

Key Vocabulary for Business Administration Certificate Level 2

General Office & Administration

Administration – Carrying out office tasks and procedures.

Filing – Organising documents so they can be found easily.

Documentation – Written records such as forms, letters, or reports.

Confidentiality – Keeping information private and secure.

Data Protection – Legal rules on how personal information is handled.

Correspondence – Written communication (emails, letters).

Record Keeping – Storing information accurately and safely.

Archive – Store old documents for long-term keeping.

Database – A structured system for storing information.

Spreadsheet – Software for organising data in tables (e.g., Excel).

Communication

Verbal Communication – Speaking to someone face-to-face or on the phone.

Non-verbal Communication – Body language, eye contact, tone of voice.

Written Communication – Emails, letters, reports.

Active Listening – Fully concentrating on what others are saying.

Professional Tone – Polite and appropriate language used at work.

Feedback – Comments to help improve performance.

Enquiry – A question or request for information.

Customer Service

Customer Needs – What the customer wants or expects.

Customer Satisfaction – How happy customers are with a service.

Complaint – When a customer expresses dissatisfaction.

Resolution – Solving a problem or complaint.

Service Standards – Rules that show the level of service expected.

Empathy – Understanding someone's feelings or situation.

Response Time – How quickly enquiries are answered.

Working Practices (with Acronyms)

Deadlines – The date or time by which something must be completed.

Prioritising – Deciding which tasks are most important.

Time Management – Organising time effectively.

Workload – The amount of work assigned.

Teamwork – Working well with others to reach goals.

Procedures – Step-by-step instructions for how tasks should be done.

Policies – Rules that guide workplace behaviour.

Productivity – How much work is completed in a certain time.

Compliance - Meeting legal and regulatory requirements.

Supply Chain - System of organisations moving goods.

SMART Goals - Specific, Measurable, Achievable, Realistic, Time-constrained.

SWOT Analysis - Strengths, Weaknesses, Opportunities, Threats.

USP (Unique Selling Point) - What makes a product/service unique.

KPI - Key Performance Indicator.

Finance & Business

Budget – A plan for how money is spent.

Expenses – Costs the business pays for.

Invoice – A document requesting payment.

Purchase Order (PO) – A document requesting goods or services.

Revenue – Money received by a business.

Profit – Money left after expenses are paid.

Supplier – A company that provides goods or services.

VAT – Value Added Tax

Assets – items of value owned by a company.

Goods - Items that are produced from raw materials for sale to businesses or consumers.

IT & Digital

Word Processing – Creating documents using software like Word.

Cloud Storage – Saving data online (e.g., OneDrive).

Cybersecurity – Protecting systems from digital threats.

Login Credentials – Username and password.

Software Applications – Programs used for work.

E-Commerce - Business transactions carried out electronically on the internet.

M-Commerce - Business transactions are carried out electronically by mobile phone.

Human Resources & Administrative Terms

Employees - Individuals who work full time or part time for the business; they have a contract of employment detailing their duties and rights

Contract of Employment: Legal agreement between employer and employee.

FTE (Full-Time Equivalent): A unit to measure the employed workforce.

Full time - Working the hours required of an employee; usually 35 hours or more.

Part-time - Working only a proportion of the full-time hours.

Job Description: Outline of duties for a role.

National Insurance (NI): Mandatory tax payments for employees/employers.

Remuneration: Pay and benefits for work.

PAYE: Pay As You Earn (income tax system).

Annual Leave: Paid time off work (holiday).

Salary - A method of paying employees based on a fixed annual amount; normally paid monthly.

Wage - paying employees for their work based on an hourly, weekly or piece of work basis, usually paid weekly or monthly.

Person Specification - Identifies the requirements of the job, including qualifications, experience and skills

On the job training – Employees learn alongside experienced colleagues while they are doing the job.

Off the job training - Employees are trained away from their job, at a college, training provider or the business' training centre.

Job Share - two employees choose to share a full-time job; they receive the salary and benefits on a pro rata basis according to the proportion of the full-time hours that each works.

Performance Management: Monitoring employee performance through appraisals.

Business Structure and Roles

Sole Trader: A person running their own business without a legal distinction between owner and business.

SME (Small to Medium-sized Enterprise): Businesses with fewer than 250 employees.

Private Limited Company (PLC) - A business that is owned by shareholders;

Shareholders: Individuals or firms that own shares in a company.

Director: A person appointed to manage a company.

Company Secretary: Responsible for regulatory compliance.

Not for Profit Organisations - Associations, charities, co-operatives or voluntary organisations such as cultural, educational, religious and public services. Profit and loss is retained and absorbed.

Stakeholders - People with an interest in the way that business operates.

Merger - When two or more businesses agree to join together.

Takeover - One business takes control of another.

Outsourcing - Contracting another business to carry out some of the business activities, often to reduce costs.

Hierarchy - The management structure of a business/organisation showing the levels of responsibility. It is often shown as an organisation chart.

UK Business Idioms & Jargon:

[Most common business idioms list | EnglishRadar](#)

[BBC Learning English - Business Jargon / Jargon for organising](#)

Touch base: To briefly contact someone to get an update.

Keep in the loop: To keep someone informed and updated on a project or situation.

Get the ball rolling: To start a project or process.

Ballpark figure: An estimated or rough number.

Back to the drawing board: To start over with a new plan after a previous attempt failed.

Cut corners: To do something in the easiest, fastest, or cheapest way, often compromising quality.

Run a tight ship: To manage an organization with strict control and discipline.

On the same page: To be in agreement with others.

Close of play: The end of the working day, often used to set a deadline.

Flesh something out: To add more details to a basic plan or idea.

Get your ducks in a row: To get your tasks organized before starting a project.

By the book: To follow rules or procedures strictly.

Put on the back burner: To delay a project or task because it is not a priority.

Go the extra mile: To put in more effort than what is expected.

Up in the air: Unresolved, uncertain, or undecided.

In the red: To be in debt or operating at a loss.

The bottom line: The final profit or the most important factor.

Red tape: Excessive bureaucracy or administrative rules.

Cash cow: A product or service that generates a large, steady profit.

Call the shots: To be in charge and make the decisions.

Golden handshake: A large payment made to an employee upon leaving or retiring.

Cut one's losses: To stop an activity that is losing money.

All hands on deck: Everyone is needed to help with a project.

Firefighting: Dealing with urgent problems as they arise, rather than planning.

Circle back: To return to a topic later.

Think outside the box: To think creatively.

Straight from the horse's mouth: Information received directly from the person involved.