

Glossary

A-C

Achieve	When you want to do something successfully.
Adaptable	Adjusting to a new situation.
Advertise	Promotion of a company or product (in a commercial or advert).
Ambitious	Showing a strong interest to do well and succeed.
Anxious	When you are feeling worried.
Argumentative	Not agreeing, pushing your own opinion.
Artistic	Showing skill in drawing and creating.
Bank	A business that looks after your money. It also lends money.
Benefits	This is extra things that someone receives from their workplace on top of their salary – such as holiday time, or help to pay medical expenses.
Board Director	A member of the group of people who controls the company as a whole.
Borrowing	To take something with a promise to return it.
Budget	A plan for how much money can be spent on different things in an amount of time.
Building Society	A financial organisation, similar to a bank where you can save your money or borrow money.
Business	A place someone works to make money (a company).
Call Centre Telephonist	A person who answers the telephone and answers questions from customers.
Cautious	Taking care to avoid danger or trouble.
Chief Executive Officer	The Chief Executive Officer (CEO) is the top boss of the company.

Glossary

C-E

Challenge	A difficult problem or task.
Claims settler	A person who helps people who have had something stolen or damaged, to help them replace it.
Communication	Sending or giving information and ideas to other people.
Company	A place someone works to make money (a business).
Computer Programmer	A person who designs and writes and tests computer programs.
Confident	When you are sure that something is correct.
Co-operative	Being helpful to others.
Data Processor	A person who organises information into diagrams, tables or reports.
Design	A drawing or a sketch.
Determined	Showing a strong interest to succeed.
Discrimination	Unfair treatment of a person.
Employability	Being able to get and keep work.
Employee	A person who is employed by the company in return for money.
Employment Law	A Set of rules for staff at a company.
Enthusiastic	When you are excited about something.
Entrepreneur	A person who starts a business by taking risks.
Equal opportunities	Giving the same opportunity to anyone.
Equipment	A set of tools, this can be computers or pens and paper or other machines.

Glossary

F-L

Financial Advisor	A person who gives advice on money matters.
Financial Analyst	A person who is trained to understand money related documents.
Financial company	A company that deals with money.
Financial Controller	A person in a business who controls money matters.
Fraud	A crime where people have tricked or lied to others to get money.
Government	The group of people who has control over a country.
Human Resources Manager	A person who leads and directs the team which manage employees.
Imaginative	Using your imagination and creativity.
Initiative	Opportunity to act or take charge before others do.
Institution	An organisation set up for a purpose. E.g. a hospital, school etc.
Insurance claim	When someone tells them something has been lost/stolen or damaged.
Insurance policy	These are written documents, also called a contract.
Interpersonal	Interaction between people.
Investigating	When you need to find out more information and detail.
Legal Consultant	A person whose job is to give advice on legal matters.
Legal rights	Things people can do that are not against the law.
Legal Secretary	A person whose job is to write letters, manage files in a legal company.

Glossary

L-R

Lending money	Giving money to someone that must be paid back.
Local authority	This is a Government organisation formed in each country, city and borough.
Manager	A person who directs a team of employees.
Marketing	Promotion of a product or service from a company.
Methodical	Organised, or following a specific way of doing things.
Monetary issues	All things to do with money.
Mortgage Advisor	A person who gives advice on lending money to buy a house.
Negative	When you disagree with something.
Observant	When you are being watchful.
Organisation	A group of people acting together for a purpose.
Organogram	The structure of the company and the levels of jobs.
Partnership	A business that is owned by two or more persons.
Patrolling	Guarding a company or property by making regular trips.
Perseverance	To keep going with something, not quitting.
Promote	To move to a higher position in a company.
Public Limited Company	A type of company where the public can own a part of it by buying 'shares'.
Public sector	A business that is run by the Government or local authorities.
Punctual	When you arrive somewhere on time.
Regular	Following the same way of doing something.



Glossary

R-Z

Researcher	Someone who looks up the background of things (researches).
Responsible	When you are in charge of particular duties.
Retailer	A person who sells things to customers.
Salary	A fixed amount of money paid for the work a person has done.
Savings account	An account with a building society or a bank in which you save money and make more with the 'interest'.
Self-employed	Working for yourself or having your own business.
Software Developer	Someone who develops computer programmes.
Statistics	Facts and figures gathered in the form of numbers.
Structure	A thing made up of a number of parts joined together in a certain way.
Sudden	When things happen very quickly.
Tactful	To say or do the right thing when talking with other people.
Thorough	When you are precise and correct in every way.
Trade Union	A group of workers who are skilled in a certain job.
Valuable	Items and things that are important to you.