

اللغة الانجليزية للأعمال
المستوى الثاني

Transitional Phrases
عبارات انتقالية

- We are here to discuss / to talk about / to learn more about ...
- Our main goal today is to ...
- The first thing to remember is ...
- A major concern is ...
- To give you an example, ...
- Let me expand on that point ...
- In other words, what we need to do is ...
- Simply put, that means ...
- I'd like to elaborate on that.
- This relates to what I was saying earlier about...
- It's important to realize that
- The next area I'd like to focus on is ...
- Let me remind you of the points we've covered ...
- To recapitulate / to sum up/ In conclusion ...

التأخير أو الغياب
Late or No Show

- Five minutes late
 - If you are going to be just a little late, then you don't need to call in.
 - I'm sorry for being late. I got stuck in every light this morning.
 - Running late this morning?
 - Do you have a reason for being late?
- If you are the boss, then you might want to ask why your employee is late
 - Your tardiness is getting out of hand. You had better start managing your morning time better.
 - I expect you to be at your desk at eight o'clock. Do you have a problem with this?
- A boss or manager will not be too upset if you are late only once or very rarely. But if this is a constant habit, they might be a little more upset.
 - I am terribly sorry. It won't happen again.
 - I'm really sorry. It's been one of those weeks. It won't happen again.
- If you hear one of these statements, then you better say something that will calm the boss down. Also, you shouldn't let this happen again so tell him or her it won't happen again.
 - Hey Jack, I'm running a little late today. I just got out of my appointment and it was longer than I expected.
 - Mark? This is Pat. I'm stuck in traffic. I think there is an accident that is holding up traffic. I'm going to be a little late.
- If you are going to be a lot later than 5 minutes. Then call your manager.
 - I have to take my parents to the airport tomorrow. I shouldn't be too late, but wanted to tell you ahead of time.
- When you plan on being late ahead of time, it is much easier. Tell them in advance.

طلب المعدات
Requesting Equipment

- The supply room is running low on pens. I think we should get more.
- I would like an ergonomic keyboard. I can type much faster with those.
- Can I get a new chair? This one is so uncomfortable.
- Can you get me a headset for the telephone? I'm on the phone most of the day and I would like to free up my hands.

سياسات الشركة
Company Policies

- How long are we allowed for lunch?
- How long is our lunch break?
- What is the dress code here?
- Is there a strict policy on working hours?
- If I have ten vacation days, am I allowed to use them all at once?
- What holidays do we have off?
- Are we allowed to work from home?

أنا مشغول
Busy

- I'm busy with work.
- When do you need this by?
- When is the deadline?
- I'll try to free up my schedule.
- You can count on me.

Business Trips
رحلات عمل

- When you go on a business trip, you will need to find out a lot of information
 - Where are we going for our business trip?
 - What city are we traveling to?
 - What do we want to accomplish for this business trip?
 - Who should I report to when I get to ABC Company?
 - How much per diem do we get a day?
 - How do we get the per diem?
 - Isn't the per diem too low?
- People who go on business trips get a daily allowance for food and other small necessities. This is called a "per diem"
 - Is the business trip really going to take us all five days?
 - If we finish on the fourth day, can we come back early?
- Return Early

How to End an Email
كيفية إنهاء البريد الإلكتروني

- Making an Announcementالتنويه
 - Should you have any questions or concerns, please contact me. (formal)
 - Thank you for your cooperation. (neutral)
- Making a Requestتقديم طلب
 - Thank you for giving this request your consideration. (formal)
 - I appreciate your assistance. (formal)
- Responding to a Requestالاستجابة لطلبات
 - Let me know if I can be of assistance in any way. (formal)
 - Let me know if you need anything else on my end. (neutral)
- Apologizing / Responding to a Complaint / الاعتذار / الاستجابة لشكوى
 - Once again, sincere apologies for...
 - We apologize for the misunderstanding.
- Extending an Invitationتقديم دعوة
 - I sincerely hope you can attend. (formal)
 - I hope to see you there. (neutral)
- Requesting a Meetingطلب اجتماع
 - I look forward to meeting with you... (formal)
- Other Ways to End an Emailطرق أخرى لإنهاء البريد الإلكتروني
 - Thank you for your continued business. (formal email to a regular customer)
- Sign-offsالتوقيع
 - Warm regards, (formal)
 - Best regards, (formal)
 - Hope this helps.
 - Have a great weekend.

ترك العمل مبكرا
Leaving Work Early

This is a little easier than explaining to your boss why you are late. You can think of an excuse ahead of time, so you can leave early

- I have to leave a little early today. Is it okay if I finish my work at home?
- I have an appointment at four. I have to leave early today
- I have an appointment tomorrow at four. Is it okay if I leave early tomorrow?
- I have to pick up my wife at the airport tomorrow. Is it ok if I leave at three?
- My son got sick and I have to pick him up from school. Will that be okay?

Vacation
العطلة

- Taking a Planned Day Off
 - Can I use a vacation day this Sunday?
 - Will it be okay if I take the last week of July off?
 - I was wondering if I can take a vacation
 - Can I take the first two weeks off in September?

Giving/Asking Business Cards
إعطاء / طلب بطاقات العمل

- Do you have a business card?
- Can I have your business card?
- Can I get your phone number or email address?
- Let me give you one of my business cards.
- My email address is on my business card.

غرفة البريد
Room

- I don't have a mailbox. Who should I contact to get one?
- I haven't checked my mail in 2 weeks.
- I'll send it through inter-office mail immediately.
- I'll send it through inter-office mail immediately.

Machine Problems
مشكلات الماكينات

- Do you know what's wrong with the printer?
- When is the printer going to be fixed?
- The printer next to the break room is broken. Where is the other printer?
- The copy machine is broken.

مكتب عام
General Office

- Do you know where's the ABC file?
- Is anybody using the ABC file right now?
- Oh... it's on my desk. I forgot to put it back.
- Are you finished with this file?

First Time Business Trip
أسئلة رحلات العمل لأول مرة

- How much do you usually pack for a week long business trip?
- How big is the suitcase you take with you on a business trip?
- Is long term parking available at the airport?

Talking to People
التحدث للناس

- Where will I be working this week?
- Who will I be working with this week?
- How long does it take to get to the airport from here?
- Is there a fast food restaurant nearby?

Eating During the Business Trip
تناول الطعام أثناء رحلة العمل

- What kind of food do you guys want to eat today?
- I'm going to lunch. Does anybody want to join me?
- I can't make it. I have to finish this and it will take me another 30 minutes.
- Where should we have dinner tonight?
- Hey, let's go to the Italian restaurant next to the hotel.

How to Start an Email
كيف تبدأ رسالة البريد الإلكتروني

- Making an Announcementتنويه
 - Please be advised that...(formal)
 - We are pleased to announce...(for good news)
- Making a Requestتقديم طلب
 - I am writing to request...(formal)
 - Could/would you please send...? (neutral)
- Following up on a Conversationمتابعة موضوع أو متابعة سابقة
 - Per our discussion...(formal)
 - As we discussed on (date/day)...(neutral-formal)
- Apologizingالاعتذار
 - Please accept our apologies for...(formal)
 - I am deeply sorry for...(formal)
- Extending an Invitationتقديم دعوة
 - We would like to cordially invite you to attend...(formal)
 - You are invited to attend...(neutral)
- Delivering Bad Newsإبلاغ بأخبار سيئة
 - We are sorry to inform you...
 - Due to (reason) we are unable to...

Business Collocations
الكلمات المتصاحبة في الأعمال

- الاسم مع الاسم
 - Advertising agency - agency
 - advertising campaign - campaign
 - age discrimination - discrimination
 - balance sheet - sheet
 - bank loan - loan
 - benefits package - package
 - brand awareness - awareness
 - brand identity - identity
 - brand name - name
 - brand recognition - recognition
- الاسم مع الفعل
 - Accept an apology - accept a job - accept a meeting request - accept an offer - accept a position - accept responsibility - admit fault - admit a mistake - attract investors
- الكلمات المتصاحبة مع Make
 - Make an appointment - make an attempt - make a change - make a choice - make a comparison - make a complaint - make a connection - make a decision - make a demand - make a difference - make an effort
- الكلمات المتصاحبة مع Do
 - Do business - do damage - do an experiment - do a favour - do good/bad - do harm - do research - do right/wrong
- الكلمات المتصاحبة مع Take
 - Take advantage - take a course - take notes - take action - take a break - take a decision (British) - make a decision (USA) - take a message
- الكلمات المتصاحبة مع Have
 - Have an appointment - have an argument - have a conversation - have a meeting - have problems - have a talk
- الكلمات المتصاحبة مع Get
 - Get a job - get a certification - get angry - get better/worse - get excited - get going - get the message - get motivated - get paid
- الكلمات المتصاحبة مع In
 - Believe in - in a car/taxi - in a fight/argument - in a group - in advance - in charge - in conclusion - in control - in denial - in depth - in detail
- الكلمات المتصاحبة مع Go
 - Go ahead - go bankrupt - go forward - go home - go out of business - go to work - go well