

Dominik Eberhard, Susan Lippmann & Maureen Liston

Englisch für Angestellte der Hochschulverwaltung

**Selbstlernmaterialien
und Glossare**

DA Internationale
DAAD
Akademie

Herausgeber DAAD

Deutscher Akademischer Austauschdienst

German Academic Exchange Service

Kennedyallee 50, 53175 Bonn

www.daad.de

Internationale DAAD-Akademie

www.daad-akademie.de

Projektkoordination Lena von Eichborn, Christoph Hansert
(verantwortl.), Corinna Jörres, Katharina Kohm, DAAD

3. umfassend überarbeitete Auflage September 2018 –
Onlinepublikation

© DAAD

Diese Publikation wird aus Zuwendungen
des Bundesministeriums für Bildung und Forschung
an den DAAD finanziert.



Bundesministerium
für Bildung
und Forschung

© Das Werk einschließlich aller seiner Teile ist urheberrechtlich geschützt. Jede Verwertung außerhalb der engen Grenzen des Urheberrechtsgesetzes ist ohne Zustimmung der iDA unzulässig und strafbar. Dies gilt insbesondere für Vervielfältigungen, Übersetzungen, Mikroverfilmungen und die Einspeicherung und Verarbeitung in elektronischen Systemen.

DA

7. Language Tips

Reading

Communication experts have recommended for decades that users of English as a *lingua franca* adapt the engineering principle “Keep It Simple, Stupid” (KISS). For communication between native and non-native speakers as well as between non-native speakers, this means we must understand what we are talking about so that we can explain it using simple words in relatively short sentences.

KISS does not mean “dumbing down”, that is, making the content simpler for those supposedly less intelligent than we are. It is rather explaining concepts in words and sentence structures that others will be able to grasp more easily.

And why not? Even someone as famous as investor and philanthropist Warren Buffett is concerned about using “Plain English/Language”¹ for the sake of good communication.

¹ USA: <http://www.plainlanguage.gov/>.

UK: <http://www.plainenglish.co.uk/>

(All links last accessed: March 2018).

Buffett, one of the richest people in the world, tailors his communication style to his sisters':

"I pretend that I'm talking to my sisters...: Though highly intelligent, they are not experts in accounting or finance. They will understand plain English, but jargon may puzzle them. My goal is simply to give them the information I would wish them to supply me if our positions were reversed. To succeed, I don't need to be Shakespeare; I must, though, have a sincere desire to inform..."²

Whether we are explaining the German university system in German to non-German speakers or in English to newly-called professors (be it native or non-native speakers of English), *Bandwurmsätze*,³ jargon, or passive sentences should be avoided as far as possible.

We should use sentences no longer than 25 words, avoid overly complex compound sentence structures, address the other person directly and be aware of potential challenges they may have. Moreover, it is highly recommended that we slow down our rate of speech, no matter whether we are speaking to native or non-native speakers of whatever language.

² <http://www.plainlanguage.gov/whyPL/testimonials/buffet.cfm>

³ Sometimes translated as "boa constrictor sentences".

So the number one rule of thumb for learners should be to express anything you want to say in plain and simple language. A good, sound and solid basis of English is so much more useful than showing off idioms such as “it’s raining cats and dogs”, which you probably learned at school but has become, much to most learners’ surprise, quite old-fashioned in the UK.

Of course, native speakers often tend *not* to slow down or change their way of expressing things when speaking to non-native speakers. This is why you should definitely work on your passive understanding of the language, and that may even include a few common idioms. But bear in mind that there is a difference in passive and active competence.

The following exercises should help you cope with this common communication challenge. They have been arranged according to four different fields/aspects of communication:

- (1) Getting By
- (2) Language Style
- (3) Correspondence
- (4) Telephoning

**(1) Getting By**

1. ●○○ Put the words into the correct order to form sentences which you can use when you want to tell another person that you did not understand them.

a. get – sorry, – that – but – didn't – I

_____.

b. your – afraid – I'm – don't – understand – I – point

_____.

c. you just – I don't – sorry, – what – understand – I'm – said

_____.

d. you – again, – it – explain – could – please

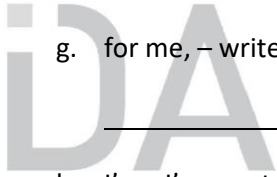
_____?

e. my English – I'm – yours – as good as – sorry, – isn't

_____.

f. my – a bit – I'm – English – afraid – rusty – is

_____.



g. for me, – write – down – could – you – that – please
_____?

h. I'm - I'm – not – afraid – sure – you – what – mean
_____.

i. would – you mind – what – said – you – clarifying
_____?

j. follow – I – I'm – don't – afraid
_____.

k. that – word – you – for – another – could – use
_____?

l. for me – you – repeating – that – would – mind
_____?

(⇒p.36)



2. ●●○ The following sentences all deal with asking for and giving directions. Circle the correct word in *italics*.
- a. I'm sorry, I don't *get* – *know* – *have* my way around this building.
 - b. How do I *get* – *arrive* – *come* to the cafeteria?
 - c. The best way is to *bend* – *move* – *turn* right after the main entrance.
 - d. Then you *walk* – *cross* – *queer* the little bridge.
 - e. *Get* – *Have* – *Take* the lift to the third floor.
 - f. The secretary's office is all the way *along* – *down* – *under* the corridor.
 - g. Are you from *around* – *about* – *above* here?
 - h. Where is the *next* – *shortest* – *nearest* post office?
 - i. Follow me. I'll *show* – *give* – *get* you the way.
 - j. It's just *around* – *aside* – *above* the corner.
 - k. It's quite *long* – *far* – *wide* away.

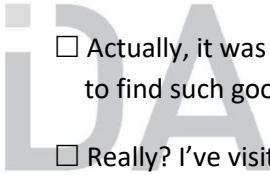
- iDA
- l. On your way you will *go – pass – skip* the Dean's office.
 - m. Can you *say – state – tell* me where the computer lab is?
 - n. Just go *straight – direct – even* on. It's at the end of the corridor.
 - o. It's *about – across – over* from the main university building.
 - p. I didn't *get – find – found* the Foreigners' Registration Office.
 - q. It's only ten minutes from here *by – with the – on the* bus.
 - r. I wouldn't go by car. It's a very *occupied – lively – busy* road.
 - s. Be *aware – known – conscious* that there is no parking.
 - t. It's a bit difficult to describe the way. Perhaps a *plan – map – card* of the town would be helpful?

(⇒p.36)



3. ●●● A new Professor from England has just arrived at Hamburg University. Put his small talk conversation with the departmental secretary into the correct order.

- 1 Good morning, Mr Rutherford. I'm Heike Schmidt.
Welcome to Hamburg University.
- About five years ago. We stayed at Magdalen College as part of an exchange programme.
- Well, originally I'm from a small village near the Welsh border, but I live and work in Oxford now.
- Well, as I say, you're really lucky. It might change any time, though. So, whereabouts in England are you from?
- Yes, it is, actually. I've never been to this part of Germany before.
- What a coincidence! The Dean of Magdalen College is a good friend of mine ...
- Oh, please call me Heike.
- So, James, how was your flight?



- Actually, it was raining when I left, so I was surprised to find such good weather here.
- Really? I've visited Oxford once. It's a lovely place.
- Well, I hope you enjoy your stay. You're lucky; the weather is unusually good for this time of the year.
- Hello Ms Schmidt. It's very nice to meet you.
- Oh, that's good. Is this your first visit to Hamburg?
- Yes, I'm afraid we do. How is the weather in England at present?
- Well, I'm James.
- Oh, when were you there?
- Oh, so do you usually get a lot of rain here in Hamburg?
- It was fine. We were a bit delayed at take-off, but we made up the time in the air.

(⇒p.37)

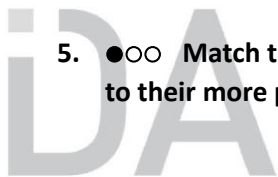


(2) Language Style

4. ●○○ Sometimes people are reluctant to say exactly what they mean – especially if they have some bad news. Mark the following statements with a D or a B, depending on whether they sound diplomatic (D) or rather blunt (B).
- a. I haven't finished the report.
 - b. To be honest, I'm not quite sure if this will work.
 - c. I want more time to think about the questions.
 - d. I'm afraid I haven't really finished my course work yet.
 - e. With all due respect, I don't really agree with what you just said.
 - f. I want more time to finish my course work.
 - g. It would be nice if you could prepare the next two chapters.
 - h. Hand me the telephone.

- i. I can't give you an extension of the deadline.
- j. I'm afraid your course work has not been a complete success.
- k. I don't like the topic of your thesis.
- l. Come back during my office hours.
- m. It would be nice to have more time to take a closer look at this matter.
- n. Call me back later; I have no time for you now.
- o. I'm terribly sorry, but I fear I'm not the right person to speak to.
- p. I see what you mean, but I don't think that's such a good idea.

(⇒p.38)



5. ●○○ Match the following (rather blunt) sentences to their more polite versions.

- a. No idea.
- b. Well, ask at your faculty.
- c. I can't help you.
- d. I need your details.
- e. I want to know when it begins.
- f. I haven't got an answer yet.
- g. We need your signature and the boss's OK.

	1. Could you please send me your current CV?
	2. I'm afraid I cannot be of further assistance.
	3. I'm afraid I have not found a solution yet; however, I am still working on it.
	4. I'm sorry to say that I can't really answer your question.
	5. Please let me know the planned starting date of your research project.
	6. Please sign this form and ask the project manager for approval.
	7. To find that out you should perhaps ask the responsible people at your faculty.

(⇒p.38)



6. ●○○ Politeness is of the essence in English. The simple German word “bitte” takes a lot of different translations. Choose the correct one to complete the sentences.

here you are/go you're welcome
 sorry/pardon **BITTE** please
 go ahead not at all

- a. _____? Did you say there's a fee I should have paid?
- b. And the sandwich was for you ... right, _____.
- c. Could you _____ close the window? It's getting quite cold in here.
- d. Could you pass me the salt? Thanks. – _____.
- e. Excuse me. Could I have a quick look at this magazine of yours? – Sure, _____.
- f. Thank you for taking me home, James. – Oh, _____.

(⇒p.38)

Did you know that experts in intercultural/international business communication have been suggesting for decades that we avoid using idioms?

On the one hand, this seems too bad: idioms can show how we have mastered a language, and they can be fun to use. On the other hand, they do not “travel well” (an idiom that means something cannot be understood [linguistically/culturally] or appreciated elsewhere), and translations of idioms are frequently more puzzling than the original. Considering that US Americans, Canadians, Australians, British and Irish have different idioms, we can see some sense in a recommendation not to use idioms in international communication. There are, after all, thousands of English-language idioms, and how likely is it that an idiom we learned in British English will be understood by someone who has learned American English, either as a native or a non-native speaker.

Take the American idiom “to be out in/of left field”. Native speakers might be able to guess this means something is odd. Those who have learned British English will probably not be able to guess – although some Germans, Koreans, or Japanese might know the idiom because of their baseball experience. Since our aim in using English is to communicate necessary information and not to show off how good our English is or how intelligent we are, we should use idioms rarely.



7. ●●○ As you know, a passive understanding of some idioms can be helpful. Match the following English idiomatic expressions to their German translations.

a. to talk shop	
b. to be over the moon	
c. once in a blue moon	
d. red tape	
e. to get the hang of something	
f. to keep fingers crossed	
g. to rack your brains	
h. to make ends meet	

1. alle Jubeljahre
2. (übermäßige) Bürokratie
3. den Bogen rausbekommen
4. die Daumen drücken
5. (finanziell) zurechtkommen
6. sich den Kopf zerbrechen
7. über Geschäftliches reden
8. überglücklich sein

(⇒p.39)



8. ●●● There are some mistakes that almost every German makes – always. The following sentences contain one typical mistake each (grammar, vocabulary ...). Find and correct them. The first example has been done for you.

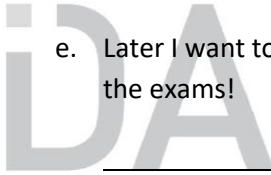
- a. After I leave Cologne University, I want to ~~make~~ my doctorate in Australia.

⇒ do

- b. It's important to differ between a candidate's academic and social skills.

- c. I can't really imagine to live abroad for longer than about three years.

- d. Maybe you could let me have some informations about your university.



- e. Later I want to get a lawyer – as long as I can pass all the exams!
-
- f. You have to hand in your job application until 1st March.
-
- g. The economical situation of the German unis is getting worse day by day.
-
- h. I know this professor for years now, but I don't know about his research.
-
- i. In the UK he visited a private school before he went on to study at Oxford.
-
- j. In former times teachers had permanent contracts, but that's over now.
-

(⇒p.39)

**(3) Correspondence**

9. ●○○ Writing style varies depending on who you are writing to. Mark the following typical email phrases with an F or an I, depending on whether they are more formal (F) or informal (I).

- a. Can you call me back ASAP?
- b. Dear Ms Hawthorne, ...
- c. I just wanted to let you know that ...
- d. Hello David!
- e. You will be pleased to hear that ...
- f. Just give us a ring if you have any more questions.
- g. I am writing to ask for further information about ...
- h. Could you possibly arrange a meeting with ...
- i. Do you think you could do that for me?
- j. I will contact you again shortly.
- k. I would appreciate it if you could send me ...
- l. Sorry I haven't written for ages.
- m. Take care, ...
- n. Yours faithfully, ...

(⇒p.39)



10. ●●○ Match the informal phrases to their more formal counterparts.

- | | |
|--------------------------------------|--|
| a. Also ... | 1. However, .../
Nevertheless, ... |
| b. But ... | 2. I am afraid that I will not
be able to attend. |
| c. Could you please ...? | 3. I can assure you that ... |
| d. Don't forget ... | 4. I regret to inform you
that ... |
| e. I promise ... | 5. I would be grateful if you
could ... |
| f. I'm sorry to tell you
that ... | 6. In addition ... /
Furthermore, ... |
| g. So ... | 7. Please accept our
apologies for ... |
| h. Sorry for ... | 8. Please let us know your
requirements. |
| i. Sorry, I can't make it. | 9. Therefore, .../
Consequently, ... |
| j. What do you need? | 10. We would like to remind
you that ... |

(⇒p.39)



11. ●●○ Match the sentence halves with those on the following page.

a. As agreed, I am ...	
b. I am out of the office ...	
c. I am sorry you could not ...	
d. I am writing to confirm the ...	
e. I regret to inform you that ...	
f. I would appreciate hearing ...	
g. Unfortunately, I will have to reschedule ...	
h. Please complete the attached forms ...	
i. Please get back to me if ...	
j. We look forward to ...	

- | |
|---|
| 1. ... hearing from you soon. |
| 2. ... and send them back to me by Friday. |
| 3. ... attaching the minutes of our last meeting. |
| 4. ... open the attachment. |
| 5. ... you still have any questions. |
| 6. ... our appointment for next week. |
| 7. ... arrangements for my visit. |
| 8. ... after 3pm on Monday. |
| 9. ... we will be unable to reimburse the expenses. |
| 10. ... your opinion on this matter by 1 May. |

(⇒p.40)



12. ●●○ Underline the correct expression in italics.

(1.)

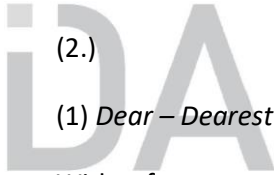
Dear Mr Thorne,

Thank you for your (1) *interest – concern – attention* in our Master's programmes in the area of Law and Business.

(2) *Notwithstanding – Due to – Adjacent to* the fact that nearly all of the programmes offered are taught mainly in German, I would recommend you (3) *contact – consult – look* the information about "Law and International Business Studies" (M.Sc. taught in English) on www.unixyz.de. There you will find all of the application and admission (4) *expectations – requirements – issues*. Please (5) *notice – note – mark* that the application deadline is June 15. I would like to emphasise that we can only (6) *receive – approve – accept* officially certified copies of degree certificates. If certificates are issued in a language other than English or German, please (7) *enclose – convert – adapt* a translation made by a certified translator.

With (8) *friendly – polite – best regards*,

Marie Mayer



(2.)

(1) *Dear – Dearest – Kind* Hannah,

With reference to your email I would like to give you the
(2) *further – following – below* information.

To complete your enrolment we will need proof of your
health insurance coverage when you start studying here
(3) *at – by – for* the latest.

(4) *For addition – To add – In addition* you will need your
tenancy agreement. Please go to the Residents'
Registration Office as soon as (5) *potential – probable –
possible* to show your visa and tenancy agreement and
register there. I am afraid I cannot make an online
appointment in advance on your (6) *name – person –
behalf*. Please go there directly.

I hope I have been of (7) *assistance – support – help*.
Please do not hesitate to (8) *make – put – get* in touch if
you have any other questions.

Kind regards,

Bernhard Diener

(⇒p.40)



13. ●●○ Complete the following email sentences. The first letter of each missing word is given.

- a. We would be very p_____ if you could attend the meeting next Tuesday.
- b. With r_____ to our conversation this morning, I would like to let you know ...
- c. I would a_____ it if you could send me the document ...
- d. I was w_____ if you could come and see me sometime next week.
- e. I am sending you the document as an a_____.
- f. Here's a c_____ of Mr Johnson's letter – what you think?
- g. We r_____ to inform you that your payment is considerably overdue.
- h. This is just to c_____ your visit to our Department on 5 May.
- i. I look f_____ to meeting with you next week.
- j. Give my r_____ to your family.

(⇒p.41)

Did you know there is a website called EnglishForEveryone.org?

EnglishForEveryone.org is a good site to begin searching for more online learning aids. This site has “Printable English Worksheets” for everything from tenses to (American) pronunciation, focusing not only on language learning aids but also on “saving paper at the printer/copier”.

And the title “English for Everyone” seems to have caught on. If you have a look online you will find many relevant sites, including *YouTube* channels, with innumerable written and oral exercises. These are truly *lingua franca* exercises, concentrating on basic vocabulary and grammar: little of the jargon needed for your more professional communication will be used in these. For those wanting to refresh their English, these sites are a good place to begin with.

One such example is the BBC YouTube channel ‘Learning English’ which covers a number of themes and formats, from vocabulary to pronunciation to a ‘Grammar gameshow’.⁴

⁴ <https://www.youtube.com/channel/UChHD477h-FeBbVh9Sh7syA>

**(4) Telephoning**

14. ●○○ Put the phrases into the correct column.

1. starting the call	2. leaving a message	3. connecting	4. finishing the call

- a. Please hold.
- b. Could you ask him to call me back?
- c. I'll put you through to Mr Meyer.
- d. May I ask who's calling, please?
- e. Would you like to leave a message for her?
- f. This is John Smith speaking.
- g. Can I take a message?
- h. Speak to you soon.
- i. Thanks for calling.
- j. Could I speak to Dr Paul, please?
- k. I'm sorry, but the line's busy. Would you like to hold?
- l. We'll be in touch next week.

(⇒p.41)



15. ●○○ Match the following German expressions with their English translations.

- | | |
|---------------------------|----------------------------|
| a. sich verwählen | 1. answering machine |
| b. Telefonverzeichnis | 2. bad line |
| c. besetzt | 3. to speak up |
| d. auflegen | 4. directory |
| e. in der Leitung bleiben | 5. engaged (AE busy) |
| f. Festnetzanschluss | 6. extension |
| g. jmdn. verbinden | 7. to hang up |
| h. lauter sprechen | 8. landline |
| i. Anrufbeantworter | 9. receiver |
| j. (Telefon)Hörer | 10. to hold |
| k. Durchwahl | 11. to put s.o. through |
| l. schlechte Verbindung | 12. to dial a wrong number |

(⇒p.41)



16. ●○○ Put the words into the correct order to form sentences which you can use when you have difficulties understanding someone on the phone.

a. catch – sorry, – that – quite – didn't – I

_____.

b. you – could – repeat – please – that,

_____?

c. you – up – sorry, – little – speak – a – could

_____?

d. you – again, – that – say – could – please

_____?

e. more – you – could – please – slowly, – speak

_____?

f. could – spell – please – for – that – sorry, – you – me,

_____?

g. I – can – you – that – check – with – just

_____?

(⇒p.42)



17. ●●○ Match the phrases that have similar meanings.

- | | |
|--------------------------------|------------------------------------|
| a. The line's busy. | 1. I'll connect you. |
| b. Will you hold? | 2. One moment. |
| c. I'll put you through. | 3. ... speaking. |
| d. I'm afraid ... | 4. Could I have your name? |
| e. My extension number is ... | 5. I'm ready. |
| f. Can I speak to ... | 6. The line's engaged. |
| g. Who's calling, please? | 7. Is that all? |
| h. Hold on. | 8. Can you wait? |
| i. This is ... | 9. Is ... available? |
| j. Sorry, I didn't catch that. | 10. My office number is ... |
| k. Go ahead. | 11. I'm sorry, but ... |
| l. Anything else? | 12. Could you repeat that, please? |

(⇒p.42)

18. ●●○ Choose the correct word from the box to complete the twelve useful telephone tips.

beforehand – brief – confirm – documents –
efficient – funny – hear – image – written –
interrupt – memory – nice – prepare –
pretend – slowly – immediately

- a. Send an email _____ if you want to make sure the other person has time to _____ for the call.
- b. Make sure you have all the _____ you need when you make the call.
- c. Always try to speak _____ and clearly.
- d. Don't _____ you have understood the other person when you haven't. Try to _____ each point that's been made.
- e. The other person can't see what a _____ person you are, so make sure you sound polite and agreeable.
- f. The other person hasn't got all day, so make sure your call is _____.

- g. Don't forget your employer's _____
may be at stake, so make sure you sound
_____.
- h. Don't rely on your _____. Make notes
during a call and rewrite these notes
_____ afterwards as a record of the
call.
- i. Smile while you're talking. Your listener can
' _____ ' your smile.
- j. Don't try to be _____: you may be
misunderstood.
- k. Don't _____ the other person. Let them
finish what they want to say.
- l. Send a follow-up email to confirm any important
details (especially numbers) so that you both have a
_____ record of them.

(⇒p.42)

Did you know that administrative titles not only differ from one German Higher Education Institution (HEI) to another but are also translated in many different ways?

Getting to grips with the structure and terms of your own institution can be challenging, and as you know not even every German-speaking HEI works with the same terms or positions. This diversity is often very positive, but can become a problem when dealing with institutions with different structures. Equivalent positions, titles and areas of responsibility are often not easy to identify or simply do not match up exactly, which can make attempts at translating titles and terms into English for international use quite frustrating:

The top elected official of a German university might often be referred to as 'Rektor/in' or 'Präsident/in' but the varied translations such as 'president', 'vice-chancellor', or 'principal' can be puzzling.

In the 2nd edition of his *Wörterbuch des Hochschulwesens*, Garrett Quinlivan points out that some terms are rather "clumsily 'translated'" and other terms are "clearly mistranslations": "Kanzler as 'vice-chancellor,'" for example.⁵ Additionally, Dirk Siepmann's *Wörterbuch Hochschule* points out that some terms simply "have no direct equivalent in English".⁶

⁵ Quinlivan 2009, p.6.

⁶ "Forschung, Lehre und Management" (Deutsch-Englisch/Englisch-Deutsch) 2015, p. 17.

The challenges here are not all that easy to meet. Consider, for instance, the following examples:

As we have already seen, the top elected official at most HEIs is called ‘Rektor/in’ or ‘Präsident/in’ in German, but in the UK or Australia is often the ‘Vice-Chancellor’. In the United States or Ireland, this is often the ‘President’ or ‘Provost’. Other English-language terms for ‘Rektor’ include ‘principal’ and ‘master’.

The head of administration is usually the ‘Kanzler/in’ – which can be a ‘Registrar’ (often in the UK), a ‘Chief Operating Officer’ or ‘Chief Financial Officer’ (often in Australia), a ‘Vice President’ of a certain unit e.g. ‘for Finance’ (often in the US), ‘Director of Finance’ or simply ‘head of administration’. These are only some among the many more examples you could find to continue this list.

Furthermore, seemingly related positions might translate into very different terms: one German university, for example, translates ‘Rektor’ as ‘rector’ but ‘Prorektor’ as ‘vice-president’.

A good starting point is to look up a term on <http://iate.europa.eu>; other very good sources are Dirk Siepmann’s or Garrett Quinlivan’s dictionaries as well as the DAAD dictionary.⁷ Make sure to check if your institution offers any guidelines or have a look at various other university translation guides, for example the one

⁷ DAAD, “Wörterbuch Deutsch-Englisch / Englisch-Deutsch. Begriffe aus Hochschule und Wissenschaft”, 2013.

that the Freie Universität Berlin offers online.⁸ One problem remains, though: if you are more familiar with American English, you will have problems with the British or other systems and vice versa.

So, what to do if, for instance, you are preparing a trip abroad for your top administrator? The simplest is:

1. List the administrator's name with the English translation of his/her position chosen by your university.
2. Follow this with a description of the main responsibilities or the responsibilities for which your administrator is visiting another university.

Example:

“Prof. Dr. N.N., provost of the University of xyz, is responsible for all academic areas at our university.”

⁸ http://www.fu-berlin.de/presse/mitarbeiter_service/uebersetzungsleitfaden/index.html#section_p

DA

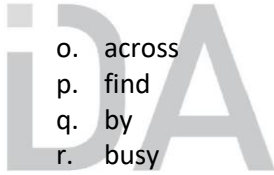
Key

1.

- a. Sorry, but I didn't get that.
- b. I'm afraid I don't understand your point.
- c. I'm sorry, I don't understand what you just said.
- d. Could you explain it again, please?
- e. I'm sorry, my English isn't as good as yours.
- f. I'm afraid my English is a bit rusty.
- g. Could you write that down for me?
- h. I'm afraid I'm not sure what you mean.
- i. Would you mind clarifying what you said?
- j. I'm afraid I don't follow.
- k. Could you use another word for that?
- l. Would you mind repeating that for me?

2.

- a. know
- b. get
- c. turn
- d. cross
- e. Take
- f. down
- g. around
- h. nearest
- i. show
- j. around
- k. far
- l. pass
- m. tell
- n. straight



- o. across
- p. find
- q. by
- r. busy
- s. aware
- t. map

3.

1. Good morning, Mr Rutherford. I'm Heike Schmidt. Welcome to Hamburg University.
2. Hello Ms Schmidt. It's very nice to meet you.
3. Oh, please call me Heike.
4. Well, I'm James.
5. So, James, how was your flight?
6. It was fine. We were a bit delayed at take-off, but we made up the time in the air.
7. Oh, that's good. Is this your first visit to Hamburg?
8. Yes, it is, actually. I've never been to this part of Germany before.
9. Well, I hope you enjoy your stay. You're lucky; the weather is unusually good for this time of the year.
10. Oh, so do you usually get a lot of rain here in Hamburg?
11. Yes, I'm afraid we do. How is the weather in England at present?
12. Actually, it was raining when I left, so I was surprised to find such good weather here.
13. Well, as I say, you're really lucky. It might change any time, though. So, whereabouts in England are you from?
14. Well, originally I'm from a small village near the Welsh border, but I live and work in Oxford now.

15. Really? I visited Oxford once. It's a lovely place.
16. Oh, when were you there?
17. About five years ago. We stayed at Magdalen College as part of an exchange programme.
18. What a coincidence! The Dean of Magdalen College is a good friend of mine ...

4.

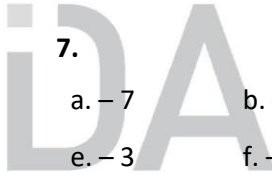
- | | | | |
|--------|--------|--------|--------|
| a. – B | b. – D | c. – B | d. – D |
| e. – D | f. – B | g. – D | h. – B |
| i. – B | j. – D | k. – B | l. – B |
| m. – D | n. – B | o. – D | p. – D |

5.

- | | | | |
|--------|--------|--------|--------|
| a. – 4 | b. – 7 | c. – 2 | d. – 1 |
| e. – 5 | f. – 3 | g. – 6 | |

6.

- a. Sorry/Pardon
- b. here you are/go
- c. please
- d. You're welcome (/not at all)
- e. go ahead
- f. not at all (/you're welcome)

**7.**

- a. – 7 b. – 8 c. – 1 d. – 2
e. – 3 f. – 4 g. – 6 h. – 5

8.

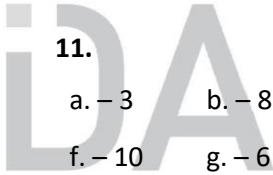
- a. make ⇒ do
b. differ ⇒ differentiate
c. to live ⇒ living
d. informations ⇒ information
e. get ⇒ be(come)
f. until ⇒ by
g. economical ⇒ economic
h. I know ⇒ I've known
i. visited ⇒ attended
j. In former times teachers had
⇒ Teachers used to have

9.

- a. – I b. – F c. – I d. – I e. – F
f. – I g. – F h. – F i. – I j. – F
k. – F l. – I m. – I n. – F

10.

- a. – 6 b. – 1 c. – 5 d. – 10 e. – 3
f. – 4 g. – 9 h. – 7 i. – 2 j. – 8



11.

a. - 3

b. - 8

c. - 4

d. - 7

e. - 9

f. - 10

g. - 6

h. - 2

i. - 5

j. - 1

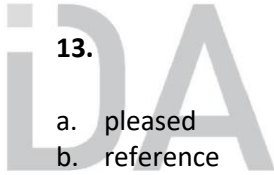
12.

(1.)

1. interest
2. Due to
3. consult
4. requirements
5. note
6. accept
7. enclose
8. best

(2.)

1. Dear
2. following
3. at
4. In addition
5. possible
6. behalf
7. assistance
8. get

**13.**

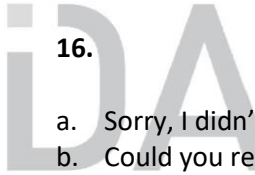
- a. pleased
- b. reference
- c. appreciate
- d. wondering
- e. attachment
- f. copy
- g. regret
- h. confirm
- i. forward
- j. regards

14.

- 1. starting the call: d. – f. – j.
- 2. leaving a message: b. – e. – g.
- 3. connecting: a. – c. – k.
- 4. finishing the call: h. – i. – l.

15.

- | | | | |
|---------|--------|---------|--------|
| a. – 12 | b. – 4 | c. – 5 | d. – 7 |
| e. – 10 | f. – 8 | g. – 11 | h. – 3 |
| i. – 1 | j. – 9 | k. – 6 | l. – 2 |

**16.**

- a. Sorry, I didn't quite catch that.
- b. Could you repeat that, please?
- c. Sorry, could you speak up a little?
- d. Could you say that again, please?
- e. Could you speak more slowly, please?
- f. Sorry, could you spell that for me, please?
- g. Can I just check that with you?

17.

- | | | | |
|---------|---------|--------|---------|
| a. – 6 | b. – 8 | c. – 1 | d. – 11 |
| e. – 10 | f. – 9 | g. – 4 | h. – 2 |
| i. – 3 | j. – 12 | k. – 5 | l. – 7 |

18.

- a. beforehand – prepare
- b. documents
- c. slowly
- d. pretend – confirm
- e. nice
- f. brief
- g. image – efficient
- h. memory – immediately
- i. hear
- j. funny
- k. interrupt
- l. written

Glossary English-German

A

accounting	Buchhaltung, Rechnungswesen
adjacent	angrenzend, benachbart
administrator	Verwaltungsangestellte/r
admission	Zulassung
agree, to	einwilligen, zustimmen
application	Bewerbung
apply, to	anmelden, beantragen, bewerben
appointment	Termin
appreciate, to	schätzen; dankbar sein
approval	Einverständnis; Genehmigung
approve, to	genehmigen; einverstanden sein (mit etwas)
asap (<u>as soon as possible</u>)	so bald wie möglich
assure, to	versichern, zusichern
attach, to	beifügen; anhängen
attachment	Anlage; Anhang
attend, to	teilnehmen
attendance	Anwesenheit
available	verfügbar; frei; erreichbar
avoid, to	vermeiden

B

background noise	Hintergrundgeräusch(e)
------------------	------------------------

be in touch, to	in Verbindung sein/stehen, sich melden
be over the moon, to (<i>informal</i>)	übergücklich sein
bear in mind, to	bedenken, berücksichtigen
behalf (of the employer), on	im Auftrag (des Arbeitgebers)
blunt	geradeheraus, schroff, stumpf
bow, to	biegen
brains, to rack one's	sich den Kopf zerbrechen
busy (<i>AE</i>), engaged (<i>BE</i>)	besetzt (<i>Telefon etc</i>)

C

cafeteria	Mensa, Cafeteria
call back, to	zurückrufen
call for applications	Ausschreibung (<i>wörtl.</i> ‚Aufruf zur Bewerbung‘)
certified copy	beglaubigte Kopie
certified translator	(beeidigte/r) Übersetzer/in
Chancellor/Chief Financial Officer	Kanzler/in
clarify, to	klären; erläutern
coincidence	Zufall
colleague	Kollege/Kollegin
complete, to	ausfüllen, vervollständigen
compound sentence (structure)	Satzgefüge, zusammengesetzter Satz
concerned	betroffen, besorgt

confirm, to	bestätigen, bescheinigen
confirmation	Bestätigung, Bescheinigung
cope with a challenge, to	eine Herausforderung bewältigen, mit einer Herausforderung zurechtkommen
course work	Haus-/Semesterarbeit
CV (curriculum vitae)	Lebenslauf

D

deadline	Frist
Dean	Dekan/in
Dean's Office	Dekanat
delighted, to be	erfreut sein
department	Abteilung/Institut/Dezernat
dial a wrong number, to	sich verwählen
Director of Administration and Finance	Kanzler/in
directory	(Telefon-)Verzeichnis
document	Formular; Antrag
dormitory	Studierendenwohnheim
due to	aufgrund von, wegen

E

economic	wirtschaftlich, Wirtschafts- ...
economical	sparsam, verbrauchsgünstig
elected	gewählt

emphasise, to (BE), emphasize, to (AE)	betonen, hervorheben
enclose, to	beifügen
engaged (BE), busy (AE)	besetzt
enrolment (BE), enrollment (AE)	Immatrikulation
equivalent	entsprechend, gleichwertig
executive board	Vorstand, Geschäftsleitung
extend, to	verlängern
extension	Verlängerung

F

faculty	Fakultät; Fachbereich; Lehrkörper
fill in/out, to	ausfüllen
finance one's studies, to	das (eigene) Studium finanzieren
fingers crossed, to keep	die Daumen drücken
Foreigners'/Aliens' Registration Office	Ausländeramt; Ausländerbehörde
form	Formular; Antrag

G

get by, to	zurechtkommen, auskommen (ugs.: sich über Wasser halten)
get the hang of sth., to	den Bogen rausbekommen
get to grips with sth., to	etw. in den Griff bekommen
give s.o. a ring, to (BE)	jdn. anrufen

grasp sth., to	etw. erfassen, begreifen (<i>im Sinne von verstehen</i>)
----------------	--

H

hall of residence	Studierendenwohnheim
hand sth. to s.o., to	jdm. etw. (über)reichen
hang of sth., to get the	den Bogen rausbekommen
Head of Administration	Kanzler/in
health insurance	Krankenversicherung
hesitate, to	zögern
HR (Human Resources) Department	Personalabteilung

I

idiom	Redewendung
image	Bild, <i>auch</i> : Ansehen
in advance	vorher; im Voraus
in charge (of), to be	zuständig sein
informal	formlos, zwanglos
International Registration Authority	Ausländeramt; Ausländerbehörde

L

landline	Festnetzanschluss
leave a message, to	eine Nachricht hinterlassen
letter of confirmation	Bestätigungsschreiben
lingua franca	Verkehrssprache

M

make ends meet, to	(finanziell) zurechtkommen
map	(Land-)Karte, Stadtplan

main entrance	Haupteingang
(meeting) minutes	(Sitzungs-)Protokoll
moon, once in a blue	alle Jubeljahre
moon, to be over the	überglücklich sein

N

native speaker	Muttersprachler/in
nevertheless	nichtsdestotrotz
notwithstanding	dennoch, ungeachtet dessen

O

office hour(s)	Sprechstunde
Office of Vital Statistics	Standesamt/Bürgeramt
old-fashioned	altmodisch
on behalf of	im Auftrag/Namen von
once in a blue moon	alle Jubeljahre
overdue	überfällig

P

personnel office	Personalabteilung
philanthropist	Philanthrop, Menschenfreund
President/Provost/Principal	Rektor/in, Präsident/in
put s.o. through, to	durchstellen, verbinden (<i>Telefon</i>)
puzzle s.o., to	jd. verwirren, stutzig machen

Q

questionnaire	Fragebogen
---------------	------------

R

rack your brains, to	sich den Kopf zerbrechen
receive, to	erhalten
recommend, to	empfehlen
Rector	Rektor/in, Präsident/in
red tape	(übermäßige) Bürokratie
(Residents'/Citizens') Registration Office	Einwohnermeldeamt/Bürgeramt
Registrar	Kanzler/in
regret, to	bedauern
report	Bericht; Gutachten
require, to	benötigen
requirement	Anforderung; Voraussetzung
research fellowship	Forschungsstipendium
research project	Forschungsprojekt
residence permit	Aufenthaltserlaubnis
respect, with all due	mit Verlaub, bei allem Respekt
responsible	verantwortlich
reversed	umgekehrt
ring s.o., to (BE)	jdn. anrufen
rusty	ingerostet

S

sake of sth., for the	um einer Sache willen
scholarship announcement/ advertisement	Stipendienausschreibung

scholarship/fellowship approval notification	Stipendienbescheid
semester contribution	Semesterbeitrag
sign, to	unterschreiben
solution	Lösung
student aid	Studentenförderung, Studierendeneihilfe (z.B. BAFöG)
student hall	Studierendenwohnheim
student/study finance	Studienfinanzierung

T

talk shop, to	über Geschäftliches reden
tailor sth. to s.o., to	etw. auf jdn. zuschneiden
tenancy/rental agreement	Mietvertrag
tense	(grammatische) Zeitform
term/seminar paper	Haus-/Semesterarbeit
travel expenses	Reisekosten
tuition fees	Studiengebühren

U

university management/ executive/ directorate	Universitätsleitung
---	---------------------

V

vice versa	umgekehrt
Vice-Chancellor	Rektor/in, Präsident/in
Vice-President/Vice President of Finance and Human Resources	Kanzler/in

W

with all due respect	mit Verlaub, bei allem Respekt
with reference to	bezugnehmend (auf)
with regard(s) to	betreffend