Creating glossaries







A glossary is a **list of commonly used in-house, technical or industry-specific phrases or terms,** with a short explanation alongside. A multilingual glossary also has translations of the phrases or terms in foreign languages.

Use of glossaries

Glossaries should be made available (in print and/or on your website) to:

- **new employees**, to help them understand your products/services,
- staff such as sales or customer service personnel who communicate with potential or existing customers, eg taking messages about a technical problem or explaining the features and benefits of a product,
- potential customers (via your website or at an exhibition), to help them find out about your products and/or to formulate questions,
- distributors and agents, to help them fully understand your company, and
- translators and interpreters who work for your company.

Business benefits

A glossary:

- explains the meaning of in-house/industry terms, abbreviations, acronyms, etc.,
- helps non-native English speakers to understand a company's website/literature/products and to communicate with the company,
- can help promote a website (if it includes keywords and is added to the website), and
- can help when organising an international advertising campaign (eg pay-per-click).