (position).	• Hi everyone, I'm (name and title). - Thanks for coming.
Introducing the topic تقديم الموضوع	• I'm going to give you an overview of... • The focus of today's presentation is...	• I'm going to talk to you about... • I'm going to be talking a little bit about... • I'm here today to talk to you about...
Outlining your presentation تحديد العرض التقديمي الخاص بك	• The presentation today is divided into three parts. First, I'll... Following that I'll... Finally, I'll...	• I'm going to talk about three things today. I'll start with... Then I'll talk a little bit about... I'll finish with...
Inviting questions إتاحة الأسئلة	• Please, don't hesitate to interrupt me if you have any questions.	• If you have any questions during the presentation, please ask.

كلمات وجمل العروض التقديمية (المقدمة)

Signposts for Presentations (Introduction)

	FORMAL رسمي	INFORMAL غير رسمي
Finishing a section and starting a new one الانتهاء من قسم وبدء قسم جديد	• Well, we've looked at... Now, I'd like to discuss... • Having discussed... I'd like to move on to....	• Well, I've told you about... Now I'll move on to... • So, that was... Now, let's...
Expanding or elaborating التوسع أو التفصيل	• I'd like to expand on... • I'd like to elaborate on... • Let's consider this in more detail.	• Let me tell you a little more about... • Let me give you some more details/information about...
Talking about earlier or later points التحدث عن النقاط السابقة أو اللاحقة	later: • I will elaborate on this later in the presentation. • I'll provide you with a more detailed explanation later in the presentation. earlier: • To repeat what I said earlier... • As I mentioned earlier...	later: • More on this later. • I'm going to talk more about this later. earlier: • Do you remember I said...? • As I said earlier...

كلمات وجمل العروض التقديمية (المنتصف)

Signposts for Presentations (Middle)

	رسمي FORMAL	غير رسمي INFORMAL
Recognizing your listeners' prior knowledge تعريف مستمعيك بمعلومات سابقة	•As you may be aware of... •As you may know... •I know many of you are familiar with...	•You might already know that... •I'm sure a lot of you know that... •I'm sure a lot of you have heard...
Focusing audience's attention on visuals تركيز انتباه الجمهور على العناصر المرئية	•May I focus your attention on the...You will notice that... •Please direct your attention to the slide/chart/etc.	•Take a look at this slide/chart/graphic etc. •You can see that... •Okay, here we can see that...

كلمات وجمل العروض التقديمية (الختام)

Signposts for Presentations (Conclusion)

	رسمي FORMAL	غير رسمي INFORMAL
Summarizing and concluding تلخيص وخاتمة	• Finally, let's summarize some of the main points. • To conclude, I'd like to summarize.	• Let's summarize/recap what we looked at today. • Finally, let's look back at what we covered today. • So, to remind you of what we looked at today...
Inviting final questions دعوة الأسئلة النهائية	• Does anyone have any questions or comments before we conclude today? • If you'd like me to elaborate or clarify anything we covered today, please ask.	• Does anyone have any final questions? • Okay, does anyone have any questions or comments?

كلمات وجمل العروض التقديمية (الختام)

Signposts for Presentations (Conclusion)

	رسمي FORMAL	غير رسمي INFORMAL
Responding to tough questions الرد على الأسئلة الصعبة	A question you don't have the answer to: • I want to answer your question completely, but I don't have that information with me right now. Could you give me your email after the presentation so I can send you a complete response? A question you didn't understand: • Could you repeat that, please? • Let me make sure I understand you completely. Do you mean that...?	A question you don't have the answer to: • I don't have that information with me. Can you give me your email and I'll send you an answer later today? A question you didn't understand: • Could/Can you repeat that, please? • Sorry, I didn't catch that. • Are you saying that...?
Finishing and saying goodbye النهاية	• If there are no further questions, I'd like to thank you very much for your attention. If you think of any additional questions, please feel free to contact me.	• Well, I think that's about it. Thanks for listening. Please contact me later if you have any additional questions or want more information.

أفعال اللغة الإنجليزية للأعمال

Business English Verbs

Accept, add, admit, advertise, advise,
afford, approve, authorize, avoid, borrow,
build, buy, calculate, cancel, change,
charge, check, choose, complain,
complete, confirm, consider, convince,
count, decide, decrease, deliver, develop,
discount, dismiss, dispatch, distribute,
divide, employ, encourage, establish,
estimate, exchange, extend, fix, fund,
improve, increase, inform, install, invest,
invoice.

القبول، الإضافة، الإقرار، الإعلان، النصح، تحمل، الموافقة،
التصريح، تجنب، الاقتراض، البناء، الشراء، الحساب، الإلغاء،
التغيير، الشحن، التحقق، الاختيار، الشكوى، الاكتمال،
التأكيد، التفكير، الإقناع، العد، اتخاذ القرار، انخفاض، تقديم،
تطوير، خصم، رفض، إرسال، توزيع، تقسيم، توظيف،
تشجيع، تأسيس، تقدير، تبادل، تمديد، إصلاح، تمويل،
تحسين، زيادة، إعلام، تثبيت، الاستثمار، الفاتورة.

أفعال اللغة الإنجليزية للأعمال

Business English Verbs



Join, lend, lengthen, lower, maintain,
manage, measure, mention, obtain, order,
organize, owe, own, pack, participate, pay,
plan, present, prevent, process, produce,
promise, promote, provide, purchase, raise,
reach, receive, recruit, reduce, refuse, reject,
remind, remove, reply, resign, respond,
return, rise, sell, send, separate, shorten,
split, structure, succeed, suggest.

الانضمام، الإقراض، الإطالة، خفض، المحافظة، الإدارة،
القياس، الإشارة، الحصول على، طلب، تنظيم، مدين،
امتلاك، حزمة، المشاركة، الدفع، التخطيط، العرض،
الوقاية، المعالجة، الإنتاج، الوعد، الترويج، تقديم، الشراء،
الزيادة، الوصول، الاستلام، تجنيد، تقليل، رفض، تذكير،
إزالة، الرد، الاستقالة، الرد، العودة، الارتفاع، البيع، الإرسال،
الفصل، التقصير، التقسيم، الهيكل، النجاح، الاقتراح.

الأسماء في اللغة الإنجليزية للأعمال

Business English Nouns

Advantage, advertisement, advice, agenda, apology, authorization, bill, brand, budget, commission, comparison, competition, competitor, confirmation, costs, creditor, customer, deadline, debt, debtor, decision, decrease, deficit, delivery, department, description, difference, disadvantage, distribution, employee, employer, enquiry, environment, equipment, estimate, experience, explanation, facilities, factory, feedback, goal, goods.

ميزة، إعلان، نصيحة، جدول أعمال، اعتذار، تفويض، فاتورة، علامة تجارية، ميزانية، عمولة، مقارنة، منافسة، منافس، تأكيد، تكاليف، دائن، عميل، موعد نهائي، دين، مدين، قرار، نقص، تسليم، إدارة، الوصف، الفرق، العيب، التوزيع، الموظف، صاحب العمل، الاستفسار، البيئة، المعدات، التقدير، الخبرة، الشرح، المرافق، المصنع، التغذية المرتدة، الهدف، السلع.

الأسماء في اللغة الإنجليزية للأعمال

Business English Nouns

Growth, guarantee, improvement, increase, industry, instructions, interest, inventory, invoice, knowledge, limit, loss, margin, market, message, mistake, objective, offer, opinion, option, order, output, payment, penalty, permission, possibility, product, production, profit, promotion, purchase, reduction, refund, reminder, repairs, report, responsibility, result, retailer, rise, risk, salary, sales, schedule, share, signature, stock, success, suggestion, supply, support, target, transport, turnover, wholesaler.

النمو، الضمان، التحسين، الزيادة، الصناعة، التعليمات، الفائدة، المخزون، الفاتورة، المعرفة، الحد، الخسارة، الهامش، السوق، الرسالة، الخطأ، الهدف، العرض، الرأي، الخيار، الأمر، الإخراج، الدفع، الجزاء، الإذن، الإمكانية، المنتج، الإنتاج، الربح، الترويج، الشراء، التخفيض، استرداد، تذكير، إصلاح، تقرير، مسؤولية، نتيجة، بائع تجزئة، ارتفاع، مخاطرة، راتب، مبيعات، جدول، سهم، توقيع، مخزون، نجاح، اقتراح، توريد، دعم، هدف، نقل، دوران، بائع جملة.

المحاضرة الخامسة

التجزئة Retail

- Retail store
- Online retailer / brick-and-mortar retailer / bricks-and-clicks retailer
- Retail chain / independently owned retail store
- Big box retailer / mom and pop store
- Department store / specialty store / discount store / convenience store
- Warehouse club store / supermarket / grocery / mall / dollar store
- Storefront / merchandise / stock / out-of-stock / in-stock
- Sale / clearance / discount / returns / exchange / refund / coupon
- Cash register/register / cashier / checkout counter
- Payment method / store flyer/circular / aisle / receipt

السفر جواً Air Travel

- Airline / boarding pass / ticket / to book a flight.
- Non-stop flight / direct flight - flight stops before arriving, but passengers do not have to change planes.
- Connecting flight - stops and passengers must change planes.
- Layover - stop at an airport in order for passengers to change planes.

السفر جواً Air Travel

- First-class ticket - the most expensive tickets. Seats are in the front of the plane and are much bigger than the other seats. Airlines usually offer premium meals to passengers with first class tickets.
- Business class ticket / economy class ticket/coach ticket.
- Suitcase - a bag with a handle used for holding clothes or other possessions.
- Luggage - all the suitcases and bags that a traveller has with them on a trip.

السفر جواً Air Travel

- Checked luggage/checked bags - the luggage a passenger gives to the airline before getting on the plane. These bags are placed in the cargo section.
- Carry on bags/carry on luggage - the luggage passengers take on the plane with them.
- Check-in counter - where passengers go to get their boarding passes and check their bags.
- Arrival / departure / arrival and departure screen - is a screen which shows the status of flights.
- On-time / Delayed / cancelled / gate.
- To board - to get on a plane.

السفر جواً Air Travel

- Window seat / aisle seat / middle seat.
- Flight attendant / pilot / take off / landing.
- Turbulence - is strong wind that causes an airplane to move and shake.
- Immigration / immigration officer / customs / customs officer.
- To declare an item - to report the item to customs. We declared everything so we wouldn't get in trouble.
- Duty-free store.
- Jet lag: is tiredness travellers experience when they travel from one time zone to another.



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- Being decisive: to be influential, conclusive, have the ability to make decisions
- Being competent: capable, having sufficient knowledge to do something
- To set an objective: to appoint a goal or choose a specific aim
- To attain an objective: to achieve a goal
- To develop strategies: to elaborate or form a long-term plan



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- To motivate people: to give incentive to people, inspire them to work better
- To supervise: to oversee the performance of employees
- To measure performance: to determine or estimate results and outcomes
- To allocate resources: to assign resources to various uses
- Application: usually a written request for a job



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- Board of directors: a group of elected or appointed members
- Chief executive officer / managing director: top executive who is responsible for overall performance and activities of a company
- Executives: senior managers
- Expertise: knowledge or special skills



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- To verify: to check or determine if something is correct
- Trainee: someone who is undergoing training
- To increase profits: generate greater income
- Subordinate: someone of a lower rank, under someone's authority
- Immediate subordinate: someone directly under one's authority



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- Superior: someone of a higher rank, with greater authority
- To be in charge of: to be responsible for something
- Salary: payment for professional work, or office work
- Wage: payment, usually for manual work
- Remuneration: payment such as salary, wages



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- Job security: the probability that one will keep their job
- To resign: quit, leave, step down
- Expansion: development in the activities of a company
- Recruitment: process of attraction and selection of candidates
- Candidate: a person applying for a position



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- References: giving testimony to someone's capabilities and experience
- Working hours: hours during which an office operates
- Teamwork: the act of cooperating with other people on a project
- Accounting: book keeping, preparing reports on finances of a company
- Subcontractor: a company, which performs work as a part of a bigger project



المفردات العامة والتعبيرات في الأعمال

General Vocabulary & Expressions in Business

- Outsourcing: ordering work to be performed by another company
- Target customers: a group of people at whom your product is aimed
- Audit: financial examination of a company
- Gross: total amount (i.e. without tax deduction)
- Net: amount after all deductions are made

المفاوضات Negotiations

- Accept: to give an affirmative reply to an offer
- Alternative: another option
- Bargain: to negotiate the terms of an agreement
- Bottom-line: the lowest somebody is willing to go

المفاوضات Negotiations

- Compensate: make up for a loss
- Comply: agree
- Compromise: a resolution of an issue through concessions of both parties
- Concession: the act of yielding, conceding, giving in
- Confront: to present an issue
- Consensus: agreement by all parties

المفاوضات Negotiations

- Cooperation: working together
- Decline: refuse
- Demand: a need or expectation that one believes he deserves
- Require: need for a specific purpose, make necessary
- Flexible: open to suggestions and change
- Indecisive: having a difficulty making a decision
- Leverage: strategic advantage
- Objective: goal
- Proposal: an offer
- Yield: to surrender, submit

الاجتماعات Meetings

- Absent: not present
- Absentee: someone who was expected to be present at a meeting but isn't
- To address: to deal with something
- To adjourn: to suspend a meeting to a future time
- Agenda: a plan of a meeting or a list of things to be discussed at a meeting
- AGM: annual general meeting
- To allocate: to assign (i.e. a task to someone)
- Alternative: another option
- AOB: any other business (the last item to talk about not mentioned in the agenda)

الاجتماعات Meetings

- Attendee: someone who is present (i.e. at a meeting)
- Brainstorming: a technique of solving problems by sharing ideas in a group
- To cancel: to call off (i.e. a meeting)
- Chair/chairperson: a person who holds the meeting (is in charge)

الاجتماعات Meetings

- Closing remarks: last item on the meeting agenda usually including a short summary, reminders
- To collaborate: to work together
- To commence: to begin, start
- Conference call: telephone meeting between three or more parties
- Deadline: the time by which something must be done

الاجتماعات Meetings

- To implement: to put into effect, to carry out
- Item (item on the agenda): a point in the agenda
- Mandatory: obligatory, compulsory
- Minutes: official record of the meeting
- Motion: a suggestion which is put to a vote



الاجتماعات Meetings

- Objective: goal
- Participant: someone who takes part in a meeting or event
- Show of hands: a vote counted by raised hands
- Stand in for: to represent someone who is absent
- Unanimous: in complete agreement



تعبيرات المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Making Phone Calls

عمل مكالمة

- Introducing yourself

التعريف بنفسك

Good morning/afternoon/evening. This is Mohamed at (company name)/
from (department name). Could I speak to (person you're calling for)?

تعابير المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- When the person you want to speak to is unavailable

الشخص غير موجود

Can I leave a message for him/her?

Could you ask him/her to call me back, please?

Okay, thanks. I'll call back later.

تعبيرات المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Ending the call

إنهاء المكالمة

Thank you very much. Have a good day.

Thanks for your help. Have a good day.

تعبيرات المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Receiving Phone Calls

استلام مكالمة

- Answering the phone

الرد على التليفون

Company ABC, this is Mohamed. How may I help you? (External call)

Good morning/afternoon, Company ABC. How may I help you? (External call)

Purchasing department, Mohamed speaking (Internal call)



تعابير المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Getting the name of the caller if he/she doesn't give it to you

احصل على اسم الشخص المتصل

May I have your name please?

Who am I speaking with?

May I ask who's calling?

تعابير المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Asking someone to wait on the line

طلب الانتظار من شخص على الخط

Can I put you on hold for a minute?

Do you mind holding while I check on that? or “handle that for you”

- Taking a message

استلام رسالة

He's/she's not available at the moment. Would you like to leave a message?

تعابير المكالمات الهاتفية في العمل

Expressions for Phone Calls at Work

- Dealing with bad connections

إذا وجدت مشكلة في الاتصال

I'm sorry, we have a bad connection. Could you give me your number and I'll call you right back?

I'm sorry, could you repeat that?

- Ending the call

إنهاء المكالمة

Is there anything else I can help you with?...Okay, thanks for calling. Have a great day.



خدمة العملاء Customer Service

- Customer service representative/customer service rep
- Over-the-phone customer service / Face-to-face customer service
- Technical support/tech support
- Product sales support
- Outsourcing

خدمة العملاء Customer Service

- Call center
- Customer service training
- Customer base
- Customer loyalty
- Automated customer service

إعلان Advertising

- To Advertise / Advertisement / Advertising / Ad (USA) - Advert (British)
- Television Advertising / Radio / Online / Print / Outdoor Advertising
- Billboard / Product Placement
- To Endorse / Endorsement



إعلان Advertising

- Viral Marketing / Word-of-mouth Advertising
- Advertising Agency / Advertising Budget / Advertising Campaign
- Brand / Brand Awareness / Brand Image
- Target Audience / Segment
- Slogan / Tagline



Thank You