Your English Toolbox

VOCABULARY · EPISODE 226

Will AI Take Your Job or Change It?

English learning resource · EN

Key words & expressions · English

9 learning entries

Study task: Listen again and notice the expressions you studied.

1

customer enquiry

DEF

A question or request for information from a customer.

Enquiry is common British spelling; inquiry is also used, especially in American English.

Billie answers some customer enquiries.

The shop received an enquiry about delivery.

2

resolve a question

DEF

To deal with a question or problem so that the matter is settled.

Resolve suggests an outcome, not just replying; a reply may leave the issue unresolved.

The chatbot resolved some questions it received.

The team resolved the customer's complaint.

3

handle a complex question

DEF

To deal with a question that has several difficult or unusual parts.

Handle is a common verb for dealing with a task, customer or situation.

A colleague handles the more complex questions.

Can you handle this unusual request?

4

prototype

DEF

An early version of a product made to test an idea.

A prototype is not necessarily complete, reliable or ready for customers.

The team built a prototype for a chess app.

We showed the prototype to a small group.

5

get stuck

DEF

To be unable to continue because you do not know what to do next.

Use get stuck on or with a task; it can describe a temporary difficulty.

Who can help if I get stuck?

I got stuck on the last question.

6

confidential information

DEF

Private information that must be protected and shared only with permission.

Check workplace rules before entering confidential information into a tool.

Use an example without confidential information.

The contract contains confidential information.

7

professional judgement

DEF

A decision based on a person's training, experience and assessment.

Judgement is British spelling; judgment is common in American English.

The technician uses professional judgement.

Her professional judgement helped the team choose a safer solution.

8

trust something blindly

DEF

To believe or rely on something without checking or questioning it.

Blindly describes a lack of critical examination, not a visual disability in this expression.

Trying a tool is different from trusting it blindly.

Do not trust a suggestion blindly; check the details.

9

make space for learning

DEF

To allow time or opportunity for people to learn.

Make space is often figurative and can refer to time, attention or opportunity.

A team can make space for beginners to learn.

The manager made space for questions during training.