

## talk shop

The idiom “talk shop” means to have a conversation with somebody about work in a social situation, usually an area of work that you are both involved in. For example, if you’re at a party with colleagues but you’re discussing a work project, then you’re talking shop.

Give me an example of the idiom “talk shop”, please.

Jack, can you and Claire stop talking shop for a bit? We’re at a party!

## brand loyalty

## after-sales service

Would you say brand loyalty among consumers was commonly influenced by the quality of a company’s after-sales service?

Yes, I’d say ... ~ No, I wouldn’t say ...

## industrial relations

## dispute

## go-slow\*

## cooperate (co-operate)

## industrial action

## put pressure on

Do industrial relations in a country tend to get worse during a recession?

Yes, industrial relations ...

Why do you think this is?

I think this is because ...

When workers are in a dispute with their employer, what kind of industrial action do they often take?

When workers ..., they often take industrial action such as refusing to work overtime, organizing a go-slow, or even going on strike