

INTRODUCTION | Track 1

David Ingram: Welcome to *Business Spotlight Audio* 4/2020. 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.

Ingram: This time, we have a special focus on remote working — that is, working at home or from somewhere else away from your normal place of work.

Perry: We'll also be discussing the challenges faced by dual-career couples, where both partners are working. We have a new short story, called "Viktoria's secret", and lots more.

Ingram: 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 and a story about being productive at work by doing, well, nothing.

David Ingram: Doing nothing, Erin? Excellent news. This is my kind of story. So, I think I'll leave

now and go and be very productive for the rest of the day.

Perry: OK, it's not quite that simple, David.

Ingram: I thought it might not be.

Perry: The serious point is that some of the things that are normally regarded as time-wasting — such as chatting with colleagues or checking your Instagram account — might actually help you to be more productive. Let's listen now and find out more.

Rebranding time-wasting | Track 3 EASY

The next time you are at work, relax and do nothing. No, really. In her new book, *The Art of Rest*, Claudia Hammond says that resting — rather than being busy — makes you more productive. This is welcome advice.

Many people believe that if you aren't working all the time, you aren't working hard enough. Hammond thinks this is nonsense. "Maybe it's true that you waste some time at work chatting and you could concentrate harder all day and leave work a little earlier," she writes in her book, "but perhaps it's having some fun with colleagues and checking Instagram every now and then that makes your job enjoyable, or bearable."

When people say that they don't have enough time to rest at work, Hammond has two replies:

bearable ➔ erträglich

chat ➔ plaudern

rebrand sth.

➔ etw. ein neues Image geben

you may be overestimating the amount of time you actually work, and perhaps you should accept that your to-do list will never get done. So, give up the guilt, push your work aside and chill. You may be surprised by how much your work improves as a result.

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Introduction (II) | Track 4

David Ingram: Our next story is also related to productivity at work and social media. It's about the phenomenon of workers in the UK uploading video clips of themselves playing around in the workplace — for example, singing or dancing.

Erin Perry: Is this about the social media platform TikTok?

Ingram: Exactly, Erin. TikTok enables users to upload short videos of themselves. And some employers are worried that funny workplace videos may be distracting people from their work or making them look unprofessional.

Perry: I can see that.

Ingram: Anyway, as you listen to our story, try to answer this question: how often have the videos made in four of the UK's major supermarkets been viewed on TikTok? Ready? Listen now.

TikTok, you're still on the clock | Track 5 MEDIUM

Across the UK, workers are uploading video clips of themselves gooffing off in the workplace. Uniformed builders do a rooftop dance routine.

A policewoman and her partner sing along to the radio. The clips have been watched millions of times on TikTok, a short-form video social media platform.

The videos are popular for many reasons. Brendan Gahan, chief social officer at Mekanism, a marketing agency, told *The Guardian* that viewers think the “public embarrassment is definitely fun and cringeworthy”. People also like to watch others avoiding work. And the clips show a more welcoming side to professions such as law enforcement.

Many employers, however, worry that the videos may make workers seem unprofessional or distract them from their work. The UK super-market chain Tesco has banned workers from making clips. “We ask all our colleagues to use their judgement ... and make sure that it doesn't get in the way of doing their jobs,” says a Tesco

chief social officer

- etwa: Beauftragte(r) für Angelegenheiten

builder

- Bauarbeiter(in)

cringeworthy ifml.

- oberpeinlich, zum Fremdschämen

dance routine

- Choreographie

distract sb.

- jmdn. von etw. ablenken

embarrassment

- Peinlichkeit; Hier: Sich-Bloßstellen

gooff off US ifml.

- faulenz(en); hier: herumalbern

guilt

- Schuld; hier: schlechtes Gewissen

law enforcement

- Polizeivollzugsdienst

on the clock: be ~ ifml.

- etwa: (in der Zeiterfassung) eingestempelt sein, sich in der regulären Arbeitszeit befinden

spokesperson. Videos made in Tesco and three of the UK's other major supermarkets have been viewed nearly 100 million times on TikTok. Employers will have a hard time preventing workers from making viral videos at work. Perhaps a better strategy would be to turn on the camera and join in the fun.

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David Ingram: OK? Did you get the answer to our question? How often have the videos made in four of the UK's major supermarkets been viewed on TikTok?

- ▶ The answer is nearly 100 million times. Listen again.
- “Videos made in Tesco and three of the UK's other major supermarkets have been viewed nearly 100 million times on TikTok.”

Ingram: If you didn't get the answer the first time, go back and listen to the text again.

BUSINESS SKILLS

David Creedon on remote working

Introduction | Track 6

Erin Perry: David, you work from home at times, don't you? How do you find it?

David Ingram: Well, most of the time, it's OK, but you need to be disciplined, have a clear separation between work and home life, and commu-

nicate effectively with business partners and clients in other locations.

Perry: True, and those are some of the challenges that a large number of people have faced since the coronavirus crisis began, having to adjust to working from home.

Ingram: Quite. That's why remote working is the topic of Bob Dignen's latest Business Skills article in *Business Spotlight*. And this is the point where Ken Taylor would normally join us with his expert advice. But, unfortunately, Ken has been unable to get over from London to our studio in Munich and so another British expert, David Creedon, is standing in for him this time. David's here now with tips and exercises relating to Bob Dignen's article.

Exercise: Good habits | Track 7 MEDIUM

David Creedon: Hello. This is David Creedon standing in for Ken Taylor. In his latest Business Skills article, Bob Dignen proposes ten habits to help you to optimize your way of working remotely — for example, from home. In this first exercise, we'll look at some of those habits. First, I'll tell you the proposed habit. Then, I'll ask you a question connected to this habit. In the following pause, you answer based on your experience. Then you will hear Bob's ideas. You can compare your ideas with his. OK? Ready?

spokesperson ▶ Sprecher(in)

1. Here's the first habit: think positively. What advantages could working virtually offer to your organization?
- Bob suggests the following advantages: reduced commuting times, a lower environmental impact from road and air travel, and the ability to appeal to the preferences of young-generation talents.
2. OK. Here's a second habit: stay connected. What could team leaders do to reduce the feeling of isolation felt by remote workers in their team?
- Bob suggests that a team leader should communicate the organization's goals clearly and actively and inspire others with the help of a compelling vision. And they should encourage all team members to touch base regularly with other remote workers to help maintain emotional connections.
3. Good. Now, here's a third habit: set your own agenda. How can you best structure your working day at home?
- Bob suggests you create a focused home space in which to work — without interruptions, disciplining oneself to begin and end work, taking regular breaks and maintaining full focus on work even when there are urgent home duties and other distractions.
4. OK. Here's a fourth habit. Take decisions on decisions. If everyone in the team is working remotely, how might this have a negative effect on your collaborative decision-making process?
- Bob says that it may be more difficult to get everyone involved. Decisions may suddenly need to be taken by individuals or a minority rather than the team as a whole. Those who are suddenly excluded from decision-making may be offended and become demotivated. Discuss the matter openly.
5. Right, here's a final habit: get technical. Which technical skills do you need to improve in order to work more effectively remotely?
- Bob says that you will need the ability to manage low-tech problems — what we might

agenda ▶ Tagesordnung;

hier: Tagesplan

break ▶ Pause

collaborative

▶ gemeinschaftlich

commuting time

▶ Fahr-, Pendelzeit

compelling

▶ überzeugend

distraction ▶ Ablenkung

environmental impact

▶ hier: Beeinträchtigung der Umwelt

goal ▶ Ziel

maintain sth.

▶ etw. aufrechterhalten

offended

▶ beleidigt, gekränkt

remote worker

▶ Mitarbeiter(in), der/die nicht vom Büro aus arbeitet

touch base with sb. ifml.

▶ sich mit jmdm. in Verbindung setzen

urgent

▶ dringend

call “glitch management”. This includes, for example, being able to manage an important phone call which constantly disconnects, handling a conference call where one of the most important participants is hardly audible or maintaining a videoconference which has a two-second time lag in the voice communication.

Creedon: Many people are suddenly having to adapt to the challenges of working remotely, often in isolation from home. Bob Dignen’s latest article gives lots of helpful tips on what to think about if this happens to you.

Exercise: Vocabulary | Track 8 MEDIUM

David Creedon: In this next exercise, we’ll practise some of the expressions Bob uses in his article. First, I’ll give you an expression. Then you will hear two explanations, **a)** and **b)**, for what it could mean. In the pause, decide which explanation best matches the expression. You will then hear the correct answer and an example of how the expression is used in a sentence. You should then repeat this sentence. OK? Let’s begin.

- **Geographically dispersed.** What does this mean?
 - a) Spread over different locations.
 - b) Within the same area.

➤ a) is correct. Something that is “geographi-

cally dispersed” is spread over different locations. Listen and repeat.

- The virtual team was geographically dispersed over the whole of Europe. ➤
- Next one. **Self-limiting.** What does this mean?
 - a) Not allowing yourself to develop.
 - b) Being prevented from developing.

➤ a) is correct. If you are “self-limiting”, you are not allowing yourself to develop.

- A self-limiting attitude can prevent you from achieving your goals. ➤

- OK, next one. An **intrinsic motivation**. What does this mean?
 - a) A basic characteristic that enthuses you to do something.
 - b) An external stimulus that enthruses you to do something.

➤ a) is correct. An “intrinsic motivation” is a basic characteristic that enthruses you to do something. Listen and repeat.

- As a remote worker, you have to rely on your own intrinsic motivations. ➤

audible ➤ hörbar

conference call

➤ Telefonkonferenz

enthuse sb.

➤ jmdn. begeistern

glitch ➤ Panne, Störung

goal ➤ Ziel

remote worker

➤ Mitarbeiter(in), der/die nicht vom Büro aus arbeitet

stimulus ➤ Anreiz

time lag ➤ Verzögerung

■ Next one. To **touch base**. What does this mean?

- a) To report to your superior.
 b) To talk to someone for a short time to find out how they are doing.
 ➤ b) is correct. To “touch base” with someone is to talk to them for a short time to find out how they are doing. Listen and repeat.
 ■ Remote workers need to touch base regularly with each other. ➤

■ OK, next one. A **competitive advantage**. What does this mean?

- a) Your most successful product.
 b) Something that makes you more successful than others.
 ➤ b) is correct. A “competitive advantage” is something that makes you more successful than others. Listen and repeat.
 ■ Technical competence is a competitive advantage in the job market. ➤

■ Right, next one. The **consensus view**. What does this mean?

- a) A view that is unusual.
 b) A view that most or all people share.
 ➤ b) is correct. A “consensus view” is one that most or all people share. Listen and repeat.
 ■ The consensus view is that people must communicate with each other regularly when working remotely. ➤

■ OK, last one. To **read between the lines**. What does this mean?

- a) To find the meaning by the careful reading of a text.
 b) To understand something that is not expressed directly.
 ➤ b) is correct. To “read between the lines” is to understand something even though it isn’t expressed directly. Listen and repeat.
 ■ Although she did not say it directly, he read between the lines that she was upset. ➤

Creedon: Good. How did you get on? Go back and practise any of the expressions that were new to you.

Exercise: Dialogue | Track 9 **ADVANCED**

David Creedon: Now, listen to this telephone conversation between Greg and his team leader, Helen. All the team are now working remotely.

Helen: How’s it going, Greg?

Greg: It’s a bit strange to tell you the truth, Helen. It’s so quiet. I’m used to the buzz and background noise of the office.

Helen: Hmm, I understand. I feel the same. I miss going around the office and having a chat.

Greg: Me, too.

buzz ➤ Stimmengewirr

superior ➤ Vorgesetzte(r)

technical

➤ hier: fachlich

Helen: There are some advantages in not having to come into the office though, aren't there?

Greg: Definitely! I don't miss the daily commute. And I'm not interrupted as much here at home.

Helen: Have you managed to stay in contact with everyone else on the team?

Greg: I've touched base with everyone except Don, who's not feeling very well, I've heard.

Helen: Hmm, he's feeling a lot better today, so give him a buzz. Have you managed to create a good work routine for yourself?

Greg: Yes. I'm pretty disciplined. I start at nine and finish at five. I take regular breaks and I go out for a walk in the park every afternoon for an hour.

Helen: Oh, that sounds great. I've decided we should do an audio conference every Monday morning to coordinate our activities. Do you think we need to have more than one team conference a week?

Greg: A friend of mine in another organization told me they have a Skype meeting every Friday after work for an informal chat over beers! A good idea, I think.

Helen: I like that idea. I'll check if everyone's on board. Finally, do you need any help with the technology for remote working?

Greg: I'm OK, I think. I can manage most glitches.

Helen: Great. I'll call you again tomorrow afternoon to check on the Harrington report.

Greg: Thanks, Helen. Talk to you then.

Creedon: OK, let's practise some of that language. If you are not already working from home, imagine that you are. Helen calls you and asks you the same questions she asked Greg. In the pause, give your answers based on your own situation. Ready? OK. We'll start.

Helen: How's it going? ➤

Helen: There are some advantages in not having to come into the office though, aren't there? ➤

Helen: Have you managed to stay in contact with everyone else on the team? ➤

Helen: Have you managed to create a good work routine for yourself? ➤

Helen: Do you think we need to have more than one team conference a week? ➤

Helen: Finally, do you need any help with the technology for remote working? ➤

Creedon: Well done! Go back and try that exercise a few times until you can answer all those ques-

commute

➤ Pendelstrecke, Arbeitsweg

give sb. a buzz *ifml.*

➤ jmdn. kurz anrufen

glitch ➤ Panne, Störung

on board: be ~

➤ mitmachen, dabei sein

touch base with sb. *ifml.*

➤ sich mit jmdm. in Verbindung

setzen

tions clearly and confidently. And if you are working remotely now — or are likely to be in the near future — I recommend you read Bob Dignen’s article in full. It will give you lots of interesting insights that will help you to reflect on and improve your remote working practices.

Business Spotlight 4/2020, pp. 34–44

PERSONAL TRAINER

How music connects us

Introduction | Track 10

David Ingram: We’ll now move on to the Personal Trainer section in *Business Spotlight*.

Erin Perry: Yes, this is the section in which Ken Taylor has a discussion with somebody from the business world about the challenges they face in using English at work. Here’s *Business Spotlight* editor-in-chief Ian McMaster to tell us more about Ken’s latest interview partner.

Interview: Ian McMaster | Track 11 EASY

Erin Perry: Welcome, Ian. Tell us, who was Ken’s guest this time?

Ian McMaster: Manuela Schuette. Manuela is a freelance classical singer and the lead singer of the folk crossover band The Mishaped Pearls. They’re an excellent band, and Ken and I went to see them in concert in London a few years ago.

Manuela herself divides her time between the UK and France.

Perry: And which topics did Ken discuss with Manuela?

McMaster: They discussed how music can connect people, even when they have very different political opinions. They also talked about the role of empathy in discourse.

Perry: What were some of the key points that came out of their discussion?

McMaster: Well, they talked about how important showing empathy is in building relationships and related this to the Brexit discussions in the UK. They also talked about methods for conflict resolution and about building a culture of tolerance. Anyway, you can read the full interview with Manuela in the latest issue of *Business Spotlight*.

Perry: And what can listeners do if they would like to ask Ken questions related to their work?

McMaster: All they need do is write to us, and the email address is: business.trainer@spotlight-verlag.de

crossover

► Crossover, verschiedene Musikstile mischend

discourse

► Diskussion

freelance

► freiberuflich

issue ► Ausgabe

resolution ► Lösung

topic ► Thema

Perry: Thank you very much, Ian. We'll talk to you again later.

McMaster: Thank you.

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SKILL UP!

The language of feedback

Introduction | Track 12

David Ingram: Let's "skill up" now on our language, with some terms relating to feedback at work.

Erin Perry: You mean those sessions where your boss calls you in and tells you that you're not doing a very good job?

Ingram: Well, feedback shouldn't just be like that. It should normally be positive and encouraging, and aimed at helping you to do your job better in the future.

Perry: I guess — just need the bosses to appreciate that!

Ingram: True, true. Anyway, feedback is the topic of our latest Skill Up! booklet in *Business Spotlight*, so let's move on and do an exercise on this now.

Exercise: Idioms for feedback | Track 13 MEDIUM

Erin Perry: In this exercise, we'd like you to explain the meaning of an idiom or phrase. First, you'll hear an idiom or phrase and then two suggestions, a) and b), for what it could mean. In the

pause, choose the correct suggestion. Then you'll hear the right answer. OK? Let's get started.

- If you ask someone if you could "have a quick word" with them, do you...
 - a) want to speak to them on the phone?
 - b) want to talk with them briefly?
 - b) is correct. If you "have a quick word" with someone, you want to have a short conversation with someone about something. Next one.

- If you "have words with someone", do you...
 - a) chat with them?
 - b) argue with them?
 - b) is correct. If you "have words with someone", you have an argument with them. Next one.

- If you "catch somebody off guard", do you...
 - a) surprise them when they are unprepared for something?
 - b) catch them in the act of doing something wrong?
 - a) is correct. If you "catch somebody off guard", you surprise them with something when they are not prepared for it. OK, and now, the last one.

argument

➤ Streit, Auseinandersetzung

briefly ➤ kurz

- If you say to someone, “You really nailed it!”, do you mean that they...
 - a) messed something up?
 - b) did a super job?
- ➔ b) is correct. If someone has done something very well or perfectly, you can say to them: “You really nailed it!”

Perry: Well done! Did you nail that exercise and get all those idioms right? If not, go back and practise them again.

Skill Up!, no. 63, pp. 18-19

FALSE FRIENDS

Exercise: Translation | Track 14 MEDIUM

David Ingram: Let’s continue “skilling up” on our vocabulary. Here, we’ll look at some false friends relating to the area of feedback at work. False friends are pairs of words that sound similar in German and English. But their meanings are very different, so they can cause confusion and 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 person who is honest and has strong moral principles. Translate this word, please.

German: integer

English: person — or man or woman — of integrity

Ingram: Don’t say “integer” here. In mathematics, an “integer” is a whole number. And be careful: the German adjective *integer* is normally translated as a noun in English: “person or man or woman of integrity”. Please translate this sentence.

German: Ich würde ihn als integer bezeichnen.

English: I’d describe him as a person of integrity./
I’d describe him as a man of integrity.

Perry: You use our next word to express your disapproval of someone or something. Translate this word now.

German: Kritik

English: criticism

Ingram: “Critic” is wrong, as this means the person who expresses disapproval, such as a film critic. The German word *Kritik* is translated as “criticism” in English. Translate this sentence, please.

German: Ich denke, dass die Kritik an dieser Entscheidung berechtigt ist.

English: I think that the criticism of this decision is justified.

Perry: Our next word is used to emphasize something. Please translate this word.

disapproval

➔ Missbilligung

mess sth. up *ifml.*

➔ etw. vermasseln

German: ausgesprochen

English: very, extremely

Ingram: You can't say "outspoken", as this refers to someone who says exactly what they think, even if it offends others. The German word *aussgesprochen* is "very" or "extremely" in English. Translate this sentence now.

German: Sie war gestern ausgesprochen freundlich zu uns.

English: She was very friendly to us yesterday. / She was extremely friendly to us yesterday.

Perry: Our last word refers to something that is very impressive. Translate this word, please.

German: toll

English: awesome, excellent, fantastic, great

Ingram: "Toll" is wrong here. A "toll" is the money you have to pay to use a road, bridge or tunnel. There are several English translations of the German word toll, including "awesome", "excellent", "fantastic" or "great". Please translate this sentence.

German: Herzlichen Glückwunsch! Das war eine tolle Leistung!

English: Congratulations! That was an awesome/excellent/fantastic/great performance!

Perry: Well done. If you found this translation exercise difficult, go back and try it again.

Skill Up!, no. 63, pp. 14–15

EASY ENGLISH

David Creedon on sharing knowledge

Introduction | Track 15

David Ingram: Hey, Erin, I attended a webinar last week about podcasts, and there were some things that I thought you might be interested in.

Erin Perry: Well, that's very thoughtful of you, David. What were the key takeaways?

Ingram: Takeaways? Are you serious? Where I come from, a "takeaway" is a meal that you, well, take away from a restaurant.

Perry: Oh, don't be so old-fashioned, David. A takeaway is simply a piece of information or lesson that you take away from a course or meeting.

Ingram: Got it! Well, the key thing was... oh, wait, I'll tell you later when we've finished the recording. The point I wanted to make — before you interrupted me with your takeaways — is that sharing knowledge and information is essential at work. And that's the topic of Mike Hogan's latest Easy English section in *Business Spotlight*. Here's David Creedon again with some exercises and advice on this subject.

Perry: Great! But don't forget to tell me about the podcasts later.

offend sb.

► jmdn. beleidigen, kränken

Exercise: Short presentation | Track 16 **EASY**

David Creedon: Sharing knowledge and information is a critical part of team-building. If knowledge is shared openly, it improves the team's productivity and helps to build good relationships among team members.

In team meetings, people are often encouraged to make short presentations about some aspect of their work. In his latest Easy English article, Mike Hogan suggests a simple three-stage structure to make these short presentations effective. The three stages Mike proposes are:

1. Give a brief background summary at the beginning.
2. Present your main points clearly, highlighting the most important point.
3. Propose a next step and offer to help if needed.

Listen now to this short presentation in a team meeting. Janet is sharing some of her knowledge about organizing meetings efficiently. She uses Mike Hogan's three-stage approach. First, she gives a brief background summary.

Janet: Over the past few weeks, several of you have been complaining about how much time we spend in meetings. As you all know, I worked in a management consultancy before joining this team. There, we had an approach to meetings that I think could help make our meetings less time-consuming. Our team meetings in my previous job were held once a week for a maximum of one hour.

Creedon: Second, Janet goes on to present three key points and she highlights the third one.

Janet: First, our team leader made an agenda with strict timings for each item. In the meeting itself, there was a timekeeper who kept us on schedule.

Second, we held our meetings standing up around cocktail-style tables. This had the effect of helping participants keep their inputs short and to the point.

Third, and most importantly, the meeting facilitator kept strict meeting discipline with frequent interruptions and summaries.

Creedon: Third, Janet proposes the next step and offers to help.

Janet: I suggest we try this out for our next team meeting. If you like, I would volunteer to be the facilitator for this meeting to show how it works. What do you think?

Creedon: OK, now it's your turn.

- Think of a small change that you would like to see in your workplace and why — a change

agenda ➤ Tagesordnung

approach
➤ Herangehensweise

consultancy
➤ Beratungsunternehmen

facilitator ➤ Moderator(in);
hier: Sitzungsleiter(in)

highlight sth.
➤ etw. hervorheben

input ➤ Beitrag

item ➤ Tagesordnungspunkt
on schedule ➤ im Zeitplan

previous ➤ vorherig

summary
➤ Zusammenfassung

volunteer
➤ sich freiwillig melden;
hier: sich anbieten

that you could help bring about. You can pause the track while you think. ▶

- Now, think about how you would introduce your idea to your colleagues. What will be your brief background summary? Again, pause the track while you think. ▶
- Now, think of three key points you could use to support your idea. Pause the track again while you think. Write down your points if you like and think about which one is the most important. ▶
- Finally, think of your proposal for the next step and offer to help. Pause the track one more time while you think. ▶

Creedon: OK. Now, let's practise that. I'll tell you what to say. You speak in the pause.

- Give the background to your suggestion. ▶
- Give the first point to support your idea. ▶
- Give the second point to support your idea. ▶
- Give the third point to support your idea. ▶
- Finally, propose the next step and offer to help. ▶

Creedon: Well done! You could practise this exercise several times using different suggestions to help your team.

Exercise: The simple past | Track 17 EASY

David Creedon: In his article, Mike Hogan points out that we often use the simple past when sharing knowledge about things that have happened.

In English, the simple past is usually made by adding “-ed” to the infinitive of the verb. But as we all know from school, this is not always the case. So, let's practise some of the irregular verbs now. You'll hear a sentence in which the verb is in the present tense. In the pause, repeat the sentence but change the verb into the simple past. Then you will hear the correct version. Ready? Remember: we're practising irregular verbs!

- We hold our meetings once a week.
 - ▶ We held our meetings once a week.
- We spend too much time in meetings.
 - ▶ We spent too much time in meetings.
- Standing has the effect of shortening the meeting.
 - ▶ Standing had the effect of shortening the meeting.
- He makes an agenda with strict timings.
 - ▶ He made an agenda with strict timings.
- The timekeeper keeps us on schedule.
 - ▶ The timekeeper kept us on schedule.
- We stand around cocktail-style tables.
 - ▶ We stood around cocktail-style tables.

agenda ▶ Tagesordnung
brief ▶ kurz

on schedule
 ▶ im Zeitplan

- Everyone knows the problem.
- Everyone knew the problem.

- He puts across his ideas very clearly.
- He put across his ideas very clearly.

- They sell their products through social media.
- They sold their products through social media.

Credon: Great! How did you get on? I hope this exercise didn't reawaken too many bad memories from your schooldays!

Business Spotlight 4/2020, pp. 54-55

WORK & RELAX

In the Zone: Dual-career couples

Introduction | Track 18

David Ingram: OK, let's move on now to an issue that concerns many couples and which can cause problems and even conflicts.

Erin Perry: Choosing which Netflix series to watch in the evening?

Ingram: Very amusing, Erin. No, even more serious than that. We're looking at the issue of dual-career couples — that is, couples where both partners are working — and the challenges that can arise in organizing their careers and home life. *Business Spotlight* editor Tenley van den Berg is here now to give us some tips.

Perry: Great, I always enjoy listening to Tenley. But if you want a tip for a good series, David, just let me know.

Interview: Tenley van den Berg | Track 19 MEDIUM

David Ingram: Tenley, this issue's In the Zone section is about dual-career couples. Can you tell us a bit about what a dual-career couple is?

Tenley van den Berg: Sure. A dual-career couple is simply a couple in which both partners have jobs. Some people in dual-career couples need to work to meet the costs of running a household. Some work because they have high aspirations for their careers. And some work for both reasons. There are advantages to being in a dual-career couple, such as more economic freedom and less chance of divorce.

Ingram: That sounds positive. Are there any downsides?

van den Berg: These couples often face big questions, such as whose career will they relocate for? Or when is it all right for one partner to make a risky career change? They also often struggle

aspirations ➤ Ambitionen

divorce ➤ Scheidung

downside
➤ negativer Aspekt

face sth.
➤ etw. gegenüberstehen

issue ➤ Ausgabe

meet the costs
➤ die Kosten bestreiten

put sth. across
➤ etw. überbringen

relocate ➤ umziehen

with day-to-day problems — especially if they have children. Who stays home with a sick child? Who picks up the kids from school?

Ingram: I imagine these problems can lead to a lot of conflicts.

van den Berg: Yes. And there is little guidance out there for these couples. Our article has a number of tips, however, for our readers and listeners who are in a dual-career couple — with or without children. For example, get used to saying no when people ask things of you. And think of your partnership or family as a team. Another tip is to sit down with your partner regularly — maybe once a week — and coordinate schedules. Work and home life don't have to work against each other.

Ingram: Are companies taking measures to help dual-career couples maintain a healthy work-life balance?

van den Berg: Not enough of them. Many companies have failed to understand the needs of modern working men and women, but this is changing. Businesses are discovering the benefits of supporting dual-career couples: happy workers are an invaluable asset to any company.

Ingram: Well, we've certainly been happy to have you here with us today, Tenley. Thanks a lot for coming by.

van den Berg: It has been a pleasure, David. See you next time.

Business Spotlight 4/2020, pp. 78–79

LANGUAGE TEST

Corporate social responsibility

Introduction | Track 20

Erin Perry: David, do you know what CSR stands for?

David Ingram: CSR? Let me think. Hmm, I know CCR — the rock band Creedence Clearwater Revival. And I know the series CSI — Crime Scene Investigation...

Perry: David, are we just going through a list of all the abbreviations you know that begin with “C”?

Ingram: Well, we can if you like. No, seriously, CSR, tell me, Erin. It's on the tip of my tongue.

Perry: Corporate social responsibility.

Ingram: Oh, of course: companies behaving responsibly and all that.

Perry: Very good. Though I'm still not convinced you'd heard of it. Anyway, CSR is the topic of our latest language test in *Business Spotlight*, and we're going to do an exercise on this now. Ready, David? You might learn something.

Ingram: Ready when you are.

asset ▶ Vermögenswert;
hier: Kapital

day-to-day ▶ Alltags-

maintain sth.

▶ etw. aufrechterhalten

schedule

▶ Termin-, Zeitplan

Exercise: Vocabulary | Track 21 **MEDIUM**

Erin Perry: In this exercise, you'll hear a sentence describing a situation and then two suggestions, **a)** and **b)**, for what this description could refer to. In the pause, choose the correct suggestion. Then you'll hear the right answer. OK? Let's get started.

■ A company that takes action to remove as much carbon dioxide from the atmosphere as it puts into the atmosphere is...

- a) carbon neutral.
b) carbon neutered.

➤ **a)** is correct. "Carbon neutral" means that the same amount of carbon dioxide is removed from the atmosphere as is put in. The term "neutered" is used to refer to animals whose sex organs have been partly removed so that they cannot reproduce. OK, next one.

■ A company that has a wide range of different people on its board of directors has...

- a) board disparity.
b) board diversity.
➤ **b)** is correct. If there is a wide range of different people, there is "diversity" — here, "board diversity". "Disparity" means a lack of equality, particularly in a way that isn't fair. Next one.

■ If a person or company withdraws investments from an organization that is not committed to CSR, it...

- a) devastates it.
b) divests from it.

➤ **b)** is correct. If a company "divests from an organization", it removes its investments, for example, by selling its shares. "Devastate" means "completely destroy". Next one.

■ A company that tries to divert attention from its negative business practices by using green marketing campaigns is said to practise...

- a) woke-washing.
b) eye-washing.

➤ **a)** is correct. "Woke-washing" is when a company advocates for a good cause but at the same time harms people or the environment. The term "eye-washing", when used idiomatically, refers to attempts to distort facts in order to make bad events look more positive. OK, last one.

■ If a company gives part of its profits to a charitable cause, it makes a...

- a) donation.
b) spending.

divert sth. from sth.

➤ etw. von etw. ablenken

advocate for sth.

➤ für etw. eintreten

board of directors

➤ Vorstand

carbon dioxide

➤ Kohlendioxyd

charitable ➤ karitativ

committed: be ~ to sth.

➤ sich zu etw. verpflichten

distort sth.

➤ etw. verzerren

share ➤ Aktie

withdraw sth.

➤ etw. ab-, zurückziehen

➤ a) is correct: “donation”. Note that *Spende* in German and “spending” in English — *Ausgeben (von Geld)* — are false friends.

Perry: Well done! If you didn’t get all of the answers right, go back and do this exercise again.

Business Spotlight 4/2020, pp. 28–32

ENGLISH ON THE MOVE

David Creedon on problems at a restaurant

Introduction | Track 22

David Ingram: Erin, I’ve been meaning to ask you for weeks: how was that meal with your friends from the US?

Erin Perry: Oh, that was months ago, David, back at the beginning of March before all the restaurants shut down. But, to tell you the truth, the food was pretty awful and we had to send a number of the dishes back.

Ingram: Oh, that’s disappointing. You know, I hate situations like that. I always find it embarrassing to complain too much.

Perry: Maybe because you’re such a polite Brit, David? Just joking, because I know lots of people who have the same problem. But fortunately, David Creedon is here again with some advice and exercises on how to deal with problems in restaurants.

Exercise: Vocabulary | Track 23 MEDIUM

David Creedon: Most people are used to ordering food in a restaurant in English. But let’s look at two situations that might cause problems. In the first exercise, we’ll practise some of the language you might need when a waiter describes how a dish has been prepared. In the following exercise, we’ll look at how to complain when something has gone wrong. First, listen to this conversation between a waiter, and Mary, a customer.

Waiter: Are you ready to order?

Mary: I’m not sure about the main course. Perhaps you could help me.

Waiter: Certainly, madam.

Mary: How has the haddock been done?

Waiter: It’s been poached and is served with mashed potatoes.

Mary: Right. And the southern chicken dish. Presumably that’s been grilled?

Waiter: That’s right. And then basted with our chef’s special sauce.

Mary: The beef stew sounds good, too.

basted

➤ mit Fett beträufelt

beef stew

➤ Rindfleisch-Eintopf

chef

➤ Koch/Köchin

haddock

➤ Schellfisch

main course

➤ Hauptgang

mashed potatoes

➤ Kartoffelpüree

poached

➤ pochiert

presumably

➤ vermutlich

Waiter: It's been left to simmer and then chopped herbs are sprinkled on it just before serving.

Mary: Hmm. This is difficult. I'm also tempted by the baked potato and grated cheese. No! I'll go for the stew, please.

Waiter: Certainly.

Creedon: Let's look now at some of the words used in that conversation to describe the preparation of the various dishes. First, you will hear a word connected to the preparation of food. Then you will hear two explanations, **a)** and **b)**. In the pause, choose the explanation that best matches the word. After that, you will hear the correct answer and an example of the word used in a sentence. This is followed by a pause for you to repeat the example sentence. OK?

■ To **poach**. What does that mean?

a) To cook by putting in gently boiling water.

b) To cook by placing in a preheated oven.

► a) is correct. To "poach something" is to cook it by putting it in gently boiling water. Listen and repeat.

■ Do you prefer your eggs poached or boiled? ►

■ OK. Next one. To **dash**. What does that mean?

a) To slice into small pieces.

b) To crush after cooking.

► b) is correct. To "dash something" is to crush it after cooking. Listen and repeat.

■ You can dash the carrots and potatoes together. ►

■ Next one. To **grill**. What does that mean?

a) To cook over a fire or under a very hot surface.

b) To cook in a flat metal pan.

► a) is correct. To "grill something" is to cook it over a fire or under a very hot surface. Listen and repeat.

■ I love to grill chicken on the barbecue. ►

■ Good. Next one. To **baste**. What does that mean?

a) To pour hot fat or liquid over meat while it is cooking.

b) To bake slowly in an oven at a low temperature.

► a) is correct. To "baste" meat is to pour hot fat or liquid over it while it is cooking. Listen and repeat.

barbecue ► Grill

chop sth.

► etw. hacken, zerkleinern

crush sth. ► etw. zerkleinern, zerquetschen

go for sth.

► sich für etw. entscheiden

grated cheese

► geriebener Käse

herb ► Kraut

oven ► Ofen

pan ► Pfanne

preheated ► vorgeheizt

simmer

► auf kleiner Flamme köcheln (lassen)

sprinkle sth. on sth.

► etw. über etw. streuen

tempted: sb. is ~ by sth.

► jmd. wird von etw. verlockt

- She basted the turkey at regular intervals. ▶
- Next one. To **simmer**. What does that mean?
 - a) To cook at a high temperature for a short time.
 - b) To cook at a temperature slightly below boiling.
 - ▶ b) is correct. If something “simmers”, it cooks at a temperature slightly below boiling. Listen and repeat.
- Leave the vegetables to simmer for a few minutes. ▶
- OK, next one. To **sprinkle**. What does that mean?
 - a) To coat with sugar.
 - b) To drop a few pieces or droplets over something.
 - ▶ b) is correct. To “sprinkle” is to drop small pieces or droplets over something. Listen and repeat.
- I love to sprinkle cheese over my pasta. ▶
- Next one. To **bake**. What does this mean?
 - a) To cook on a hotplate.
 - b) To cook in an oven.
 - ▶ b) is correct. To “bake something” is to cook it in an oven. Listen and repeat.
- I baked a cake for my kids yesterday. ▶

- OK, last one. To **grate**. What does this mean?
 - a) To cut into very small pieces using a metal or plastic appliance.
 - ▶ a) is correct. To “grate something” is to cut food into small pieces using a metal or plastic appliance. Listen and repeat.
- Grate the carrot into the owl. ▶

Creedon: How did you get on? Did you know the different words for preparing food? Go back and learn any terms that you were not familiar with. These words are not only useful when ordering but you'll also find them on menus — and you can use them yourself when discussing recipes.

Exercise: Dialogue | Track 24 MEDIUM

David Creedon: In this next exercise, we'll look at some of the vocabulary you might need if you have to complain about the service in a restaurant. Listen to this conversation between June, a dissatisfied customer, and the maitre'd of the restaurant.

appliance

▶ Gerät

owl ▶ Schüssel

coat sth.

▶ etw. überziehen

droplet ▶ Tröpfchen

hotplate

▶ Herdplatte

maitre'd

▶ Oberkellner(in)

Maitre'd: Is everything to your satisfaction?

June: Actually, no. I'm afraid we have several complaints.

Maitre'd: I'm sorry to hear that. What seems to be the problem?

June: Our waiter was rather off hand. He didn't know the ingredients in some of the dishes.

Maitre'd: I see.

June: And we had to wait ages to be served.

Maitre'd: That shouldn't happen.

June: When the fish arrived, it was overcooked. My husband had ordered a well-done steak. But when it came, the meat was rare.

Maitre'd: That's not good at all.

June: When we complained, the waiter just shrugged and muttered an apology.

Maitre'd: This is very bad. I'll talk to your waiter, of course. In the meantime, I'll strike the wine from your bill and offer you a dessert, a coffee and a liqueur of your choice on the house as compensation.

Creedon: OK, now it's your turn. Let's go through the conversation again. This time, you play the part of June. First, you will hear the maitre'd. Then, I'll remind you of what to say by giving you some key words. You speak in the pause. Then you will hear June's version again. OK. Let's start.

Maitre'd: Is everything to your satisfaction, madam?

■ No. Several complaints. ▶

June: Actually, no. I'm afraid we have several complaints.

Maitre'd: I'm sorry to hear that. What was the problem?

■ Waiter. Off hand. ▶

June: Our waiter was rather off hand.

■ Didn't know. Ingredients. Dishes. ▶

June: He didn't know the ingredients in some of the dishes.

Maitre'd: I see.

■ Wait ages. Served. ▶

June: And we had to wait ages to be served.

Maitre'd: That shouldn't happen.

■ Fish. Overcooked. ▶

June: When the fish arrived, it was overcooked.

■ Husband. Well-done steak. ▶

June: My husband had ordered a well-done steak.

■ When came. Meat rare. ▶

June: But when it came, the meat was rare.

I see ▶ ich verstehe; hier: ach je

ingredient ▶ Zutat

liqueur ▶ Likör

mutter sth. ▶ etw. murmeln

off hand: be ~

▶ sich sehr lässig benehmen

on the house

▶ auf Kosten des Hauses

rare ▶ hier: blutig

shrug

▶ mit den Schultern zucken

strike sth. from sth.

▶ hier: etw. von etw. abziehen

wait ages f/ml.

▶ sehr lange warten

Maitre'd: That's not good at all.

■ Complained. Shrugged. Muttered apology. ▶

June: When we complained, the waiter just shrugged and muttered an apology.

Creedon: Good. Well done. It is very useful to learn how to complain politely but firmly. And I hope you get free wine, dessert, coffee and liquors as compensation, too.

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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 again, Ian. What are the topics that you've chosen for us this time?

Ian McMaster: First, we're going to look at whether companies should track the health of their employees. And, of course, we'll also be talking about the economic impact of the coronavirus crisis and the challenges for governments.

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

Business news: Tracking employee health and the impact of the coronavirus crisis | Track 26

ADVANCED

Erin Perry: Ian, you said your first topic was about whether companies should track the health of their employees. That sounds a bit scary to me — very Big Brother. So, what are the arguments on either side of this debate?

Ian McMaster: The argument in favour of health tracking is that employee health and well-being are important assets of any business and are essential for high productivity. This is one reason why many organizations provide employee healthcare programmes. And if employers get access to anonymous health data about their employees, they could optimize these programmes in ways that reduce risks and encourage positive changes in behaviour. The argument against employers tracking the health of their employees is that the potential for misuse is simply too great. Employees could feel pressurized to share sensitive personal data because they fear negative repercussions if they don't. And there are also concerns that people could be discriminated against on the basis of their health. Anyway, you can read more about this debate in the Head-to-Head section of the current issue of *Business Spotlight*.

asset ▶ Wirtschaftsgut

issue ▶ hier: Ausgabe

repercussion

▶ Auswirkung, Konsequenz

scary ifml. ▶ unheimlich

sensitive ▶ sensibel

track sth. ▶ etw. verfolgen;

hier: überwachen

Perry: You also said you would be looking at the economic impact of the coronavirus crisis and the challenges for governments. Those challenges are pretty tough, aren't they?

McMaster: They certainly are because this is an unprecedented event in modern times, both in health terms and also in terms of the impact on the world economy. The coronavirus crisis has led to both a collapse in the supply of goods and services — through the closure of many businesses and the disruption of supply chains — and also a collapse in demand, as people cut back on their outings. Many economies are therefore now facing not just a short, shallow recession, but a full-blown depression, with a collapse of gross domestic product and soaring unemployment. And there have been a number of key lessons already from this crisis — many of which will sadly probably be forgotten once the crisis is over.

First, a strong state is essential. The private sector alone simply cannot manage such crises as it can't act in the public interest. Only strong governments and central banks can provide the necessary organization and the necessary liquidity — this means ensuring that employees, organizations and banks have the cash flow they need to keep going during a crisis.

Second, the crisis has highlighted the absurdity of the obsession with fixed rules on government borrowing and government debt, such as the so-called “black zero” in Germany, which we have

discussed before. These strict and often arbitrary borrowing rules have now, rightly, been thrown out the window, as governments around the world borrow like crazy — at very low or even negative interest rates — and spend like crazy, in an attempt to offset the negative economic impact of the coronavirus.

And third, and perhaps most importantly, it has become blindingly clear that many of the people who do the most critical jobs in such crises — healthcare workers, cleaners, supermarket cashiers, refuse collectors and so on — are those who are paid the least and often have the lowest status in society. How crazy is that! But, as I said, I fear that these lessons will be forgotten when the acute crisis has passed.

arbitrary

- willkürlich

cashier

- Kassierer(in)

critical

- wichtig, wesentlich

disruption

- Störung, Unterbrechung

face sth.

- etw. gegenüberstehen

full-blown

- ausgewachsen

government debt

- Staatsverschuldung

gross domestic product

- Bruttoinlandsprodukt

it has become blindingly clear

- es ist eine offensichtliche Tatsache

offset sth.

- etw. ausgleichen

refuse collectors UK

- Beschäftigte der Müllabfuhr

shallow

- seicht; hier: leicht

soar

- in die Höhe schnellen

supply chain

- Lieferkette

unprecedented

- noch nie dagewesen

Perry: Well, let's hope not. Thanks very much, Ian. We look forward to hearing from you again next time.

McMaster: You're welcome.

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SHORT STORY

Introduction | Track 27

David Ingram: Now, it's time for our new short story, which takes place at Topfood plc in London and focuses on the topic of cybersecurity.

Erin Perry: Oh, cybersecurity: hackers, cybercrime and all that? Love it!

Ingram: Well, wait and see. The story revolves around a new and outspoken IT consultant by the name of Viktoria Orlova. So, let's listen in now to James Schofield's latest story, "Viktoria's secret".

Viktoria's secret | Track 28 MEDIUM

Nick Samuel, head of HR at Topfoods plc, looked nervously around the room at the other company directors. The topic of cybersecurity was on the agenda, and he knew — because the IT consultant he'd hired, Viktoria Orlova, had told him — that the company's IT security was pathetic. But would the chairman, Jerome Jones, be willing to spend the money necessary to fix it?

"Topfoods is like a glasshouse with a monkey holding a machine gun inside it," Viktoria had warned him a couple of weeks earlier. "Any hacker could blow Topfoods to pieces in a couple of minutes."

Viktoria's tendency to speak her mind did not make her a lot of friends. Her dark-blue eyes had a cool, analytical look that gave people the impression she was scanning them for character defects.

"What could a hacker do to us?" Nick had asked.

Viktoria sighed. "How to explain cybersecurity to people who couldn't tell the difference between a phishing attack and an SQL injection attack," she wondered.

"They could remove money from your bank accounts. Mess up your logistics. Publish embarassing emails from your CEO."

"Why would anyone do something like that?" asked Nick.

agenda

► Tagesordnung

CEO (chief executive officer)

► Firmenchef(in)

chairman ► Vorsitzender

consultant ► Berater(in)

embarrassing ► peinlich

fix sth. ► etw. beheben

HR (human resources)

► Personalwesen

look forward to doing sth.

► sich freuen, etw. zu tun

mess sth. up

► etw. durcheinanderbringen

pathetic ► erbärmlich

plc (public limited company)
UK ► etw.a: AG

speak one's mind

► seine Meinung sagen

SQL injection

► SQL-Einschleusung (Ausnutzen von Sicherheitslücken in Datenbanken)

topic ► Thema

you're welcome

► gern geschehen

“For fun! And let’s face it, your chairman — what do you call him, JJ, right? — he’s a bit of a joke, isn’t he? Cyber-punks love taking down egoistical CEOs.”

“But how much would it cost us to secure our systems?” asked Nick, ignoring Viktoria’s view of JJ.

“You need better firewalls, email encryption software, an operating system upgrade, regular network scans, longer passwords and cybersecurity training for everybody. To fix everything and get you properly protected, two per cent of last year’s turnover is a good estimate. After that, about one per cent of turnover every year.”

“I’m not sure we could get that much approved,” he said. Viktoria shrugged her shoulders.

“Whatever. It’s not my company, Nick. I’m just your cyber cleaning lady.” She paused to wipe the screen of her computer with disinfectant, rather theatrically. “This, in case you didn’t know, is not how you deal with computer viruses.”

“All right,” said Nick. “I understand. Perhaps we can find a way to convince JJ and the directors. But you’ll need to help me...”

After Nick had finished explaining the problems and how much it would cost to fix them, the other board members exchanged doubtful looks.

JJ leaned back in his chair and said, “Nick, have you lost your mind? Your consultant Veronica ‘Orlova-the-place’ has just given you a shopping list of services she wants you to buy!”

“Viktoria, not Veronica, JJ,” said Nick, ignoring the laughter from the rest of the board. “I thought you might feel that way, so we decided to do a little demonstration.”

Viktoria walked in, sat down next to Nick and connected her laptop to a large screen on the wall.

“Last week, I hired an ethical hacker friend of mine to attack Topfoods in three places,” she told them. “He’s going to show you what he can do to your company. First of all, let’s see what’s happening to your money.”

“There’s nothing wrong with the accounts,” said Eileen, the company accountant, defensively. “I’d have noticed.”

“Oh, what’s happening here?” said Viktoria. The screen showed one of the company’s bank accounts. “I think a bank transfer is about to start.”

“Can’t happen,” said Eileen. “Only I can authorize a...” she stopped as the figures on the bank account suddenly started to move downwards.

“Oops,” said Viktoria. “Looks like £150,000 has just gone for a walk. I wonder where? You had better see if you can find it, Eileen!”

Eileen made a small noise and rushed off.

“Now,” continued Viktoria, “what about this?”

accountant ▶ Buchhalter(in)

encryption

• Verschlüsselung

estimate ▶ Schätzung

Orlova ▶ (Wortspiel, klingt

wie: all over)

shrug one’s shoulders

▶ mit den Achseln zucken

take sb. down

▶ jmdm. einen Dämpfer

versetzen

turnover ▶ Umsatz

The screen changed to show a map of the UK with red dots moving across it.

“Here are Topfoods’ lorries taking shipments all over the country,” she said. “Now, this one,” a circle appeared around one of the dots, “is taking Christmas puddings to London. Destination: Harrods in Knightsbridge. Right, Ted?”

“Yes,” answered the head of logistics nervously. “How do you know that?”

Viktoria ignored him. “Oh, dear,” she said. “It looks like it’s changed its mind.” The dot started moving in the opposite direction. “Interesting! Your driver has just received a new address — he’s delivering them to me instead. Yummy!”

“Please,” begged Ted. “Please stop it! That’s our first major order for Harrods.”

“Sorry, Ted. It’s the hacker, not me. Try giving your driver a call. Now, Mr Jones, let’s see what a hacker could find on your computer...”

“How’s she doing this?” JJ whispered to Nick.

“It’s not Viktoria, JJ,” Nick replied. “Last week, you clicked on a link that said you’d won a cruise. The link took you to a website set up by our hacker that installed a keylogger on your computer to track your keystrokes. The hacker now knows all your passwords.”

“Ah!” said Viktoria. The screen showed JJ’s computer desktop with all its folders.

“Let’s see: ‘Strategy’, ‘Performance Reviews’. But what’s inside this little sub-folder with pictures?”

There was a sudden movement under the table, and the screen went blank.

“Right,” said a red-faced JJ as he stood up, holding a cable in his hand. “You two. In my office. Now!”

“It’s a pity you’re leaving us,” said Nick to Viktoria later as she was signing a very detailed non-disclosure agreement. “I was hoping you’d join us full-time. Somebody has to implement all those changes JJ has just agreed to.”

“I prefer being freelance,” she replied. “But I’ll tell my hacker friend to contact you about the job.”

“Thanks. Anyway, I liked working with you.”

“Me, too. But, you know, ...whatever.”

She shook his hand, then looked him in the face.

“I have to tell you something,” she said. “When you first hired me, I wanted to find out what sort of person you were, so I hacked into your laptop.”

blank: go - ▶ erlöschen;

hier: schwarz werden

Christmas pudding UK

▶ Weihnachtspudding,
Plumpudding

cruise ▶ Kreuzfahrt

dot ▶ Punkt

folder ▶ Ordner

freelance ▶ freiberuflich

keylogger ▶ Keylogger
(Hard- oder Software zur
Protokollierung von Tastatureingaben)

keystroke

▶ Tastenanschlag

non-disclosure agreement

▶ Verschwiegenheitserklärung

oh, dear ▶ oje

performance review

▶ Mitarbeitergespräch,
Leistungsbeurteilung

track sth.

▶ etw. (nach)verfolgen

yummy ifml.

▶ lecker

Nick felt his face going red.

“Don’t worry; I can keep your secret,” she said.

Nick’s face went even redder.

“But I just wanted to say: I think you write very good poetry. You should try and get it published someday.” Then she left.

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CONCLUSION | Track 29

David Ingram: Well, we’ve come to the end of *Business Spotlight Audio 4/2020*. 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.

Ingram: Yes, and on our website, you’ll find details about *Business Spotlight express*, our 15-minute audio vocabulary trainer, produced twice a month to help you to boost your word power for the world of work. So, until next time, this is David Ingram...

Perry: And Erin Perry...

Ingram: Wishing you success with your business English.

IMPRESSUM

Chefredakteur:

Dr. Ian McMaster

Geschäftsführende Redakteurin

(CvD): Maja Sirola

Audioredaktion:

Dr. Ian McMaster (verantwort.),

Hildegard Rudolph (frei),

Ken Taylor

Gestaltung: Georg Lechner

Fachredaktion:

Hildegard Rudolph (frei),

Michele Tilgner (frei)

Übersetzungen: Ina Sinning

Produktion: Dorle Matussek

Produktmanagement:

Ignacio Rodriguez-Mancheño

Anzeigenvermarktung

(Chief Sales Officer):

Áki Hardarson

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