

How successfully to navigate the EU Presidency 2018



Sprach-Guide

Nachschlagewerk und Arbeitshilfe für Bundesdienst, öffentliche
Verwaltung und Sprachmittlung im Zuge der Vorbereitung und
Durchführung des österreichischen EU-Ratsvorsitzes

Zusammengestellt von
Mag. Elisabeth MÜLLER-LIPOLD (SIB)

Mein Dank ergeht an

Mag. Achim BRAUN (EC AUT/DGT)

ADir Felix FUNDA (SIB)

Mag. Barbara HEINISCH (ZTW)

Mag. Jürgen KOTZIAN (SIB)

MMag. Heidemarie LENZ (SIB)

Stefan SYKORA, BSc (SIB)

Vorwort

Sehr geehrte Damen und Herren des öffentlichen Dienstes,
geschätzte Leserinnen und Leser!

Das Sprachinstitut des Bundesheeres (SIB) hatte den Auftrag, im Kontext der österreichischen EU-Ratspräsidentschaft ein sprachliches Hilfsmittel für alle öffentlichen Bediensteten zu schaffen. Wir haben dieses Büchlein „Sprach-Guide“ genannt, in Anlehnung an unsere unterstützenden Sprachfibeln für jene Soldatinnen und Soldaten, die ihren Dienst im Rahmen von UN-Missionen im Ausland versehen. So möge diese Publikation Ihnen zur Unterstützung dienen, wenn Sie sich auf die EU-18 vorbereiten, und Ihnen vielleicht währenddessen auch die eine oder andere Unannehmlichkeit ersparen, sei es das mühsame Suchen nach Begriffen, sei es die falsche Verwendung von englischen Ausdrücken oder Phrasen.

Der Sprach-Guide ist Teil unseres größeren Projektes, des „Sprachressourcen-Portals“, welches das SIB, in Kooperation mit dem Zentrum für Translationswissenschaft (ZTW) der Universität Wien, erarbeitet hat. So hoffen wir, dass wir Ihnen Ihre Arbeit erleichtern und im Sprachbereich einen wertvollen Beitrag zur EU-18 leisten konnten.

Der Leiter des Sprachinstituts

ObsthmfD Dr. Bruno Nestler

Preface

Welcome to the Austrian EU-Presidency 2018!

We (i.e. the Austrian Armed Forces Language Institute) were asked to compile an English aid for public administration to support them during the time of preparing for the EU-18 and the actual presidency itself. Therefore, we tried to come up with what we think might come in handy to know about communicating in English. We also asked the Diplomatic Academy (DiplAk) and the Federal Academy of Public Administration (VAB) for some input, and in the end it was my task to put flesh to the bone and to pour it all into a small booklet. The outcome is indeed a motley collection, from small talk to punctuation rules, from chairing meetings to ordering food. My own Anglo-Austrian background has taught me how to navigate different potential cultural pitfalls, which is why I have included a variety of “*culture tips*”, and I have tried to cater for the needs of learners of all levels. In my research, I drew upon a variety of sources (see “references”) but, first and foremost, on many years of experience as a language teacher. So, if you think that “actual” means “*aktuell*”, you might want to consult the list of “False Friends” at the end!

In a nutshell, this booklet is intended to inspire and support, inform and assist, maybe even help you out of some sticky situations if Murphy’s Law strikes. Indeed, it might prove quite useful in other contexts as well, and beyond the time of the EU Presidency.

I wish you all the best during preparations for and the EU-18 itself!

Elisabeth Müller-Lipold

Mag. Elisabeth Müller-Lipold

Hauptlehroffizierin Englisch

Sprachinstitut des Bundesheeres / Landesverteidigungsakademie

Stiftgasse 2a, 1070 Wien

elisabeth.mueller-lipold@bmlv.gv.at

Table of contents

Foreword (<i>Vorwort Leiter SIB</i>)	3
Preface	5
Table of contents	7
1. Introducing yourself and others	11
1.1. Introducing yourself	11
1.2. Introducing others	12
2. Dealing with visitors	12
2.1. Do's and don'ts for receiving visitors	12
2.2. Clothing	12
3. Meeting and greeting	13
3.1. Greetings	13
3.2. Greeting someone you know	13
4. Making small talk and socialising	14
4.1. Travel questions	14
4.2. Introducing people / processes	14
4.3. Location identifiers	14
4.4. Highlighting	14
4.5. Explaining sequences	15
4.6. Signposting	15
4.7. Instructions	15
4.8. Suggestions	15
4.9. Expressions for special occasions	15
4.10. Food and drink	16
4.11. Typical small-talk topics	16
4.12. Common questions and responses	17
4.13. Saying goodbye	19
5. Murphy's Law	21
5.1. Problems with machines or devices	21
5.2. Something is lost	21
5.3. Other problems	21
6. At the restaurant	22
6.1. Describing the menu	22
6.2. Asking for a description of the food	22
6.3. Describing food	22

6.4.	Ordering in a restaurant – things waiters say.....	23
6.5.	Ordering in a restaurant – things customers say.....	23
6.6.	Types of food.....	23
6.7.	How food is cooked.....	24
6.8.	Dishes.....	24
6.9.	Diets.....	24
6.10.	Other expressions.....	25
6.11.	Cutlery and crockery.....	25
6.12.	Preparation styles.....	25
6.13.	Meats.....	26
6.14.	Cuts.....	26
6.15.	Fish.....	26
6.16.	Vegetables.....	27
6.17.	Austrian national dishes explained.....	27
7.	Health and first aid.....	28
7.1.	What a person who is injured might say.....	28
7.2.	What you then say.....	28
7.3.	Vocabulary for medical emergencies.....	28
8.	Family and relations.....	30
8.1.	Relatives.....	30
8.2.	Marital status.....	30
9.	Describing a person.....	32
9.1.	Height and build.....	32
9.2.	Hair.....	32
9.3.	Ages and stages.....	32
9.4.	Describing character.....	32
9.5.	Sexual orientation.....	33
10.	Telephoning.....	34
10.1.	You make a call.....	34
10.2.	You get a call.....	34
10.3.	Problems.....	35
10.4.	Correcting the other person.....	35
10.5.	Telephoning vocabulary.....	36
10.6.	NATO Phonetic Alphabet.....	37
11.	E-mailing.....	38

11.1.	Greeting and closing	38
11.2.	Functions	38
11.3.	Sample e-mails	39
11.4.	Punctuation marks and rules	40
12.	Numbers and figures	41
13.	Time and date	42
13.1.	How to write and say the time	42
13.2.	How to write and say the date	42
13.3.	Military use	43
14.	Appointments	44
14.1.	Asking for an appointment	44
14.2.	Suggesting a time	44
14.3.	Agreeing to an appointment / on a date	44
14.4.	Setting a time	44
14.5.	Saying that a time is not convenient	44
14.6.	Cancelling an appointment	45
14.7.	Apologising	45
14.8.	Asking for confirmation	45
14.9.	Writing to someone you don't know	45
15.	Chairing international meetings & negotiating	46
15.1.	Introduction	46
15.2.	Discussion	46
15.3.	Decisions and conclusion	47
15.4.	Participating in international meetings	48
15.5.	Tips for taking the minutes (<i>Protokoll schreiben</i>)	50
15.6.	Vocabulary for international meetings	50
16.	Presentations	53
16.1.	Introduction	53
16.2.	Signalling what you are doing	54
16.3.	Conclusion	54
16.4.	Questions	54
16.5.	Ending	55
16.6.	Tips for presentations	55
16.7.	The most common mistakes	56
17.	Transport	57
17.1.	Public transport	57

17.2. Buildings and places	57
17.3. Asking for and giving directions	58
17.4. On the move	59
18. Sightseeing in Vienna	60
19. Bookings-	61
19.1. Starting the conversation	61
19.2. Responding to questions	61
19.3. Travel bookings	61
19.4. Asking for more information	61
19.5. Tips for bookings	62
20. Banking	63
20.1. Vocabulary for banking	63
20.2. Notes and coins	63
20.3. Common verbs	64
20.4. Graded adjectives	64
21. Employment	65
22. Austrian administration	66
22.1. General information	66
22.2. Federal provinces	67
22.3. Federal ministries (official names)	67
23. The EU Presidency-	68
24. Migration	69
25. Make, do, and take	71
26. False Friends	72
27. References	78
28. Abbreviations used	78

Introducing yourself and others

Introducing yourself

	Phrases	Response
Formal	Hello, my name is Jerry Statler. How do you do?	How do you do? I am Conrad Waldorf.
Neutral/professional	Hello, I am Jerry Statler. Good to meet you.	And you. I'm Conrad Waldorf.
Informal	Hi, I'm Jerry, how are you?	I'm Conrad, nice to meet you.

Culture tip: introductions

Neither the question "How do you do?" (antiquated or extremely formal) nor, normally, the question "How are you?" is directly answered at first-time meetings.

Introducing others

	Phrases	Response
Formal	Mr Statler, may I introduce Mr Waldorf to you? / Please allow me to introduce Mr Waldorf.	Please do. Good evening, Mr Waldorf.
Neutral/professional	Hello, Mr Statler. Have you met Conrad Waldorf?	No, I haven't actually. Nice to meet you.
Informal	Hi, have you two met? This is Jerry.	Hi Jerry, nice to meet you. I'm Conrad.

Culture tip: titles

Native speakers of English have little time for titles. For instance, the title "Doctor" is normally just given to a GP (not to specialists or dentists) as well as to scientists in certain contexts, but not to lawyers, for instance. For men, we use "Mr", for women "Ms" [Miz]. Never introduce yourself with a title!

Dealing with visitors

Do's and don'ts for receiving visitors

DO	DON'T
smile and turn towards the visitor	make your visitor feel they are interrupting you
greet the visitor warmly and offer assistance	sound bored and look uninterested
check the name of the visitor and the person being visited	push a pen at the visitor or point to the keyboard in silence
ask the visitor politely to sign in while you check if someone is available	worry if you are not confident with English spelling: politely ask the visitor to write their name so you can spell it correctly
invite the visitor to take a seat	forget to say how long the visitor can expect to wait
smile at the visitor as they leave the reception area	ignore the visitor after you think your job is done
If the visitor has to wait longer than expected, say, "Please bear with us a little longer!"	In such a case, never say "Please be patient!" as it implies that the visitor is NOT being patient!

Clothing

Attire	can be smart, stylish, trendy, unfashionable
Business professional (formal)	suit and tie, shirt in conservative colours, dress shoes, dark socks (men); suited skirt or trousers, blouse, blazer, moderate heels (women);
Business casual (less formal)	jeans and blazer, tie often not necessary (men); dress, cardigan etc. allowed for women

Meeting and greeting

Greetings

Hello / Good morning / Good afternoon
Pleased / Nice to meet you, I'm ...
Welcome to ...
Good / Nice to see you again.
Let me help you with your case / coat.
Please follow me. We're on the ... floor.

Culture tip: greetings

The greetings “good morning” and “hello” are neutral, whereas “good afternoon” and “good evening” are considered rather formal.

Greeting someone you know

	Phrases	Response
Formal	Hello, Mr Statler, good to see you again.	You, too. How have you been?
	How are you?	Very well, thank you. And you?
Neutral/professional	Hello, Jerry / Mr Statler. How are you?	Fine, thanks, and yourself?
Informal	Hi, Jerry! How're you doing?	I'm good, how about yourself?

Culture tip: first names

In Anglo-American contexts, people tend to be on first-name terms very quickly. This does not mean, however, that they are close friends!

Culture tip: education

When talking your qualifications, don't confuse education (=what you get at school/university) and training (more practical, e.g. an apprenticeship)! Of course, sometimes the two overlap as there are various types of vocational school (Berufsschule) and University of Applied Science (Fachhochschule) that offer very practical courses.

Making small talk and socialising

Culture tip: keeping the conversation flowing

Asking questions is a good way to get a visitor to open up and start talking. However, asking too many questions might make you come across as a bit pushy. You should concentrate on questions that keep the conversation flowing. There should be a natural balance between questions and statements so don't forget to share some information about yourself!

Culture tip: "short answers"

Just answering with "yes" or "no" is considered impolite in English. The minimum is the so-called short answer, which is, e.g., "Yes, I did." or "No, he isn't." Use the same auxiliary (except sometimes in case of TO BE) as for questions.

Travel questions

Did you have a good flight / trip?

How was your flight / trip?

Did you have any problems finding us?

Is this your first time in Vienna / Austria / ...?

Where are you staying?

Is everything OK with your hotel / accommodation?

Introducing people / processes

This is ...

This part of the process is called ...

Location identifiers

Over here/there is ...

This is where ...

Highlighting

As you can see, ...

If you look at ...

Explaining sequences

First ... second ... then ... after that ... and finally ...
--

Signposting

OK, let's move to ...

I'm now going to show you ...

And I'm now going to talk a little about ...
--

OK, that's everything about ...

Instructions

Please follow me.

Please mind your head.

Suggestions

Asking for suggestions

What shall we do tonight?

Where shall we go this evening?

Making suggestions

How about going to the cinema?

Why don't we try that new pub?

Replies:

positive

Yeah, great / fine / that's a good idea / sounds great.

neutral

Yes, if you like.

I don't mind.

I'm easy.

negative

I think I'd rather go back to my hotel.

Raincheck? (= another time perhaps?)

Expressions for special occasions

Excuse me

to get someone's attention (e.g. "Excuse me.
--

Is this seat free?") or to get past them
--

Sorry

to apologise

e.g. when you stand in someone's way

Cheers

<i>Prost</i> ; can also mean "goodbye" and "thanks"

Thank you

the correct reply is, "you're welcome" or

"don't mention it" (<i>not "please"!</i>)

Bless you

when someone sneezes (the reply is "thank

(US: Gesundheit)

you")

Food and drink

Can I offer you anything to drink? Coffee, tea, water?
What would you like? We've got orange juice, sparkling water and champagne.
Can I top up your drink?
What are you having?
Please help yourselves to the buffet.
You must be hungry after your long trip. Shall we go and get a bite to eat before the presentation?
We've booked a table at ... for eight o'clock. We'll finish up at about six, so that you'll have plenty of time to freshen up at your hotel beforehand.
I'll pick you up at 7.30 for dinner, ok?

Typical small-talk topics

The weather	It's very muggy today, isn't it?
	What's the weather like in your country?
Health	How have you been recently?
	How are you keeping?
Holidays	Have you got any holiday (US: vacation) plans?
	Where did you spend your holiday this year?
Family	Have you got family?
	How're your family doing?
Hobbies	Do you do any sports?
	I'm into chess.
Home country	Whereabouts do you come from in ...?
	How often do you get back to ...?
Work	What do you do?
	What exactly does your job entail?
Responsibilities	I report to my superior.
	We are in charge of accounts.
	We co-operate with other ministries.
	We are responsible for providing ...

Culture tip: taboos

Some topics are off limits in some countries or cultures, such as death, illnesses or someone's income – stick to topics that are “safe”!

Common questions and responses**Personal questions**

Questions	Possible answers
Where are you from? <i>or</i> Where do you come from?	Italy. I'm Austrian/English ...
Where do you live?	In Lower Austria.
What do you do? (= job)	I'm a translator.
What are you doing at the moment?	I'm working on a big project.
Are you married?	No, I'm single.
How old are you?	I'm 29.
What's your address/mobile number?	It's ...

Everyday questions

Questions	Possible answers
How are you? <i>or</i> How's it going?	Fine, thanks. I'm good, and yourself?
What's the matter?	Nothing. Why?
What are you doing this evening?	Nothing special/much. Why?
Have you got the time?	Yes, it's five past three.
How much is that necklace?	It's €450.
What sort / kind of music do you like?	I like opera.
Are you enjoying your stay in Vienna?	Yes, it's great.
Did you have a good day today?	Excellent, and you?

Culture tip: HOW? and WHAT...LIKE?

Please note the difference between these two questions:

How was the party? (= tell me your opinion of it)

What (NOT how!) was the party **like**? (= describe it to me)

Time questions

English	German
How long have you been in Vienna?	Wie lange sind Sie schon in Wien?
How long are you staying? <i>or</i> How long are you here for?	Wie lange bleiben Sie? Für wie lange sind Sie hier?
How much longer are you staying?	Wie lange sind Sie noch hier?
Is this the first time you've been to Vienna?	Sind Sie zum ersten Mal in Wien?
When did you arrive?	Wann sind Sie angekommen?

Culture tip: tenses

*Careful of tense usage! We say **how long we have been staying** or **how often we've been TO** a certain place (e.g. **I've been to Vienna** before); as soon as we talk about a specific situation in the past, we use the past tense (e.g. **I first came** two years ago and really **enjoyed** my stay). If you use the wrong tense, you could confuse others!*

Short responses

Questions	Short responses
Are you going out tonight?	I think / don't think so.
Will your boss be there?	I hope so / hope not.
Are you working tomorrow?	I'm afraid so.
Can you come to the reception?	I'm afraid not.
Shall we take a taxi?	If you like.
Would you like to walk there?	I don't mind.

Enthusiastic responses

Questions	Enthusiastic responses
She's finally passed the test.	Really? That's great!
	Oh, that's brilliant/fantastic!
We're going camping in Greece.	That sounds wonderful.
	How exciting!

Disappointed responses

Questions	Disappointed responses
I can't have lunch with you today.	Oh, what a pity / shame.
	Oh, that's a pity / shame!
It's raining again.	Oh, what a nuisance/pain.
	What a drag!

Culture tip: remember to respond!

When you are talking to someone, it is important to show them you are listening. You can do so by using sounds like “mmm” and “uh huh”, or words such as “OK”, “right”, “sure”, or “I see”. Such feedback is slightly more frequent among English than among German speakers.

Culture tip: saying “auch nicht”

Don't use TOO in negative statements when agreeing with someone. E.g. don't say, “I don't like veal, too” but “I don't like veal EITHER”.

Saying goodbye

Positive comments

It was nice meeting you. / Nice to have met you.
It was good to see you again.
It was a very useful (first) meeting.
It's been great working with you.
Thanks for everything.

Reference to future

I'll send you an email / a proposal when I get back.
See you again next ...
Hope to see you soon.
I look forward to seeing you next month.

Comment on journey

(Have a) Safe journey.
Have a good trip home / back.

Final goodbye

Goodbye.
Take care!

Culture tip: “Foot-in-Mouth Disease”

In a foreign language, it is very easy to “put one’s foot in one’s mouth” (= ins Fettnäpfchen treten). One such pitfall would be the use of expletives (such as “Sh...” or “F...”), which is common in German but should be avoided at all cost in English – so no four-letter words please! Moreover, the German word “Rückseite” is translated with the English “back”. You should only use “backside” if you wish to refer to the part of someone’s anatomy they usually sit on – because this is the ONLY meaning of the word! The word “bottom”, on the other hand, is also used in other contexts, e.g. “the bottom of the hill” or “the bottom of the sea.”

Murphy's Law

Culture tip: a spiteful universe?

The classic wording of Murphy's Law is, "Anything that can go wrong will go wrong", although there are of course many variations.

Problems with machines or devices

The switch is not working (properly).

There is something wrong with the projector (NOT beamer!).

The copy machine is out of order.

Something is lost

I've lost my room key / passport / wallet. Do you happen to know ...?

I'm afraid I can't find my files anymore. Is there any way I could ...?

I seem to have lost my way. Could you tell me how to find ...?

Culture tip: forget it

We can say, "I've forgotten my documents" but as soon as we add where, we have to use the verb LEAVE, e.g. "I've left my jacket in the conference room."

Other problems

There seems to be no seat available. Would you mind standing for a bit?

I've missed the train from the airport.

Unfortunately, public transport has completely broken down.

I'm afraid I'm stuck in a traffic jam.

I'm sorry, but I'm feeling a bit under the weather today. Can we reschedule our meeting?

At the restaurant

Culture tip: Das Buffet ist eröffnet

The German “Das Buffet ist eröffnet” does not exist in English. What you could say, though, is, “There are some refreshments waiting for you outside / next door / over there. Please help yourselves!” or something similar.

Describing the menu

The dish of the day / daily special = what the restaurant is featuring

set meal = the starter, main course and dessert are chosen by the restaurant (*don't say “menu”!*)

a la carte = where you choose what you want to eat from the menu

Asking for a description of the food

What is ‘Wiener Schnitzel’ exactly?

Is this dish vegetarian?

What's in spaghetti carbonara?

Can you tell me how this dish is prepared?

Describing food

It's a meat dish, **garnished with** parsley.

It's **topped with** cheese.

It's served with a **side salad**.

Sauces can be **cheesy** (made with cheese), **savoury** (not sweet), **creamy** (smooth), **spicy** (made with chilli peppers) or **delicate** (a subtle, rather than strong taste).

Desserts can be **rich** (very filling with a strong taste, like chocolate gateau), **light** (not heavy in taste or texture, like a sorbet), **tangy** (with a sharp taste of lemon or orange, like a lemon pie), or **fruity** (made with fruit, like trifle).

Culture tip: Mahlzeit

There is no phrase like the German “Mahlzeit” that people say when they start eating. If you like, though, you could say, “Enjoy your meal!” or use the French “Bon appétit!”

Ordering in a restaurant – things waiters say

Are you ready to order yet?
Have you decided what you are having?
Would you like anything to drink with your meal?
Can I recommend the chef's special?

Ordering in a restaurant – things customers say

We'd like a little longer, please.
Could you give us a couple more minutes?
We really can't decide. Can you advise us?
I'll have/take the schnitzel, please.
I'd like the vegetarian dish of the day, please.

Culture tip: "It's on me!"

The German expression "ich lade dich ein" is not the same as the English "I'll invite you" (this means "invite somebody to a place or event"). Instead, you should say, "This one is on me!" or "I'll get this" or "my treat". If you want to pay for your own meal only, you say, "Let's split the bill, ok?"

Types of food

meat (or "red meat")	= lamb, pork or beef
poultry (or "white meat")	chicken, turkey, goose, duck
game ("wild" meat)	rabbit, hare, partridge, pheasant
fish	salt water fish / sea fish or fresh water fish
seafood	prawns, shrimps, lobster, scallops, mussels, crab
vegetables	leafy vegetables (such as broccoli or spinach), root vegetables (such as carrots and onions) etc.
fruit	soft fruit (such as plums and peaches); berry fruit (such as strawberries or raspberries) etc.

How food is cooked

boiled	cooked in boiling water
steamed	cooked over a saucepan of boiling water
fried / sautéed	cooked in oil in a frying pan
stir-fried	fried fast in hot oil
pan-fried	fried in a frying pan
roasted	cooked in oil in the oven
grilled	cooked under a grill or on a ridged pan
baked	cooked in the oven
stewed	cooked for a long time on a low heat

Dishes

starter / hors d'oeuvre / appetiser	the first thing you eat as part of a more formal meal
main course	often a meat, fish or vegetarian dish
dessert / pudding	a sweet course at the end of the meal (you might also see cheese or fruit offered)

Diets

watch what you eat	be careful about what you eat, and the quantities you eat
watch your figure	refuse certain food because you want to stay slim
cut out certain foods altogether	stop eating bread or pasta, for example
cut down on	reduce the amount of (e.g. sugary foods)
vegetarian	eating no meat or fish
vegan	avoiding all animal foods
flexitarian	plant-based diet with occasional consumption of meat or fish
gluten-free	avoiding gluten, a protein found in wheat and similar grains
wholefood	plant-base diet of natural, unprocessed and wholemeal foods

Other expressions

put on / gain weight	become heavier
lose / shed weight	become lighter
have a sweet tooth	like eating sweet or sugary things like cakes, sweets or chocolate
eat sensibly	eat moderate quantities of food, and not over-indulging in unhealthy food

Cutlery and crockery (*Besteck und Geschirr*)

Gabel	fork
Messer	knife
Löffel	spoon
Kaffeelöffel	teaspoon
Kuchengabel	dessert fork
Teller	plate
Suppenteller	soup bowl
Schüssel	bowl
Kuchenteller	dessert plate

Preparation styles (*Zubereitungsarten*)

Braten, Röst-, Brat-	roast
angebraten (kurz)	sautéed
gebacken (im Backrohr)	baked
gebraten	fried
gedünstet	steamed
gegrillt	grilled
gekocht	boiled
geräuchert	smoked
püriert, -Püree	mashed
faschiert	minced
paniert	breaded
aus biologischem Anbau ("bio")	organic
Freilandeier	free-range eggs
hartes Ei	hard-boiled egg

weiches Ei	soft-boiled / runny egg
Spiegelei	fried egg
Rührei, "Eierspeis"	scrambled eggs

Meats (*Fleischsorten*)

Ente	duck
Geflügel	poultry
Huhn	chicken
Kaninchen	rabbit
Lammfleisch	lamb
Pute	turkey
Reh(fleisch)	venison
Rindfleisch	beef
Schinken	ham
Schweinefleisch	pork
Speck	bacon
Wild(bret)	game
Wildschwein	wild boar

Cuts (*Zuschnitte / Fleischstücke*)

Hüfte	rump
Keule	leg
Kotelett	chop
Schulter	shoulder

Fish (*Fische*)

Brasse	bream
Saibling	char
Dorsch (Kabeljau)	cod
Heilbutt	halibut
Lachs	salmon ("l" is not pronounced!)
Seebarsch	seabass
Forelle	trout
Zander	zander

Vegetables (*Gemüsesorten*)

Bohnen	beans
Erbsen	peas
grüner Salat	lettuce
Karfiol	cauliflower
Kohlsprossen	Brussels sprouts
Paprika (grüner)	pepper (green)

Austrian national dishes explained (*Österreichische Nationalgerichte*)

pikant	savoury
Wiener Schnitzel vom Kalb mit Erdäpfelsalat	breaded veal cutlets with Viennese-style potato salad
Schweinsbraten mit Knödel und Krautsalat	roast pork with dumplings and cabbage salad
Tafelspitz mit Braterdäpfel und Apfelkren	prime boiled beef fillet with fried potatoes and horseradish sauce
süß	sweet
Palatschinken mit Marmelade	pancakes with jam
Kaiserschmarrn mit Zwetschenröster	“Emperor’s Mess”; shredded, sweet pancake served with plum sauce
Marillenknoedel mit Bröseln	apricot dumplings with buttered breadcrumbs
Sachertorte mit Schlag	classic chocolate cake served with whipped cream

Health and First Aid

What a person who is sick or injured might say:

I've got a cold / temperature / sore throat / stomach ache / the flu.
I'm allergic to ... (type of food, e.g. nuts)
I don't feel well.
I have pain in my leg / arm / chest ...
My leg / arm / chest ... is hurting.
I have twisted / sprained my ankle.
Do you know first aid?
I need a doctor / I need to go to hospital.

What you then say:

Are you ok?
Let me help you.
I'm trained in first aid.
Where does it hurt?
You should take something for it.
You should go and see a doctor.
You should go back to your hotel for a rest.
Shall I call an ambulance?
Where's the first aid kit?

Vocabulary for medical emergencies

Allgemeinmediziner (Hausarzt, Hausärztin)	doctor, GP (General Practitioner)
Ambulanz	out-patient clinic
Apotheke	pharmacy
Bauchschmerzen	abdominal pain, bellyache
bluten	to bleed
Blutung	bleeding, haemorrhage
Brille	glasses
Erste Hilfe	First Aid
Fieber haben	to have a temperature

Grippe	'flu
Halsweh	a sore throat
heiser	hoarse
Husten	cough
Kopfschmerzen	headache
Magenschmerzen	stomach ache
Medikamente verabreichen	to administer medicine
Notfall	emergency
Notfallambulanz	casualty department
Rettung	ambulance
Schmerzen	pain
Schnupfen	cold
Spezialist	specialist, consultant
Tablette (einnehmen)	(to take a) pill
Unfall	accident
verkühlt sein	to have a cold
verletzt	injured
Verletzung	injury
Wunde	wound
Zahnarzt, Zahnärztin	dentist
Zahnschmerzen	toothache

Family and relations

Verwandte (relatives = related by blood or marriage)

Urgroßeltern (-enkel)	great-grandparents (-child(ren))
Großeltern (-mutter, -vater)	grandparents (-mother, -father)
Enkel (-tochter,-sohn)	grandchild(ren) (-daughter, - son)
Geschwister (Tochter, Bruder)	sibling (sister, brother)
Einzelkind	(an) only child
Stiefmutter (-vater,-tochter, sohn)	stepmother, (-father, -daughter, - son)
Tante, Onkel	aunt, uncle
Nichte, Neffe	niece, nephew
Cousin, Cousine	cousin (boy / girl cousin)
Pflegeeltern (-mutter, -vater, -kind(er), -tochter, -sohn)	foster parents, (-mother, -father, - child(ren), -daughter,- son)
Schwiegereltern	in-laws = parents-in-law
Schwiegermutter, -vater, -tochter, -sohn	mother-, father-, daughter-, son-in-law
Schwager, Schwägerin	brother-in-law / sister-in-law

Ehe-(Familien-)stand (marital status)

Partner, Partnerin (auch gleichgeschlechtlich)	partner
Verlobte, Verlobter	fiancée (female), fiancé (male)
Ehefrau, Ehemann	wife, husband
Exfrau, Exmann	ex-wife, ex-husband
verlobt sein (sich verloben)	to get / be engaged
verheiratet sein (sich ...)	to get / be married
geschieden sein (sich ...)	to get / be divorced
zusammenleben	to cohabit
ledig, verheiratet, geschieden, in einer Partnerschaft leben	single, married, divorced, living in a partnership
Lebensgemeinschaft	long-term relationship
eingetragene Partnerschaft	registered partnership
“Patchworkfamilie”	blended family

gleichgeschlechtliches Paar	same-sex couple
Alleinerzieherfamilie	single-parent family
Alleinerziehende(r) Mutter, Vater	single mother / father
nach jemandem (verwandt) geraten (Aussehen, Charakter)	to take after someone (in looks or character)
Hochzeitstag	wedding anniversary

Culture tips: wedding and marriage; pregnancy

Don't confuse marriage (Ehe) and wedding (Hochzeit)!

*If a woman is pregnant, don't say, "She's getting a baby" but "She's
having / expecting a baby"!*

Describing a person

Height and build

She's tall / short / of medium height and build / muscular / slim / petite ...

(Don't say "big" as this would mean "fat"!)

Hair

colour	He's got dark brown / black / fair hair. She's a brunette / redhead / blonde.
length, style	shoulder-length, short, curly, wavy, cropped, straight She's wearing her hair loose / in a chignon / in a plait.
beard	covers chin and cheeks
moustache	covers the upper lip

Ages and stages

age	stage
0-1	a baby
1-2	a toddler
2-12	a child (childhood)
13-17	a teenager (14 = early teens) an adolescent (adolescence)
18 +	an adult / grown-up
20-29	in their (early / mid- / late) twenties
30-39 (etc.)	in their (early / mid- / late) thirties
40 +	a middle-aged person
60 or 65	a retiree (retirement age)
75 +	old age (an elderly person)

Describing character

positive	negative
warm and friendly	cold and unfriendly
kind	unkind
easy-going	tense

sensitive	insensitive, not caring about people's feeling
punctual	usually late
reliable	unreliable
clever/bright	dim
flexible	inflexible; stuck in his/her ways
ambitious	not ambitious
lots of common sense	no common sense (an idiot)

Sexual orientation (*Sexuelle Orientierung*)

hetero(-sexuell)	straight (heterosexual)
homosexuell (schwul/lesbisch)	homosexual (gay/lesbian)

Telephoning

You make a call

Call recipient	YOU
Hello, [organisation], this is [name] speaking, how can I help you?	Hello, this is James Bond, could I talk to Mr / Ms / Col ...? Hello, this is [your name], can I speak to ...?

Culture tips: first contact

NOT “my name is” but always “this is”

NEVER “Bond James” but always “James Bond”

CAREFUL of the pronunciation of Ms [Miz]!

Often, people don’t say their names but just “Hello?”, especially on their mobile phones.

You get a call

Caller	YOU
Hello, can I speak to [your name]?	Speaking.
... to Mr/Ms/Major ... XY?	Yes, a moment please. (Certainly,) I’ll put you through. I’ll connect you.
<i>If the line is engaged:</i> Can I hold?	Sorry, the line is busy / engaged. Would you like to hold? Sorry, he / she is speaking on another line. Could you call back later, please? His / her extension (number) is 00112233. Yes, one moment please / Yes, certainly.
<i>If someone’s not here:</i>	Sorry, Mr X is not available now. Sorry, Ms Y is not in the office today / this week. She will be back in the afternoon / next Monday / around 3 o’clock.

	Can I connect you to his deputy? Can I connect you to somebody else?
Can I leave a message, please?	Certainly, what may I tell her? Please try again later / tomorrow. Can she call you back?
Can she call me back, please? or: Could you ask her to return my call?	Certainly, could I have your number please? What is your number?

Culture tips: spelling numbers and letters

- Ø Say digits singly, except: double (55... double five), triple (555... triple five); 0... zero / oh
- Ø Use the international (NATO) spelling alphabet!
- Ø Saying email addresses on the phone:
 - @ ... is pronounced 'at'
 - / ... is "forward slash"
 - ... is called a "hyphen" (NOT a "minus"!)
 - _ ... is an "underscore"

Problems:

Can't hear / understand:	Sorry? / Pardon? (NOT "please"!) (Can you) Say that again, please? Sorry, this is a bad line. The reception is bad / I can't hear you very well. Are you still there? Sorry, I didn't get that. Could you say it again, please?
--------------------------	---

Culture tip: careful!

Don't say, "I don't understand you", it's rude!

Correcting the other person

Actually, it's 19 (nineTEEN), not 90 (NINEty) (careful of word stress!) I'm sorry, but that's not (quite) right (then say what IS right!)
--

More telephone tips:

- Ø *Try to speak clearly and don't be afraid to speak more slowly than normal.*
- Ø *Think about what you want to say before calling.*
- Ø *Don't be afraid to ask your caller to repeat themselves if you don't understand.*
- Ø *If the worst comes to the worst – Deutsch reden! That will stop the most talkative native speaker.*

Telephoning vocabulary

(den Hörer) abheben	answer (the phone)
am Apparat	speaking
Anrufbeantworter	answerphone
auflegen	hang up
besetzt	engaged (busy)
Besetztsymbol	engaged tone (busy signal)
Buchstabe	letter
buchstabieren	spell
dienstl. Nummer	work number
Durchwahl	direct line
erreichbar (sein)	(to be) available
jdn. erreichen	to reach sb
Freizeichen	dialling tone
falsch verbunden sein	have (dialled) the wrong number
Handy	mobile / cell (phone) (<i>NOT handy!</i>)
Hörer	receiver
Klappe (Nebenstelle)	extension (number)
Landeskennzahl	country code
Mobilbox	voice mail
Ortskennzahl	dialling/area code
Privatnummer	home number
Schnurlostelefon	cordless phone
sich etwas aufschreiben	make a note of sth
sich verwählen	dial a wrong number

Telefonbuch	directory
Telefonnummer	phone number
verbinden	connect, put sb through
Vermittlung	operator
wählen	dial
Zentrale	switchboard

NATO Phonetic Alphabet

Letter	phonetic letter	Letter	phonetic letter
A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Culture tip: different preposition

To spell e.g. a name, you should say “A AS IN Alpha” or A FOR Alpha” (not “A like Alpha” as you would in German!)

E-mailing

Greeting and closing

Context	Greeting	Closing
Formal You don't know the recipient's name:	Dear Sir / Madam / job title	Yours faithfully (UK), Sincerely yours (US)
You know the recipient's name:	Dear Mr / Ms / Dr XY (<i>UK: no full stops after titles!</i>)	Yours sincerely
Neutral / professional	Dear James Bond	(Best) Regards
Informal You know someone well	Dear James Hi James	Best wishes Take care

Functions

Context	Formal	Informal
Opening	With reference to your e-mail of 12 January, ...	Thank you for ... Regarding ..., ...
Reason for writing	We are writing to request / confirm / inform you / ask if / clarify ...	Just a short email to ... request / confirm / inform you / ask if / clarify ...
Good news	We are delighted to confirm that ...	I'm happy to ...
Bad news	We regret to inform you that ...	I'm sorry, but ...
Requesting	We would appreciate it if you could ...	Could you ... please?
Offering help	If you require more information, we would be happy to ...	Would you like me to ...? Shall I ...?
Saying sorry	We must apologise for (not) ... / for any inconvenience caused. We deeply regret ...	I'm really sorry for / about ...

Attaching files	We are attaching ... Please find attached ...	I'm attaching ... I've attached ...
Ending	Please do not hesitate to contact us again if you require further assistance.	Please let me know if you need more help. / Thanks for your help.
Positive final comment	We look forward to meeting / seeing / hearing from you.	Looking forward to meeting / seeing / hearing from you!

Sample e-mails (semi-formal style)

Organising a meeting	
I am writing to arrange our next meeting to discuss I would propose 1 – 4 p.m. on 15 January in/at (venue). Please let me know if these times are convenient.	
Confirming a meeting	Thank you for the invitation to the meeting. I can confirm that 15 January is convenient for me. Could you please book a room for me at the Hilton? I look forward to seeing you.
Informing about changes/delays	As I shall have to go to Brussels on Monday next week, I'm afraid I won't be able to make our meeting on Tuesday afternoon. Would it be all right with you if we moved the meeting back one day to Wednesday afternoon, 16 January? Please let me know whether this will be convenient for you.
Requesting information	I am writing to request a copy of your latest issue of ... Please could you also send me some information on ...
Reminding	Just a quick note to inquire about the documents I asked you for on Monday – have you been able to find them? I'd appreciate it if I could have them by Friday at the latest, as I need them to prepare for my presentation.
Announcing absence (out-of-office reply)	Thank you for your e-mail. I am currently out of the office and will return on 20 January. If you need assistance during this time, please contact my deputy, Sandra Huber, at shuber@nixda.gv.at or phone her on extension 123.

Punctuation marks and rules

.	full stop <i>or dot</i> <i>or point</i>	<ul style="list-style-type: none"> at the end of a sentence / abbreviation in email or Internet addresses in numbers (before the decimal)
,	comma	<ul style="list-style-type: none"> no comma before that (e.g. I think that's true.) no comma in restrictive relative clauses (e.g. The statue that you see over there is of Maria Theresa.) used after initial adverbs / adverbials (e.g. However, you may need to book in advance.) in lists before "and": a, b, and c ("<i>Oxford Comma</i>") in numbers to separate the thousands (e.g. 2,365,812) in compound sentences (two+ main clauses) (e.g. This is the conference hall, and over there's the restaurant.) to introduce direct speech (e.g. He said, "I don't agree at all.")
-	hyphen	in compound words, especially adjectives e.g. a three-year-old boy, a small-talk topic
:	colon	before a longer list or statement; NOT to introduce direct speech!
;	semicolon	to link two clauses without an additional linking word e.g. There are many advantages to this process; it has a lot of disadvantages, too, though.
'	apostrophe	<ul style="list-style-type: none"> for short forms e.g. don't, I'll possessive case ("Saxon Genitive") e.g. Peter's, men's, ladies'
"..."	quotes	For direct speech and quotations. Top of the line!
()	brackets	to add information, e.g. a citation
! ?		exclamation mark, question mark
-	dash	used to insert another thought into a sentence

Note:

English punctuation rules are quite different from those in German, especially the use of the comma – careful!

Numbers and figures

1,2,3...9	digits (<i>Ziffern</i>); also: figures (e.g. figure eight)
1, 2, 3, ... ad infinitum	numbers (<i>ganze Zahlen</i>); in a row
12.82, 5%, 7 miles, €34, ...	figures (representing something)
12.82 (point not comma in English!)	twelve POINT eight two (so two decimals)

Culture tip: point versus comma

In German, we write figures like this: 1.234.567,89 and use points to separate thousands. In English, it is exactly the other way round:

1,234,567.89

Here, the commas serve to separate the thousands.

%	per cent (<i>stress on "cent"</i>); percentage;
0	zero (US), oh (UK), nought (science, maths), nil (sports)
"the 1 st " (<i>NOT "the 1."</i>)	<i>In English, the full stop does not turn a cardinal into an ordinal number!</i>
million (<i>careful: 3 million – not 3 millions!</i>)	<i>Million</i>
billion	<i>Milliarde</i>
trillion	<i>Billion</i>
Fractions	<i>Brüche</i>
half (<i>no article!</i>)	<i>die Hälfte</i>
a third	<i>ein Drittel</i>
a quarter / three quarters	<i>ein Viertel / drei Viertel</i>
a fifth, a sixth, ...	<i>ein Fünftel, ein Sechstel, ...</i>
doing sums	<i>Rechnen</i>

Time and date

Culture tip: asking the time of day

The correct question for the time of day is, “Have you got the time?” or “Do you happen to know the time?” (not “How late is it?”)

How to write and say the time:

in the morning (until lunchtime) OR a.m. short for “ante meridiem”, i.e. “before noon”	There is no separate word for “Vormittag”! It’s (a) quarter past ten a.m. / in the morning.
at noon	It’s 12 o’clock / lunchtime.
in the afternoon OR p.m. short for “post meridiem”, i.e. “after noon”	It’s (a) quarter to three p.m. / in the afternoon.
in the evening / (late) at night	It’s half past eight p.m. / in the evening.

Culture tip: using the right preposition and time expression

For the time of day, we use “at” (e.g. The meeting starts **AT** ten). We use the numbers 1 to 12 for saying the time. The numbers 13 to 24 are normally just used for e.g. train departure times, and in the military 2400h format.

Culture tip: confusing!

If the British say, “Let’s meet at half six”, they mean half PAST, so 6.30!

How to write and say the date:

British English e.g. 4 June 2018 No full stop after the number! We tend not to write 4 th anymore! We say: “(on) the fourth of June ” or “(on) June the fourth”
American English e.g. June 4, 2018 We say: “(on) June fourth”

Military use

Date-Time-Group – DTG e.g. 040930Bjun18	DDHHMM(Z)MONYY DD ...date of the month HHMM ...time, 24-hr format A/B/Z ...military time zone MON ...month (first 3 letters, <i>capitalised in the US but not by AAF</i>) YY ...last two digits of the year
---	--

Appointments

Asking for an appointment

Formal	I would like to arrange an appointment to discuss ...
	Please would you indicate a suitable time and place to meet?
Neutral	Would it be possible for us to meet on (date) at my office to discuss ...?
Informal	Can we meet (up) to talk about ...?

Suggesting a time

Neutral	Would Tuesday suit you?
	Would you be available on Tuesday?
Informal	What about ...?
	Let's say ...

Agreeing to an appointment / on a date

Formal	Thank you for your email. I would be available to discuss ... on (date) at (time and place).
Neutral / Informal	Tuesday sounds fine. Shall we say around (time) at (place)? Thursday suits me.
	Thursday would be perfect.

Setting a time

What sort of time would suit you?
Is 3 pm a good time for you?
If possible, I'd like to meet in the morning.
How does 2pm sound to you?

Saying that a time is not convenient

Formal	Unfortunately, I will be away on business during the week of 6 to 11 July so I will be unable to meet you then. However, if you are available in the following week, I would be glad to arrange a meeting with you.
--------	---

Neutral	I will be out of the office on Wednesday and Thursday, but I will be available on Friday afternoon.
Informal	I'm afraid I can't on the 3 rd . What about the 6 th ?

Canceling an appointment

Formal	Unfortunately, due to some unforeseen business, I will be unable to keep our appointment for tomorrow afternoon. Could we arrange another time later in the week?
Neutral	I'm afraid that I have to cancel our meeting on Wednesday, as something unexpected has come up. Would you be free to meet early next week?
	I'm sorry, but I won't be able to make it on Monday. Could we meet on Tuesday instead?
Informal	Something has just cropped up and I won't be able to meet you this afternoon. Can we make another time?

Apologising

Formal	I apologise for any inconvenience.
Informal	I'm sorry about cancelling.

Asking for confirmation

Neutral	Please confirm if this date and time is suitable / convenient for you.
Informal	Can you please let me know if this is OK for you?

Writing to someone you don't know

Formal	I am ... and I would be interested to meet you to discuss ...
	I would be grateful if you could indicate a convenient time to meet during this week
	I look forward to hearing from you.
Informal	I'm sorry about cancelling.

Culture tip: tell them!

If you don't know the person, you'll need to give some background information about yourself or your company.

Chairing international meetings & negotiating

Introduction

Function	Phrases
Begin	OK, let's get down to business.
Welcoming formalities	Thank you everyone for coming today. Has everyone received a copy of the agenda? Let's get started.
Apologies	I've received the following apologies for absence from ...
Agree on a minute-taker	Sarah will be taking the minutes today.
State objective	As you can see, our main objective today is to ...
Establish discussion	I suggest we follow the items in the order of the agenda.
Agree on timing	As for timing, I'd like to be finished by three o'clock.
Begin the discussion	I'd like to go to point one on the agenda. I'd like to begin by saying ... The first point I'd like to make is ... These are the issues we would need / like to discuss: ...

Discussion

Function	Phrases
Asking for people's opinions	What do you think about this? Does anyone have anything to add? What are your views on this?
Involving people	Paul, you've been very quiet. Would you like to comment?
Encourage	That's a good / valid / interesting point.
Repeat	I'm sorry; could you repeat that, please?
Keeping control of the meeting	I think we're digressing; can we keep to the main points?

	Can we get back to the agenda? Could we move on to item 2 on the agenda? Can we come back to this point later?
Referring to time	We're running a little short of time.
Interrupt	Can I stop you there? I'd like to hear some other views.
Postpone	Can we leave this point for another meeting?
Moving on	OK. Can we move to the next point?
Clarifying	Could I just clarify something here?

Decisions and conclusion

Function	Phrases
Asking for agreement	OK. Can we agree to ...? Are we in agreement on this?
Asking for a vote	Can we put this to the vote? Shall we vote? All in favour? All against?
Confirm the decision	Good. Then we have decided to ...
Check	Is that clear? Does everyone agree?
Close agenda	OK. I think we've covered everything.
Summarising	Before we finish, I'd just like to summarise the key points.
Assign tasks	So, Petra, you will produce a report on ... for our next meeting, right?
Date of next meeting	I'd like to propose that we meet again on ... Can we fix a time for the next meeting?
AOB (Any Other Business)	Is there any other business?
Closing the meeting	OK, we can finish here. Thank you everyone for coming.

Participating in international meetings

Giving your opinion

Strong	I'm convinced that we must ... We have no choice but to ...
Neutral	In my opinion, we need to ... My view is that we should ...
Moderated	I would suggest that we ... Why don't we ...

Agreeing / Disagreeing

Agreement	I agree with you. I / we totally agree. Definitely. You really have a good point there.
Moderated disagreement	I'm afraid I don't entirely agree with this. To a certain extent I agree, but ... I do see your point, but ... I'm afraid we can't go along with that. This is not entirely acceptable to us. I'm sorry but there's one point we'll have to discuss in more detail.
Disagreement	I totally disagree. I can't agree with that
Culture tip / warning	<i>Remember, the directness with which you disagree has different values in different cultures. It could be regarded as an aggressive act!</i>

Responses

Positive	Absolutely. Good idea.
Cautious	That might work. Possibly.
Negative	I'm not sure. I don't think this will work.

Clarifying

Can I just clarify our position?
Could you explain that last point you made again, please?
I'm sorry but I didn't quite understand your last point.

Summarising

Let's summarise what we agreed on.
So where do we go from here?

Ending

Well, that's it, I think. Are there any further questions?
Thank you for coming.

Other skills

Interrupting	(Excuse me,) Can I come in here?
Stopping an interruption	If I could just finish this point ...
Adding	Can I add something?
Digressing	Can I digress for just a moment?
Focusing the discussion	I think we need to discuss this more in depth.

Making requests and offers

Formal	I was wondering whether I could leave a little earlier today.
	I would greatly appreciate it if you could let me have your reply by tomorrow.
Neutral (friendly)	Excuse me, could I just ...?
	Could I borrow your pen, please?
	Would you like some coffee, perhaps?
	Excuse me; do you happen to have ...?
	Would you mind passing this on?
	Reply: Of course not , here you are.
Informal	Would it be possible for me to leave one hour earlier? I've got a doctor's appointment at 11.
	Can I get you a coffee?
	Can you shut the door, please?

Culture tips: being polite

Often, “can I / can you” is considered too informal in professional contexts (in German, as for people who are “per du”). To be on the safe side, use the more formal “could I / could you”, and never forget to add “please”! Remember, the bigger the favour you ask, the longer the phrase.

Also, avoid the verb “want” in polite conversations or emails. Better use “would like” or “wish”.

Avoid the old-fashioned “would you be so kind as to...” as it may be understood as sarcasm today.

Tips for taking the minutes (= das Protokoll schreiben)

You should record the following:

- time and location of the meeting
- persons present / excused
- points discussed (not details)
- decisions / agreements / actions
- future meeting(s)

Note:

Your text should be brief, accurate, and clear. The minutes can be written in note or bullet form, but accuracy and clarity are vital in case of future disagreements. Make sure that you get all numbers and figures mentioned right!

Vocabulary for international meetings

abgeschwächt	moderated
abschweifen (vom Thema...)	to digress
Ausweis (Besucher-)	badge
Aufsichtsrat	supervisory board
behandeln (etw...)	to cover sth
eintragen (sich...)	sign in
Empfangssekretär	front desk receptionist
Empfehlung	recommendation
Gremium (beratend)	advisory board
etwas leiten	to head sth

Gastgeber	host
annehmen, vermuten	to assume sth
Gegenstand, Thema	subject/topic/issue (<i>NOT theme!</i>)
kurz und knapp	brief
Sonstiges	AOB (any other business)
Tagesordnung	agenda
Tagesordnungspunkt	item
unterstellt sein (jdm.)	to report to sb
verantwortlich sein gegenüber jdm.	to be accountable to sb
verfügbar, frei	available
vorsichtig	cautious
Vorsitzende / Vorsitzender	chair / chairperson
Vorstand	executive board
Protokoll	minutes (<i>NOT protocol!</i>)
Protokollführer	minute-taker
verteilen / schreiben	to circulate / to take the minutes
Vorschlag	proposal, suggestion
Zentrale	headquarters
zu klärende Fragen	matters arising
zusammenfassen	to summarise
Zusammenfassung	summary

Ein Meeting...		
	absagen	cancel
	abhalten	hold
	beenden	close
	beginnen	kick off
	eröffnen	open
	festlegen	fix
	führen	chair
		...a meeting
	teilnehmen können	make
	teilnehmen an	participate in
	teilnehmen	attend
	verschieben	postpone
	vereinbaren	arrange
	vertagen	adjourn
	vorverlegen	bring forward
	neu vereinbaren	reschedule
	wieder aufnehmen	resume

Personal notes:

Presentations

Introduction

Function	Phrases
Classic introduction	<i>greeting – thanks audience for coming – name (job position) – presentation title/subject – objective – structure – main points – timing – say when you would like questions – link to first section</i>
Greeting	Good morning, everyone. I think we can get started.
Thanking	Thank you all for coming.
Personal details	My name is ... and I'm ... (position).
Subject of talk	The topic of today's presentation is ...
Objective	My main objective is to ...
Structure	I've divided my presentation into x parts.
Main points	First, I'll talk about ... Second, ... and lastly, ...
Timing	The presentation will take around ... minutes.
Questions	If you have any questions, <ul style="list-style-type: none">· please feel free to interrupt me (any time).· I'd prefer to take them at the end.
Handouts	I have some handouts for you at the end.

Culture tip: "first" versus "at first"

When you are using so-called signposting phrases to indicate at which stage exactly you are, don't use "at first" as it means that there will be some sort of change (e.g. "At first they hated each other, but then they became friends.") Instead, you should say, "My first point is ..." or "First, I'm going to talk about..."

Signalling what you are doing

Function	Phrases
Linking to the first section	So, to begin, I'd like to look at ...
Ending a section	OK, that's all I wanted to say about that.
Opening a new section	If there are no questions, I'll move on to ...
Exploring several points	In relation to ... / Regarding ... / With respect to ...
Digressing	If I could just digress for a second, ...
Coming back	OK, let me come back to the main issue.

Conclusion

Function	Phrases
Signalling the end	OK, that brings me to the end of my presentation.
Summarising	Before I finish, I'd like to summarise the key points.
Inviting questions	So, if there are any questions, I'd be very happy to try to answer them.

Questions

Function	Phrases
Being positive	That's a good / interesting / complex / topical question.
Clarifying	Sorry, I'm not sure I understood. You're asking about ...?
Avoiding	I'm not sure, but I could certainly check for you, OK?
Checking	Did I answer your question? What do you think?
Encourage	Are there any more / any final questions?

Ending

Function	Phrases
Final statement	To conclude, I would like to say that ...
Closing	Thank you very much for listening. Thank you.

Tips for presentations

Good Planning – the “3 Ps” are:

People	Who is my audience? Beware of cultural differences!
Place	Check equipment, room size, seating arrangement.
Purpose	Why are you talking? To inform, educate, persuade, motivate, get feedback, ...

Getting started

Organisation	When choosing content, follow a four-step process: <ul style="list-style-type: none">· First, collect ideas.· Next, select the most useful ideas for your objective.· Thirdly, group the points into logical units.· Finally, sequence these units to create a clear thread.
Introduction	Start with something unusual, surprise your audience!

Delivering

Verbal	Clear structure: use (easy) language, Keep It Short & Simple (KISS)! Impact: repeat, contrast, question, and engage
Voice	Record yourself; mind volume (address far wall!), speed and intonation, use pauses for effect (no cow sounds “er” or “uh”!)
Body	Mind cross-cultural factors; be confident and relaxed; move a little, keep eye contact, maximise your body square; use your fingers for counting (back of your hand to audience!), avoid tics!

Note:

Delivering is said to be 7% verbal, 38% voice, and 55% body language.

Finishing well

Summarise at the end! Provide short clear message for the audience to take home.

The most common mistakes

Design of visuals	Delivery
Too much text. Good presentations have little text but pics, charts, maps ...	Reading from visuals, saying exactly the same thing as displayed. Writing long sentences on a flipchart.
Illegible and / or inconsistent text, errors on slides	Talking without looking at the audience, or even presenting your back to them.
Too many "seen before" cartoons	Standing where you block the view.
Unclear or mismatched colours	Moving too quickly from one visual to the next.
Visuals that all look the same	Not knowing how to use the equipment

Notes:

Use just keywords on your notes, no complete sentences, and DIN A6 format or smaller!

Use easy words and grammatical structures you understand yourself!

Make the most of your visuals!

Transport

Types of public transport

die "Öffis"	public (means of) transport
Straßenbahn	tram
U-Bahn	underground
Linienbus	bus
Schnellbahn, Zug	train
"Pendler" (Zug)	stopping train
Pendler (Person)	commuter
in die Arbeit pendeln	to commute to work
Reisebus	coach
Waggon	carriage
Schlafwagen	sleeping car
Speisewagen	dining car
Fahrplan	timetable
ein-(aus)steigen	to get on (off) at ...
umsteigen	to change at (Karlsplatz) to (the U2)
Haltestelle	train/underground station but bus/tram stop
Bahnsteig	platform

Example of "from A to B":

*You can **walk to** Museumsquartier, it's not far. There you **take underground line** U2 to Schottentor and **change to** tram line 43. It's only **two stops from** there.*

Culture tip: driving?

"Drive" means personally controlling a vehicle, so unless you are actually a bus driver, you don't say "I drive with the bus" but "I go by / take the bus"!

Buildings and places

commercial centre	area with many banks and offices
shopping centre / mall	shops indoors or outdoors
(multi-storey / underground) car park	for many cars (<i>Parkhaus / Parkgarage</i>)
high-rise buildings	buildings with many floors
suburbs	outskirts of town

Asking for and giving directions

Asking for directions	Excuse me, how do I get to ...?
	What's the quickest way of getting to ...?
Getting information	Will you be coming by car or by train?
	Which hotel are you staying at?
Giving information	We're not far from ... / We're quite close to ...
	It's about a mile / kilometre / two blocks from ...
	We're opposite / next to / in front of / across the road from / round the corner from the supermarket.
Giving directions	Come off the motorway / highway at Junction / Exit 12.
	It's signposted 'St. Pölten Ost'.
	Follow the signs to ...
	There's a one-way system in the centre of town.
	Take the A22 to 'Stockerau Ost'.
	Go straight on/left/right at the lights/at the roundabout /at the junction of ... and ...
	Go past the supermarket/filling station.
	You'll come to / see ...
	It's the first turning on the right after the bank / pharmacy.
Use landmarks to help	
<i>Landmarks are points of reference and help the other person understand where to find you or your office.</i>	There's a large sign / a crossroads ...
	On your left you'll see an industrial centre / a hospital / the police station.
	Just after the shopping centre / mall.

	Go past the petrol station / the garage.
--	--

Culture tips: the right direction

If you're giving directions over the phone, remember to speak slowly to allow the other person to write things down. Check that the other person has understood.

If you're speaking face-to-face with someone, use your hands to show left, right, or straight on.

Use "please" when you ask someone to give you directions. It's polite and will normally get you what you want!

On the move

Ampel	traffic lights
Fußgänger	pedestrian
Gehsteig	pavement
Kreisverkehr	roundabout
Kreuzung	(a) crossroads / junction
T-Kreuzung	T-junction
Kurve	bend
Lastwagen	lorry (US truck)
pendeln	to commute to work
Radarfalle	speed camera
Radfahrer	cyclist
Randstein	kerb
Stau	traffic jam / congestion
Stoßverkehr	rush hour
Verkehrszeichen	road sign
verstopfte Straßen	congested roads
Zebrastreifen	pedestrian crossing

Sightseeing in Vienna

Names and translations and / or explanations

Schloss Schönbrunn	Schönbrunn Palace (<i>baroque, opulent interior</i>)
Tiergarten Schönbrunn	Schönbrunn Zoo
Prater	<i>public park, traditional amusement park</i>
Riesenrad	Giant Ferris Wheel
Stephansdom	St Stephen's Cathedral
Pummerin	<i>Austria's largest and heaviest church bell</i>
Hofburg	<i>palace, used to be the residence of the emperor and family; today it houses the federal president's office</i>
Spanische Hofreitschule	Spanish Riding School
Wiener Rathaus	Vienna City Hall
1. Bezirk	First District
Staatsoper	State Opera House
Graben, Kärtner Straße	<i>two exclusive shopping streets and pedestrian zones, city centre</i>
Kaiserliche Schatzkammer	Imperial Treasury
Schloss Belvedere	Belvedere Palace, <i>with art collection (Klimt)</i>
MuseumsQuartier	<i>baroque complex housing art museums</i>
Albertina	<i>Habsburg state rooms with art collections</i>
Naturhistorisches Museum	Museum of Natural History
Kunsthistorisches Museum	Museum of the History of Art
Heeresgeschichtliches Museum	Museum of Military History
Technisches Museum	Museum of Technology
Haus des Meeres	Aqua Terra Zoo
Nationalbibliothek	National Library
Musikverein	<i>concert hall; venue of the Vienna Philharmonic's New Year's Concert</i>

Bookings

Starting the conversation

I'd like to book a double room (for two nights from Monday, 2 Aug to ...)
	... book a table (for two at 9 pm tomorrow night)
	... book a flight (from London to Paris on Tuesday, 10 Nov)
	... book seats (tonight for "Phantom of the Opera")
	... reserve a room, a table or seats.

Responding to questions

Question	Response
How many people is the booking for?	It's for two people.
How would you like to pay?	Can I pay by credit card?
Could you spell your surname, please?	Yes, it's M - E - I - E - R.
Can I please have your credit card number and expiry date?	Yes, it's ...

Travel bookings

Question	Response
What time do you wish to arrive (leave, check-out)?	I'd like to arrive in London by 6 pm.
Would you like to take advantage of our special insurance (extra facilities, ...)?	No, thank you.
	Could you give me some extra information?

Asking for more information

Does this price include all taxes? (for hotels and flights)
Is there a booking fee? (for flights, theatre tickets)
Could you confirm my booking?
What time should I arrive? (for theatres, restaurants)
What time do I have to check in (out)? (for flights, hotels)
Is there an ensuite bathroom? (for hotels)

Tips for bookings

Remember the essential information

How many nights (at a hotel)?
How many people (at a restaurant or the theatre)?
What time (for a flight or at a restaurant)?
How much does it cost (for a flight, theatre tickets or a hotel room)?

Research the vocabulary you need before you make a call

What type of theatre seat you need?
What type of hotel room you want?
Where you want to sit on the plane?

Culture tip: booking

Remember to pronounce numbers and letters clearly.

When you spell something or give a number, speak slowly and emphasise the important information.

Banking

Vocabulary for banking

ein Bankkonto eröffnen	to open a bank account
Bankomatkarte	bank card
Bargeld abheben	to withdraw cash
bar zahlen	to pay cash
Bankomat	cash machine (ATM)
Bankomatcode	pin number (personal identification number)
Darlehen	personal loan
Dauerauftrag	standing order
Direktüberweisung	direct bank transfer
einzahlen	to pay it in / to deposit
Filiale	local branch (office) of the bank
Geld wechseln	to change money
Geld überweisen	to transfer money
Hypothek	mortgage
Kontoauszug	bank statement
mit Kreditkarte zahlen	to pay by credit card
sich etwas leisten können	to be able to afford sth
Überziehungsmöglichkeit	overdraft facility
Versicherung	insurance
Wert / wert sein	value / to be worth €€€
Zinsen zahlen	to pay interest
Zinssatz	interest rate
Zahlung tätigen	to make payments

Notes and coins

<i>banknotes</i>	<i>coins</i>
ten euros	fifty cents
a twenty-euro note	a 50-cent coin, a one-euro coin

Common verbs

to spend €€€(on sth) to pay €€€(for sth) to cost to charge to lend (<i>herborgen</i>) to borrow (<i>ausborgen</i>) to waste €€€(on sth) to save (up) (for sth)	I spent €150 on shoes yesterday. I paid €150 for these shoes. They cost (me) a fortune. The plumber charged me €150. Could you lend me €10, please? Could I borrow €10, please? He wasted €550 on some gadget. I'm saving (up) for my holiday.
---	---

Graded adjectives

<i>free</i>	<i>cheap</i>	<i>reasonable</i>	<i>quite expensive</i>	<i>very expensive</i>	<i>incredibly expensive</i>
-	€	€€	€€€	€€€€	€€€€€€

Employment

Belegschaft	In Austria, there are two basic types of personnel :
Angestellte	employees and
Arbeiter, Arbeiterinnen	workers .
Gehalt	Employees receive a salary , while
Lohn	workers get wages .
Lohnsteuer	Both pay payroll tax and
Sozialversicherungsbeiträge	social security contributions .
Öffentlicher Dienst	In public (or civil) service , we have
Beamte	civil servants and
Vertragsbedienstete	civil service employees .
Arbeitsverhältnis / Arbeitsverträge	Many people don't have regular employment (contracts).
Saisonarbeit	Some do temporary work or have
Freier DV	a freelance contract or
Werkvertrag	a work service contracts ,
befristeter Vertrag	a fixed-term contract or
unbefristeter Vertrag	a permanent contract .
sich freinehmen	People take time off work .
sich einen Tag freinehmen	They take a day off or
auf Urlaub gehen	go on holiday . This is called
Erholungsurlaub	annual leave . Expectant mothers can also go on
Mutterschaftskarenz	maternity leave , or parents on
Elternkarenz	parental leave .
sich krankmelden	Sometimes people call in sick .
Krankenstand	They have to go on sick leave
Arbeitsunfähigkeitsmeldung	and bring a doctor's note .
in Pension gehen	Finally they retire so they are
Pension (<i>Zustand</i>)	in retirement and get a
Pension (<i>Geld</i>)	pension / retirement benefits .

Austrian administration

General information

Bund	The federal state has certain tasks, such as:
Bundesgesetzgebung	federal legislation,
bestimmte Politiken (z.B. Verteidigungspolitik)	state policies (e.g. defence policy), and
allgemeine Rechtsprechung	ordinary jurisdiction.
	The State is subdivided into
Bundesländer	federal provinces with certain legislative and executive powers, headed by a
Landeshauptmann, -frau	provincial governor, and then into
Verwaltungsbezirke	administrative districts and
Gemeinden	municipalities, which are independent administrative bodies and can issue
Verordnungen Verfassung	regulations within their scope of statutory power (protected by the constitution).
Kommunalbehörden	Provinces and municipalities are local or regional authorities represented by
Allgemeine Vertretungskörper	general representation bodies, such as the
Nationalrat	National Assembly, the
Landtag	provincial parliament, the
Gemeinde(rat)	municipal council, and the
Bezirksvertretung	district council (Vienna only).

Federal provinces

Wien	Vienna
Burgenland	Burgenland
Niederösterreich	Lower Austria
Oberösterreich	Upper Austria
Salzburg	Salzburg
Tirol	Tyrol
Steiermark	Styria
Kärnten	Carinthia
Vorarlberg	Vorarlberg

Federal ministries (official names)

Bundeskanzleramt	Federal Chancellery
BM für Arbeit, Soziales, Gesundheit und Konsumentenschutz	Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
BM für Bildung, Wissenschaft und Forschung	Federal Ministry of Education, Science and Research
BM für Digitalisierung und Wirtschaftsstandort	Federal Ministry for Digital and Economic Affairs
BM für Europa, Integration und Äußeres	Federal Ministry for Europe, Integration and Foreign Affairs
BM für Finanzen	Federal Ministry of Finance
BM für Inneres	Federal Ministry of the Interior
BM für Landesverteidigung	Federal Ministry of Defence
BM für Nachhaltigkeit und Tourismus	Federal Ministry of Sustainability and Tourism
BM für öffentlichen Dienst und Sport	Federal Ministry for the Civil Service and Sports
BM für Verfassung, Reformen, Deregulierung und Justiz	Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice
BM für Verkehr, Innovation und Technologie	Federal Ministry for Transport, Innovation and Technology

The EU Presidency

EU-Ratspräsidentschaft	Presidency of the Council of the European Union
Europäischer Rat (Staats- und Regierungschefs)	European Council (Heads of State and Government)
Rat der Europäischen Union (Ministerrat)	Council of the European Union (Council of Ministers)
Europa-Abgeordneter	Member of European Parliament
Ausschuss der Regionen	Committee of Regions
Europäischer Wirtschafts- und Sozialausschuss	European Social and Economic Committee
Europäischer Investitionsfonds	European Investment Fund
Europäische Investitionsbank	European Investment Bank
Europarat	Council of Europe
Europäische Bank für Wiederaufbau und Entwicklung	European Bank for Reconstruction and Development
Internationaler Währungsfonds (IWF)	International Monetary Fund (IMF)
Europäische Zentralbank	European Central Bank
Außen- und Sicherheitspolitik	Foreign & Security Policy
Gemeinsame Sicherheits- und Verteidigungspolitik (GSVP)	common security and defence policy (CSDP)
Europäischer Sozialfonds (ESF)	European Social Fund (ESF)
Europäischer Fonds für die Anpassung an die Globalisierung (EGF)	European Globalisation Adjustment Fund (EGF)
Europäischer Hilfsfonds für die Schwächsten (FEAD)	Fund for European Aid to the most Deprived (FEAD)
EU-Programm für Beschäftigung und soziale Innovation (EaSI),	EU Programme for Employment & Social Innovation (EaSI)
Charta der Grundrechte der Europäischen Union	EU Charter of Fundamental Rights

Migration

abschieben	to deport
Abschiebung	removal, deportation
Abschiebehaft	pre-removal detention
Assistenzeinsatz	assistance operation (military aid to civil powers)
Asyl und Einwanderung	Asylum and immigration
Asylantrag	asylum application, application for asylum
einen Asylantrag stellen	to apply for asylum
einen Asylantrag ablehnen	to reject an application for asylum
Asylrecht	right of asylum
Asylverfahren	asylum procedure
Asylwerber, Asylwerberin	asylum seeker
Aufenthaltstitel	residence permit
Aufnahmestelle	reception centre (asylum)
Aufnahmeland	host country (migration)
Auslieferung	extradition
Ausweichroute	alternate route
Beschäftigungsbewilligung	employment licence
Bundesamt für Fremdenwesen und Asyl	Federal Office for Immigration and Asylum
Drittstaatsangehöriger	third-country national (TCN)
Dublin-Überstellung	Dublin transfer
Dublin-Verordnung	Dublin Regulation
Einreiseverbot	residence ban
Einwanderungsbehörde	immigration authority
Erstantrag	first-time application
EU-Außengrenze	external EU border
Fremdenpolizei	aliens police
Familienzusammenführung	family reunification
Flüchtling	refugee
Fremdenrecht	aliens law

gesamtstaatliche Lösung	whole-of-nation approach
Grenzmanagement	border control management
Grenzschutz	border protection
grenzüberschreitende Kooperation	cross-border cooperation
Grenzüberwachung	border control
Grundversorgungsvereinbarung	Basic Provision Agreement
Herkunftsstaat	country of origin
illegale Einwanderung	illegal immigration
Konventionsflüchtling	convention refugee
Lebensunterhaltsmittel	means of subsistence
legale Einreise	lawful entry
Migrationsfluss	migration flow
Migrationskrise	migration crisis
Nicht-Zurückweisung	non-refoulement
Rückstellung	transfer
Rückführung	return
Rückführungsabkommen	return agreement
Schengengebiet	Schengen territory
Schlepper	human smuggler, human trafficker
Schubhaft	detention pending deportation
subsidiärer Schutz	subsidiary protection
subsidiär Schutzberechtigter	beneficiary of subsidiary protection
Umverteilung & Neuansiedlung	relocation and resettlement
Verfahrenszentren	procedure centres
vertreiben, Vertriebener	to displace, displaced person
Völkerrecht	public international law
Vorabprüfung	pre-screening
Wirtschaftsflüchtling	economic migrant
Zurückweisung	refusal of entry, refoulement
zuzugsberechtigter Familienangehöriger	dependant
Zwangsheirat	forced marriage

Make, do, and take

to make	a mistake (= an error) a meal (= prepare) an appointment (= arrange) money (= get rich) friends (= meet new people) a decision (= decide) a noise progress/headway (= get better) a difference (= have an effect)
to do	homework (for an English lesson) the housework (= cleaning) a subject (= study a subject) a course (= attend) the shopping (= buy food) research (in a science) sb a favour (= help sb) well (= succeed; <i>opp.</i> badly) something / nothing / anything
to take	an exam (= sit an exam) a picture (= photo) a break (= a rest) a decision (also “make”) a shower (also “have”) a bus / train / taxi (also “get”) time (to do sth) a seat (= sit down) time off (= time away from work)

Culture tip: “make” versus “do”

In many cases where in German we would use the verb “machen”, in English we’d use “do” (e.g. to do some work, to do sports). “Make” basically has some kind of result; e.g. if you make a cake, you have a visible result, or if you make an appointment, you’ve got one then.

False Friends

False friends are words that look very similar in two languages (often they have the same origin) but that have different meanings. Here are some shared by German and English.

False Friend(s) German	English	False Friend(s) English	German
adäquat	appropriate	adequate	Ausreichend
AkademikerIn	university graduate	academic	WissenschaftlerIn, UniversitätslehrerIn
aktuell	topical, current, up-to-date	actual	tatsächlich, eigentlich, wirklich
Ambulanz	outpatient clinic	ambulance	Rettung, Krankenwagen
Annonce	advertisement	announcement	Ansage, Durchsage
bekommen	get, receive	become	werden
Billion	trillion	billion	Milliarde
(sich) blamieren	to make a fool of oneself	to blame sb (for sth)	jemandem die Schuld geben (für etwas)
Bodybag	mono-strap backpack	bodybag	Leichensack
brav	good, well-behaved	brave	mutig
Büro	office	bureau	desk; department
Chef	boss, superior	chef/chief	Koch/Häuptling
dezent	discreet, modest	decent	anständig
defekt	defective	defect (v)	überlaufen
delikat	delicious; sensitive	delicate	empfindlich

False Friend(s) German	English	False Friend(s) English	German
dementiert	denied, refuted	demented	dement, wahnsinnig
Dessert	dessert	desert	Wüste
Direktion	directorate	direction	Richtung
Dom	cathedral	dome	Kuppel
einladen (Restaurant)	treat sb to sth	invite	einladen (Feier etc.)
engagiert	committed, dedicated	engaged	verlobt; besetzt (Tel.),...
Etikett	label, price tag	etiquette	gutes Benehmen
eventuell	possible, potential	eventual	irgendwann; schließlich
Fabrik	factory, works	fabric	Stoff (Textil)
Fehler	mistake, error	failure	Misserfolg, Versagen
familiär	family (adj)	familiar	bekannt, vertraut
Fantasie (Kreativität)	imagination	fantasy	Vorstellung, Einbildung
Fleisch (zum Essen)	meat	flesh	Fleisch (Teil des Körpers)
Formular	form	formula	Formel
genial	brilliant	genial	angenehm; umgänglich
Gürtel	belt	girdle	Hüfhalter; Korsett
Gasthaus	restaurant, pub	guesthouse	Pension
gültig	valid, enforceable	guilty	schuldig
Gymnasium	grammar school	gymnasium	Turnsaal
Handy	mobile (phone)	handy	praktisch, nützlich

False Friend(s) German	English	False Friend(s) English	German
Hochschule	university	high school	Sekundarschule
human	humane	human	menschlich
Karte (Landkarte)	map	card	(Visiten)Karte
Kauton	deposit; bail (criminal)	caution	Vorsicht
kompetent	proficient, capable	competent	passabel; zuständig
Konkurrenz	competition	concurrency	Einverständnis
kontrollieren (überprüfen)	check	control	steuern, beherrschen
konsequent	consistent	consequent	daraus folgend
Konzern	corporate group	concern	Anliegen, Belang, Sorge
Kredit	loan	credit	Guthaben, Gutschrift
Kritik	criticism; review (book)	critic	KritikerIn
Lokal	pub, bar, restaurant	local (noun)	Einheimische(r)
Manager	chief executive officer (CEO)	manager	Filialleiter, Verwalter
Mappe (Hefter)	folder	map	Landkarte
Marmelade	jam	marmalade	Marmelade aus Zitrusfrüchten
massiv	solid	massive	riesig
Menü	set meal	menu	Speisekarte
Messe	(trade) fair; mass (church)	mess	Unordnung, Chaos
Mist	manure (Stall); rubbish	mist	leichter Nebel

False Friend(s) German	English	False Friend(s) English	German
mobben	to bullying/ harass sb	to mob	umlagern, lynchen
nicht müssen	not to have/need to	must not	etwas nicht dürfen
Note (Zeugnis)	mark, grade	note	Notiz
Notiz	note	notice	Schild; Nachricht
Objektiv	lens (camera)	objective	Ziel
Oldtimer	classic/vintage car	old-timer	Veteran, "altes Eisen"
ordinär	vulgar	ordinary	gewöhnlich
Paket	parcel	packet	Packung, Schachtel
Personal	personnel, staff	personal	persönlich
PhysikerIn	physicist	physician	Arzt
Pickel	spot, pimple	pickle	Essiggurkerl
Platte	slab; platter; record	plate	Teller
prägnant	concise	pregnant	schwanger
prinzipiell	fundamental, basic	principal	hauptsächlich
Probe	sample; rehearsal (theatre)	probe	untersuchen, erforschen; Sonde (Medizin)
Prozess (Gericht)	trial, legal proceedings	process	Verfahren, Methode
Prokurist	(power of) attorney	procurer	Zuhälter
Programm (TV)	channel	programme	Sendung

False Friend(s) German	English	False Friend(s) English	German
Promotion (akad.)	ceremony for awarding a doctoral degree	promotion	Werbung; Beförderung
Prospekt	brochure, leaflet	prospect	Aussicht (auf Erfolg...)
Protokoll (Meeting)	minutes	protocol	Protokoll bei Hofe; IT
Provision	commission	provision	Vorkehrung; Klausel
psychisch	mental	psychic	übernatürlich
Rate	instalment	rate	Maß; Geschwindigkeit
Rezept	recipe (cook); prescription (doctor)	receipt	Quittung
Reklamation	complaint	reclamation	Rückforderung
Rente	pension, retirement benefits	rent	Miete
rentabel	profitable	rentable	zu mieten, mietbar
Roman	novel	roman	Römisch
Rückseite	back, rear	backside	Hintern (!)
Sekt	sparkling wine, champagne	sect	Sekte
selbstbewusst	self-confident	self-conscious	verlegen, linkisch
sensibel	sensitive	sensible	vernünftig
seriös	respectable	serious	ernst, ernsthaft
Smoking	dinner jacket, tuxedo	smoking	das Rauchen
Stadium	stage	stadium	Stadium

False Friend(s) German	English	False Friend(s) English	German
Stapel	stack, pile	staple	Heftklammer
Stock	floor (Etage), stick (Holz)	stock	Vorrat, Bestand
Stuhl	chair	stool	Hocker
Strom (Energie)	electricity	stream	Bach, kleiner Fluss
Strom (Fluss)	river		
Studium	(course of) studies	study	Arbeitszimmer; Studie
Suite	suite	suit	Anzug
sympathisch	nice, pleasant, likeable	sympathetic	mitfühlend
Tablett	tray	tablet	Tablette; PC
Thema	subject, topic	theme	Motto, Hauptmotiv
überhören	to miss / not hear sth	to overhear	zufällig mitbekommen
übersehen	to overlook	to oversee	beaufsichtigen
übernehmen	to take over	to overtake	überholen
prüfen	to check; examine/test	to prove	beweisen
realisieren	to implement; liquidate	to realise	einsehen, begreifen
sparen	to save, economise	to spare	jd verschonen, übrig haben
spenden	to donate	to spend	Geld ausgeben, Zeit verbringen
winken	to wave	to wink	zwinkern
vital	full of life	vital	zwingend notwendig
Wellnesshotel	spa	wellness	Wohlbefinden
weit (entfernt)	far (away)	wide	breit

References:

Business Spotlight (various issues)

Fachglossar Österreichische Verwaltung, 3. Auflage
(Sonderpublikation der LVAK)

Polizeiglossar 3.0, 4. Auflage (BMI, Bundeskriminalamt)

Redman, Stuart, "English Vocabulary in Use". CUP, 2003.

www.english-at-home.com

www.help.gv.at

Wikipedia

Abbreviations used:

UK ... British English

US ... American English

i.e. ... that is (*id est*, German d.h.)

e.g. ... for example (*exempli gratia*, German z.B.)

sb ... somebody (German *jd.*, *jdn.*, *jdm.*)

sth ... something (German *etwas*, *eine Sache*)

BM...*Bundesministerium* (Federal Ministry)