



My Vocabulary **Book**
Common Business
words





I'm sorry

Apologies

I'm sorry

I made a mistake

Please accept my apologies

I'm sorry. I didn't mean to...

(I'm) sorry. I didn't realize that...

That's okay

No problem

Giving bad news (Informal)

I'm sorry (I have) to tell you this, but...

I hate to tell you this, but...

I don't know how to tell you this, but...

I have some bad news

(Formal) written apologies

We regret to inform you that...

Regretfully,...

Unfortunately,...

Je suis désolé(e)

J'ai fait une erreur

Veillez m'excuser

Je suis désolé(e), je ne voulais pas...

(Je suis) désolé(e), je n'avais pas réalisé que...

Ce n'est pas grave

Sans problème

Apprendre une mauvaise nouvelle (Informel)

Je suis désolé(e) d'avoir à vous dire ça, mais...

Malheureusement, je me dois de vous dire que...

Je ne sais pas comment vous dire cela, mais...

J'ai de mauvaises nouvelles

(Formel) excuses écrites

Nous avons le regret de vous informer que...

Avec regret

Malheureusement



Introductions

Informal

This is my boss, Mr. Pitt.

Leo, this is my secretary, Angelina.

Good to meet you.

Nice to meet you too.

I'd like you to meet my co-worker, George Clonney.

George, this is Julia Roberts.

Nice to meet you.

My pleasure.

Have you met, Matt?

Matt, this is Julia

Hi, I'm Aretha Franklin.

I don't believe we've met. I'm James.

Formal

I'd like to introduce you to my dear friend,
Mrs. Jolie.

Allow me to introduce myself/my colleague,
Ms. Pitt.

Let me introduce you to my colleague, Clint Eastwood.

Mr. Eastwood, this is Daniel Power from Aerospace Inc.

How do you do?

It's a pleasure meeting you.

AND DON'T FORGET

Important body language to remember:
Smile, eye contact, firm handshake.

Informel

Voici mon patron, Mr Pitt.

Leo, voici ma secrétaire, Angelina.

Ravie de vous rencontrer

Ravie de vous rencontrer également

J'aimerais vous présenter mon collègue, George Clooney.

George voici Julia Roberts.

Ravie de vous rencontrer

C'est un plaisir

Avez-vous rencontré Matt ?

Matt voici Julia..

Bonjour, je suis Aretha Franklin.

Je ne pense pas que nous ayons été présentés, je m'appelle James.

Formel

J'aimerais vous présenter ma chère amie
Mademoiselle, Jolie.

Permettez-moi de me présenter/de vous présenter mon
collègue Madame Pitt.

Laissez-moi vous présenter mon collègue CLint Eastwood.

Mr Eastwood, voici Daniel Power du Center Aérospatial.

Comment allez-vous ?

C'est un plaisir de faire votre connaissance.

RAPPELEZ-VOUS

Les points importants sont le sourire, une bonne poignée de mains et regardez votre interlocuteur dans les yeux.



Describing activities

What do you do in 123 Company ?

I am in charge of marketing

I'm responsible for sales

I program computers

I recruit and train employees

What does your company do?

We design software

We build storage units

We produce engines

We're in the trading business

Quelle est votre fonction dans la société 123?

Je suis responsable du marketing

Je suis responsable des ventes

Je suis programmeur informatique

Je recrute et forme les employés

Dans quel domaine travaillez-vous ?

Nous sommes concepteurs de logiciels

Nous construisons des unités de stockage

Nous produisons des moteurs

Nous sommes dans le domaine boursier



Describing projects

What are your current projects?

What are you working on (at present)?

What are your major initiatives in this area?

We are currently working on...

We are in the process of...

We are developing...

We are designing...

We are building...

We are marketing...

Quels sont vos projets récents ?

Sur quoi travaillez-vous (actuellement) ?

Quelle est l'initiative majeure dans votre domaine ?

Nous travaillons actuellement sur...

Nous sommes en processus de ...

Nous développons

Nous créons

Nous construisons

Nous commercialisons



Explaining

Can you explain to me...

Can you tell me why...

Why...

What happened ?

Well,...

Let me explain

Let me tell you why...

Here's what happened

There's a (good) reason for this

The reason is...

I'm sorry. I can't tell you that (right now)

Can I get back to you on that?

I'll explain (a little) later, it is a bad timing.

We'll come to that later

We'll get to that in a few minutes

Can we save that until later?

Pouvez-vous m'expliquer

Pouvez-vous me dire pourquoi...

Pourquoi ?

Que s'est-il passé ?

Eh bien,...

Laissez-moi vous expliquer

Laissez-moi vous dire pourquoi...

Voici ce qui s'est passé

Il y a une (bonne) raison à cela...

La raison est...

Je suis désolée. Je ne peux pas vous le dire (maintenant)

Puis-je revenir vers vous pour cela ?

Je vous expliquerai (un peu) plus tard, ce n'est pas le bon moment.

Nous reviendrons là-dessus plus tard

Nous viendrons là-dessus dans quelques minutes.

Pouvons-nous garder cela pour tout à l'heure?



Job responsibilities

What do you do (in your job)?

Que faites-vous (au travail) ?

What is your main job?

Quel est votre/ta fonction principale ?

What are you in charge of?

De quoi êtes-vous chargé(e) ?

I am in charge of hiring

Je suis chargé(e) du recrutement

I am responsible for watering the plants

Je suis responsable de l'arrosage des plantes

I take care of corporate accounts

Je gère les comptes de la société

I usually answer telephones

Je réponds essentiellement au téléphone

I mainly write reports

J'écris des rapports, principalement

I repair jet engines

Je répare des réacteurs / moteurs



Offering

Informal

Would you like some coffee/water?

How about a glass of...?

Here. Have a / some...

Would you like one of these?

Can I get you something?

What can I get you? Something to drink, to eat?

No, thank you

Yes, please

Sure, Thanks

Okay. Thanks

I really shouldn't

No. Thanks anyway.

Juice would be fine.

Formal

Would you care for some...

Would you like to try...

Let me offer you...

Let me get you a / some...

Informel

Voulez-vous du café/de l'eau ?

Que diriez-vous d'un verre...?

Tenez, prenez un peu de...

Voulez-vous un de ces...

Puis-je vous offrir quelque chose ?

Que puis-je vous offrir ? Quelque chose à boire, à manger ?

Non merci

Oui, s'il vous plaît

Oui, merci

Ok, merci

Je devrais pas...

Non merci quand même

Un jus de fruit serait parfait

Formel

Aimeriez-vous quelque...

Voulez-vous essayez...

Laissez-moi vous offrir

Laissez-moi vous donner un/quelque...



Requesting

Informal

Please?

Would you? Will you?

Could you?

Would you please?

Could you possibly?

Would you mind (v+ing =) giving me...?

Could you do me a favor?

Formal

Could I ask you to...?

Would you mind if I asked you to... ?

Would you be so kind as to...?

Informel

S'il vous plaît ?

Voudriez-vous ? Voudrez-vous ?

Pourrez-vous ?

Voudriez-vous, je vous prie,... ?

Serait-il possible que vous...

Cela vous dérangerait-il de me donner... ?

Pourriez-vous me faire une faveur ?

Formel

Puis-je vous demander ... ?

Cela vous dérangerait-il si je vous demandais...

Soyez gentil, pourriez-vous ?



Welcoming visitors

Welcome to Pearson Enterprises

Welcome to Montreal. I'm Jane Doe .

Meeting someone you don't know

1.

A: Angelina Jolie ?

B: Yes.

A: Hi, I'm Matt Damon of Lorex Industries.

Welcome to Bangkok.

2.

A: Are you Mr. Jackson?

B: Yes, I am.

A: I'm Meryl Streep. (We talked by telephone.)

Welcome to Melbourne. It's nice to meet you in person.

B: Nice meeting you too.

A: How was your flight?

B: Okay, but very long.

3.

A: You must be Ms. Davis.

B: That's right.

A: It's a pleasure to meet you. I'm Bruce Willis.

Welcome to High Tech.

B: Thank you.

A: Did you have any problem finding this place?

B: No, your directions were very clear.

Bienvenue dans l'entreprise Pearson.

Bienvenue à Montréal. Je m'appelle Jane Doe.

Rencontrer quelqu'un que vous ne connaissez pas.

1.

A: *Angelina Jolie ?*

B: *Oui*

A: *Bonjour, je suis Matt Damon, de l'Industrie Lorex. Bienvenue à Bangkok.*

2.

A: *Êtes-vous Monsieur Jackson ?*

B: *Oui, c'est moi.*

A: *Je suis Meryl Streep, nous nous sommes eu au téléphone. Bienvenue à Melbourne.*

Je suis ravie de vous rencontrer en personne.

B: *Moi aussi, je suis ravie de vous rencontrer.*

A: *Comment s'est déroulé votre vol ?*

B: *Bien, mais c'était long.*

3.

A: *Vous devez être Madame Davis.*

B: *En effet.*

A: *C'est un plaisir de vous rencontrer, je suis Bruce Willis. Bienvenue à High Tech.*

B: *Merci.*

A: *Avez-vous eu du mal à trouver l'endroit ?*

B: *Non, vos indications étaient très claires.*



Invitations

Informal:

Would you like to . . .

We're going to Would you like to come along?

There's a (tonight). Would you like to go?

How about (V+ing) . . . ?

Do you want to . . . ?

I wonder if you would like to . . .

I was wondering if you would like to . . .

Formal:

I'd like to invite you to this dinner . .

If you have time, I'd like to invite you . . .

Would you like to join us for (event) at (time) ?

We'd be glad to have you accompany us . .

We'd be delighted/honored to have you as our guest at . . .

Informel:

Voulez-vous...

Nous allons... Voulez-vous venir ?

Il y a... ce soir ? Aimerez-vous y aller ?

Que diriez-vous de...

Voulez-vous ?

Je me demande si vous aimeriez...

Je me demandais si vous aimeriez

Formel:

J'aimerais vous inviter à ce dîner...

Si vous avez un peu de temps, j'aimerais vous inviter

Aimeriez-vous nous rejoindre à (événement) pour (heure) ?

Nous serions contents que vous nous accompagniez à ...

Nous serions ravis/honorés de vous avoir en tant qu'invités à...



Important words to learn for business

advertising - (*publicité*) - **show your products to customers through radio, television or newspapers.**
"What is the best way for us to advertise this product?"

afford – (*se permettre*) - **able to buy, have enough money to buy.**
"Television is better than radio to advertise, but it is the most expensive. Can we afford it?"

agenda – (*programme, ordre du jour*) - **a detailed plan for a meeting.**
"The first item on your agenda is advertising."

booming - (*fleurissant*) - **business is growing very fast.**
"This year business is booming, so you can start thinking about increasing your investments."

borrow – (*emprunter*) - **getting money from someone else, or from a bank, which we must pay back later.** "We need to borrow \$150,000 to expand our business."

brand – (*marque*) - **the name of a well-known product (McDonald's, Coca Cola, Ford, etc.)**
"We'll need to borrow money for advertising, then we'll build our brand awareness."

break even – (*équilibrer le budget*) - **when our spending equals the amount we receive from sales.**
"The company didn't make money nor lose money during the last quarter. They just broke even."

bribe – (*soudoyer*) - **secretly paying money to get special favors from a company or government official.** "She was sent to prison for 40 years for trying to bribe a high official."

budget – (*budget*) - **a detailed plan for spending money.**
"The second item on our agenda is the budget. We need to pay special attention to advertising, marketing and building our sales staff. And we need to significantly increase our budget for teachers!"

calculate – (*calculer*) - **to count, add, subtract, multiply, divide numbers.**
"It's not hard to calculate; we keep spending more money than we take in, so we'll have to sell more!"

cancel – (*annuler*) - **to decide NOT to buy something that you had agreed to before.**
"Before they cancel the order, find out what the problem is and fix it!"

capital - (*capital*) - **money.**
"If we had more capital to invest, we would build a new factory."



Important words to learn for business

charge for - (*frais*) - **ask money for payment.**

"We never charge for repairs. Making sure our products work is included in the purchase price."

CEO - (*PDG*) - **the top officer in a company, the chief executive officer.**

"You are the only CEO who knows how to run a business in today's business environment."

CFO - (*Directeur Financier*) - **the top financial officer in a company.**

"The CFO will be attending tomorrow's meeting to talk about fundamental accounting principles."

commission - (*commission*) - **a percentage of each sale that goes directly to the salesperson.**

"Our salespeople get 5% for each item sold, but that increases as he or she sells more."

competition - (*compétition*) - **other companies that make the same product as yours.**

"We face tough competition in this field, but our product has some important advantages."

consumption - (*consommation*) - **the total amount of product bought in a market.**

"Although prices have fallen, overall consumption is higher, so we can still make money."

credit - (*crédit*) - **when you buy first, but pay later.**

"You can buy this product on credit. The payment will be due in 90 days."

currency - (*devis*) - **the money of one country.**

"If you exchange currency in the airport, you surely will pay a large commission. Go to a bank instead."

deadline - (*date butoir*) - **the time by which some project must be finished.**

"We have to finish this by Wednesday. That's the final deadline."

demand - (*demande*) - **the wish of customers to buy a product.**

"Until demand increases, we won't sell many of our most expensive products."

discount - (*prix réduit*) - **a lower price.**

"If you buy more than 50 of these, we will give you a 10% discount."

distribution - (*distribution*) - **getting the product to the final consumer, or customer.**

"Our distribution system needs to be improved if we are to meet increased demand."



Important words to learn for business

diversify – (diversifier, varier) - **start many new businesses instead of doing just one.**
"If we diversify, we can make more money."

economics – (économie) - **the study of finance and money.**
"If you want to succeed in business, you should study more."

employee – (employé(e)) - **a worker.**
"Employees today need to learn so much to be able to move up in the company."

employer – (employeur) - **the person who finds and pays workers.**
"My employer told me I have to work overtime."

estimate – (estimer) - **a guess about how much something will cost.**
"We estimate the new factory will cost less than 10 million euros."

export – (exporter) - **to send goods out of a country.**
"As the local currency drops in value, our exports to Europe also drop."

extend – (étendre, prolonger) - **to give more, especially a loan of money.**
"The bank said they cannot extend the deadline. We have to pay by Tuesday."

finance – (finance) - **the study of money and how to use money well.**
"After you study finance, you will know how to increase profits and limit losses."

fund – (financer) - **to provide money in general.**
"The CFO said the company plans to fund 60% of the project. The rest will come from the government."

gross - (brut) - **amount of money received from sales.**
"We took in more than \$200 million in gross sales last year."

import – (importer) - **to bring goods into a country.**
"When our currency is strong, we can import more goods into our own country."

incentive – (incitatif) - **a special price to get customers to buy.**
"By offering a 10% discount as an incentive, we'll attract many new customers."



Important words to learn for business

inflation – (inflation) - **rising prices.**

"Rising energy prices have caused many other prices to increase. The rate of inflation has increased to 6%."

install – (installer) - **to put in and prepare for use, as with a machine.**

"If you buy the machine now, we'll install it for free."

interest – (intérêt) - **extra money needed to pay back borrowed money.**

"When we pay back the 100,000 euros, we must also pay 10% interest, so the total will be 110,000 euros."

inventory – (inventaire) - **unsold items that you keep so that you can sell them in the future.**

"Our inventory is very low right now. We have to increase build up our inventory to meet demand in the coming year."

invest – (investir) - **spending money so that we can make more in the future.**

"If we invest so much money in a new factory, we won't have any money in our budget for our next projects."

invoice – (facture) - **a paper which explains what was sold and at what prices.**

"Look at the invoice please because you charged us for repairs that you said were free!"

leadership - (meneur) - **the skill of managing people.**

"She has natural leadership skills, so she will surely be successful."

lend – (prêter) - **giving money to someone else, which they will pay back to us later.**

"When did you lend him the money? I lent it to him three months ago."

loss – (perte) - **when we spend more money than we receive from selling our product.**

"We took a loss last year, but this year we are spending less and selling more."

lucrative – (lucratif) - **the possibility of making a great amount of money.**

"This could be a very lucrative contract! We'll make money for each sale as well as for each installation!"

maintain – (maintenir, entretenir) - **keep a machine in good condition.**

"You should maintain this product, it will last for years."



Important words to learn for business

management – (gestion, management) - **the study of how to run a business and lead people.**

"I plan to study management before I open my own business."

memo – (note, mémo) - **a paper with a message, sent to other people in the same company.**

"The CEO gave us his memo at the meeting, to remind the employees of the company's strategic goals."

monopoly – (monopole) - **when only one company controls a whole market.**

"With this new product, we can break our competitor's monopoly."

negotiate - (négocier) - **try to get a better price or make a better arrangement.**

"We negotiated for hours before they finally gave us a 25% discount."

net – (net) - **the amount of money received from sales, after expenses are subtracted.**

"We need to cut expenses to add to our net sales."

principal – (capital) - **the main part of a loan, before interest is added.**

"We can pay back the principal in 5 years, then we will only have to repay the interest."

process (verb) – (préparer) - **get something ready.**

"Please process his employment application, then send him to the accounting office."

profit – (profit) - **the money left over after all expenses are paid.**

"Our profits are lower this year."

quarter – (trimestre) - **three months of the year, the usual time for planning and reporting financial reports.** "Last quarter was our best ever, congratulations."

recruit – (recruter) - **search for and choose workers.**

"We'll need to recruit new employees in the company."

refund – (rembourser) - **giving money back to the customer if there is a problem with the item you sell.**

"We cannot give you a refund after 90 days."

resign – (démissionner) - **quit a job suddenly.**

"Nobody knows why John quit, but I heard he didn't get along with his team work."



Important words to learn for business

retail – (prix de vente) - **selling to the final customer.**

"The retail price is 100 euros, but you can buy it for less if you bargain."

retire – (prendre sa retraite) - **finish work after a long career (at age 65 in the U.S., 60 in Japan, 55 in China...).**

"I've saved enough money for my retirement, and I think I'll retire in Miami."

sales tax – (taxes de vente) - **money paid to the government, based on sales made.**

"In most states in the U.S., sales tax is added on after the sale. It varies from state to state."

salary – (salaire) - **a monthly or yearly pay to managers of important workers.**

"We will have a salary increase of 6% this year, just enough to keep up with inflation."

saturated – (saturé) - **too many companies producing the same product.**

"The market for this product is already saturated."

sluggish – (stagnant, lent) - **when business is slow (opposite of "booming").**

"In this sluggish economy, the best we can hope for is to break even."

supply – (stock) - **the total amount of a product available in a market.**

"The supply of computer parts is too high, so the price is falling fast."

target – (objectif, quota) - **the amount that you plan to sell in a month (also "quota").**

"The salesman reached his target by the 24th. He'll get a larger commission on any sales after that."

tariff – (taxe d'importation) - **a tax on imports from another country.**

"If the government puts a tariff on these products, sales will fall."

terms – (conditions) - **the details of an agreement or contract.**

"The terms of this contract are quite good!"

trend – (tendance) - **movement in one direction, especially about product becoming more and more popular.**

"The trend towards more colorful fashion is getting stronger."

unit cost – (coût unitaire) - **the average amount needed to produce a product.**

"If we can produce more of these, our unit price will fall, We can then improve our profits."

warranty – (garantie) - **a promise that the things you sell will be of good quality.**

"This product has a one-year warranty, but if you pay a small fee, we can extend it."

wholesale – (en gros) - **selling to a salesman who will then sell to the final customer.**

"The wholesale price is generally 50% of the retail price."



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