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ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК (АНГЛИЙСКИЙ)

Учебное пособие по развитию навыков устной речи для
магистрантов направлений подготовки ФГБОУ ВО
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Учебное пособие «Деловой иностранный язык (английский)» представляет собой комплексный курс английского языка, направленный на развитие навыков устной и письменной речи. Основной целью учебного пособия является освоение магистрантами коммуникативной компетенции, необходимой для квалифицированной информационной и творческой деятельности в различных сферах и ситуациях делового партнерства, формирование навыков аннотирования и реферирования специальной литературы, развитие навыков и умений диалогической и монологической речи.

Учебное пособие состоит из текстов, сопутствующих им упражнений, а также заданий по развитию навыков устной речи (монологической, диалогической) и письменной речи (умение писать резюме, тезисы, рефераты).

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UNIT 1 - SMALLTALK

1. Read and translate the information bellow:

The aim of small talk is to get to know someone. It does not have any special meaning.

We can ask about:

- weather,
- sport,
- work,
- where are you from?
- May I ask where you are from?
- about nationality,
- language learning,
- How may I call you?
- What brings you here?
- May I ask what kind of work you do?

We cannot ask about:

- money,
- prices,
- age of a person,
- health,
- bad news,
- religion
- politics,
- details about family.

According to the answers we can see a level of friendliness.

- How are you?
- O.K. (bad)
- How are you?

-Fine. (friendly)

Small talk is used when you meet and greet somebody at business lunch, at workplace, business parties.

Jokes! Do not use them! Do not use negative information.

2.Say how to introduce oneself; to introduce one person to another; to ask for service; to address a person.

Greetings

A list of useful expressions.

I. Greetings. (Приветствия)

1. How do you do? - Здравствуйте.
2. Hello, how are you? – Здравствуйте.
Как поживаете?

Replies. (ответные реплики)

- How do you do.
Quite well – довольно хорошо.
Fine - прекрасно.

Not too bad - неплохо.
A bit tired, otherwise all right -
немного устал, а так все в порядке.

To start a conversation you may ask a question:

Is this your first visit to ... ? Have you been here before? Have you visited (seen) ... ? How do you like ... ? Are you enjoying ... ? Are you finding interesting ...? What do you think of ... ? Where are you from? How long are you going to stay in...?

I believe (hear) ... – Я полагаю (слышал) ...

I've been told ... – Мне говорили ...

I expect (suppose, imagine) – Я полагаю (считаю)

II. Apologies and Excuses. (Извинения) **Replies.**(Ответные реплики)

1. Excuse me for being late. – Извините мое опоздание.
That's all right. – Все хорошо.
(Ничего).

Never mind. - Не беспокойтесь.

- | | |
|--|---|
| <p>2. I'm very sorry I'm late. – Прошу извинить
меня за опоздание.</p> | <p>Not a very good excuse. You
must be on time. – Это не
оправдание. Вы обязаны быть
вовремя.</p> |
| <p>3. I'm sorry</p> | <p>That's OK. - Все в порядке.</p> |
| <p>4. Sorry to trouble you. - Извините, что
беспокою Вас.</p> | <p>That's all right. – Ничего.</p> |

III. Gratitude. (Благодарность)

Replies. (Ответные реплики)

- | | |
|--|---------------------------------------|
| <p>Thank you very much. – Большое спасибо.</p> | <p>You are welcome. - Пожалуйста.</p> |
| | <p>It was nothing. – Не стоит.</p> |

IV. Saying Good-bye.

- Bye - пока, до свидания.
- Have a good day - Приятно провести день.
- Take care - пока, береги себя.
- Call me. - Звони.
- So long - пока
- Give my love to ... – Передай привет ...
- See you – до встречи, пока

3. Say it in Russian:

How are you? Quite well. A bit tired, otherwise all right. Not too bad. Not too well, I believe, I've been told, I expect, I suppose. Have you been here before? How are you enjoying? Where are you from? How long are you going to stay here? What do you think of the town? How do you like it? Have you seen it? Excuse me for being late. Never mind. It was nothing. Have a good day. Take care. Call me.

4. Say it in English:

Как поживаете? Немного устал, а так все в порядке. Боюсь, не очень хорошо. Все в порядке, довольно хорошо. Вы впервые посещаете...? Что вы думаете о ...? Вам нравится, Откуда вы? Как вам нравится ... ? Вы здесь бывали раньше? Как долго вы собираетесь пробыть? Я слышал, я полагаю; мне говорили; я считаю; извинения, оправдание. Все хорошо. Извините мое опоздание. Прошу извинить меня за опоздание. Не беспокойтесь, все в порядке. Звони. Пожалуйста. Не стоит. Передавай привет. Приятно провести день. Пока.

5. Words to be remembered:

1. To relax -расслаблять(ся), делать менее церемонным
2. It's nice to meet you. - Рад с вами познакомиться.
3. to introduce - представлять, знакомить
4. to offer - предлагать
5. both ... and - и ... и ..., как ... так и ...
6. shake hands - пожать руку
7. except - кроме
8. business occasions – деловые встречи
9. to pass - проходить мимо
10. touch [tʌtʃ] - дотрагиваться
11. polite – вежливый
12. It is nice meeting you
- It is a pleasure to meet you
13. to try - пытаться, стараться
14. useful – полезный
15. to present - представлять
16. service – услуга
17. waiter – официант
18. porter – носильщик

Приятно с вами познакомиться

20. officer – полицейский

21. I beg your pardon. - Извините.

6. Read and translate the text.

Try to Be Polite

When Americans and Englishmen meet people they usually try to make others feel comfortable and relaxed. They always look people in the eye and smile.

They say: «Hello, my name is ... », or «I am It's nice to meet you. Men do not offer their hand to shake unless the girl or lady offers theirs. Men shake hands, but usually when they are introduced. Women never shake hands when they are introduced to each other. Both Englishmen and Americans seldom shake hands to say «good-bye», except on business occasions.

When an Englishman passes a friend in the street he only touches his hat, but he lifts his hat only to women. He doesn't shake hands when he stops to talk.

Here are a few rules of introduction which are useful to remember:

- | | |
|---------------------------------|--|
| 1. men are introduced to women; | 4. a young girl to a woman; |
| 2. young people to older ones; | 5. women are never presented to a man. |
| 3. old friends to newcomers; | |

When an Englishman wants to address a stranger, he usually says: «Excuse me, Madam, or excuse me, Sir». If people want a service they call «Waiter!», «Waitress!», or «Porter!», «Officer!». Schoolchildren call their teacher «Sir», if it is a man. And if the teacher is a woman, they say «miss».

If people don't understand something they say: «Sorry» or «Excuse me», or «I beg your pardon».

When Englishmen leave after being introduced to a person¹ for the first time, it is polite to say, «It was nice meeting you» or «It was a pleasure to meet you».

Notes:

After being introduced to a person - после того, как они представлены человеку

7. Retell the text using the following expressions:

If I am not mistaken – Если я не ошибаюсь **As it is said in the text** - Как

говорится в тексте

As I have learnt - Как я узнал

I should say - Я бы сказал

It seems to me – Мне кажется **I think** – Я думаю

I should say – я бы сказал;

as far as I know – на сколько я знаю;

if I am not mistaken - если я не ошибаюсь.

8. Agree or disagree with the expressions using the following phrases:

You are right. – Вы правы.

You are not quite right. It's better ... - Вы не совсем правы, лучше ...

I don't think so. - Я так не думаю.

I am with you. – Я согласен.

1. When I see a person for the first time I say: Hi!

2. I must offer my hand to a man when we are introduced.

3. A man must touch his hat when he greets a woman.

4. Men must shake hands when they stop to talk.

5. Men must be introduced to women.

6. Newcomers are introduced to old friends.

7. Young people are usually introduced to a man.

8. If an Englishman wants to address a stranger, he usually says: "I beg your pardon".

9. If people want a service they call “Waiter!”, “Doctor!”
10. If people don’t understand something they say: “I can’t understand you”.

UNIT 2 - TELEPHONE ETIQUETTE

The telephone is one of the tools used in our daily business activities. The telephone is our link to the outside world. That is why it is critical for our students to understand how much professionalism matters on the phone. That is why it is so important to train ourselves on the proper use of this important tool.

1. Read and translate the following texts:

RULES OF ETIQUETTE

Speak directly into the mouthpiece. If this is a problem because you use other equipment while on the telephone (i.e. computer), consider purchasing a headset, which will free your hands.

Do not eat or chew gum while talking on the telephone (your caller may ask what you’re having for lunch!!).

If someone walks into your office while you’re talking on the telephone, ask the caller if you may put him/her on hold briefly). Depress the HOLD button.

Don't place the handset in the cradle until you’ve depressed the HOLD button.

Don’t lay the receiver on the desk, without placing the caller on hold (the caller will hear everything being discussed in your office).

Return to caller and complete the call as soon as possible.

ANSWERING THE TELEPHONE/GREETING

Answer your own telephone whenever possible and answer within 2-3 rings. Identify yourself and your organization:

"Telecommunications, Mary Smith," OR "Mary Smith, may I help you?"

Use a greeting that is going to give the caller the impression that you are professional and pleasant.

There has been a lot of discussion of using “good morning” or “good afternoon.” This is unnecessary if you use the right tone. Also, people tend to make mistakes when using these phrases (i.e., saying “good morning” when it’s really afternoon and vice versa).

PLACING CALLERS ON HOLD

Remember to ask your caller “Do you mind holding?” or “May I put you on hold?” before doing so.

If you take the time to ask your caller to hold, be sure to listen to the response.

After placing your caller on hold, check back periodically (between 30-45 seconds). Give them the option to continue to hold if it will take longer to find information OR offer to call them back.

When returning to your caller, remember to thank them for waiting.

If your caller cannot hold, offer to take a message; transfer to another party; or arrange for them to return the call at a specific time.

If you are not in a position to ask your caller to hold, tell the caller, “Please Hold” before depressing the hold button. NOTE: When placing multiple calls on hold, remember to return to the first caller you placed on hold first!

TRANSFERRING CALLS

Tell the caller the REASON you are transferring the call before you do so. Then ASK if it is all right to transfer their call.

Call the department or person where you are transferring a call and make sure that they can take the call. If they are able to take the call, give them the person’s name, their request, and any other relevant information.

Then, return to your caller and give them the name of the person they are being transferred to, the department and the telephone number (if possible).

When you're not sure to whom a call should be transferred, take their name and number and find out where the call needs to be directed. Also give them your name and number as a reference in case the appropriate party does not contact them.

SCREENING CALLS

There is a lot of controversy over whether or not telephone calls should be screened. It is not recommended to screen calls for good public relations!! If you must announce calls, “Yes he’s in. May I tell him who’s calling, please?” is an appropriate response.

When it’s necessary to screen calls (i.e., if someone is available ONLY to certain individuals), “She’s away from her office; may I take your name and number?” OR “May I say who’s calling? Thank you. Let me check and see if he’s in.” are suggested responses. If you are required to ask who is calling or what the nature of the call is, be aware of your tone of voice. Screening calls is always a delicate situation, so it is critical not to offend or put your caller on the defensive with your voice tone.

TAKING PHONE MESSAGES

Whenever possible, use telephone message forms to record accurate and complete information. A good phone message includes:

- Name of person for whom the message was left.
- Caller’s name (get the correct spelling), company or department.
- Date and time
- Message
- Action to be taken (i.e., “Please Call,” “Will call back,” or “URGENT”)

It is important to deliver the message as soon as possible and maintain confidentiality with all messages. Either turn the message over or fold them in half, so there is no danger that they can be read by other staff or visitors.

RETURNING PHONE CALLS

Most people find it frustrating when they return phone calls only to learn the other person isn’t in. To avoid playing telephone tag, try the following:

- When calling someone, establish specific call-back times. Ask, “When is the best time for me to call again?” or “When is the best time for them to call me back?”

- When taking calls for another individual, schedule return calls during specific blocks of time (i.e., “I expect him to return by 2:00 p.m. You can reach him between 2 and 5”).

PLACING OUTBOUND CALLS

Whenever you make a telephone call for yourself or your boss, be sure you have the right number before you place the call. Keep a “frequently called numbers” list within your reach and follow these suggestions:

- Get ready. Visualize your caller as a friendly, positive person.
- Plan ahead of time the objectives you want to accomplish by jotting them down.
- Make sure you identify yourself when you initially make contact. It is very awkward if the person on the other line does not know who you are or what you are about. If you do not identify yourself most will come to the conclusion that you are not a person they want to talk to.
- Identify the information you need to obtain from the conversation by stating your concerns up front
- Anticipate questions or objections you may encounter to avoid making additional calls.
- Take notes during the call
- Spell out any follow-up action to the caller (such as when you plan to get back to him).

ANSWERING DEVICES

If you reach an answering device (i.e., answering machine or voice mail), leave the following information:

- Your name, including the correct spelling, if necessary.
- Your department and telephone number.
- Date and time.
- Message, including a good time to reach you.

CLOSING THE CONVERSATION

Many times people find it difficult to end a telephone conversation. There are some specific things that you can say to close your conversation professionally:

- Talk in the past tense and use “closing” phrases (i.e., “I’m really glad you called” or “I’m glad we resolved this concern”).
- State the action you will take.
- Spell out follow-up action, including time frames/deadlines.
- Thank them for calling and say “Good-bye” not “bye-bye,” “Okie-dokie,” “Al righty,” or any other slang phrase.

PROPER TELEPHONE LANGUAGE

Although we tell our callers a lot through our voice tone, the words and phrases we use convey a message. Unfortunately, sometimes we send a negative message to our caller. Be aware of the language you are using.

- Instead of saying “You have to...You need to...Why didn’t you?” try “Will you please...Would you please?”
- “Your problem” or “Your complaint,” would sound better phrased as “Your question,” “Your concern,” or “this situation.”
- Many people use phrases like “I can’t do that” or “it’s not my job.” Instead, tell the caller what you can do (i.e., “While I’m not able to establish policy on this matter, I will speak to my manager about your concern.”)
- At all costs, avoid sounding abrupt. The following are examples:
- The following would be more appropriate:
 - *“Hang on.”
 - *“Hold on.”
 - *“Who’s calling?”
 - *“I can’t hear you, speak up!”
 - *“I can’t help you. You’ll have to speak to someone else.”
 - *“May I put you on hold?”
 - *“May I say who is calling please?”

*“I am having a little difficulty hearing you. Can you please speak up?”

*"I need to transfer your call to (dept.) so that they can answer your question. May I do so?"

CLOSING

Telephone techniques are built from a few basic rules and principles. In fact, telephone etiquette can be summarized in one word: COURTESY. Unfortunately, courtesy is not something people are used to being shown routinely in the business world. If the caller is a potential customer and you are courteous to him, you have an excellent chance of gaining a new customer. If he is an existing customer, you'll keep him for life!

1. Make a list of phrases concerning telephone talk.

2. Answer the following questions:

1. How does one put a telephone call through?
2. What are the main rules of talking by telephone?
3. What should you do when calling up friends or when calling on business?
4. When a wrong-number call comes through what should you say?
5. How should you yours when making a call?
6. What does the switchboard operator say when she gets your call? What answer does she expect?
7. How should you give her your number?

3. Make a telephone conversation of your own.

4. Questions for discussion:

1. What do personal skills of telephoning show?
2. Why can telephone contacts be an issue of concern for many employees?
3. What aspects of telephone conversation are mentioned in the text?

5. Read the text and title it:

Telephoning is one of the most challenging issues of any official's work. The ability to speak with partners and clients on the phone shows the efficiency

and professionalism of any clerk and what is more important – the image of your company. So, learning how to communicate well on the telephone is one of the top priorities for everybody who studies English and uses it at work.

The main reason to worry about is the non-visual contact with the opponent. It means that no other means of communication except your speaking are engaged. Your gestures, body language, face and eyes can't be used while providing the needed impression on the telephone partner. You can't reach the effect by anything but your art of speaking, using your articulation, clever raising and decreasing your tone, turning on your politeness and knowledge of the work patterns in business communication.

Usually people consider different aspects of telephone conversation: answering the phone, taking a message, leaving a voicemail message, making an appointment, discussing travel arrangements, checking on an order, dealing with customers, handling sales calls, handling a problem on the phone, dealing with an angry caller. Furthermore telephoning requires special skills as there are a number of difficulties that arise when telephoning that are specific to some telephoning situations. To communicate in these situations successfully some sets of stable patterns were worked out which are effectively used in everyday business communication.

6. Here are some helpful telephoning patterns for you to be separated into three groups: phrases of people who are calling, who are receiving the calls and those which may be used by both.

1. You are difficult to get through.
2. Can I speak to Mr. ..., please? – Speaking.
3. May I ask who is calling?
4. Could I have your name, please?
5. Hello, this is Mr. Jim Brown from ...
6. I'm afraid Mr. Smith is out of the office today.
7. Sorry, the line is engaged.
8. Would you like to leave a message?

9. It's a wrong number. What number have you dialed?
10. Could you ask him to call me back?
11. What's your number, please?
12. Sorry, I can't put you through.
13. Glad to hear that.
14. How are you? – Fine, thanks.
15. Sorry, I'm pretty busy just now.
16. I'm calling about....
17. What can I do for you?
18. Could you speak up, please?
19. It's a bad line. Could you repeat, please?
20. Sorry, I can't get it. Say it again, please.
21. I'm afraid I don't follow you.
22. Would you mind explaining it again?
23. So, if I understand you correctly....
24. When you say Do you mean?
25. Hold on, please.
26. Could you spell your name?

7. Work in pairs. Read recommendations how to overcome some difficulties in telephone conversation and dictate email addresses given below to the partner.

The most difficult problem in telephone conversation is giving information connected with numbers. Mistakes in digits may cost much for both sides. Let's consider a telephone number: 0141 333 2258. You should say "Oh(zero)-one-four-one, triple three, double two, five- eight".

Remember that each digit is spoken separately, unless it's a double or triple. If you are saying the email address by the phone, mention that @ is pronounced as "at" and "." is called "dot". If you need to say "/" call it "forward slash" and "-" call a "hyphen" or a "dash". The "_" sign of underlining is pronounced as an "underscore".

www.gazeta-yurist.ru,
www.my-avon.ru/magazine/,
office@khorus.ru,
www.cambridge.org/elt/pro.

8. Work in pairs. Read the text, put the words from the box into the gaps, and discuss with your partner what else could be suggested in difficult telephone conversations.

- | | |
|----------|---------|
| a) who | f) up |
| b) so | g) why |
| c) by | h) a |
| d) to | i) in |
| e) under | j) have |

How to deal with difficult people on the phone

One of the skills required of today's successful business people is the ability to deal with difficult people on the phone. We have come 1._____ with some advice to help business people get the best from the caller.

First of all, accept that people can be rude when they are 2._____ pressure. Try to find out 3._____ they are angry – even if you have to guess. And, importantly, never get angry back. Many problems are caused by a simple misunderstanding. Therefore it is essential 4._____ re-main calm so that you can get to the root of the problem and thus have 5._____ better chance of resolving it. Understand that maintaining your calm is much easier than it sounds – but you can prepare 6._____ designing a strategy. Most call centers train staff 7._____ these techniques; other office workers need to train themselves. The trick is to be really nice back 8._____ that they end up thanking you for your help, understanding and assistance.

Secondly, listen carefully and empathize with the person making the complaint. You don't 9._____ to compromise your company or your colleagues just because show understanding. Agree to a course of action and stick to it and

finally, always try to be courteous. Sometimes you are the one 10._____ will have to apologize and you just have to accept that.

9. Work in pairs. Answer the questions of the test and discuss your answers with the partner. (More than one answer is possible in most cases).

1. Which is the best way to answer the phone at work?

a) Hello!

b) Name yourself.

c) Name the department.

d) Name the company.

2. Which is the best way to answer the phone at home?

a) Say your telephone number.

b) Say the name of your town and telephone number.

c) Hello!

3. Which way would you reply when someone on the phone says “Can I speak to (your name)”?

a) That’s me!

b) Speaking!

c) Yes, I am.

4. How should Susan Banks introduce herself for the first time on the phone?

a) It’s Susan Banks.

b) I’m Susan Banks.

c) My name is Susan Banks.

5. How should Susan Banks introduce herself on the phone to someone who already knows her?

a) This is Susan Banks.

b) I’m Susan Banks.

c) It’s Susan Banks here.

6. When you ask someone to wait on the phone which of these is quite formal, which is in-formal, and which would you probably never say?

a) Could you hold on a minute, please?

b) Hold on!

c) Wait, please.

7. When you want to know who is calling you which of these is formal, which is informal, and which sounds rude?

a) Who's that?

b) Who are you?

c) Who's calling, please?

8. Which of these is the most formal way to introduce the subject of your telephone call?

a) I want to talk about the sales conference in March.

b) I'm calling in connection with the sales conference in March.

c) Let's talk about the sales conference in March.

9. Why is it important to use "please" and "thank you" on the phone?

a) The other person can't see your face, so you have to use these words more often to show you are being friendly and polite.

b) The British and Americans both expect it.

c) It's not important.

10. Which of these would you say when you want to find some information on your computer while you're on the phone?

a) Wait while I get it on my computer, please.

b) Just a moment while I get it up on the screen.

c) I'm just bringing up your details now.

UNIT 3 - MY CAREER AND FUTURE JOB

1. Read and remember the following words and word combinations:

Employer – наниматель, работодатель

Employee – служащий, работающий по найму

Salary – зарплата

Trade union – профсоюз

Retirement – выход в отставку, уход на пенсию

Fringe benefits – дополнительные внезарплатные льготы

Redundancy – сокращение

Part-time job – работа на полставки

Full-time worker – работник, занятый полный рабочий день

Staff – штат служащих

Apply for a job – подавать документы по поводу работы

look for a job – искать работу

look for a specialist – искать специалиста

suitability to the job – пригодность к работе

job search – поиск работы

job hunter – человек, ищущий работу

high-level job – квалифицированная работа

job in (your) special field – работа по (вашей) специальности

good professional background – хорошая профессиональная подготовка

work experience – трудовой стаж

professional experience – опыт (стаж) работы по специальности

particular position – конкретная должность

personal data – личные данные

What kind of position do you want? – Какую должность вы хотите?

Stress your strengths and experiences – Подчеркните свои сильные стороны и опыт работы.

Ask for the personnel department – Спросите отдел кадров

Is it a well-paid job? – Работа хорошо оплачивается?

2. Translate the following sentences into Russian:

1. Какой у вас трудовой стаж?
2. Какую конкретную должность вы хотите?
3. В нашей компании штат служащих очень большой.

4. Мы ищем молодых специалистов.
5. В нашей организации есть профсоюз.
6. Я подал документы по поводу работы в отдел кадров.
7. Я хотел бы найти работу на полставки.
8. Сколько лет вы проработали по специальности?
9. В нашей фирме небольшая зарплата и сейчас у нас сокращение.
10. Работодатель всегда ищет высококвалифицированных специалистов.

3. Answer the questions:

1. What traits of character are necessary for a successful career?
2. Which is more important: high salary or job satisfaction?
3. Do you think women have the same career opportunities as men or not?
4. What are advantages and disadvantages of your future profession?

4. Read and translate the following information:

Information, which includes your suitability to the job, should be highlighted. This information is called resume.

CV (CURRICULUM VITAE)/RESUME

Curriculum Vitae – an outline of a person's educational and professional history, usually prepared for job applications. American name for a CV is a *resume*. A CV should include:

Personal details

Normally these would be your name, address, date of birth (although with age discrimination laws now in force this isn't essential), telephone number and e-mail.

Education and qualifications

Your degree subject and university. Mention grades unless poor!

Work experience

- Use action words such as *developed*, *planned* and *organized*.

- Even work in a shop, bar or restaurant will involve working in a team, providing a quality service to customers, and dealing tactfully with complaints. Don't mention the routine, non-people tasks unless you are applying for a casual summer job in a restaurant or similar.
- Try to relate the skills to the job. A finance job will involve numeracy, analytical and problem solving skills, so focus on these whereas for marketing role you would place a bit more emphasis on persuading and negotiating skills.

Interests and achievements

- Keep this section short and to the point.
- Bullets can be used to separate interests into different types: sporting, creative etc.
- Don't use the old boring clichés here: "socializing with friends".
- Don't put many passive, solitary hobbies (reading, watching TV, stamp collecting) or you may be perceived as lacking people skills. If you do put these, then say what you read or watch: "*I particularly enjoy Dickens, for the vivid insights you get into life in Victorian times*".
- Show a range of interests to avoid coming across as narrow: if everything centers around sport they may wonder if you could hold a conversation with a client who wasn't interested in sport.
- Hobbies that are a little out of the ordinary can help you to stand out from the crowd: skydiving or mountaineering can show a sense of wanting to stretch yourself and an ability to rely on yourself in demanding situations.
- Any interests relevant to the job are worth mentioning: current affairs if you wish to be a journalist, a fantasy share portfolio such as Bull bearings if you want to work in finance.
- Any evidence of leadership is important to mention: captain or coach of a sports team, course representative, chair of a student society, scout leader.

- Anything showing evidence of employability skills such as teamworking, organizing, planning, persuading, negotiating etc

Skills

The usual ones to mention are languages (good conversational French, basic Spanish), computing (e.g. “good working knowledge of MS Access and Excel, plus basic web page design skills” and driving (“full current clean driving license”)

Referees

Normally two referees are sufficient: one academic (perhaps your tutor or project supervisor) and one of an employer.

5. Imagine you have seen a job advertisement and really want to apply for this job. Prepare your CV. Use the outline bellow.

Outline

1. Name
2. Date of birth
3. Address/ phone number
4. Education/qualification
5. Work experience
6. Interests
7. Other information
8. Referees

Общая информация

Julia Kulikova

Address: 537, St. Nekrasova, 25
Ussulisk, Primorsky region
Russian
962555

Home tel. number: 391-906

Mobile: 89242627630

E-mail: julia-varuta@mail.ru

Date of birth: 22/07/1989

Marital Status: single

Vacancy: translator

Objective: I am interested in English, I want to develop language skills, to work with foreign partners, to see the world and different cultures

Education:

University:

2007-2012 - Bachelor degree in Pedagogy Federal University of Far East, faculty of English and French languages

School:

1999-2007 Secondary Comprehensive School of Yordvigenka, Primorsky region

Work:

January 2007 – till now Translator at «SiDiSi-Group»

Duties: teaching pronunciation for people who doesn't know language
basis business correspondence with foreign partners of the company

CURRICULUM VITAE

Anna Kurnikova
 Podnogo, 25-12, Tyumen 625000 Russia
 Tel: +7 3462982302
 E-mail: kurnikova@tyumen.ru



SUMMARY OF QUALIFICATION

- Languages: English - excellent, French - very good, Spanish - good
- Enthusiastic, cooperative and detail oriented
- Good knowledge of internet, Microsoft Office
- Excellent communication skills

EDUCATION

Tyumen State University, Russia *Expected graduation date - 2006*
 Major: International Relations

WORK EXPERIENCE

Waitress *November 2003 - Present*
 "Golden Terrace" Company, Tyumen, Russia
 a. Anticipate and respond to guests
 a. Setup the tables & serve drinks
 a. Assisted Manager with bookkeeping

Housekeeper *June 2002 - October 2002*
 "Zvezda Hotel", Resort & Hotel, Tyumen, Russia
 a. Thoroughly cleaned the rooms
 a. Cleaned up & maintained the kitchen
 a. Kept the grounds neat and clean

ADDITIONAL SKILLS & PERSONAL

- Flirting, charming, selfless and very good listening skills
- Good experience with teamwork
- PC: MS Office, Internet Explorer, MS Outlook
- Responsible person, willing to work extra hours

INTERESTS

- Antiquarian literature, a reader of a library
- Ability to travel around the world and relocate
- Studying the foreign languages

REFERENCES AVAILABLE UPON REQUEST

5. There is a huge competition in the legal market. The employers receive countless resumes and hardly spend two minutes to look into each of them. Therefore a lawyer's resume should be so good that it leaves a positive impression on employer's mind at first glance. That is why many applicants put "summary" into the resume. Read two sample summaries and write down a summary for your resume.

Career Summary (Sample 1):

- A dynamic & competent professional with over 9 years of experience as a lawyer.
- Proven ability to represent the clients in complex and challenging environment.
- An accomplished professional who has successfully managed case preparation and court proceedings.

- Solid interpersonal and communication skills in building key alliances and partnerships, having dealt with a diversity of clients and individuals.
- Highly organized & dedicated with a positive attitude, able to set effective priorities and handle multiple assignments under high pressure within tight deadlines.

Career Summary (Sample 2):

- Worked for five years at senior level and gained corporate legal expertise.
- Specializing in litigations for corporate firms and human resource laws that include labor laws, termination and retrenchment.
- Completed major legal projects.
- Great communication and team-building skills.
- Experience in all kinds of legal domains.

5. Your summary to the resume

6. Skim the text and title it.

The employment interview is the most important event in the entire job search process. Your resume sets forth the facts about you; the interview presents you with the opportunity to bring your resume to life and to demonstrate your intelligence, competence, ambition and personality. Despite the fact that everyone is familiar with the traditional interviewing experience: (1) you apply for a job; (2) the employer reviews your paper credentials and chooses you to come to an interview; (3) at the interview, the employer asks you questions about your background and experience, and you discuss them; and (4) after the interview, the employer makes a decision about whether to hire you. Interviewing is stressful! But the more you learn about the process, the easier it will become, and the more effective you will be in your interviews. Always remember that a job interview is a dialogue: an opportunity to ask as well as answer questions. To be sure you should practice your interviewing techniques before you go to the real interview.

5. Read possible job interview questions and some recommendations how to answer them. Give your answers to these questions bearing in mind the recommendations given.

1. Question: Tell me what education you have relevant to the position.

Answer: Besides a law school degree, many lawyers have degrees or coursework in a number of other relevant subjects, like English, politics, and economic science. Some lawyers have degrees in accounting or engineering.

Your answer:

2. Question: What are some of the main personality traits of a successful lawyer?

Answer: Lawyers are highly trained, highly educated professionals who command vast and precise knowledge in many areas besides law. They are also able to manipulate their knowledge creatively to make their case. Lawyers are confident and charismatic.

Your answer:

3. Question: What is the importance of interpersonal skills for a lawyer?

Answer: Lawyers must be able to work long hours alone, with complex documentation and literature. At the same time, their interpersonal skills must be outstanding to communicate effectively in the office and in the courtroom. Lawyers use not only their analytical prowess but also their personalities in their work.

Your answer:

4. Question: Describe your area of expertise and your operation strategies?

Answer: Be brief and use specifics to say what and how you do when, for example, you receive clients, draw up legal documents relevant to the case, decide for or against taking the case, etc.

Your answer:

5. Question: Do you have any experience with corporate legal work?

Answer: Lawyers are usually represented as criminal lawyers in the public eye. Many, of course, are civil lawyers, and there are those who specialize in corporate law – the legal aspect of business transactions. Business companies always hire lawyers to represent them and handle any legal aspects, definitions, and documentation of their activities.

Your answer:

6. Work in pairs and play out an interview asking the commonly used questions enlisted below.

- a. Tell me about yourself.
- b. Describe yourself in one word.
- c. What are your future career plans?
- d. Why did you choose law?
- e. What courses did you like best? Least?
- f. What qualifications do you have that make you feel you will be successful in your area of interest?
- g. What have you learned from some of the jobs you had?
- h. What type of people do you feel best?
- i. What type of people would you have trouble working with?
- j. What is your greatest personal asset? Your greatest weakness?
- k. Do you like routine work?
- l. What constitutes “security” in your mind?
- m. What constitutes “success” in your mind?
- n. What kind of things can give you the most satisfaction in your work?

6. Read and translate some information about writing cover letters:

A cover letter

A cover letter is a short letter that introduces your resume to the company you are applying to work for. Your cover letter states why you want to work for that company and why you would be good for the position. It offers a '*quick overview*' of why you should get the job. It also gives an example of your writing ability and *attention to detail*.

An *effective* cover letter catches the attention of the reader and makes him or her invite you for an interview. In some cultures cover letters are not important, but if you are applying for a job in an English-speaking country you must include one.

7. Read two cover letters sent to the employment agency for the in-house lawyer vacancy.

COVER LETTER No 1

9th June, 2014.

From: *David Brentwood*

*Apartment 21,
Boulevard Estates,
Huntsville, Alabama*

To: *Hannah Jones*

*Manager-HR
XYZ Company
Manhattan
New York*

Dear Ms. Jones:

As an accomplished purchasing specialist with extensive healthcare industry experience, I was very interested to learn about your in- house lawyer opening. I offer eight years of experience working for ABC Company, a national home healthcare company and a billion-dollar leader in the industry. As the company's corporate purchasing specialist, I managed:

- Purchasing functions for 115 locations.*

- 75 major contracts in areas including medications, supplies, equipment, furniture, uniforms, distribution and vending machines.
- A 15-member team of contractors, buyers, analysts and support staff.

Consistently recognized for outstanding performance, I saved ABC Company more than \$5.3 mil-lion in 2011 alone. An expert in contract negotiations, vendor management and global sourcing, I repeatedly reduced expenditures, cost-of-sales (COS) and cost-of-goods (COG), as well as assisted with major system implementations of inventory, purchasing and tracking systems.

In 2013, ABC Company experienced a significant workforce reduction and my position was eliminated. Since then, I have remained active in the American Purchasing Society and completed courses in business ethics, contract law, the art of negotiation and supply chain management. I plan on sitting for the Certified Professional Purchasing Manager (CPPM) exam later this year.

I am confident that my ongoing studies combined with successful experience in the field will en-able me to aggressively pursue cost-reduction opportunities and improve return on investment for your company. If you agree that my skills and experience would benefit your operation, please call me at (555) 555-5555 or email someone@somedomain.com to arrange an interview. Thank you for your time, and

I look forward to speaking with you.

Sincerely,

David Brentwood

Enclosure: Resume

COVER LETTER No 2

June 8, 2014

From: *Susan Banks*

House No12B

Main Street

Queens

New Jersey

To: *Hannah Jones*

Manager-HR

XYZ Company

Manhattan

New York

Dear Ms. Jones,

I wish to be considered for the post of In-house Lawyer in your company, the advertisement of which appeared in the “Law News Journal”, dated 7th June.

I am a qualified lawyer from the International School of Law and have specialized in Civil Law. I am currently working with ABC Law Firm. My hard-work, sincerity and dedication have earned me a letter of appreciation from my seniors.

I am currently looking for an opening in a company which specializes in Civil Cases, as that is not only my area of specialization but also my passion.

I am sure my qualifications, experience and enthusiasm would be an asset and prove to be mutually beneficial.

I look forward to hearing from you at the earliest to discuss more in person. My telephone number is (444) 444-4444 or email susan@ somedomain.com. I am herewith enclosing my Resume for your kind consideration.

Thanking you,

Sincerely,

Susan Banks

Enclosure: Resume

8. Work in pairs. Act as an employer and discuss with the partner the question: “Which of the above letters will interest the employer more? Why?” Give your reasons. Analyze strengths and weaknesses of both applicants. Put them into the table, evaluate their chances and decide on the candidate for the vacancy.

APPLICANT A		APPLICANT B	
Strengths	Weaknesses	Strengths	Weaknesses
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.

9. Based on your mutual decision fill in the Resume form with his or her personal data taken from Cover letters No 1 or 2 according to the tips given below.

10. Read and translate the following text:

More tips for successful interviewing

Emphasize your strengths. Focus on work experience, courses or personal qualities that would be beneficial for the job. Don't criticize. Don't put down previous employers, teachers or co-workers. It will give the interviewer a negative impression of you. Have something to offer. Discuss ways you can contribute to the organization. Let the interviewer know how you can meet a need or solve a problem. Be assertive. This doesn't mean you should be

aggressive. It means being confident of your abilities. Avoid personal issues. Don't discuss family, personal or financial problems.

Thank the interviewer. Be sure to thank the interviewer for his or her time and interest. *When it's time to talk about salary*, be prepared to state the amount you feel you deserve. Don't undersell yourself. Asking for too little money can hurt your chances as much as asking for too much. Be realistic. Take into account that salaries vary according to region, size of the company and your qualifications. Also, salary may not be the most important consideration.

When the interview is over ask when you can expect a decision and if you should call. Make sure the employer knows how to reach you. Follow up the interview with a thank you letter. In it, restate your interest in the job, summarize key points of the interview and add further information to help your case.

11. Answer the following questions:

1. What should you focus on during a job interview?
2. What shouldn't you do during a job interview?
3. What personal qualities should you show during an interview?
4. What should you avoid during an interview?
5. Is it nice to talk about the salary with an employer?
6. What should you keep in mind while talking about the salary?
7. What should you do when an interview is almost finished?
8. Is it necessary to write a thank you letter after an interview? Why?
- 9.

12. Read and translate the following text:

Job interview skills

The job interview is a key step on the road to your future. It's your opportunity to shine. An interview gives you a chance to display your intelligence, talent and enthusiasm. How you handle can make or break your chances of getting the job you want.

Yet, many people go into interview unprepared! If you are not prepared, it won't matter how good you look on paper. You must convince a prospective employer that you've got something special to offer. That's not a matter of luck – it's a matter of **preparation**.

Learn the secrets of a good job interview

Your chances for success will increase if you know how to:

- Prepare for an interview
- Communicate your strengths to an employer
- Dress for success
- Use the power of your personality

No matter what the job, your age or level of experience, you can learn to interview with confidence!

What's the purpose of an interview?

It let's an employer learn about you and your:

- Abilities
- Talents
- Interests
- Personality
- Work experience
- Education
- Motivation.

It let's you find out about the employer and it's:

- Needs
- History
- Work experience
- Business activities
- Plans for the future.

Knowing yourself is critical to your job-hunting success. Think about your:

1. Interests (What types of work excite you? What job do you really want?)

2. Abilities (What skills do you have? What ones do you need for the job you want?)
3. Education (List the schools you've attended, courses you've taken, and degrees and certificates you've earned)
4. Values (What basic attitude do you have toward the world, other people and yourself?)
5. Experience (List all your previous jobs, including part-time, free-lance and volunteer work.)
6. Strengths and weaknesses (What are you good at? What weaknesses must you overcome to get the job you want?)
7. Most of all, know your goals! (Ask yourself what you want to be doing 5 years from now. Know your immediate and your long-range goals!)

Know the organization, too. It may give you the edge you need.

Research the employer's:

- history
- products or services
- business methods
- philosophy
- location
- standing in the history
- organizational structure
- prospects

How to conduct yourself in an interview

1. Be on time (Be sure you know how to get to the interview. Arrive 10 or 15 minutes early.)
2. Be friendly (Greet the interviewer by name. Smile and give a firm handshake. Treat everyone you talk with in polite, professional manner.)
3. Show your enthusiasm (Enthusiasm and a sense of humor can help create a good impression.)

4. Dress properly (Dress nicely, but don't wear trendy clothing, flashy jewelry, or strong perfume or shaving lotion.)
5. Be positive (Keep the atmosphere friendly and pleasant. Don't put others down to make yourself look good.)
6. Maintain eye contact (Good eye contact is a key to building trust in a relationship.)
7. Be aware of body language (Your tone of voice, posture, etc., all give clues about your feelings and attitudes. Be sensitive to these signals in yourself and others. Face the interviewer in a relaxed, open manner.)
8. Express yourself! (Speak clearly. Use complete sentences – avoid one-word answers. Don't use slang, and don't ramble.)
9. Be yourself (Don't try to change your personality. Give the interviewer a chance to find out who you are.)
10. Be a good listener (Be alert to nonverbal cues indicating when you should start or stop talking. Don't be thinking of your response while the interviewer is still talking.)

13. Answer the following questions and check if you are ready for a job interview:

1. What are your career goals, both short-and long term?
2. Why do you want this job?
3. How would you describe yourself?
4. What are your strengths and weaknesses?
5. Do you work well with others?
6. Why did you choose this career?
7. What does success mean to you?
8. Do you work well under pressure?
9. Why did you leave your last work?
10. Why should I hire you?

UNIT 4 – OUR COMPANY

1. Read and translate the following information:

You may need to present your company to visitors, potential investors or partners, or new suppliers and clients. Here is some useful English vocabulary to learn that will help you talk clearly, concisely and positively about what your company does.

Giving the history of your company

1. We were **founded** / **set up** / **established** in 1981.
2. We **merged** with X company in 1990.
3. We **set up** a subsidiary in the UK.
4. The subsidiary was **sold off** two years after and the remaining company was **split into** five different **divisions**.
5. We **floated** on the stock exchange last year, and we are now **listed** on the London Stock Exchange.

Talking about your products and services

6. We **make** / **produce** packaging material.
7. We **manufacture** car engines.
8. We **supply** paper products.
9. We **launched** a new washing powder last month. It has **revolutionized** the washing process. We have **pioneered** new ways of reducing energy costs in domestic appliances.
10. We are **researching** new products for the home entertainment industry. We hope to **roll them out** early next year.
11. We are **developing** new software for the internet. Our R&D department is working closely with our **international partners**.

Company performance

12. We are the **market leaders** in three countries.
13. We have **expanded** our operations.
14. Our company has **grown by** one-third.

15. We make **annual profits** of \$1 million.
16. Our **turnover** is **in excess of** \$2 million.

Company structure

17. At the head is the **President**, or **CEO**.
18. Below the President is the **Managing Director**, who has **overall responsibility** for the **day-to-day running** of the company.
19. The company is **divided into** different **departments**, each with its own director. The Marketing and Sales department **consists of** the sales team, and customer services. The Administration department also **includes** Human Resources.
20. We **employ** more than 2000 people worldwide.

Responsibilities

21. I **report to** the Marketing Manager.
22. I **deal with** customer enquiries.
23. We work closely with the sales team, who are **in charge of** customer accounts.
24. We **co-operate with** our offices worldwide.
25. We have more than one **branch** in some countries.
26. We are **responsible for** our own markets.

2. **Make the list of words and word combinations that can be useful in your speech.**
3. **Imagine that you are a sales manager at some local company. Introduce your company. Use the information above.**
4. **Make a summary of the information above (ex. 1).**
5. **Read the following dialogue:**

Anna is having lunch with her sister
Barbara. Anna has just accepted a
position as an Administrative Assistant.
Her boss is an executive with a firm

Анна завтракает (обедает) со своей
сестрой Барбарой. Анна только что
вступила в должность помощника
администратора (Administrative

that manufactures heavy machinery used in construction.

Assistant). Ее шеф – исполнительный директор (executive) в фирме, которая производит тяжелое машинное оборудование для строительства.

Barbara: You've got a new job, Anna. My congratulations.

Барбара: Ты получила новую работу, Анна. Поздравляю.

Anna: Thanks, Barbara.

Анна: Спасибо, Барбара.

Barbara: Tell me a few words about your boss. What does he do?

Барбара: Расскажи мне немного о своем начальнике. Что он делает?

Anna: Well, he is one of the vice-presidents of the company, so he's rather important. He is an executive.

Анна: Ну, он один из вице-президентов (vice-presidents) компании, поэтому он достаточно важен. Он исполнительный директор (executive).

Barbara: Do you know the difference between an executive, a manager and an administrator?

Барбара: Ты знаешь разницу между исполнительным директором (executive), менеджером (manager) и администратором (administrator)?

Anna: I am afraid I can hardly tell you the difference. I think these words are interchangeable and they really aren't different in many companies.

Анна: Боюсь, я вряд ли смогу сказать тебе разницу. Я думаю, что эти слова взаимозаменяемы, и во многих фирмах они не различаются.

Barbara: What about your company?

Барбара: Как насчет твоей компании?

Anna: In our company the top officers are called administrators. The next highest group — the vice-presidents, the heads of major departments and branch managers. They are executives like my boss.

Анна: В нашей компании высшее должностные лица (top officers) называются администраторами (administrators). Следующая по положению группа – вице-президенты (vice-presidents), начальники основных отделов (heads of major departments) и управляющие филиалами (branch managers). Это исполнительные директора (executives), как мой шеф.

Barbara: Is that all?

Барбара: Это все?

Anna: The group below consists of managers, they are general managers and foremen.

Анна: Следующая группа состоит из менеджеров (managers), это главные менеджеры (general managers) и мастера (foremen).

Barbara: So I see that an organization has a number of positions and some people have more authority than others.

Барбара: Таким образом, я вижу, что организация имеет ряд должностей, и некоторые люди имеют больше полномочий, чем другие.

Anna: You are right.

Анна: Ты права.

Barbara: But it would be interesting to know more about the functions of an executive like your boss.

Барбара: Но было бы интересно знать больше о функциях исполнительного директора (executive), как, например, твоего начальника.

Anna: I'd say he makes a lot of important decisions. He sets objectives, coordinates work, delegates authority, makes hiring, firing, evaluating and just general leading.

Анна: Я бы сказала, что он принимает много важных решений. Он ставит цели, координирует работу, делегирует полномочия, нанимает, увольняет, оценивает и просто осуществляет общее управление.

Barbara: It seems to be important.

Барбара: Это, кажется, важно.

Anna: It is important. It's evident that making careful decisions is the basis of good management.

Анна: Это действительно важно. Очевидно, что принятие тщательных решений – это основа хорошего управления.

Barbara: But do you work under much pressure?

Барбара: Ты работаешь под большим давлением?

Anna: Barbara, you know I am quite used to working under pressure from my last job. I am also accustomed to lots of paper work and red tape.

Анна: Барбара, ты же знаешь, я привыкла работать под давлением на последней работе. Я также привыкла к большому количеству бумаг и бюрократии.

Barbara: Good for you.

Барбара: Молодец.

Anna: And what's more important I feel that I can learn a lot because my boss is very competent.

Анна: Что более важно, я чувствую, что могу многому научиться, потому что мой начальник очень компетентен.

Barbara: Good, I think we'd be in a hurry not to get late for the work.

Барбара: Хорошо. Думаю, надо поторопиться, чтобы не опоздать на работу.

6. Give the English equivalents to the following words:

фирма

компания

начальник

исполнительный директор

вице-президент

менеджер

администратор

глава

мастер

оценивать

привыкший к

компетентный

7. Give the English equivalents to the following word combinations:

главные отделы

управляющие филиалами

высшие должностные лица

получить новую работу

завтракать (обедать)

вступить в должность
должность помощника администратора
опоздать на работу
бумажная работа
бюрократическая работа
общее руководство
под большим давлением
принимать решения
ставить цели
координировать работу
делегировать полномочия
нанимать, брать на работу
увольнять

8. Translate the following sentences from Russian into English:

1. Обычно мы завтракаем вместе.
2. Я получил новую работу.
3. Он исполнительный директор нашей компании.
4. Неделю назад он вступил в свою должность.
5. Компания имеет два главных отдела.
6. В нашей компании высшие должностные лица называются администраторами.
7. Я привык(ла) работать под давлением.
8. Глава нашего отдела эффективно координирует работу.
9. Ненавижу бумажную работу.
10. Мой начальник нанимает и увольняет работников.
11. Я не хочу опоздать на работу.

9. Make a presentation about a company of you dream.

10. Ask your group-mate about a company of his/her dream.

UNIT 5– TRAVELLING ON BUSINESS

1. Read and remember the following words and word combinations:

essential	основной, главный
business trip	командировка
responsibility	ответственность, обязанность
personal assistant	личный помощник
involve	включать
journey	путешествие
to be aware of	знать
in advance	заранее
ability	способность
unexpected	неожиданный

2. Read and translate the following text:

Business trip

Traveling is an essential part of any business. Even with new communication technology business people have to travel much as it's particularly important to establish good face-to-face relations with partners, suppliers and customers.

The top priority for business travelers is good organization of their business trip. Generally, that is the responsibility of a Secretary or a Personal Assistant. Travel arrangements involve booking tickets for a plane or train, transport to and from the airport, booking accommodation, making appointments and arranging meetings.

The first thing which the secretary should do is to learn about the destination and the exact dates of the trip. The dates and times of all the journey, appointments, meetings and events should be listened carefully in the itinerary. She should be aware of the number of people who are going to travel and the budget allowed for the trip so that she could book tickets and hotel accommodation properly. Most businessmen prefer air travel as it saves time. Calling a travel

agency and booking a package tour which combines air tickets and accommodation is a common practice when making travel arrangements. The secretary should take care of the visas, passports and medical insurance in advance if travel arrangements are made without the involvement of a travel agency.

One more thing which is of great importance is the ability of the secretary to support her boss whenever needed when unexpected things happen. For example, when the flight is delayed or cancelled, she should be ready to make changes in the itinerary, reschedule the appointments and meetings, inform the hotel about the problem.

3. Make the list of words and word combinations that can be useful in your speech.

4. Give Russian equivalents to the following words and word combinations:

Communication technology; establish good face-to-face relations; a supplier; customer; travel arrangements; booking tickets; booking accommodation; making appointments; destination; itinerary; a travel agency; medical insurance; a delayed flight; a cancelled flight.

5. Give English equivalents to the following words and word combinations:

Устанавливать хорошие личные отношения; коммуникационные технологии; бронирование проживания; задержанный рейс; клиент; медицинская страховка; организация поездок; назначение встреч; место назначения; бронирование билетов; маршрут; туристическое агентство; поставщик; отмененный рейс.

6. Match English and Russian equivalents:

- | | |
|------------------------|---------------------------------|
| 1. essential part | a.непредвиденные обстоятельства |
| 2. top priority | b.проживание в гостинице |
| 3. good organization | c.бронирование билетов |
| 4. booking tickets | d.хорошая организация |
| 5. hotel accommodation | e.высший приоритет |
| 6. unexpected things | f.основная часть |

7. Answer the following questions:

1. What is the essential part of business?
2. Why business people travel much?
3. What is the top priority for business travelers?
4. Who is usually responsible for travel arrangements in the company?
5. What do travel arrangements involve?
6. What is the first thing should a secretary learn about?
7. What means of traveling do the most part of businessmen prefer?
8. Why do most businessmen prefer air travel?
9. Who usually takes care about visas and medical insurance?
10. What should a secretary do when a flight is delayed or cancelled?

8. Make a summary of the text above (ex. 1).

9. Choose the correct answer:

1. Heathrow airport has got five _____

- ☐ check-ins ☐ departures ☐ terminals

2. Our _____ to Toronto took 7 hours

- ☐ flight ☐ travel ☐ departure

3. Please, return your _____ to reception before you leave

- ☐ safe ☐ key card ☐ luggage

4. There is a _____ bus between terminals every five minutes

- ☐ shuttle ☐ transfer ☐ transport

5. He's gone on a business _____ to Moscow

- ☐ travel ☐ journey ☐ trip

6. The flight to Rome is _____ now in Gate 7. Have your passports ready

- ☐ boarding ☐ arriving ☐ departing

7. We've got a two-hour _____ because of bad weather

- ☐ stoppage ☐ waiting ☐ delay

10. Make a word combination:

1. Shuttle	a. room
2. Departure	b. ticket
2. Double	c. trip
3. Key	d. desk
4. One-way	e. lounge
5. Full	f. attendant
6. Business	g. bus
7. Check-in	h. building
8. Flight	i. board
9. Terminal	j. card

11. Read and translate the dialogue “At the airport”:

A: Welcome to Canada. May I see your passport please?

B: Sure. Here it is.

A: Where are you coming from?

B: I'm coming from Seoul, Korea.

A: What is the purpose of your visit?

B: I'm *here on business*.

A: How long are you planning to stay?

B: I'll be staying *for three weeks*.

A: Where will you be staying?

B: I'll be staying *at a hotel*.

A: Have you ever been to Canada before?

B: No, this is my first time.

A: Do you have anything to declare?

B: No, nothing.

A: Enjoy your stay.

B: Thank you.

12. Make a dialogue of your own. Use the following prompt cards:



You are a German tourist.

You have just come from Brazil. You want to stay for 3 weeks. You are just sight seeing. You are staying at a hotel.

You are visiting your uncle who lives in this country. You will be staying for the summer vacation (2 months). You will be staying at your uncle's house.

You are an exchange student. You will be studying at a language school. You will be staying for 6 months. You will be staying in a dormitory.

You are on a business trip. You are selling wine. You will

Passport	Name:
	Nationality: Germany
	Expiry Date: 1994
	Number: 213456
Passport	Name:
	Nationality: France
	Expiry Date: 2007
	Number: AB35242
Passport	Name:
	Nationality: Sweden
	Expiry Date: 2008
	Number: XY23838
Passport	Name:
	Nationality: Chile

be staying for 2 week. You will be staying at a hotel.



Expiry Date: 2010
Number: GHG4234

You are a Brazilian soccer player. You are coming to play a soccer game. You will stay for 3 days at a hotel.

Passport

Name:

Nationality: Brazil



Expiry Date: 2009
Number: 213456

You are traveling on business. You are selling baby clothes. You will be staying there until next Wednesday at a hotel.

Passport


Name:

Nationality: Canada



Expiry Date: 2007
Number: AB35242

You are going to study at the university. You are a graduate student doing an MA in history. You will be studying there for 2 years. You will be staying in a dormitory.

Passport	Name:
	Nationality:
	Australia
Expiry Date: 2008	
Number: XY2383	

13. Choose the correct words/phrases to complete the following conversation at the airport:

YOU: Hi, where's the check-in _____ for American Airlines?

- ☐ counter
- ☐ control
- ☐ zone

AIRPORT WORKER: That's in terminal 2. This is terminal 1.

YOU: Is there a _____ that goes between terminals?

- ☐ transportation
- ☐ shuttle bus
- ☐ vehicle

AIRPORT WORKER: Yes, there's one right in front here.

YOU: _____ to the taxi stand?

- ☐ Together
- ☐ With
- ☐ Next

AIRPORT WORKER: Yes, that's right.

YOU:.. Thanks. How much time _____ to check in? (= How much

time before my flight should I check in?)

- ☐ will I let
- ☐ should I allow
- ☐ can I take

AIRPORT WORKER: If you're on an international flight I believe you have to check-in 3 hours before your flight.

YOU:.. And for _____ flights?

- ☐ local
- ☐ country
- ☐ near

14.Choose the correct QUESTION for the ANSWER that's given. What did the customs officer/immigration officer ask to get this answer?

1) ANSWER: About two weeks.

QUESTION:

- ☐ How long do you plan to stay in Australia?
- ☐ Where will you be staying in Australia?
- ☐ Have you ever been here before?

2) ANSWER: Yes, I was here for about two weeks last year.


QUESTION:


- ☐ How long do you plan to stay in Canada?
- ☐ Where will you be staying in Canada?
- ☐ Have you ever been here before?

3) ANSWER: I'm here on vacation.

QUESTION:


- ☐ What's the purpose of your visit?

 How long will you be staying in the United States?

 Do you plan to work here?

4) ANSWER: Sure.

QUESTION:


 How many bags do you have?


 Could you open this bag for me?

 What's the purpose of your trip?

5) ANSWER: No, I'm travelling with my wife and two daughters.

QUESTION:


 Are you travelling alone?

 Could you open this suitcase for me??

 What's the purpose of your visit?

6) ANSWER: Yes, my brother lives here.

QUESTION:


 Are you travelling alone?


 Do you have any family here in the United States?


 How long does the tour last?

7) ANSWER: No, nothing.

QUESTION:


 Do you have anything to declare?

 Do you need an interpreter?


 Are these your bags?

8) ANSWER: I'm here on business.

QUESTION:


 Do you need an interpreter?


 What's the purpose of your visit?


 Are you importing any fruits or vegetables?

9) ANSWER: No, I'm not.

QUESTION:

 Could I see your passport?


 Do you have anything to declare?

 Are you importing any fruits or vegetables?

10) ANSWER: I'm a web designer.

QUESTION:

 What's your line of work?

 Did you fill out the customs form?

 What's the purpose of your visit?

15. Choose the correct, most natural-sounding responses according to the context of the conversation:

YOU: Could I get another _____, please? I'm a little cold.

 Coke


 blanket

 magazine

FLIGHT ATTENDANT: Certainly, sir. Would you like a pillow as well?

YOU: No, thanks. But could you please bring me a _____?


 Coke

 liquid


 soft

FLIGHT ATTENDANT: Sure, would you like ice in that?

YOU: Yes, please... Oh! Could you also lend me a pen to _____ this immigration form?

 write

 fill out

 make

FLIGHT ATTENDANT: I don't have one on me right now, but I'll get one for you.

(THE FLIGHT ATTENDANT COMES BACK WITH YOUR DRINK AND A PEN) YOU: Thanks. Do you know when we will be _____?

 landing

 on land

 grounding

FLIGHT ATTENDANT: In about 2 hours.

YOU: What's the _____ in Seattle right now?

 degrees

 hot

 temperature

FLIGHT ATTENDANT: I'm not sure... I'll check with the pilot.

16. Read and translate the dialogue “At the hotel”:

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveler: I'd like a room please?

Front Desk: Would you like a single or a double?

Traveler: I'd like a double, please?

Front Desk: May I have your name, please?

Traveler: Timothy Findley.

Front Desk: Could you spell that please?

Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?

Traveler: Just two.

Front Desk: How many nights would you like to stay?

Traveler: Just tonight.

Front Desk: How will you be paying?

Traveler: Is Visa OK?

Front Desk: That'll be fine. Would you like a wake-up call?

Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?

Front desk: Yes, we do. On the 2nd floor. Here's your key. That room 405 on the fourth floor.

17. Write the correct word to complete each of the following sentences. Choose from the following options: *changed, upfront, view, exchange, bring, noisy, free, mini, locked, reception.*

1. Can you get someone to our bags to our room?

2. Are the sheets every day?

3. We didn't take anything from the -bar.

4. I my key in my room.

5. Do I leave the key at the desk?

6. Do I have to pay (= in advance) ?

7. Is there somewhere I can money around here?

8. The fan is really . Can I turn it off?

9. Is this service , or do I have to pay for it?

10. The is fantastic. We can see the whole city!

18. Write the correct word to complete each of the following sentences. Choose from the following options: *sheets, cost, maker, service, included, room, control, safe, call, comfortable.*

1. Can I get a wake-up at 6:30 AM?
 2. Our (bed) are dirty. Could you please change them?
 3. How much does it to make a call to Brazil?
 4. The coffee- doesn't work.
 5. Is breakfast in the price?
 6. Do you have room ?
 7. The remote- doesn't work.
 8. What's the combination for the ?
 9. This is too noisy.
 10. Our bed is very .
-

19. Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

YOU: Hello, My name is Dennis. I have a _____.

- ☐ check-in
- ☐ reservation
- ☐ reserve

HOTEL CLERK: Certainly, sir. (*CHECKS THE RESERVATION SYSTEM*) Yes, would you like a room facing the pool or the ocean?

YOU:.. Is there _____ between the two?

- ☐ a difference in price
- ☐ more expensive
- ☐ cheaper

HOTEL CLERK: Yes, the rooms that face the ocean are \$100 per night, while the ones facing the pool are \$80 per night.

YOU: OK, _____ with the one facing the ocean, please.

- ☐ make me
- ☐ I'll go
- ☐ do it

HOTEL CLERK: And you would like that for three nights, correct?

YOU: Yes, _____.

- ☐ that's right
- ☐ that is satisfactory
- ☐ it is not wrong

HOTEL CLERK: I'll have the porter bring up your bags.

YOU: No, that's fine, I'll _____.


- ☐ do it too
- ☐ make it myself
- ☐ do it myself

20. Choose the correct QUESTION for the ANSWER that's given. What did the person ask to get this answer?

1) ANSWER: No, it's included in the price of the room.


QUESTION:

- ☐ Do I have to pay for breakfast?
- ☐ Where is my key?

 Do I have to pay for the room at check in?

2) ANSWER: In the restaurant next to the reception desk.

QUESTION:


 Is breakfast included in the price?

 What time is breakfast served?


 Where is breakfast served?

3) ANSWER: Between 7:00 AM and 10:00 AM.

QUESTION:


 What time is breakfast served?


 Where is breakfast served?

 Is breakfast included in the price?

4) ANSWER: Yes, you can.

QUESTION:


 Where is the kitchen?


 Can I use the kitchen?


 Is the restaurant open?

5) ANSWER: No, I'm sorry, we're full.

QUESTION:

 Do you have any free rooms?

 Can I use the kitchen?


 What time is breakfast served?

6) ANSWER: No, but each room has a ceiling fan.

QUESTION:

 Where can I exchange money?

 Does the room have air conditioning?

 Is this service free?

7) ANSWER: There is a bank that's right outside the hotel to the right.

QUESTION:

- ☐ Where can I exchange money?
- ☐ Is breakfast included in the price?
- ☐ What time is breakfast served?

8) ANSWER: You have to press "9" on your phone.

QUESTION:

- ☐ Where can I exchange money?
- ☐ How do I check my messages?
- ☐ What time does the restaurant open?

9) ANSWER: Yes, you can leave them in the storage room next to the restaurant.

QUESTION:

- ☐ Did you give me back my passport?
- ☐ Can you call me a cab?
- ☐ Can I leave my bags here?

10) ANSWER: No, not yet. Here it is.

QUESTION:

- ☐ Did you give me back my passport?
- ☐ Where is the kitchen??
- ☐ Can I leave my bags here?

21. Choose the correct words/phrases to complete the following conversation:

WAITER: Is everything alright?

YOU: Yes, that was a really great _____. We both loved it.

- ☐ food
- ☐ plate


 meal

WAITER: I'm glad you liked it. Is there anything else I can get you?

YOU: Yes, two coffees... and do you have a _____ ?

 dessert description page

 dessert menu

 menu for sweet things

WAITER: Certainly. I'll be right back with that.

YOU: Oh, and be sure to give our _____ to the chef... The meal was fantastic.

 compliments

 good news

 tidings

WAITER: I'll be sure to do that. (*THE WAITER COMES BACK WITH THE MENUS*) Here you go.

YOU: Thanks. Is the cheesecake _____?


 well

 good


 satisfactory

WAITER: Yes, it's very tasty. Our customers usually love it.

YOU: OK. Bring us two _____, please.

 parts

 cuts

 pieces

22. Choose the correct words/phrases to tell someone that you LIKE or DON'T LIKE something:

1) I love this meal. It's very _____!



tasty



bland

2) I don't eat meat. I'm a _____.



carnivore



vegetarian

3) I can't eat _____ food. I'm on a diet.



spicy



greasy/fatty

4) I love _____ food, but my husband likes bland food.



spicy



simple

5) This meal is _____! My compliments to the chef.



fantastic



awful

6) I love the service here. It's very _____.



rude



professional

7) This restaurant is too noisy. I'm looking for somewhere more

_____.



quiet



loud

8) That was perfect! I'm _____.



hungry



full

9) I want to order something else. I'm still _____.



full



hungry

23. Make a dialogue of your own. Use the following prompt cards:

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 7:00 A.M.

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:30 A.M.

You are traveling with your husband/wife. You would like a single room. You would like to pay with credit card. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are with your brother. You would like a double room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are traveling with two friends. You would like a double room. You would like to pay with credit card. You will be staying 1 night. You would like a wake-up call for 6:30 A.M.

You are traveling alone. You would like a single room. You would like to pay with credit card. You will be staying 4 nights. You don't want a wake-up call.

You are traveling with your family (3 kids and spouse). You would like a suite (or a double if there are no suites available). You would like to pay with credit card. You will be staying 2 nights. You don't want a wake-up call

You are alone. You would like a suite. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:00 A.M.

24. Choose the correct words/phrases to complete the following conversation:

HOSTESS: Hi and welcome to Roberto's. Do you have a reservation?

YOU: No, we don't. Do you have _____ this evening?

- ☐ tables waiting
- ☐ somewhere to sit down
- ☐ any free tables

HOSTESS: Yes, we do... for 2?

YOU: No, for 4 please. Some friends will be _____ us.

- ☐ eating
- ☐ joining
- ☐ sitting

HOSTESS: Right this way, please. (*SHOWS YOU A TABLE*)

YOU: Could we get a table _____ ?

- ☐ by the window
- ☐ window
- ☐ with window

HOSTESS: I'm sorry, but all those tables are reserved tonight...

YOU: Could you please double _____ for us? Those tables are really nice.

- ☐ inspect

☐ check

☐ research

HOSTESS: Certainly. I'll be back in a second... You're in luck! Someone just cancelled their reservation!

YOU: That's great! Thank you very much _____.

☐ help

☐ for the research

☐ for your help

25. Choose the correct words/phrases to complete the following conversation:

WAITER: Are you ready to order?

YOU: Yes, we can't decide... what do you _____?

☐ say

☐ decide

☐ recommend

WAITER: Well, our specialty is the Seafood Platter... it includes four different kinds of seafood...

YOU: Oh, no, I can't eat that... I'm _____ to seafood! Anything else?

☐ allergic

☐ allergy

☐ an allergy

WAITER: Hmm... Well, the Grilled Chicken is also quite good.

YOU: Perfect, we'll have two orders of that. It's not too _____, is it?

☐ mild

☐ cold

☐ spicy

WAITER: No, it's pretty mild. And what would you like to drink?

YOU: What kind of _____ do you have?



water



juice



drinks

WAITER: Orange, mango, and pineapple.

YOU: Two pineapple juices please. Oh... and an _____.



ash



ashtray



ash plate

WAITER: I'm sorry, but smoking is not allowed in the restaurant.

26. Read and translate the dialogue at the “café”:

Waiter: Welcome to Antico's. Here are your menus. Today's special is grilled salmon. I'll be back to take your order in a minute.

...

Waiter: Are you ready to order?

Customer 1: *I'd like* the seafood spaghetti.

Waiter: And you?

Customer 2: *I'll have* a hamburger and fries.

Waiter: Would you like anything to drink?

Customer 1: I'll have a coke, please.

Waiter: And for you?

Customer 2: Just water, please.

Waiter: OK. So that's one seafood spaghetti, one hamburger and fries, one coke, and one water. I'll take your menus.

...

Waiter: Here is your food. Enjoy your meal.

...

Waiter: How was everything?

Customers 2: Delicious, thanks.

Waiter: Would you like anything for dessert?

Customer 1: No, just the bill please.

27. Make a dialogue of your own. Use the following prompt cards (menus):

THE HILTON HOTEL		
	Price	Available Rooms
Single	\$120.00	802, 1107, 1108
Double	\$160.00	708, 710, 904
Suite	\$220.00	1201
Pool	4th floor	
Restaurants	2nd floor 3rd floor	
Checkout	10:00A.M.	
Laundry Service	Yes	

The Shirleyton Hotel		
	Price	Available Rooms
Single	\$120.00	203,204,206
Double	\$165.00	604, 605, 708
Suite	\$230.00	None
Pool	5th floor	
Restaurants	1st floor 3rd floor	
Checkout	11:00A.M.	
Laundry Service	Yes	

The Wyatt		
	Price	Available Rooms
Single	\$110.00	708, 710, 904
Double	\$145.00	802, 1107, 1108
Suite	\$190.00	1401
Pool	4th floor	
Restaurants	2nd floor 3rd floor	
Checkout	10:30A.M.	
Laundry Service	Yes	

The Sleeper Inn		
	Price	Available Rooms
Single	\$95.00	604, 605, 708
Double	\$125.00	203,204,206
Suite	\$150.00	501
Pool	2nd floor	
Restaurants	1st floor 3rd floor	
Checkout	10:00A.M.	
Laundry Service	Yes	

28. Make a dialogue of your own. Use the following prompt cards:

A waiter suggests you some special dish!

Starry Night Café <i>Rich Blends of Coffee</i>	Special: Pumpkin pie and whip cream. Price: \$2:00
GENERAL KAO'S Chinese Takeout	Special: Spring rolls
DARTES DELI Sandwiches from Paradise	Special: Smoked salmon and cream cheese on a bagel. Price: \$4.50
The Sicilian The Taste of Old Italy	Special: Four cheese ravioli. Price: \$7.50
The Flying Kimono The best Sushi outside of Japan	Special: Eel rolls Price: \$2.50
ABOMINOES PIZZA	Special: Mexican pizza made with chili peppers, avocado, and hot pepperoni. Price: (s) \$11:00 (l)\$16:00
The Bull's Ring Grilled Texan Steaks	Special: Roast chicken with potatoes. Price: \$12.50
TBi Monday Over-priced food mixed with the lousy service.	Special: Hot chicken wings. Price: 12 wings for \$5.00.
When you are eating, complain that your food is cold.	When you are eating, complain that the restaurant is too hot.

When you are eating, complain that
the food is too salty.

When you are eating, complain that
the restaurant is too cold.

29. Make a dialogue. Use the prompts from the cards:

Starry Night Café

Rich Blends of Coffee

Breads

Croissants ... \$1.25

Bagels \$1.25

Donuts \$0.75

Cakes

Blueberry Cheesecake .
... \$2.50

Chocolate
Cheesecake ... \$2.50

Drink

Coffee \$1.25

Café Au Lait .. \$1.75

Espresso \$1.75



DARTES DELI

Sandwiches from Paradise

Food

B.L.T
\$.350

Crispy bacon with
lettuce and tomato.
With or without
cheese.

Ham & Cheese .. \$3.25

Fresh ham with
cheddar
cheese, onions and
pickles.

Vegetarian \$2.75

Fresh cucumber,
avocado, and
tomatoes.

Drink

Coffee \$1.00

Milk \$1.25

Juice \$1.50

Cola \$1.00



GENERAL KAO'S

Chinese Takeout

Food

Sweet and Sour Pork .
.....\$4.50

Garlic Ribs
.....\$4.50

Chicken Fried Rice
.....\$4.00

Spicy Shrimp
.....\$5.00

Soups and Drinks

Wonton Soup
.....\$3.00

Jasmine Tea
.....Free

Zing Toe Beer
.....\$2.00



The Sicilian

The Taste of Old Italy

Food

Meatball Spaghetti
.....\$8.50

Seafood Spaghetti
.....\$9.50

Lasagna
.....\$8.50

Fettuccine Alfredo
.....\$7.50

Drink

Red Wine
Glass\$3.50
Bottle\$17.00

White Wine
Glass\$3.00
Bottle\$15.00



The Flying Kimono

The best Sushi outside of Japan

Food

Tuna Roll
.....\$2.00

Salmon Roll
.....\$2.00

California Roll
.....\$3.00

Mixed Sushi
.....\$6.00

Miso Soup
.....\$1.00

Extra Ginger and
Wasabi\$0.50

Drink

Tea
.....Free

Cola
.....\$1.00



The Bull's Ring

Grilled Texan Steaks

Food

Grilled Steak
.....\$12.50

BBQ Ribs
.....\$11.50

Steak Teriyaki
.....\$12.50

Fajitas
.....\$11.50

Drink

Coffee\$1.00

Beer\$1.25

Juice\$1.50

Cola\$1.00



ABOMINOES PIZZA

Food	Drink
Hawaiian Pizza (s) \$10.00 (l) \$15.00	Coffee\$1.00
Pepperoni Pizza (s) \$10.00 (l) \$15.00	Milk \$1.25
Supreme Pizza (s) \$12.00 (l) \$17.00	Juice \$1.50
Kimchi Pizza (s) \$9.00 (l) \$14.00	Cola\$1.00



FBI Monday

Over-priced food mixed
with the lousy service.

Food	Drink
Lousy Burger \$18.00	Coffee\$1.00
Cold Grilled Steak\$45.00	Beer \$1.25
Soggy Spaghetti\$35.00	Juice \$1.50
Stale Nachos \$20.00	Cola\$1.00



UNIT 6 –WRITTEN BUSINESS ENGLISH

Writing business letters

Обычное английское деловое письмо содержит следующие семь частей:

- 1) **The Heading** (заголовок)
- 2) **Place and Date** (дата и место)
- 3) **The Inside address** (Внутренний адрес)
- 4) **The Greeting** (Обращение)
- 5) **The body of the Letter** (Содержание письма)
- 5) **The Ending (Conclusion)** (Заключение)
- 6) **The Signature** (Подпись)
- 7) **The Reference to Enclosures** (Приложение, если есть)

Заголовок делового письма обычно напечатан на специальном бланке фирмы и содержит название фирмы, а также ее адрес, телефон, адрес электронной почты и другие детали.

Время и место написания письма помещается в правом верхнем углу, под заголовком. Правильно написать дату можно четырьмя способами:

- 1) August 15th, 2013
- 2) 15th August, 2013
- 3) August 15, 2013
- 4) 15 August, 2013

Внутренний адрес – тот адрес, куда направляется письмо.

Messrs. Morgan & Co.,
Manufactures.
44 Tilbury Square
London N.W.

Сокращение Messrs. (Господа) используется в том случае, если название фирмы содержит какое-либо имя:

Messrs. A. Robinson Ltd.

Messrs. John Smith & Sons.

Если имени человека в названии фирмы нет, то эта аббревиатура не используется:

The Sheffield Electronics Corp.

Обращение. С него начинаются все деловые письма. Наиболее распространенные обращения:

Dear Sir, - к мужчине.

Dear Sirs, Gentlemen, - к фирме.

После обращения ставится запятая, восклицательный знак не ставится. Обращение Sir – формально. При обращении к хорошему деловому другу может быть использовано его имя:

Dear Mr. Black,

Содержание письма – существенная часть делового письма. Текст письма разбивают на абзацы таким образом, чтобы каждый абзац одержал особую тему, требующий отдельного внимания.

Часто перед текстом письма, после обращения, появляется особая строка, указывающая на то, о чем это письмо.

Dear Sirs,

Уважаемые господа!

Re: Letter of Credit No...

Касательно: Аккредитив №...

Иногда вместо **Re (Ref)** используют слово **Subject** или называют тему письма вообще без каких-либо вводных слов:

Dear Sirs,

Your order No. 6556 of 15 May 2013

Заключение письма представляет собой одну из традиционных форм вежливости:

Yours faithfully,

Your truly,

Yours sincerely, Искренне Ваш(и),

With best regard,

With kind regards,

Ниже этой формулы обычно повторяется название фирмы, затем оставляется место для **подписи**, под которой печатается имя подписавшего письмо человека и его должность в фирме.

Если письмо подписывает не тот, чье имя напечатано внизу, а, например, заместитель, то перед напечатанным внизу письма именем ставят **for** или буквы **p.p.**

Приложения упоминаются в нижней левой части страницы.

Enclosed (encl.): Приложение:

Bill of Lading коносамент

EXAMPLE

Reply to the previous. (Ответ на предыдущее письмо)

Motor head Ltd.

Walker Road

Coventry

Coventry 31043

20th January, 2013

The Manager,

Clarke & Sims Ltd.,

High Street,

Ellingham,

Suffolk

Dear Sir,

Re: Your Letter of the 17 Jan., 2013

We thank you for your letter asking for details and prices of our car heaters.

We have pleasure in enclosing our latest price list and catalogue, together with details of Model CX4.

Please do not hesitate to write if you require further information.

Yours faithfully,

Motorheat Ltd.

T. Browning

Sales Manager

Encl.

Выражения, чаще всего используемые в деловых письмах

Для подтверждения получения письма, факса, электронного письма и т.п. используются следующие фразы:

We have received your letter of ...

Мы получили Ваше письмо от ...

We are in receipt of your letter of ...

Мы получили Ваше письмо от ...

We acknowledge the receipt of your ...	Подтверждаем получение Вашего
We thank you for your letter dated	Благодарим за Ваше письмо,
	датированное
In reply to your letter of ...	В ответ на Ваше письмо от
We are obliged (thankful) for your letter of ...	Мы Вам признательны
(благодарны) за Ваше письмо ...	

При ссылке на предыдущую переписку, на какие-либо документы, телефонные разговоры, переговоры и т.д. обычно употребляются следующие выражения:

With reference to...	Ссылаясь на...
Referring to your (our) letter of...	Ссылаясь на Ваше письмо (наше)
	Письмо от...
We refer to your (our) letter of...	Мы ссылаемся на Ваше (наше) письмо
	от...
Reverting to our letter of...	Возвращаясь к нашему письму от ...
With further reference to...	Повторно ссылаясь на...
Again referring to...	Повторно ссылаясь на...
Further to our letter of...	В дополнении к нашему письму от ...
...our letter of 6 th July and our fax of the same date...	наше письмо от 6-го июля
и наш факс от того же числа...	
Referring to our telecom of today's date.... or of yesterday's date...	Ссылаясь на
нашу телефонную беседу (телефонную	
	«конференцию») от сегодняшнего
	числа...или от вчерашнего числа...

Фразы, используемые для вежливых деловых просьб о чем-либо:

Please inform us...	Пожалуйста, сообщите нам...
We ask you to inform us...	Просим Вас сообщить нам...
We beg you to inform us...	Просим Вас сообщить нам...

We shall be obliged if you will...	Мы будем признательны, если Вы...
We should appreciate it if you will...	Мы будем признательны, если Вы...
Please be so kind as to... (do smth)	Будьте так любезны... (сделать что-то)
Please be good enough to send us...	Пожалуйста, отправьте нам...
Please send us by return of post...	Пожалуйста, отправьте с обратной почтой
Please send us as soon as possible	Пожалуйста, отправьте как можно скорее..

1. Read and remember the following words and word combinations:

purpose	цель
to establish the agreement	заключить соглашение
parties	стороны
rights	права
duties	обязанности
statute	законодательный акт
terms of a contract	условия договора
Insurance contract	договор страхования
valid	действительный
enforceable	имеющий законную силу
Binding force	обязывающая/обязательная сила
Good Faith	добросовестное выполнение обязательств
Mutually enter	вступать в силу по взаимной договоренности
obligation	обязанности

2. Read and translate the text:

Nature and Contractual Obligation

The purpose of a contract is to establish the agreement that the parties have made and to fix their rights and duties in accordance with that agreement. The courts must enforce a valid contract as it is made, unless there are grounds that bar its enforcement.

Statutes prescribe and restrict the terms of a contract where the general public is affected. The terms of an insurance contract that protect a common carrier are controlled by statute in order to safe guard the public by guaranteeing that there will be financial resources available in the event of an accident.

It is the policy of the law to encourage the formation of contracts between competent parties for lawful objectives. As a general rule, contracts by competent persons, equitably made, are valid and enforceable. Parties to a contract are bound by the terms to which they have agreed.

The binding force of a contract is based on the fact that it evinces a meeting of minds of two parties in Good Faith. A contract, once formed, does not contemplate a right of a party to reject it. Contracts that were mutually entered into between parties with the capacity to contract are binding obligations and may not be set aside due to the caprice of one party or the other unless a statute provides to the contrary.

3. Answer the following questions:

1. What is the purpose of a contract?
2. What should a court enforce?
3. What is the role of statutes in the contracts?
4. What is purpose of an insurance contract?
5. What are usually contract parties bound by? Why?
6. What is binding force based on?
7. Could a contract that was mutually entered into between parties be rejected by any of parties?

4. This exercise is about offer and acceptance. Read and translate the following text:

Harry drops by Mack's house and finds him working on his old pickup truck in the driveway. Mack kicks the truck and exclaims to Harry, "This piece of junk isn't worth a tank of gas – you can have it." Harry says thanks and the next day comes by with his SUV to tow away the pickup. Mack stops him and says the

truck is working now. Harry goes to court and claims that the truck Mack promised him was worth \$500 and Mack should pay him that amount.

How should the judge rule?

A. For Mack, because there was no consideration for the transaction.

B. For Harry, because Mack promised him the pickup truck, and that created a contract.

C. For Mack, because Harry never accepted his offer.

Key: the correct answer is A. Mack offered the truck to Harry, and Harry indicated his acceptance by saying thanks and attempting to tow the truck away. But Harry did not provide any consideration in return for the truck. Without consideration, no contract was created.

5. This exercise is about offer and acceptance. Read and translate the following text:

John, a homeowner, answers the telephone and listens to a solicitor make a five-minute sales pitch for Weed Gardening Services. John responds, “No, thank you,” and hangs up. Two days later, John returns home from work to find a crew gardening in his yard and a bill for \$200 sitting on the porch. When John tells the Weed representative that he never asked for this service, Weed responds by saying, “It looks much better, doesn’t it? You got the service, now pay for it.” John agrees that the work was of good quality, but refuses to pay for it. He is later served with a summons to appear in magistrate court because of this dispute.

How should the judge rule?

A. For Weed Gardening Services, because Weed performed good quality services for John.

B. For John, because he did not accept Weed's offer.

Key: the correct answer is B. John never accepted Weed's offer. Without acceptance, no contract was formed. John does not have to pay for the yard work, regardless of quality.

6. Read and translate the following employment contract sample:

Employment Contract for Foreign English Teacher

The following contract is made on the basis of friendly cooperation between both parties.

1. (Employer)_____, hereinafter referred to as (Employer_____, invites ____ (Employee_____ to take up service as a full-time teacher.
2. This contract shall enter into force upon signature of both parties and receipt by (Employer).
3. Term of contract, this contract shall, unless otherwise cancelled or amended, commence on / / and terminate on / / . Where either party does not wish to extend this contract it shall terminate by natural process on the date of termination above.
4. Contract extension, where both parties are satisfied at the end of this contract, an extension of contract may be offered for a specified term. In the case of any extension, (Employer) will give written notice to the employee ____ days prior to the termination date. Where an extension agreement is reached, it shall form part of this contract and extend contract validity for the period stated in that agreement.
5. Probation, the employee shall initially accept ____ weeks teaching on probation. Where the school and students are satisfied with the employee's teaching, the contract will become fully effective. Where probationary performance is unsatisfactory the employee will be given an opportunity to adjust teaching to meet expectations. Where performance remains unsatisfactory at the end of the probationary period this contract may be cancelled at the discretion of (Employer).
6. Documentation, (Employer) shall arrange all documents for the employee's legal work in _____ once this contract comes into force.
7. Disputes arising from the execution of, or in connection with this contract,

shall be settled through mutual agreement. Where settlement cannot be mutually agreed, the matter will be arbitrated by _____ who shall have the final say.

8. Conditions of employment, the employee shall abide by the laws, decrees and acts of the (country/location) and any relevant regulations of the employer, they shall respect the (country/location) religious policy, and moral standards and customs. (Employer) shall provide the employee with appropriate information regarding these matters prior to or on arrival in (country/location).

9. Primary duties of the employee include the provision of oral, listening and written English lessons to designated students, to provide information on western culture, to assist and advise other teachers with teaching methodologies, and to provide advice for students through after-class activities.

10. Working hours shall be ____ classes per calendar week, Monday to Friday.

11. Location of employment, the employee shall accept employment at a location assigned by (Employer).

12. On signing this contract the employee agrees to work in one of the schools arranged by (Employer) for at least one full semester. Relocation to another school after this time will be at the discretion of (Employer).

13. Salary, (Employer) will pay the employee _____ per month. The payday will be the last day of the month except summer or winter holiday. (Employer) will pay the employee the salary for summer or winter holiday together with the salary of the first month of the following term. The first and/or last month's salary will be prorated according to the number of days worked for that month.

14. Overtime payment, where the employee is required to work more than ____ classes per calendar week they shall be paid _____ for each additional class worked.

15. Free local language lessons, the employee is to attend local language lessons in the school.

16. Free accommodation shall include a 1-2 bedroom apartment, Kitchen, toilet,

hot shower, telephone, microwave oven, television, refrigerator, washing machine and air-conditioner.

17. Services, the connection of water, electricity, gas, telephone shall be the responsibility of (Employer). Ongoing fees and charges for usage of water, electricity, gas, telephone and internet are the responsibility of the employee.

18. Meals, the school will provide free breakfast and lunch Monday to Friday.

19. Insurance, (Employer) shall provide medical and accident insurance during the term of this contract.

20. Airfares, (Employer) shall pay a subsidy of _____ at the successful completion of the first term and _____ at the successful completion of the initial contract.

21. Holidays, the employee shall be entitled to the same public and school holidays as other teachers at the allocate school or college. And the employee is required to teach extra lessons, assigned by (Employer) during summer or winter holiday for extra pay.

22. Local travel subsidy, (Employer) shall pay the employee _____ per semester as a local travel subsidy in addition to normal salary.

23. Sick leave, the employee is entitled to 12 days paid sick leave per academic year. The employee must provide medical certificate from a doctor or hospital covering any period of sickness/injury. Where a doctor's diagnosis indicates that the employee is unlikely to resume normal duties after 3 continuous months sick leave, (Employer) shall reserve the right to terminate the contract. In this case, the cost of the airfare to the employees original point of departure shall be the responsibility of (Employer).

24. The employee is not allowed to work in any other places without (Employers) permission. If the employee does so, (Employer) shall reserve the right to cancel the employee's legal work permission and legal residence permission.

25. Termination of contract, neither party may terminate this contract without

“proper reason”. Where termination is unavoidable, the employee or employer shall provide written notice to the other party stating the precise reason(s) for termination. Where such notice is not accepted or disputed the contract shall continue until arbitration can be arranged. Where work does not continue in accordance with this contract or by mutual agreement, the employee’s salary, accommodation, Employment Certificate and other legal documents for work and stay in _____ may be rescinded at the discretion of (Employer).

26. Where either part terminates this contract after commencement and prior to the expiry date stipulated, without “proper reason”, it must pay a breach penalty of _____.

27. Should the employee wish to terminate this contract before the expiry date stipulated without “proper reason” the employee shall be responsible for their own departure airfare as well as the breach penalty stated above.

28. Should (Employer) wish to terminate this contract before the expiry date stipulated without “proper reason”, (Employer) will be responsible for any outstanding salary and allowance due to the employee as well as the employee’s departure air fare back to the point of original departure and the breach penalty stated above.

29. Performance management, the employee shall complete allocated tasks on time and guarantee the quality of their work. After 30 days probation, if the employee violates the rules of the school and (Employee) or if there are such situations: intemperance, absenteeism, teaching after drinking a formal warning in writing will occur within 7 days of the breach. After 3 such formal warnings (Employer) reserves the right to terminate this contract.

Signature of Employee:_____ Date: //

Signature of Employer:_____ Date: //

Unit 7 - Self-study exercises

ESL Travel Vocabulary List with Definitions

Airplane: A vehicle that flies and holds a lot of people. (*noun*)

Airport: A building for use by people who use an airplane for transport. (*noun*)

Annual pass: A ticket which has validity of one year. (*noun*)

Automatic doors: Doors which open by sensor without the need to open them manually. (*noun*)

Baggage: The items which a person takes with them on a journey. (*noun*)

Bicycle: A metal frame with a seat and wheels used for transport. (*noun*)

Bike chain: An object used to secure a bicycle and prevent theft.

Bus: A large vehicle for carrying many people. (*noun*)

Bus lane: A portion of the road specifically for buses. (*noun*)

Bus station: A building for use by people who use a bus for transport. (*noun*)

Buzzer: A button used to inform the driver to stop. (*noun*)

Captain: The person that controls a ship or airplane. (*noun*)

Car: A small vehicle with four wheels that many people own. (*noun*)

Check-in: An area which deals with customer documents prior to travelling. (*noun*)

Child seat: A seat designed for children for the purpose of safety and for use in a car or on a bicycle. (*noun*)

Coach: A large vehicle for carrying many people, like a bus but for long journeys. (*noun*)

Commute: The act of travelling from a fixed location to another destination regularly. (*verb*)

Crew: The people who work on board a plane or ship. (*noun*)

Cruise: A journey taken on a ship to many different countries within a certain period of time. (*noun*)

Customs: An area which carries out security checks in an airport or on a

border. (*noun*)

Customs officer: A person who carries out security checks in an airport or border. (*noun*)

Cycle lane: A portion of the road which is only for the use of cyclists. (*noun*)

Cycle path: A concrete surface used specifically by bicycles. (*noun*)

Declare: An act of informing customs of the items being carried. (*noun*)

Delay: When a method of transport is not running to the time originally anticipated. (*noun*)

Depart: To move from a place where a person is currently situated. (*verb*)

Departure gate: An exit which enables travellers to enter an airplane. (*noun*)

Direct: To travel to a destination without making any stops. (*adjective*)

Disembark: To get off a ship. (*verb*)

Dock: A place where ships arrive to and leave from. (*noun*)

Domestic: A journey which takes place in the same country. (*adjective*)

Driver: A person who operates a vehicle. (*noun*)

Emergency exit: A door which when opened allows a person to leave an enclosed space safely. (*noun*)

E-ticket: A piece of paper containing pertinent details regarding a journey.

Fare: The total cost of a journey. (*noun*)

Ferry: A small boat used to carry people or vehicles short distances. (*noun*)

Flight: The act of an airplane making its way to its destination. (*noun*)

Helicopter: A vehicle that flies and does not hold a lot of people. (*noun*)

Helmet: A piece of hard shaped material placed on the head for protection. (*noun*)

Hire/rent: The act of borrowing a vehicle for a certain period of time. (*verb*)

Immigration: An area of the airport or border which requires documents to be checked. (*noun*)

Indirect: A journey which requires a stop prior to arrival at the destination. (*adjective*)

Insurance: A policy which protects the finances of the traveler for health and other purposes. (*noun*)

International: A journey which goes beyond the travellers' home country. (*adjective*)

Lorry: A vehicle for carrying a large amount of goods (US – Truck). (*noun*)

Meter: An electronic display which calculates the total distance travelled as a cost. (*noun*)

Motor-bike: A two wheeled vehicle that has an engine. (*noun*)

One-way: A ticket that allows for the traveler to reach the destination but not to return. (*adjective*)

Passengers: The people who use a mode of transport controlled by another person. (*noun*)

Passport: An important document necessary for travel. (*noun*)

Pick-up truck: A small vehicle with space to carry goods at the back. (*noun*)

Pilot: The person who controls an airplane. (*noun*)

Platform: An area for people to wait for a train. (*noun*)

Priority seating: An area reserved for disabled people or those with small children. (*noun*)

Railway: The system of tracks that trains use to get from one place to another. (*noun*)

Round-trip: A journey going from and returning to the same place. (*noun*)

Runway: A long strip of concrete used by airplanes when taking off and landing. (*noun*)

Safety belt: A long piece of strong thin material used to secure people in a vehicle. (*noun*)

Sidecar: A small hollow cart attached to the side of a motorcycle for transporting people. (*noun*)

Sky train: A train that is driven above ground level on a suspended track. (*noun*)

Take-off: When an airplane leaves the ground to begin flying through the sky. (*verb*)

Tandem: A bike that can carry two people at the same time. (*noun*)

Tariff: An amount of money to be paid for the transport service. (*noun*)

Taxi stand: An area for people to book and wait for a taxi. (*noun*)

Ticket: A piece of paper or card used as documentation to allow travel. (*noun*)

Ticket counter: A service desk which sell tickets or deals with ticket enquiries. (*noun*)

Ticket inspector: A person who checks passenger's tickets for validity. (*noun*)

Ticket machine: An electronic device which enables customers to purchase tickets. (*noun*)

Tracks: The metal runners that direct a train. (*noun*)

Train: A vehicle that travels on a railway tracks. (*noun*)

Train station: A building used to receive people who travel by train. (*noun*)

Tram: A vehicle that follows tracks and travels within a city, usually along the roads. (*noun*)

Transfer: An act of changing transportation before arriving at the destination. (*verb*)

Transit: An act of waiting at another location for the next leg of the journey. (*verb*)

Traveller: A person who moves from one place to another in a short space of time (US – Traveler). (*noun*)

Truck: A vehicle for carrying a large amount of goods (UK – Lorry). (*noun*)

Underground: A train that travels under the ground through tunnels. (*noun*)


Unicycle: A bicycle that only has one wheel. (*noun*)

Van: A vehicle for carrying a small amount of goods. (*noun*)



Vehicle: A form of transport for carrying people of goods. (*noun*)

Exercise 1.





1) What is the definition of Coach?

A)  A large vehicle for carrying many people, like a bus but for long journeys.





B)  A metal frame with a seat and wheels used for transport.

- C)  The people who work on board a plane or ship.
- D)  A person that controls a ship or airplane.





2) What is the definition of Bus lane?

- A)  An area which carries out security checks in an airport or on a border.
- B)  A person who carries out security checks in an airport or border.
- C)  A journey taken on a ship to many different countries within a certain period of time.
- D)  A portion of the road specifically for buses.



3) What is the definition of Fare?



- A)  The total cost of a journey.
- B)  A small boat used to carry people or vehicles short distances.
- C)  A journey which requires a stop prior to arrival at the destination.
- D)  A journey which takes place in the same country.

4) What is the definition of Round-trip?

- A)  A two wheeled vehicle that has an engine.
- B)  A small vehicle with space to carry goods at the back.
- C)  An area for people to book and wait for a taxi.
- D)  A journey going from and returning to the same place.





5) What is the definition of Ticket machine?

- A)  A bike that can carry two people at the same time.
- B)  A piece of paper or card used as documentation to allow for travel.





- C)  An electronic device which enables customers to purchase tickets.
- D)  A building used to receive people who travel by train.

Exercise 2 – Correct Meaning





1) What is the meaning of the following definition: A vehicle for carrying a small amount of goods?

- A)  Train
- B)  Van
- C)  Tram
- D)  Traveller

2) What is the meaning of the following definition: When an airplane leaves the ground to begin flying through the sky?

- A)  Railway
- B)  Runway
- C)  Take-off
- D)  Transit

3) What is the meaning of the following definition: A two wheeled vehicle that has an engine?

- A)  International
- B)  Platform
- C)  Tandem
- D)  Motorbike

4) What is the meaning of the following definition: To get of from a ship?

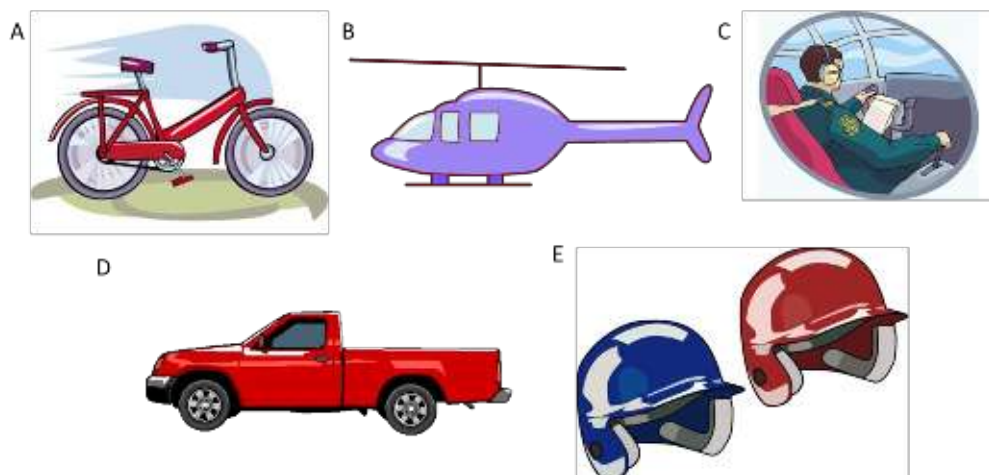
- A) ☐ Disembark
- B) ☐ Domestic
- C) ☐ Driver
- D) ☐ Indirect

5) What is the meaning of the following definition: The items which a person takes with them on a journey?

- A) ☐ Baggage
- B) ☐ Cruise
- C) ☐ Bike chain
- D) ☐ Child seat

Exercise 3 – Identify Picture





Look at the five pictures below and then answer the five ESL travel vocabulary questions in which you have to identify the word (A-D) that matches the image shown in the picture. Again, click the button at the end to show your score.







ESL Travel Vocabulary Picture Descriptions

Identify the best description for each of the images (A-E) given above that correspond to the five questions in this quiz.





1) Which description best describes picture A given above?

- A)  Cruise
- B)  Direct
- C)  Bicycle
- D)  Buzzer





2) Which description best describes picture B given above?

- A)  Helicopter
- B)  Ferry
- C)  Immigration
- D)  Cycle lane



3) Which description best describes picture C given above?

- A)  Railway
- B)  Driver
- C)  Pilot
- D)  Safety belt

4) Which description best describes picture D given above?

- A)  Crew
- B)  Declare
- C)  Ferry
- D)  Pick-up truck

5) Which description best describes picture E given above?

- A)  Ticket inspector
- B)  Helmet


C)  Taxi stand


D)  Platform


Exercise 4- Choose the correct QUESTION for the ANSWER that's given. What did the person ask to get this answer?

1) ANSWER: It's the standard charge for the seat reservation.

QUESTION:


 Why did you charge me €5 more?

 Did you give me back my change?


 Do I have to change trains?

2) ANSWER: No, only regular seats.

QUESTION:


 How much is the ticket?

 Does this train have sleeper seats?


 Do I have to change trains?

3) ANSWER: Yes, it's 10% cheaper if you have your International Student Card.

QUESTION:

 Can I get a student discount?


 Is there a discount for seniors?


 Is there another train to London today?

4) ANSWER: No, it's a direct train.

QUESTION:

 Does this train have sleeper seats?

 How much is the ticket?

 Do I have to change trains?

5) ANSWER: No, we'll put them in the bus' baggage compartment.

QUESTION:

- ☐ Did you find my bag?
- ☐ Do I have to bring my bags on the bus?
- ☐ Is this the only bus station in this city?

6) ANSWER: Yes, there are three stops before that station.

QUESTION:

- ☐ Is this the only bus station in this city?
- ☐ Are there any buses going to Charleston today?
- ☐ Does the bus stop anywhere before the central bus station?

7) ANSWER: Yes, if it's not expired, you'll get back 70% of the ticket price.

QUESTION:

- ☐ Can I get a refund (= money back) for an unused ticket?
- ☐ Can I get a discount if I buy my ticket in advance?
- ☐ Do you have a schedule I could look at?

8) ANSWER: If you buy your ticket one week in advance, it'll be 20% cheaper.

QUESTION:

- ☐ Can I get a discount if I buy my ticket in advance?
- ☐ Can I get a refund (= money back) for an unused ticket?
- ☐ Do you have a schedule I could look at?

9) ANSWER: Yes, there's one at 10:00 AM, and another at 5:45 PM.

QUESTION:

- ☐ Can I get off before the central bus station?
- ☐ Are there any buses going to Charleston today?

☐ Is this the only bus station in town?

10) ANSWER: No, they leave from Victoria Station.

QUESTION:

☐ How much is a ticket to Brussels?

☐ How long is the trip to Brussels?

☐ Do trains to Brussels leave from this station?

Exercise 5 - Choose the correct, most natural-sounding response according to the context of the conversation:

YOU: Hello. I _____ two tickets to Manchester, please, for the 5:00 PM train.

☐ would buy

☐ would like

☐ would sell

CLERK: First or second-class?

YOU: What's the _____ between the two?

☐ difference in price

☐ different price

☐ cheaper

CLERK: First class tickets are £47 each and second-class tickets are £35 each.

YOU: I'll take two second-class tickets. Can I buy the _____ tickets now as well?

☐ round

☐ return

☐ back

CLERK: If you like... When would you like to come back?

YOU: Is there a train that _____ Manchester in the afternoon on

Monday?

- ☐ leaves
- ☐ goes to
- ☐ arrives in

CLERK: Yes... there's a train from Manchester to London leaving daily at 4:00 PM... Would you like me to book two tickets for you?

YOU: Yes, _____. Second-class as well.

- ☐ can be
- ☐ can do
- ☐ please do

Exercise 6 -Choose the correct, most natural-sounding responses according to the context of the conversation:

TOM SIKORSKI: Hi, How are you?

YOU: Good, thanks. How are you? Are you also _____ at this hotel?

- ☐ staying
- ☐ traveling
- ☐ sleeping

TOM SIKORSKI: Yes, my wife and I are staying here. Where are you from?

YOU: I'm from Japan. _____ ?

- ☐ What are you
- ☐ What about you
- ☐ Where are you

TOM SIKORSKI: I'm from Poland. How do you like Miami?

YOU: I _____ very much. The weather is fantastic!

- ☐ enjoy

☐ am lovely

☐ like it

TOM SIKORSKI: Yes, it is. Are you traveling alone?

YOU: No, I'm here with my wife _____.

☐ equal

☐ as well

☐ equally

TOM SIKORSKI: Well, it was nice to meet you. My name is Tom, by the way...

YOU: Nice to meet you, Tom. I'm Hiro. Enjoy _____ of your stay!

☐ the rest

☐ the remains

☐ what's left

TOM SIKORSKI: Thanks, Hiro. Take care!

Exercise 7 - Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

HOTEL CLERK: The Four Seasons Hotel. How can I help you?

YOU: Hello, My name is Mr. Wong. I'd like to reserve a room. Do you have _____ from March 10th to March 13th?

☐ any available

☐ free

☐ some free

HOTEL CLERK: Yes, we do. Would you like a double room or a single room?

YOU: _____ the double room per night?

☐ What costs

☐ How much is

☐ What is the price

HOTEL CLERK: It's \$75 per night... And the single room is \$65 per night.

YOU: I'm looking for a room that would be nice for a romantic weekend.

Which of the two _____?

☐ is recommended

☐ do I recommend

☐ do you recommend

HOTEL CLERK: I'd go with the smaller one, the single room. It's much nicer... And two people can stay in that room.

YOU: OK, perfect. I'd like to _____ that one then.

☐ reservation

☐ reserve

☐ make

HOTEL CLERK: Alright. I've made that reservation for you. And how will you be arriving?

YOU: We'll be arriving _____.

☐ by car

☐ on March 10th

☐ with my wife

HOTEL CLERK: Perfect. We have an underground lot where you can park your car.

Exercise 8 - Choose the correct words/phrases to complete the following conversation:

WAITER: Can I get you anything else?

YOU: _____ check/bill, please.

- ☐ Only a
- ☐ The only
- ☐ Just the

WAITER: Sure. I'll be right back with that... Did you want to pay separately?

YOU: No, you can _____ on one check/bill.

- ☐ everything
- ☐ put it all
- ☐ write for

WAITER: (BRINGS THE CHECK) There you go. Thanks.

YOU: Excuse me, do we pay here or _____?

- ☐ cash
- ☐ near the cash register
- ☐ at the cash register

WAITER: You can pay me.

YOU: OK, and the _____ isn't included in the check, correct?

- ☐ tip
- ☐ tape
- ☐ tipper

WAITER: No, sir, it isn't.

YOU: (*YOU GIVE THE MONEY TO THE WAITER*) There you go. Thanks.

You've been very _____.

- ☐ help
- ☐ helpful
- ☐ helpless

Exercise 9 - Choose the correct, most natural-sounding response according to the context of the conversation:

YOU: Hello. I _____ two tickets to Manchester, please, for the 5:00 PM train.

- ☐ would buy
- ☐ would like
- ☐ would sell

CLERK: First or second-class?

YOU: What's the _____ between the two?

- ☐ difference in price
- ☐ different price
- ☐ cheaper

CLERK: First class tickets are £47 each and second-class tickets are £35 each.

YOU: I'll take two second-class tickets. Can I buy the _____ tickets now as well?

- ☐ round
- ☐ return
- ☐ back

CLERK: If you like... When would you like to come back?

YOU: Is there a train that _____ Manchester in the afternoon on Monday?

- ☐ leaves
- ☐ goes to
- ☐ arrives in

CLERK: Yes... there's a train from Manchester to London leaving daily at 4:00 PM... Would you like me to book two tickets for you?

YOU: Yes, _____. Second-class as well.

☐ can be

☐ can do

☐ please do

Annex 1

MIGRATION CARDS TO ENTRY/EXIT RUSSIA, JAPAN AND KOREA Conventions/ Условные обозначения

А - Выездная карта	A-Arrival card
В- Выездная карта	B-Departure card
Фамилия	Surname/Family name
Имя	Given name
Гражданство	Nationality
Дата рождения	Date of birth
Пол (1-муж, 2-жен., либо отметить галочкой, либо обвести нужное(для Японии))	Sex (1-male, 2-female, either tick or circle the right one (for Japan))
Номер паспорта	Passport number
Номер рейса (если перелет с пересадками, для карты А укажите номер рейса, вылетающего из Японии/Китая; для карты В укажите номер рейса, прибывающего в Японию/Китай)	Flight (Vessel) No. (if the transit flight, for card A select number of flight, departing from Japan/China; card and enter the flight number, arriving in Japan/China)
Род занятий (рабочий, студент, служащий, актер, актриса)	Occupation (worker, student, employee, actor, actress)
Страна проживания	Country of residence
Город проживания	City of residence
Предполагаемый адрес проживания в Японии/Корее/Китае	Address in Japan, Korea, China
Телефон	Phone number
Цель визита (гастроли, туристическая, деловая, работа, учеба, постоянное проживание, официальная, транзитная, другое)	Purpose of travel (tour, visit/tourism, business, employment, study, settledown, official transit, others)
Код аэропорта отбытия	Code of airport arrival
Номер визы	Visa number
Пункт выдачи визы	Place of obtaining visa
Предполагаемый срок пребывания в Японии	Duration of stay (A-years, B-months, C-days)
Подпись	Signature

外国人出境卡 DEPARTURE CARD		外国人入境卡 ARRIVAL CARD	
Фамилия 姓 Family name Koshkin	Имя 名 Given names Vasiliy	Фамилия 姓 Family name Koshkin	Имя 名 Given names Vasiliy
Паспорт № Passport No. 76 567890	Дата рождения Date of birth 19 66 12 01	Национальность 国籍 Nationality Russian	Паспорт № Passport No. 76 567890
Генеральный консул General Consulate PK345	Пол Sex Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>	Дата рождения Date of birth 19 66 12 01	Цель визита Purpose of visit (one only) Conference/Business <input type="checkbox"/> Visit <input type="checkbox"/> Study <input type="checkbox"/> Employment <input type="checkbox"/> Other <input checked="" type="checkbox"/>
I hereby declare that the statement given above is true and accurate.		I hereby declare that the statement given above is true and accurate.	
Подпись Signature		Подпись Signature	

Annex 2

APPLYING FOR A GRANT

Many breakthroughs have been made with the help of foundation grants. Sometimes it is necessary to get financial support to make a scientific discovery.

1. Read a short article about grants and discuss it

Grants are funding programs created by one party (Grant Makers), often a Government Department, Corporation, Foundation or Trust, to a recipient, often (but not always) a nonprofit entity, educational institution, business or an individual. Most grants are competitive, although some are awarded through non-competitive and/or less-competitive processes.

When applying for a grant, the applicant prepares a well thought-out document, known as a proposal. The proposal clearly and concisely states why a project is being proposed, what will be accomplished, who or what and how the project will provide a needed benefit or change and, of course, how much is being requested. Most grants are made to fund a specific project and require some level of compliance and reporting. The Grant Writing process involves an applicant submitting a proposal (or submission) to a potential funder, either on the applicant's own initiative or in response to a Request for Proposal from the funder. Other grants can be given to individuals, such as victims of natural disasters or individuals such as people who seek to open a small business. Government grants, which you don't have to repay back, are available for almost anybody. These are

money programs that are offered to you by your country and state which you never have to repay. Project related funding to governments, business, communities and individuals is often arranged by applicant either in writing or on-line.

Tips for finding your grant (here are some tips to help you search for your own free government grant):

1. Use the internet to search the government grants available to you. When you enter the free money related keywords the search engines take your search words and then find documents and return websites that are related to that keyword you searched for.
2. When searching for free government money information, you should try to search for a variety of terms related to free government grants, such as applications, free scholarship, housing grants. Fine tune your keywords while using the search and use specific keywords.
3. It would take long to see all the grants from the government available to you, so the more specific your keywords to narrow your search, the better the results.

By searching you can find information about receiving free grant money for yourself. Just by spending a little time online doing some research you could be on the way to receiving a nice check in the mail.

2. Answer the questions

1. What does the notion 'grant' mean?
2. What are the ways of finding a grant?
3. Why would you like to apply for a grant? Why not?
4. What kind of grant would you like to apply for?

Annex 3

BODY LANGUAGE

Body language is a form of non-verbal communication, which consists of body posture, gestures, facial expressions, and eye movements. Humans send and interpret such signals subconsciously.

3. Read and translate the following information:

Positive body language

Eye contact

1. Keeps audiences' attention
2. Facial expressions should be natural and friendly:
 - Raise eyebrows to show surprise
 - Open eyes wide
 - Squint your eyes

The hands

3. Gives lots of possibilities to emphasize, to enumerate and to express sincerity or reflection.
4. Be conscious of what you do with your hands. If you are unhappy, hold notes or cards to occupy them arm – movements back and forth to suggest flow. Open arms to include or welcome ideas.

Body movement

5. Indicates a change of focus keep audience's attention move forward to emphasize move to side to indicate a transition gesture.
6. Up and down head motions are movements to indicate importance or acknowledgement.
7. Pen or pointer to indicate part, place (on a transparency)
 - Shrug shoulders to indicate I do not know or care

Posture

8. Stand straight but relaxed (do not slouch or lean sideways).
9. Lean forward to emphasize.
10. No hands in pockets.

Negative body language

11. Failing to make eye contact
12. Do not look at your notes all the time
13. Looking at the screen/ board means your back is turned to the audience cutting contact

14. Do not stare, or look blankly into people's eyes
15. Avoid swaying back and forth like a pendulum
16. Avoid leaning against walls
17. Be aware of your nervous tics
18. Do not fold your arms like a barrier

While one hand in a pocket gives a very relaxed pose, both hands looks too casual and should be avoided

19. Avoid an unblinking stare and the same facial expression. Blink normally and nod your head to show agreement, and that you are still alive and not bored to death. If you are bored, don't suffer. Go find someone interesting. Life is relatively short. Make the most of it.
20. Avoid touching face when speaking. Rubbing nose, eyes, ears, head, or neck shows doubt in what you are saying or hearing.
21. Avoid mumbling. That is an unconscious need to avoid being heard. Do speak up loudly with confidence in what you have to say.
22. Avoid poor pronunciation. Speak a bit slower and get it right. You will attract more people you like being around.
23. Avoid extraneous body movements that do not positively support what you are saying. Finger drumming, scratching, twitching, and darting eyes around room all discredit what you are saying and your image as a person good to know.
24. Avoid poor posture. Do stand tall and proud to be you and believe in what you are saying. Losers look like losers a block away. Look like a winner!
25. Avoid hiding your hands and palms. Evasive people with secrets don't show their hands (Women show their soft wrist underside to flirt).
26. Avoid touching face when speaking. Rubbing nose, eyes, ears, head, or neck shows doubt in what you are saying or hearing.
27. Avoid closed body postures, like arms folded across chest.

POWER POINT PRESENTATION

- ❖ **Think about the presentation beforehand.** It is short-changing the organizers of the event and your audience if you only think about what you're going to say the day before or while traveling to the event.
- ❖ **Be very clear about how much time you have** – and stick to that time in preparing and delivering your presentation. It is very difficult to 'cut' a PowerPoint presentation at the event itself, so it's a great mistake to run out of time.
- ❖ Be very clear about key message – and ensure that everything in your presentation is both consistent with, and supportive of, that key message. You should be able to articulate the message in a phrase or a sentence and indeed you might want to use that phrase or sentence in one of your first slides, or of your last, or even both.
- ❖ **Make copies of your slides available.** It is a matter of preference whether you do this at the beginning of your presentation or at the end. If your listeners have copies at the beginning, they can take notes simply by annotating the slides, instead of having to note down all the information on the slides. On the other hand, you might feel that, if they can see in advance the slides you are going to use, you lose the element of control or surprise.
- ❖ **Ensure that the slides look good.**
- ❖ **Don't use italics to emphasize in your PowerPoint presentation;** the effect will be the reverse of what you intend.
- ❖ **The first slide should announce the title of your presentation,** the event and date, and your name and position. You should try to make the title catchy, so that you immediately have the interest of your audience.
- ❖ **The second slide should seize the attention of your audience for your presentation.** It could be the central proposition of your presentation or a conventional wisdom that you wish to challenge or a relevant or witty quote

from a leader in your field. If it is amusing or controversial or both, so much the better.

- ❖ **The third slide should set out the structure of your presentation.** The default structure should consist of three themes that you intend to examine. For a very short presentation, there might only be time for two; if you want to look at more than five areas, write a book instead.
- ❖ **Each theme should be the subject of a small number of slides.**
- ❖ **Each slide should have a clear heading.** A question is often a good way of winning attention – but, in that case, make sure you answer the question in the body of the slide.
- ❖ **Each slide should normally contain around 25-35 words.** Too many words and your audience will have trouble reading the material; too few words and you're likely to be flashing through the slides and spending too much time clicking the mouse.
- ❖ **Make appropriate use of pictures.** It's a good idea to break up text with illustrations and it is true that a picture is worth a thousand words.
- ❖ **The last slide should set out all appropriate contact details:** certainly e-mail address and possibly snail mail address, the web site of your organization, and any personal website or weblog if you have one.

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