

## INTRODUCTION | Track 1

**David Ingram:** Welcome to Business Spotlight Audio 4/2018. I'm David Ingram from England.

**Erin Perry:** And I'm Erin Perry from the United States. We're glad you could join us! In this recording, you can listen to articles and interviews from the world of business English. We also offer lots of exercises to help you to improve your language and communication skills.

**David Ingram:** In this recording, we have two items relating to customer care. In our Easy English section, we look at how to discuss customers with your colleagues. And in our Skill Up! section, we look at some idioms relating to customer care.

**Erin Perry:** For something completely different, in our Technology section, we focus on the role of Jedi masters and storytelling in business.

**David Ingram:** And, as always, you can find all the texts, dialogues and exercises in your audio booklet. OK, let's get started!

## NAMES & NEWS

### Introduction (I) | Track 2

**Erin Perry:** We'll begin with our Names & News section, with a story about paying people to cycle to work.

**David Ingram:** Wow, that sounds like a good deal! How can I join the scheme?

**Erin Perry:** Well, you'll have to go quite a long way, as the scheme has been introduced by an advertising agency called Make Collective in New Zealand.

**David Ingram:** Oh!

**Erin Perry:** Anyway, as you listen to the story now, try to answer this question: Which city in New Zealand is said to have the highest number of cyclists? Ready? Listen now.

### On your bikes! | Track 3 MEDIUM

Would you be motivated to cycle to work if your company paid you to do it? Employees at a New Zealand advertising agency have been given that option. Travelling to work by bike will earn them NZ\$ 5 (about €3) a day. If they continue biking for more than six months, the figure rises to NZ\$ 10 a day.

Company owner Tim Chesney believes that the incentive will make employees more productive. "I'm a really keen cyclist [and] cash is clearly the most obvious incentive," Chesney told Stuff.co.nz. "I know for myself I show up feeling a lot more energized. My blood is already flowing."

incentive ► Anreiz

keen UK ► leidenschaftlich

show up jfml.

► erscheinen

Employee Elliot Gilmore says cycling to work is better than joining a gym. “I get to ride through Hagley Park and see people feeding the ducks, reading books and stuff, which is quite different to just waiting for the lights to change while driving.”

Chesney’s company, Make Collective, is located in Christchurch. According to the city council, Christchurch has more cyclists than any other city in New Zealand.

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**Erin Perry:** OK? Did you get the answer? Which city in New Zealand is said to have the highest number of cyclists?

- The answer is Christchurch. Listen again. “According to the city council, Christchurch has more cyclists than any other city in New Zealand.”

**Erin Perry:** If you didn’t get the answer the first time, go back and listen to the text again.

## Introduction (II) | Track 4

**David Ingram:** Next, we’ll turn to a story from Britain about coffee in prison.

**Erin Perry:** Somehow, I suspect prison coffee doesn’t taste all that great. Is that the point of the story, David?

**David Ingram:** No, not at all. In fact, this is a very positive story about coffee being roasted in a

British prison and about young offenders training as baristas to increase their chances of getting work after prison. Let’s hear more.

## On redemption row | Track 5 **ADVANCED**

“You may be Mr Big on the wing, but that means nothing in here,” a young offender at HM Prison Aylesbury in England told the *Financial Times*. “Here” is a state-of-the-art coffee roaster and cafe designed to help young men aged 17 to 21 to become baristas and increase their chances of finding work after prison.

The wheels were set in motion in 2016 by prison administrator Lee Johnson, then responsible for reducing reoffending, when he asked coffee wholesalers Max Dubiel and Ted Rosner if they would be willing to help train prisoners as baristas. In turn, Dubiel and Rosner asked if it would be possible to roast their coffee in prison; the prison offered them and their busi-

**and stuff** *ifml.*

- und all so was

**city council**

- Stadtrat

**gym** ➤ Fitnessstudio

**HM (Her/His Majesty’s) Prison** UK ➤ Bezeichnung für Gefängnisse im Vereinigten Königreich

**lights** ➤ hier: Ampel

**offender**

- Straftäter(in)

**reoffend**

- erneut straffällig werden

**roaster** ➤ Röster

**row** ➤ hier: Trakt

**state-of-the-art**

- hochmodern

**wheels: set the - in motion**

- die Hebel (für etw.) in Bewegung setzen

**wholesaler**

- Großhändler(in)

**wing** ➤ Flügel, Trakt

ness partner Harry Graham the use of a well-ventilated former kitchen. “The transformation cost over £80,000 [€91,000], money we raised via our backers,” Graham says. “This was not easy, as the prison has a fairly restrictive code of practice on even which plumbing company can be used. But now we’re established and are roasting up to three tonnes of coffee beans a week.”

Bearing the label Redemption Roasters, the coffee is bagged and transported to warehouses in Dorset before being sold to wholesale customers in Britain and Germany. “When you are in here, you are treated like an employee, not like a prisoner, because you are fulfilling a real-life job,” Aylesbury warder Marc Wioland comments.

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## BUSINESS SKILLS

### Bob Dignen on international business communication

#### Introduction | Track 6

**David Ingram:** So, Erin, I guess it’s time to do some exercises on Bob Dignen’s latest Business Skills article?

**Erin Perry:** Well, normally it would be, David. But this time, we have a special treat for our listeners. Bob Dignen himself is actually here in the studio to give his thoughts on international

business communication and the challenges facing business English trainers.

**David Ingram:** Oh, great, can’t wait to hear what he has to say.

**Erin Perry:** Well, if you stop talking — one of Bob’s key pieces of advice to leaders in business — I’ll be able to ask him a question or two.

#### Interview: Bob Dignen | Track 7 **ADVANCED**

**Erin Perry:** Bob, what are the main competencies that people need when working internationally in English?

**Bob Dignen:** Firstly, it’s understanding the environment. I mean, what does it mean to work internationally? What’s different to working domestically? And then you have an environment which is characterized by uncertainty, complexity, diversity and high levels of, often, conflict in your own organization. So firstly, understand that landscape, first understand what you’re dealing with. And then, once you know what you’re dealing with, develop the right attitude, which is around being open, tolerant, proactive, responsible. And those are not

**backer** ▶ Unterstützer(in)

**bag sth.**

▶ etw. in Tüten abfüllen

**code of practice**

▶ Verhaltenskodex

**diversity** ▶ Vielfalt

**environment**

▶ hier: Umfeld

**plumbing company**

▶ Installationsfirma

**redemption**

▶ Wiedergutmachung

**ventilated** ▶ belüftet

**warder** UK

▶ Gefängniswärter(in)

**warehouse** ▶ Lager(halle)

givens with most human beings; they really need to be developed. They are competencies, let's say.

Secondly, it's around communication behaviours. Being much more careful with how you communicate. Making sure that you understand, making sure that you're understood. And again, most communication does not meet those standards: it's too casual, it's too unconscious. And then the third dimension is... I mean once you've taken care of yourself, you need to do this with other people, so it's kind of co-creating an environment around you, whether it's communication or working processes, that can enable you to be successful. So, mindset, manage your own behaviour and then establish collaborative processes with those around you in order to be effective in a very, very difficult place often.

**Perry:** And what are the areas that business English teachers need to be covering in their training?

**Dignen:** So, in York Associates, we've been advocating a kind of four-dimensional approach to business English teaching for a long time, actually, in combination with Business Spotlight. The idea that business English trainers need to be delivering language training, at the bottom of the pyramid, then professional skills — such as presenting skills, meetings skills. Then inter-

cultural, as an overlay on that. And then interpersonal skills — how to manage individuals as the fourth dimension. And I think that's really a default. And then on top of that, Yep, you're going to need to add an awareness of psychology, you're going to need to add on to that an understanding of how organizations work, how organizations change and then, possibly, you'll need to add some subject-matter expertise — of what it means to work in pharmaceuticals, what it means to work in insurance, what it means to work as an accountant, what it means to work in a global project management office.

I think the level of knowledge that we need now to demonstrate has increased way, way beyond the classical skills of grammar, vocabulary, pronunciation, etc. Which is kind of understood but I think... by many trainers, I believe, but I'm just concerned that we don't stretch fast enough and wide enough.

#### accountant

► Buchhalter(in)

#### advocate sth.

► etw. befürworten

casual ► beiläufig

#### collaborative

► gemeinschaftlich

#### default

► Voreinstellung;  
hier: Vorbedingung

given ► Gegebenheit;

hier: natürliche Fähigkeit

#### insurance

► Versicherungswesen

kind of ifml. ► ziemlich

mindset ► Denkweise

overlay ► Überlagerung

#### stretch

► hier: Anstrengungen  
unternehmen

#### subject-matter expertise

► thematisches Wissen

way ifml. ► hier: sehr

Yep ifml. ► ja

**Perry:** That's very interesting, Bob. Thank you very much.

**Dignen:** [Pleasure](#).

*Business Spotlight 4/2018, pp. 42–45*

## EASY ENGLISH

### Ken Taylor on talking about customers

#### Introduction | Track 8

**David Ingram:** Erin, you know they say that the customer is king — or queen, I suppose we should say if we want to be politically correct...

**Erin Perry:** Yes, what's your point, David?

**David Ingram:** Well, as a customer, I hate it when you have told your problem to one person and then, when you ring back a week later, you find that someone completely different is dealing with your problem and knows nothing about your case.

**Erin Perry:** I know exactly what you mean. And that's why keeping good customer records and briefing colleagues properly is such an important part of customer care. And our communication skills expert, Ken Taylor, is here now with some exercises and advice on this topic.

#### Exercise: A handover conversation | Track 9

##### MEDIUM

**Ken Taylor:** Hello, this is Ken Taylor from London. Imagine a situation in which you are changing to another job in your organization.

You need to brief your replacement on a key customer you deal with. What should that briefing be like? Here's a five-step process you can use, based on Mike Hogan's article in the latest *Business Spotlight*.

We'll go through the process step by step. First, take a few moments to think of a customer you have in your own work who you know very well. It could be an external or an internal customer. If necessary, pause the track while you are doing this.

OK. Do you have a customer in mind? Good. I'll tell you about each step in turn and then suggest what you should say to your replacement. You speak in the pause. Then you will hear a model version. Your version may well be different as you are talking about your own customer. OK? Let's start.

**Ken Taylor:** The first step is to give some background information.

- So, tell your new colleague that you want to give some background information about who the key customer is. Use the phrase, "Let me give you..."
- Let me give you some background information about this key customer.

- Now, say when you started working with the customer. Use the phrase, “We first started...”.
- We first started working with the customer in 2010.
- Say how the collaboration has developed over the years. Use the phrase, “The collaboration has developed...”.
- The collaboration has developed well over the years.

**Ken Taylor:** OK, good. Now, step two is giving more specific information.

- Tell your replacement something your customer has done recently. Start with the phrase, “Recently, they have...”.
- Recently, they have started selling in two new countries.
- Give an example of what you are doing with this customer at the moment. Start with the phrase, “At the moment, we have...”.
- At the moment, we have a project helping them with their marketing.

**Ken Taylor:** In step three, you need to talk about your customer’s priorities.

- So, tell your replacement what your customer’s top priority is at the moment. Start with the phrase, “Their top priority...”.

- Their top priority at the moment is budget control.

- Now, give an example of an important thing that your customer expects you to do. Start with the phrase, “It’s important...”.
- It’s important to visit them at least twice a month.

**Ken Taylor:** Good. Step four is to talk about the future.

- Give an example of something your customer might be interested in doing. Start with the phrase, “In the future, ...”.
- In the future, they want to expand into Asia.

**Ken Taylor:** In step five, offer support to your replacement.

- Tell them to get in touch if they have more questions. Use the phrase, “If you have more questions, ...”.
- If you have more questions, please get in touch.

**Ken Taylor:** Finally, tell them you’re happy to support them in the future.

- Use the phrase, “I’m more than happy...”.
- I’m more than happy to support you in the future.

get in touch (with sb.)

➤ sich (bei jmdm.) melden

happy: be ~ to do sth.

➤ gern etw. tun

**Ken Taylor:** How was that? Not that easy, right? You can go over this exercise a few times, using different customers as your example, until you feel comfortable talking about your customers in this way.

### Exercise: Adverbs of frequency | Track 10 EASY

**Ken Taylor:** Adverbs of frequency are important when talking about the things you and your customers do. Let's see how many you know. We all know the adverb "sometimes". I'll give you some other adverbs of frequency. In the pause, you decide if it means more or less often than "sometimes". Then you'll hear the correct answer. We'll start with a couple of easy ones. OK?

1. Always
  - "Always" is more often than "sometimes".
2. Never
  - "Never" is less often than "sometimes".
3. Usually
  - "Usually" is more often than "sometimes".
4. Generally
  - "Generally" is more often than "sometimes".
5. Seldom
  - "Seldom" is less often than "sometimes".

6. Rarely
  - "Rarely" is less often than "sometimes".
7. Normally
  - "Normally" is more often than "sometimes".
8. Hardly ever
  - "Hardly ever" is less often than "sometimes".
9. Now and then
  - "Now and then" is less often than "sometimes".
10. Constantly
  - "Constantly" is more often than "sometimes".

**Ken Taylor:** OK, well done. We'll practise this more. I'll ask you a question using an adverb. In the pause, you reply using the same adverb. Then you will hear a model answer.

- What do you always do at the weekend?
  - I always spend time with my family.
- How do you normally travel to work?
  - I normally travel to work by bicycle.
- What time do you usually get up in the morning?
  - I usually get up around six o'clock.

- What do you never do at work?
  - I never smoke at work.
  
- What time do you generally leave work?
  - I generally leave work around 5.30.
  
- Who do you rarely meet at work?
  - I rarely meet our managing director.
  
- What do you seldom do in your spare time that you would like to do more often?
  - I seldom have the chance to play golf.

**Ken Taylor:** Good. Well done. It's good to be able to tell someone how often you do something in an accurate way. And the more adverbs of frequency you know, the more accurate you can be.

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## SKILL UP!

### The language of customer care

#### Introduction | Track 11

**David Ingram:** Let's move on now to our second item on customer care and "skill up" on our language.

**Erin Perry:** Yes, there are a number of idiomatic expressions relating to this area. Let's practise some of them. OK?

### Exercise: Customer care idioms | Track 12

#### MEDIUM

**Erin Perry:** In this exercise, we'd like you to form some idioms. First, you'll hear an idiom and then two suggestions, **a)** and **b)**, for what it could mean. In the pause, choose the correct suggestion of the meaning of the idiom relating to the context of customer care. Then you'll hear the correct answer. OK? Let's get started.

1. If you "twiddle your thumbs", ...
  - a) you just sit around idly because you don't have anything to do.
  - b) you try to make a decision about what to do next.
    - a) is correct. If you "twiddle your thumbs", you have nothing to do. OK, next one.
  
2. If you "tell somebody where to get off", ...
  - a) you help them to find the bus or train station that they want.
  - b) you tell them very firmly, or even rudely, that you don't agree with what they're saying or doing.
    - b) is correct. If you "tell somebody where to get off", you tell them very clearly that you don't agree with them. Next one.

idly ➤ untätig, müßig

managing director

➤ Geschäftsführer(in)

rudely

➤ unhöflich, unsanft

spare time ➤ Freizeit



3. If you “run around like a headless chicken”, ...
- you panic rather than thinking clearly and dealing with a situation logically.
  - you are very frightened and make the wrong decision.
    - a) is correct. If you “run around like a headless chicken”, you are panicking rather than dealing with a situation logically. OK, here’s the last one.
4. If something is “a pain in the neck”, ...
- it is very difficult.
  - it is very annoying.
    - b) is correct. Something that is very unpleasant or inconvenient, is “a pain in the neck”.

**Erin Perry:** Did you get all those idioms right? If not, go back and practise them again.

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## FALSE FRIENDS

### Exercise: Translation | Track 13 MEDIUM

**David Ingram:** Let’s continue “skilling up” on our vocabulary. Here, we’ll look at some false friends relating to customer care. False friends are pairs of words that sound similar in German and English. But their meanings are very different, so they can cause misunderstandings. Now, in this exercise, we’d like you to translate some

German words and sentences into English, being careful to avoid the false friends. Let’s begin.

**Erin Perry:** Our first word refers to a big shop where you can buy all kinds of things in different departments. Please translate this word.

**German:** Warenhaus

**English:** department store

**David Ingram:** Don’t say “warehouse” here, as this refers to a building where goods are stored. The English translation of the German word *Warenhaus* is “department store”. Translate this sentence, please.

**German:** Die Auswahl in Warenhäusern ist wirklich beeindruckend.

**English:** The selection in department stores is really impressive.

**Erin Perry:** Our next word is used for the place where employees have lunch in their company. Translate this word now.

**German:** Kasino

**English:** canteen, cafeteria

**David Ingram:** “Casino” is wrong here, as this means a “room or building for gambling”. The German word *Kasino* is “canteen” or “cafeteria” in English. Please translate this sentence.

annoying ➔ ärgerlich, nervig

department ➔ Abteilung

gamble ➔ Glücksspiele spielen

inconvenient ➔ lästig

store sth. ➔ etw. lagern

**German:** Sollen wir uns zum Mittagessen im Kasino treffen?

**English:** Shall we meet for lunch in the canteen? / Shall we meet for lunch in the cafeteria?

**Erin Perry:** Our next word describes a person's attitude towards work. Translate this word, please.

**German:** engagiert

**English:** dedicated, committed

**David Ingram:** You can't say "engaged", as this refers either to a telephone line that is busy or to a couple who have formally agreed to get married. The German word *engagiert* is "dedicated" or "committed" in English. Translate this sentence now.

**German:** Ich denke, er sollte etwas engagierter sein.

**English:** I think he should be a bit more committed. / I think he should be a bit more dedicated.

**Erin Perry:** OK, our last word refers to finding out if something is correct. Please translate this word.

**German:** prüfen

**English:** check, review

**David Ingram:** Don't say "prove" here, as this means "give **evidence**" for something. The English translation of *prüfen* is "check" or "review". Translate this sentence, please.

**German:** Hat irgendjemand die Daten geprüft?

**English:** Has anyone checked the data? / Has anyone reviewed the data?

**Erin Perry:** Well done.

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## GLOBAL BUSINESS

### Canada and cannabis

#### Introduction | Track 14

**David Ingram:** Erin, in your younger days, did you ever, you know, like, smoke a little bit of pot?

**Erin Perry:** David, are you trying to ruin my career here? You can't ask questions like that when we're on the air. And all I'm prepared to say without my lawyer present is that, even if I did — purely hypothetically, you understand — like former president Bill Clinton, I wouldn't have inhaled.

**David Ingram:** Right!

**Erin Perry:** Anyway, why do you ask?

**David Ingram:** Well, because in the latest issue of *Business Spotlight*, our Canadian author Margaret Davis has written a fascinating article about Canada's plans to legalize cannabis. And Margaret is here in the studio now to tell us more about this subject.

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**evidence** ► Beweis(e)

**Erin Perry:** Oh, great. But do remember I said “hypothetically” earlier...

**Interview: Margaret Davis** | Track 15 **ADVANCED**

**David Ingram:** Welcome, Margaret. Canada seems to have a relaxed attitude to marijuana use. So is everyone in favour of legalization?

**Margaret Davis:** No, there are some groups with serious concerns, including many Conservative politicians and organizations dealing with children and young people. There are also concerns about how First Nations — native people — will be affected and whether they will be able to profit from liberalization. In May, the Canadian Senate, which is modelled after the House of Lords in Britain, recommended waiting another year before legalizing recreational marijuana, so that this issue could be studied in more detail. But Prime Minister Justin Trudeau has said that legalization will happen this year as planned. Trudeau says that legalization is “not an event — it’s a process”.

**Ingram:** The cannabis industry is big business. What does the government want to get out of it?

**Davis:** Well, the federal government and the provinces all think it will be a good source of tax revenue. But as of the date we’re recording this interview, the final price hasn’t been set. So initially, the federal government did its calculations based on a price per gram of ten Canadi-

an dollars. But the provinces said that was too high, and it was provisionally lowered to \$9. But again, according to data collected by Statistics Canada, before legalization, Canadians were paying an average of about \$7 per gram. So that could mean that the federal government’s tax revenues will be lower than they originally expected. And some critics have suggested that if the legal price is too high, people will go back to getting their marijuana on the black market.

**Ingram:** Once recreational use of cannabis is legalized, will Canada become more open to decriminalizing other drugs?

**Davis:** I think that will take a while, but there have been some moves in that direction. In April, the federal Liberal Party held a national policy convention and one of the motions had to do with decriminalizing all illicit drugs. The rationale is that this would take the drug business out of the hands of criminals and make it

**affect sb.**

► Auswirkungen auf jmdn. haben

**as of the date**

► zum Zeitpunkt

**convention** ► Kongress

**illicit** ► illegal

**issue** ► Sachverhalt

**motion** ► Antrag

**move** ► hier: Vorstoß

**provisionally**

► vorläufig

**rationale** ► Begründung

**recreational**

► der Erholung dienend;

hier: als Freizeitdroge

**suggest**

► hier: darauf hinweisen

**tax revenue**

► Steuereinnahmen

easier for drug addicts to get treatment. The motion passed, but it will be a long time before a policy like that could ever come into law. Prime Minister Trudeau says it's not a priority at the moment, and it would certainly face a lot of opposition.

**Ingram:** I can imagine it would. Well, we'll follow this story closely in the weeks and months to come. And many thanks for coming in to explain the situation to us, Margaret.

**Davis:** You're welcome. Thank you!

*Business Spotlight 4/2018, pp. 28-31*

## LANGUAGE TEST

### UK vs US

#### Introduction | Track 16

**Erin Perry:** As the Irish playwright George Bernard Shaw once said, "England and America are two countries, divided by a common language".

**David Ingram:** Quite, I've never understood what you Yanks are saying!

**Erin Perry:** Don't worry, David. We don't understand you guys, either. Anyway, joking aside, in the latest issue of *Business Spotlight*, we have a special test on some of the differences between these two varieties of English. And we're going to do an exercise on this together now.

### Exercise: Different words | Track 17 MEDIUM

**Erin Perry:** In this exercise, you'll now hear a sentence spoken either by a British or an American native speaker, using typical UK or US words or phrases. In the pause, change the sentence to the other version — that is, change British English into American English and vice versa. Then you'll hear the correct answer. OK? Let's get started. And remember, the male speaker is from the US and the female speaker is from the UK.

- Excuse me, do you know where the nearest gas station is? (US)
- ▶ Excuse me, do you know where the nearest petrol station is? (UK)
  
- Excuse me, can you tell me where the toilets are? (UK)
- ▶ Excuse me, can you tell me where the restrooms are? (US)
  
- How much sales tax do you have to pay on food? (US)
- ▶ How much value added tax do you have to pay on food? (UK)

#### drug addict

▶ Drogenabhängige(r)

face sth. ▶ sich etw. gegenübersehen

pass ▶ hier: angenommen werden

#### sales tax US / value added

tax UK ▶ Umsatz-, Mehrwertsteuer

#### you're welcome

▶ gern geschehen

- Could you give me the number of your current account, please? (UK)
- ▶ Could you give me the number of your checking account, please? (US)
  
- They wanted payment cash on the barrelhead. (US)
- ▶ They wanted payment cash on the nail. (UK)
  
- I really don't like him. He's always blowing his own trumpet. (UK)
- ▶ I really don't like him. He's always blowing his own horn. (US)

**Erin Perry:** Well done! If you found that exercise difficult, try it again a couple of times until you're sure of the differences between US and UK English.

*Business Spotlight 4/2018, pp. 36-40*

## SPECIAL REPORT

### The language of London

#### Introduction | Track 18

**Erin Perry:** You know, David, one thing I really don't understand in British English are all those special terms you have for things in London.

**David Ingram:** What you mean are things like the the Old Bailey, the Walkie-Talkie, Petticoat Lane, the Hammers...

**Erin Perry:** Exactly! What is all that about?

**David Ingram:** Well, to go with our special feature about London in the latest issue of *Business Spotlight*, let's do an exercise now on London lingo. Here's Ken Taylor again.

#### Exercise: Vocabulary | Track 19 MEDIUM

**Ken Taylor:** Imagine you are sitting in a pub after work on a Friday in central London. Around you are Londoners having a drink with colleagues. You can overhear snippets of the different conversations around you. Here are some of the words you might hear when Londoners are talking about their own city. First, you'll hear the words and then I'll ask you for an explanation. You give your explanation in the pause. Finally, you'll hear the correct answer. OK?

- St Pancras, Charing Cross and Waterloo. What are these?
- ▶ These are three of the main railway stations in London.

blow sb.'s own trumpet UK /

blow sb.'s own horn US

- ▶ sich selbst loben; auf die Pauke hauen

cash on the barrelhead US /

cash on the nail UK

- ▶ bar auf die Hand

current account UK /

checking account US

- ▶ Girokonto

- The Square Mile. What is this?
  - This refers to the financial centre in the City of London.
- Christie's and Sotheby's. What are they?
  - These are two of the world's most famous auction houses, based in London.
- The Cheesegrater, the Walkie-Talkie and the Gherkin. What are these?
  - These are three iconic modern office buildings in the financial district.
- The Old Bailey. What is this?
  - The Old Bailey is a law court. It's the name people use to refer to the Central Criminal Court for England and Wales.
- Petticoat Lane and Portobello Road. What are these streets famous for?
  - These are well-known street markets. Portobello Road specializes in antiques while Petticoat Lane is known for fashion and clothes.
- An Oyster card. What would you use this card for?
  - An Oyster card is a plastic card you can use to pay for travelling. You can top up the amount of money you have on the card at newsagents and stations.
- Saville Row. What would you buy in this street?
  - In Saville Row, you would buy an expensive, hand-tailored business suit.
- The Gunners and the Hammers. Who are these?
  - They are London football teams. "The Gunners" is the nickname for Arsenal Football Club. "The Hammers" are West Ham United.
- The Tube and the DLR. What are these?
  - They are rail systems. The Tube is another name for the underground trains. DLR stands for the Docklands Light Railway, a system that serves the areas around Canary Wharf in the East End of London.
- Number Ten. Who lives here?
  - The prime minister. This refers to number ten, Downing Street.

**antiques** ➤ Antiquitäten

**cheesegrater**

➤ Käseibe

**gherkin** UK

➤ Gewürzgurke

**hand-tailored**

➤ maßgeschneidert

**iconic**

➤ mit Symbolcharakter

**law court**

➤ Gericht (shof)

**newsagent** UK

➤ Zeitungskiosk

**nickname**

➤ Spitzname

**oyster** ➤ Auster

**top sth. up** UK

➤ etw. auffüllen; hier: aufladen

**Ken Taylor:** Did you know some of those? Each city has its special vocabulary and it can be fun learning it. Indeed, London even has its own language — cockney rhyming slang. If you go to [www.cockneyrhymingslang.co.uk](http://www.cockneyrhymingslang.co.uk), you can find out more about this form of English that originated in the East End of London. Good luck with your London lingo!

*Business Spotlight 4/2018, pp. 14–24*

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## TECHNOLOGY

### English 4.0: The new masters of change

**Introduction** | Track 20

**David Ingram:** Now, for a complete change of topic, it's time to turn our attention to technology and our regular English 4.0 section in *Business Spotlight*.

**Erin Perry:** Yes, and this time, we're going to be looking at the topics of innovation, Jedi masters and storytelling.

**David Ingram:** Quite a combination! And *Business Spotlight's* technology editor, Eamonn Fitzgerald, is here in the studio now to tell us more about these topics.

**Interview: Eamonn Fitzgerald** | Track 21

#### ADVANCED

**Erin Perry:** Welcome, Eamonn. Your latest English 4.0 column looks at the importance of sto-

rytelling as a form of inspiration. Why is storytelling so important?

**Eamonn Fitzgerald:** Storytelling is important because we humans have told stories since the beginning of time. We can think back thousands of years to people sitting in a cave somewhere and a fire lighting and shadows on the wall. And they're all sitting around listening to a story. And this is something that has continued through history. About 80 years ago, a young man called Walt Disney said he was going to create a film studio that would tell stories as films to children. And people said he was crazy. Today, Disney is the most profitable movie business in the world, which shows that the power of story continues. And understanding what story is, is becoming increasingly important for businesses.

If you look at those Christmas ads on television, we see somebody who's lonely. These usually last about 30 seconds. And then they get a message or a card, and everything changes, and we are drawn in by this emotion, which is a very important factor. The English writer E. M. Forster said, "Here's a story. The king died and the queen died." But if we tell it like this, "The king died, and the queen died of a broken heart,"

---

**cave** ► Höhle

**drawn in:** be - by sth.

► sich von etw. angesprochen fühlen

we now have something we want to hear more about. It is said that Ernest Hemingway once won a short-story competition with this: “For sale: baby shoes, never used.” Just six words. And the reader, the listener wants to know, was there a couple who tried to have a baby and it didn’t work? Or was the baby born and the baby died and the sad parents decided to sell the shoes? So storytelling is an art, and it’s something that appeals to human nature. And if we look at what Instagram is doing with stories, and Facebook stories, we can see that a new generation is learning about the importance of stories, and, as I said earlier, they are very, very important for communicating business ideas.

**Perry:** You also talk in the column about “Jedi masters”. Most people will have heard of these from the Star Wars films. But what role do they play in the business world?

**Fitzgerald:** In the Star Wars film opera, as some people call it, the Jedi are an ancient, academic, paramilitary organization in many ways. And their focus is on discipline and leadership and learning. And more and more people in business over the years have seen that these qualities are very important in business: observation, learning. And with this, somebody can then go on to take a position of leadership, which can be painful, isn’t always rewarding. But if you have the discipline, if you have ob-

served what’s going on in a business, then you can step forward and you can apply this Jedi notion of leadership to a company, and it can be very, very important for your career.

**Perry:** You talk about the importance of speed in innovation and, in particular, the need for Europe to innovate faster. Is Europe really in danger of becoming irrelevant compared to the US and China?

**Fitzgerald:** If we look at the operating systems of our modern world, we can see that Microsoft has Windows, Apple has IOS, Google has Android. Where is Europe in this scenario? It’s very, very much in danger of being left out of the picture completely. And “picture” is the relevant word because either our notebooks or our mobile phones are the windows, are the ways in which we view the world and its information.

The other big area is commerce. And on one side, we have Amazon, dominating so many fields. On the other side, we have Alibaba, representing China, also in that entire area. Now, of course, you could say, well, Germany has Zalando, which sells products throughout Europe. And that’s true. But Amazon and Alibaba go a step further by expanding their businesses into cloud services. For example, Amazon web ser-

---

**appeal to sth.**

• etw. ansprechen

---

**notion** ▶ Vorstellung

**painful** ▶ hier: mühsam



vices host the entire Netflix data system. That alone increases Amazon's power enormously. So Europe needs at this time, in my opinion, to do something radical to catch up. And in my column, I write about the Joint European Disruptive Initiative, which incidentally is also known by its first letters as JEDI. And recognizing that something dramatic has to be done, this JEDI group is talking about the creation of a fund of €1 billion to invest in the critical areas of the future, especially machine learning and artificial intelligence. Another important indicator is the number of patents being filed. And here we see China beginning to take a lead, followed by the USA and followed by Europe. So, we need keep an eye on this, and Europeans need to up their game and acquire more and develop more intellectual property and file the patents that will bring prosperity to Europe.

**Perry:** Finally, if you could become a Jedi master for a day, how would you use your powers?

**Fitzgerald:** An important part of the Star Wars mythology and ideology is the saying, "May the force be with you!". So there's a very positive force in the Jedi mindset, world view. And this can be applied for good. It can also be applied for evil by a group called the Sith, but the Jedi use it for good. They're the force of light. And it's not as if it's a magical thing where you can say, "There will be no more hunger in the world.

There will be no more war. Here is a cure for cancer." Instead, it works like this.

We can, if we take on board the Jedi concept, do good by helping people. And that begins by helping somebody we probably know, somebody who is in difficulty, financial difficulty, needs a job. And if we can help that person, we have done good. And we could expand this, perhaps, by saying that we could start a business. And instead of just employing one person, we could employ 100 people. So, it's about doing good. It's not about changing the world. It's about changing ourselves by helping to change others in a positive way.

**Perry:** Thank you very much, Eamonn.

**Fitzgerald:** May the force be with you!

*Business Spotlight 4/2018, pp. 68-69*

#### catch up

- auffüllen

#### disruptive

- störend; hier: innovativ

#### cure

- Heilmittel

#### file (a patent)

- (ein Patent) anmelden

#### for evil

- zum Schlechten

#### for good

- zum Guten

#### intellectual property

- Immaterialgüter

#### keep an eye on sth.

- etw. aufmerksam beobachten

#### mindset

- Denkweise

#### prosperity

- Wohlstand

#### saying

- Spruch, Redensart

#### take sth. on board ifml.

- etw. annehmen, sich etw. zu eigen machen

#### up one's game ifml.

- sich verbessern, weitere Fortschritte erzielen

## ENGLISH ON THE MOVE

### Ken Taylor on long-distance travel

#### Introduction | Track 22

**David Ingram:** Erin, you fly to the US every now and again, don't you? Do you enjoy the experience of flying or is it just a pain in the you know where?

**Erin Perry:** I do indeed know where, David. To be honest, it doesn't bother me too much, but the jet lag is a bit of a bummer, so to speak. And all the packing and schlepping of luggage and so on. As you said, a pain in the...

**David Ingram:** Well, don't panic because help is at hand. Here's Ken Taylor once again with some exercises and tips on this subject.

#### Exercise: Vocabulary | Track 23 MEDIUM

**Ken Taylor:** Packing a suitcase for a longer business trip needs careful thought.

Listen to this advice from Jackie, a seasoned traveller. After each piece of advice, I will ask you the meaning of some of the vocabulary she uses. I'll repeat a word or phrase and you will hear two explanations, **a)** and **b)**. In the pause, choose the explanation that fits best. Then you will hear the correct answer. OK, ready?

**Jackie:** Choose a hard case to offer protection for your clothes.

■ "To offer protection." Is this...

- a) to keep something safe?
- b) to stop something from getting dirty?
- a) is correct. "To offer protection" is to keep something safe. Next one.

**Jackie:** Save space by choosing black and grey garments that are easy to match.

■ "Garments." Are these...

- a) underwear?
- b) clothes?
- b) is correct. "Garments" are clothes. OK, next one.

**Jackie:** Save time at the airport by using a carry-on case.

■ A "carry-on case". Is this...

- a) a case that doesn't need to be checked in?
- b) a case with wheels that is easy to move around?
- a) is correct. You do not need to check in a carry-on case. OK, next one.

**Jackie:** Make sure the case fits the specified dimensions.

■ The "specified dimensions". Are these...

- a) the correct size for your bag, as mentioned by your airline?

#### carry-on case

► Bordkoffer, -case

**garment** ► Kleidungsstück

#### hard case

► Hartschalenkoffer

- b) the correct size for what you need to pack?
- ▶ a) is correct. Your case should fit the dimensions specified by the airline. Next one.

**Jackie:** Turn any jackets inside out before folding them, to minimize creases.

■ “Creases.” Are these...

- a) lines caused by crushing?
- b) stains from spilled liquid?
- ▶ a) is correct. A “crease” is a line in the cloth caused by crushing or folding. Next.

**Jackie:** Use tissue paper to protect delicate clothes.

■ “Tissue paper.” Is this...

- a) thick wrapping paper?
- b) thin wrapping paper?
- ▶ b) is correct. “Tissue paper” is very thin wrapping paper. Next one.

**Jackie:** Always stuff your shoes to help avoid creases in them.

■ “To stuff.” Is this...

- a) to fill completely?
- b) to cover completely?
- ▶ a) is correct. “To stuff” is to fill completely.

**Jackie:** Place trousers at the base of the case.

■ The “base of the case”. Is this...

- a) on top of the other clothes?

b) at the bottom of the case?

- ▶ b) is correct. “At the base” means “at the bottom”.

**Ken Taylor:** Good, well done. Next time you pack to go on a business trip, do remember Jackie’s good advice.

### Exercise: Dialogue | Track 24 MEDIUM

**Ken Taylor:** Jet lag can be a problem when you are travelling long distances.

Listen to this short conversation between Jackie and Charles, one of her colleagues. Listen in particular for the tips that Jackie gives. Afterwards, I’ll ask you some questions about dealing with jet lag.

**Charles:** How do you cope with jet lag on your travels, Jackie?

**Jackie:** I have several methods. For example, I try to get a couple of good nights’ sleep before I go.

**Charles:** Do you take any sleeping pills on the trip?

#### cope with sth.

▶ mit etw. zurechtkommen

crease ▶ Falte

#### crush sth.

▶ etw. zerdrücken

delicate ▶ empfindlich

spilled ▶ ausgelaufen

stain ▶ Fleck

#### stuff sth.

▶ etw. ausstopfen

#### tissue paper

▶ hier: Seidenpapier

#### wrapping paper

▶ Einpack-, Einschlagpapier

**Jackie:** No. They just make me woozy. I drink herbal tea before going to bed. That helps.

**Charles:** How about coffee or energy drinks to keep you awake when you need to be?

**Jackie:** These just increase the time your body needs to recover from jet lag.

**Charles:** Can you speed up that process?

**Jackie:** Regular exercise helps. You can do stretching exercises on the plane and go jogging or walking when you arrive.

**Charles:** Do you have any other advice?

**Jackie:** I always set my watch to the time at my destination when I get on the plane. But don't do it before getting on board — it might make you miss your flight!

**Ken Taylor:** OK, did you get all those tips? Let's see what you remember. I'll make a statement about jet lag. In the pause, you decide whether Jackie would agree or disagree with what I said. Then you will hear what Jackie actually said again.

- Get a couple of good nights' sleep before going on the trip.
- ▶ Jackie agrees. Listen.

**Jackie:** I try to get a couple of good nights' sleep before I go.

- Have a sleeping pill if you can't get to sleep.

▶ Jackie disagrees. Listen.

**Jackie:** They just make me woozy.

- Drink herbal teas to help you sleep.

▶ Jackie agrees. Listen.

**Jackie:** I drink herbal tea before going to bed. That helps.

- Drink energy drinks to wake you up.

▶ Jackie disagrees. Listen.

**Jackie:** These just increase the time your body needs to recover from jet lag.

- Exercise helps your body recover from jet lag.

▶ Jackie agrees. Listen.

**Jackie:** Regular exercise helps. You can do stretching exercises on the plane and go jogging or walking when you arrive.

- Set your watch to the time at your destination before getting on board your flight.

▶ Jackie disagrees. Listen.

**Jackie:** I always set my watch to the time at my destination when I get on the plane. But don't do it before getting on board — it might make you miss your flight!

herbal tea ▶ Kräutertee

speed sth. up

▶ etw. beschleunigen

stretching exercise

▶ Dehnübung

woozy *ifml.* ▶ benommen

**Ken Taylor:** If you travel across several time zones, jet lag can be quite difficult to manage. But Jackie's advice to Charles can also help you.

*Business Spotlight 4/2018, p. 62*

## INSIGHT

### Business news with Ian McMaster

#### Introduction | Track 25

**David Ingram:** Welcome, now, to our Insight section, in which *Business Spotlight* editor-in-chief Ian McMaster gives his views on the recent business news.

**Erin Perry:** Yes, welcome, Ian. And what are the topics that you've chosen for us this time?

**Ian McMaster:** Well, Erin, first, we're going to look at whether there should be limits on the numbers of tourists who can visit popular destinations. We're also going to talk about Germany's balance of payments and Germany's public finances.

**Erin Perry:** OK, as always, we're intrigued.

### Business news: Limits on tourists, Germany's balance of payments and Germany's public finances | Track 26 **ADVANCED**

**Erin Perry:** So, Ian, you said the first topic was whether there should be limits on the number of tourists who can visit popular destinations. What are the arguments on each side of this debate?

**Ian McMaster:** This debate revolves around how we can avoid the negative effects of mass tourism. Those who favour limits on the number of tourists who can visit destinations argue that overtourism is dramatically pushing up the cost of living and, in particular, the price of accommodation. The result is that local people can often no longer afford to live in their own cities. Venice would be one example. Those who oppose caps on the number of tourists argue that the situation needs to be managed better, for example through pricing policies or by encouraging people to go out of season or to less common destinations. Anyway, you can read more about this debate in the Head-to-Head section of the latest issue of *Business Spotlight*.

**Perry:** For your next topic, you said you were going to talk about Germany's balance of payments. Is this another Trump story?

**McMaster:** Well, in a way. As we know, the US president has been very critical of countries that run large trade surpluses with the US, in particular Germany and China. Indeed, at a

**accommodation** UK

► Unterkunft; hier: Wohnraum

**balance of payments**

► Zahlungsbilanz

**cap** ► Obergrenze

**issue** ► Ausgabe

**revolve around sth.**

► sich um etw. drehen

**topic** ► Thema

**run a large trade surplus**

► ein hohes Außenhandelsdefizit aufweisen

recent meeting of the International Monetary Fund, US trade secretary Steven Mnuchin demanded that the IMF take action on such surpluses. Using an idiom from the world of baseball, Mnuchin said “the IMF must step up to the plate on this issue”. Now, Trump and Mnuchin are only half right with their criticism. On the one hand, from an economic point of view, it is of no real significance whether two countries — for example Germany and the US — have deficits or surpluses with each other. But countries that run persistently large aggregate trade surpluses with the rest of the world, such as Germany and China, should indeed be encouraged to reduce those surpluses, for example by stimulating their economies so that they import more. The irony here is that Donald Trump’s policy of massive tax cuts, by stimulating demand, is only likely to increase the US’s imports and trade deficit, precisely the opposite of what he says he wants.

**Perry:** And finally, you also mentioned Germany’s public finances. What’s the story there?

**McMaster:** Just as Germany has an obsession with running a trade surplus, it also seems to have an obsession with running a budget surplus. Again, from a macroeconomic point of view, this makes no sense. Sometimes, budget deficits are necessary to boost the economy, and a good argument can be put forward that

strong countries such as Germany should have given the eurozone more of a fiscal boost following the financial crisis of 2008–9. In his first budget in May, new finance minister, Olaf Scholz, announced that Germany was planning to run a fiscal surplus throughout the period 2019 to 2022, and was expecting an estimated €63 billion in extra tax revenues over this period.

Given that the country has a desperate need to boost investment in its infrastructure — roads, schools, high-speed internet, etc. — as well as a need to reduce the tax burden on those at the lower end and middle of the wage spectrum — Scholz’s budget was a serious disappointment, particularly coming from a Social Democrat. And linking back to our previous story, a more expansionary fiscal policy would have the added advantage of helping to reduce Germany’s massive trade surplus. As the *Financial Times* commented: “It would be better for the world ... if Germany put its surpluses to

aggregate ▶ Gesamt-

boost (sth.)

▶ Impuls; etw. ankurbeln

given that...

▶ in Anbetracht der Tatsache, dass...

persistently ▶ anhaltend

previous

▶ vorherige(r,s)

put sth. forward

▶ etw. vorbringen

step up to the plate (on sth.)

US ▶ sich etw. stellen, etw. angehen

tax revenues

▶ Steuereinnahmen

trade secretary

▶ Handelsminister(in)

work at home... That would have a pleasant side effect, too: it would make Germany a better place for Germans to live in.”

**Perry:** OK, thanks very much, Ian. We look forward to hearing from you again next time.

**McMaster:** My pleasure.

*Business Spotlight 4/2018, pp. 26–27, 56*

## SHORT STORY

### Introduction | Track 27

**Erin Perry:** David, guess what I’m holding in my hand.

**David Ingram:** Oh, no, not another one of your silly games. How should I know what you’re holding in your hand? Oh, OK, let me guess... An apple? A toothbrush? A knife?

**Erin Perry:** Brilliant, David! You’re very close. In fact, it’s a dagger?

**David Ingram:** A what? Are you mad, bringing a dagger into the studio? What were you thinking...?

**Erin Perry:** Just joking, David. Calm down. It’s just that a dagger plays a key role in our latest short story by James Schofield, called simply “Flint”. Let’s listen now and find out more.

### Flint | Track 28 MEDIUM

The woman changed the angle of the tool in her right hand and tapped gently at the thin, blue stone held

between her feet. Tiny flakes of flint fell away as she quickly moved down one side towards the tip. Then she turned it and did the same on the other side. She held up her work to the sun. She knew it was the best dagger she had ever made.

\*

Wearing white cotton gloves to protect its surface, Dr Astrid Tyler picked up the stone blade from the table and held it up to the lamp to admire it. The dagger was 20 centimetres long and very beautiful. Dark blue, nearly black in the centre, but at the sides, where it became thinner, light shone through the stone. The dagger was still — after 3,500 years — razor sharp.

\*

She joined the line of craftsmen outside the king’s hall. The king was to select the best dagger, and the person who had made it would then work for the king and remain under his protection. That would be useful. Her husband had died of a fever last winter and she had two small children to feed. She really needed to win this.

\*

**angle** ► Winkel

**blade** ► Klinge;

hier: Messer

**craftsman**

► (Kunst-)Handwerker

**dagger** ► Dolch

**flakes** ► Flocken;

hier: Abschlag

**flint** ► Flint(stein),

Feuerstein

**look forward to sth.**

► sich auf etw. freuen

**my pleasure**

► gern geschehen

**razor sharp**

► scharf wie ein Rasiermesser

**tap at sth.**

► gegen etw. klopfen;

hier: schlagen

Astrid considered the other applicants for the museum's archaeological grant. She didn't think that Julian Beale had a chance with his research into mediaeval fabrics, but Pradeep Gupta's work on early European pottery might be attractive to the committee. Her strongest rival was Professor Morten Jespersen — her tutor when she had done her doctorate and, later, her husband — who wanted to excavate a Viking burial mound. Museums liked Vikings and a burial mound might provide objects for the museum that would attract the public. Her topic — late Stone Age, early Bronze Age society — was not as well known. But, of course, she now had the flint dagger to show the museum committee, plus a great story about where she and her team had found it.

\*

The priests were doubtful about letting her enter the competition. She was wasting her time, they said. What did she know about such things? She told them about her father — who had first taught her flint knapping — and about her husband, a famous flint craftsman. She showed them some of the blades she had carved. The priests were surprised and finally agreed to let her take part. One of the kinder ones told her not to be optimistic. The very best craftsmen from the kingdom were there and she was a woman. It had never happened before.

\*

The committee held the presentations in the museum conference room. Transparency was

important, the museum board said. The public should see what their money was being spent on. Not that the public seemed to care. Apart from the presenters with some of their team members, there were a couple of students and a few people who looked as if they were unemployed and wanted to keep warm.

Morten came late and nodded in her direction. He was followed by a much younger woman, who sat next to him and placed one carefully manicured hand on his back while using the other to check her mobile phone. Pure arm candy, thought Astrid. And Morten had left her for this brainless fool! Still, no time to think about that now. It would only upset her and maybe spoil her presentation, which... Astrid suddenly swore under her breath. That's why the bastard had brought this woman with him!

\*

**applicant** ▶ Bewerber(in)

**arm candy** *ifml.*

▶ attraktive, jüngere Begleiterin

**board** ▶ Vorstand, Leitung

**burial mound** ▶ Grabhügel

**carve sth.** ▶ etw. meißeln

**competition**

▶ Wettbewerb, -streit

**excavate sth.**

▶ etw. ausgraben

**fabrics** ▶ Stoffe, Textilien

**grant** ▶ Stipendium

**knap sth.** ▶ etw. (durch Abschlagen) bearbeiten

**mediaeval**

▶ mittelalterlich

**nod** ▶ nicken

**pottery** ▶ Töpferei

**research**

▶ Forschung (stätigkeit)

**swear under one's breath**

▶ unterdrückt fluchen

**topic** ▶ Thema

**tutor** ▶ hier: Betreuer(in)

**upset sb.** ▶ jmdn. aufregen



She felt uncomfortable. Her husband's brother was there. She had expected it, of course. Every flint craftsman wanted to win, but still, it wasn't pleasant. He had wanted to take her as a second wife after his brother's death. Even when she had refused, he had tried to force himself on her. She had had to hit him really hard to make him stop.

It was crowded inside the hall. Each craftsman laid their dagger on a tray and placed it on a large table. Her blade reflected light from the candles.

The king was older than she had expected and had to lean on the arm of a priest as he moved round the table and examined the knives. It didn't take long. When the priest announced the winner, there was a cry of amazement from the crowd. It was her.

\*

After the presentations, Astrid went out with a couple of her research students to a restaurant to celebrate. The committee hadn't announced anything yet, but Astrid's proposal had received the most attention, especially after she explained how they had found the dagger, pushed up between the ribs of a male skeleton. All of them had wanted to inspect the murder weapon.

\*

The next morning, the woman realized something was wrong when people began avoiding her. Then she heard the rumours. She couldn't have made the blade, they said. She was a woman; she must have presented a dagger that had been made by her husband before he

died. It wasn't long before she was told to leave. The king had changed his mind. As she went, she saw the priests talking to her husband's brother. They had made him the winner now. He grinned and then started walking towards her. She felt inside her bag for the dagger. It fitted her hand perfectly.

\*

One of Astrid's students sent something he'd found on Twitter late that night. There was a story going round that Astrid had plagiarized parts of her doctoral thesis. The next day, her university called to say that they had to investigate an anonymous claim that she had taken material from an unpublished paper by her former husband. It wasn't true, but Astrid knew there was no possibility that the museum would give her the grant while she was under investigation. It would go to Morten.

She sat for a long time in her office, thinking about what to do. Finally, she stood up, put on her coat and picked up the dagger. It fitted her hand. Perfectly.

Business Spotlight 4/2018, pp. 58–59

**amazement**

► Erstaunen

**doctoral thesis**

► Doktorarbeit

**lean on sb.**

► sich auf jmdn. stützen

**paper**

► hier: wissenschaftliche Arbeit

**rib**

► Rippenknochen

**rumour**

► Gerücht

**tray**

► Tablett

## CONCLUSION | Track 29

**David Ingram:** Well, we've come to the end of *Business Spotlight Audio* 4/2018. We hope you've enjoyed it and have found our exercises helpful.

**Erin Perry:** As an alternative to the CD, we also offer *Business Spotlight Audio* as a subscription download, so you can take the sound of business with you wherever you go. For more information, or to find out about our range of products, visit our website at [www.business-spotlight.de](http://www.business-spotlight.de)

**David Ingram:** Until next time, this is David Ingram...

**Erin Perry:** And Erin Perry...

**David Ingram:** Wishing you success with your business English.

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Hildegard Rudolph, Ken Taylor

**Gestaltung:** Georg Lechner,

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**Übersetzungen:** Ina Sinning

**Produktion:** Dorle Matussek

#### **Produktmanagement:**

Ignacio Rodriguez-Mancheño

#### **Gesamt-Anzeigenleitung:**

Matthias Wendling  
(DIE ZEIT, V.i.S.d.P.)

#### **Druck und Vervielfältigung:**

optimal media GmbH,  
D-17207 Röbel/Müritz

### SPRECHER:

**David Ingram** (UK): Anmoderation

**Erin Perry** (US): Anmoderation

**Doug Bolduc** (US): Names & News, Easy English, Skill Up!, Language Test, English on the Move

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**Ian McMaster** (UK): False Friends, Insight

**Hildegard Rudolph** (GER): False Friends

**Ken Taylor** (UK): Easy English, London Special, English on the Move, Short Story

**Produktion und Ton:** Karl Braun

**Tonstudio:** Cebra Studio,  
82194 Gröbenzell



### Verlag und Redaktion

Spotlight Verlag GmbH  
Fraunhoferstraße 22,  
D-82152 Planegg  
Tel. (089) 8 56 81-0  
[www.business-spotlight.de](http://www.business-spotlight.de)

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### Geschäftsführer:

Rudolf Spindler, Jan Henrik Groß  
Amtsgericht München  
HRB 179611  
USt-IdNr. DE 265 973 410

Der Spotlight Verlag ist ein Tochterunternehmen der Zeitverlag Gerd Bucerius GmbH.