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Business English

Учебно-методическое пособие



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В издании представлен теоретический и практический материал по дисциплине «Деловой иностранный язык (английский)»: основная лексика по темам «В аэропорту», «В отеле», «Назначение встречи» «Как спросить дорогу», «Прием на работу», «Собеседование», диалоги и упражнения для развития устной речи, а также правила написания и образцы деловых писем и резюме. Также представлен тест для самопроверки и специальные тексты для перевода и говорения, направленные на работу с разными аспектами языка и видами речевой деятельности.

Пособие рекомендовано для магистров и бакалавров, обучающихся по направлениям подготовки «Педагогическое образование», «Психолого-педагогическое образование», «Туризм», «Биоэкология», «Менеджмент», «Землеустройство и кадастры», «Дизайн», «Профессиональное обучение», а также преподавателей английского языка высших учебных заведений и всех заинтересованных лиц.

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INTRODUCTION

Цель учебного издания – расширение у студентов теоретических знаний, связанных с деловой коммуникацией, и развитие практических навыков использования иностранного (английского) языка для профессионального общения в сфере профессиональной деятельности, а также развитие социокультурных компетенций при участии в коммуникациях в соответствии с нормами, принятыми во всем мире.

Процесс изучения дисциплины «Деловой иностранный (английский) язык» направлен на формирование *общепрофессиональной компетенции* – готовности осуществлять профессиональную коммуникацию в устной и письменной формах на русском и иностранном языках для решения задач профессиональной деятельности.

В результате работы по данному пособию студент должен
знать: профессиональную лексику, культуру делового общения;
уметь:

- *в области говорения:* аргументировано выражать своё мнение, обсуждать профессиональные проблемы, проходить собеседование при приёме на работу, назначать и отменять деловые встречи и пр.;

- *в области письма:* писать деловые письма, резюме, письма о приёме на работу, сообщения по электронной почте в соответствии с требованиями делового этикета;

- *в области аудирования:* совершенствовать умение слушать аутентичные тексты из сферы деловой коммуникации;

- *в области чтения:* совершенствовать умение читать аутентичные тексты по профильной тематике;

владеть: лексическим запасом в соответствии с профессиональной сферой общения.

Представленное издание включает следующие материалы: основную лексику по темам «В аэропорту», «В отеле», «Назначение встречи» «Как спросить дорогу», «Прием на работу», «Собеседование», диалоги и упражнения для развития устной речи, а также правила написания и образцы деловых писем и резюме. Также представлен тест для самопроверки и специальные тексты для перевода и говорения, направленные на работу с разными аспектами языка и видами речевой деятельности.

MODULE 1

TOPIC 1. AT THE AIRPORT

I. PRACTISE READING SOME USEFUL EXPRESSIONS:

I'd like to make an airline reservation.

I'd like to book a seat to Moscow.

One business class / economy class ticket to Moscow, please.

I'd like to make a reservation on the Moscow flight.

I'd like to make a reservation on the 7:45 evening flight from London to Boston.

How much is an air ticket to Moscow?

How much is a child's ticket?

I need a return ticket.

Round trip ticket.

Is there any discount?

Is it a transfer flight?

Is that a direct flight?

Where do we land before the final destination?

How long does the flight take?

Do they serve food?

What can I take to the cabin?

I'd like a window seat, please.

I'd like an aisle seat, please.

Is there a bus to the airport?

What time do I have to check in?

Where do I check in?

When is boarding time?

When does boarding begin?

I'm calling to confirm my reservation for tomorrow. It's on British Airlines flight 777.

Я бы хотел забронировать билет на самолет.

Я бы хотел заказать билет до Москвы.

Один билет до Москвы в бизнес-классе/эконом-классе, пожалуйста.

Я бы хотел забронировать билет на московский рейс.

Я бы хотел забронировать билет на вечерний рейс из Лондона в Бостон в 19:45.

Сколько стоит билет на самолет в Москву?

Сколько стоит детский билет?

Мне также нужен билет в обратную сторону. Билет туда и обратно.

Есть ли какие-нибудь скидки?

Это рейс с пересадкой?

Это прямой рейс?

Где у нас будет промежуточная посадка?

Как долго продолжается полёт?

Во время полета будут кормить?

Что я могу взять с собой в салон?

Я бы предпочел место у окна, пожалуйста.

Я бы предпочел место рядом с проходом, пожалуйста.

В аэропорт ходит автобус?

В какое время я должен пройти регистрацию на рейс?

Где проходит регистрация?

Когда посадка?

Когда начинается посадка на рейс?

Я звоню подтвердить свое бронирование на завтра. Это Бритиш Эйрлайнз, рейс 777.

I'd like to change my reservation.	Я бы хотел изменить свое бронирование.
I'd like to cancel my reservation.	Я бы хотел отменить свое бронирование.
When is the next flight to London?	Когда следующий/ближайший рейс до Лондона?
Will this flight leave on time?	Этот рейс отправится по расписанию/вовремя?
Where will you be flying?	Куда вы летите?
What is your final destination?	Каков ваш пункт прибытия?
Do you prefer a window seat or an aisle seat?	Вы предпочитаете место у окна или рядом с проходом?
Flight number 777 will take off from LaGuardia Airport at 7:45 p.m.	Рейс №777 отправится из аэропорта ЛаГардия в 19:45.
The plane starts boarding at 7 p.m.	Посадка на рейс начнется в 19:00.
Boarding will start 45 minutes before the departure time.	Посадка начнется за 45 минут до отправления.
I'd like to check-in my luggage.	Я хочу зарегистрировать свой багаж.
What's the charge for each excess kilo?	Сколько нужно доплатить за каждый лишний килограмм?
Please mark this bag as "fragile".	Пожалуйста, отметьте этот багаж как «хрупкий».
May I see your passport, please?	Ваш паспорт, пожалуйста.
Do you have any luggage?	У вас есть багаж?
You have to check-in your luggage.	Вы должны зарегистрировать свой багаж.
Open your case for examination, please.	Пожалуйста, откройте свой чемодан для досмотра.
How many pieces of baggage do you have?	Сколько багажа вы везете? (количество сумок)
Place your bag on the scale.	Поставьте свою сумку на весы.
Do you have any carry-on luggage?	У вас есть ручная кладь?
Carry-on can't weigh more than 10 kilos.	Вес ручной клади не должен превышать 10 кг.
Your luggage is 6 kilos overweight.	Перевес вашего багажа составляет 6 кг.
I'm afraid, you'll have to pay for excess luggage.	Я боюсь, вам нужно будет доплатить за перевес.
Put your tablet out of your bag,	Достаньте, пожалуйста, ваш планшет

please.

Take out your cell-phone and place it on the tray, please.

Take off any metallic items and put them on this tray, please.

You can't take this liquid on the plane.

Open the bag, please.

Do you have anything to declare?

Do you have anything forbidden in your suitcase: drugs, guns, explosive materials?

Is there anything sharp or dangerous in your hand luggage?

I must confiscate these goods.

You may pass on.

I have nothing to declare.

I need a customs declaration form.

How much alcohol can I take?

How many blocks of cigarettes can I take?

I have only my personal belongings.

Tickets and luggage registration for flight number 777 to Moscow proceeds at stand 5.

Flight number 777 of Lufthansa Airlines has been delayed until 7 p.m.

Tickets registration for flight number 777 to Moscow is completed.

The gate closes 15 minutes before departure.

What is the purpose of your visit?

How long are you planning to stay?

Where will you be staying?

Have you ever been to the USA be-

из сумки.

Достаньте, пожалуйста, свой мобильный телефон и положите его на поднос.

Снимите, пожалуйста, все металлические предметы и положите их на этот поднос.

Вы не можете взять эту жидкость в самолет.

Откройте, пожалуйста, сумку.

У вас есть что-нибудь, подлежащее декларированию?

У вас есть в чемодане запрещенные к провозу вещи: наркотики, оружие, взрывчатые вещества?

В вашей ручной клади есть острые или опасные предметы?

Я вынужден конфисковать эти вещи.

Вы можете проходить.

Мне нечего декларировать.

Мне нужен бланк декларации.

Сколько спиртного я могу везти?

Сколько блоков сигарет я могу провезти?

У меня только личные вещи.

У стойки номер 5 продолжается регистрация билетов и багажа на рейс номер 777 до Москвы.

Рейс номер 777 авиалиний Lufthansa Airlines откладывается до 19:00.

Закончена регистрация билетов на рейс номер 777 до Москвы

Выход закрывается за 15 минут до вылета.

Какова цель вашего визита?

Как долго вы планируете оставаться в стране?

Где вы остановитесь?

Вы раньше бывали в США?

fore?

Have you filled out your customs declaration? Вы заполнили бланк таможенной декларации?

How much foreign money/currency have you got? Сколько иностранной валюты у вас с собой?

It is a business trip. Я в командировке (о цели приезда).

It is a pleasure trip. Я приехал отдыхать.

I'll be staying for one week. Я собираюсь оставаться в стране одну неделю.

I'll be staying at a hotel / relatives' place / friends' place. Я остановлюсь в отеле/у родственников/друзей.

This is my first visit. Это мой первый визит (в страну).

I have lost my ticket / boarding pass / passport / carry-on luggage. Я потерял свой билет/посадочный талон/паспорт/ручную кладь.

I have lost my child. Я потерял своего ребенка.

I have lost my group. Я отстал от группы (туристической).

I didn't receive the claim tag when I checked in. Мне не выдали багажную квитанцию при регистрации.

My baggage is broken, and some things are missing. Мой багаж поврежден, и некоторых вещей не хватает.

My luggage hasn't arrived. Мой багаж не прибыл.

My luggage has been lost. Мой багаж потерялся.

Notes

On flights going to or inside the U.S., you will probably be asked some extra security questions before or during check-in. Here are some sample questions and the correct responses:

Agent: Did you pack your bags yourself? You: Yes.

Agent: Are you carrying any firearms or flammable materials? You: No.

Agent: Has your luggage been in your possession at all times? You: Yes.

II. FIND THE ENGLISH EQUIVALENTS TO THE WORDS:

Полет, самолет, билет, билет в одну сторону, билет туда и обратно, детский билет, багаж, ручная кладь, паспорт, охрана, таможенная декларация – заполнять таможенную декларацию, командировка, бронирование – бронировать, покупать, менять, платить, позвонить, подтвердить, отменить, регистрация – проходить регистрацию, начинаться – продолжаться – заканчиваться, посадка, рейс с пересадкой, прямой рейс, посадочный талон, место у окна, отправление, прибывать, оставаться.

III. READ AND TRANSLATE THE DIALOGUES:

I

Travel agent: Can I help you?

Buyer: I want to fly to London next week. I'd like to make reservations for a roundtrip ticket.

T. A.: What day are you planning to leave for London?

B.: On the 12th of March.

T. A.: There are three flights to London on that day - at 10 a.m, at 8.30 and 9 p.m. Do you have any preference about the time of the day?

B.: I'd rather leave at 9 p.m. I want to get to London early in the morning.

T. A.: I can make a reservation for a TWA flight. Are you going to travel 1st-class or economy?

B.: I prefer economy. How much will it be?

T.A.: 440 dollars.

B.: Are meals and refreshments served on the flight?

T. A.: Yes, they are.

B.: What's the flying time?

T. A: Six hours.

B.: What's the London airport we'll arrive at?

T. A.: Heathrow Airport. How many days are you planning to stay in London?

B.: Seven days.

T. A: When would you like to fly home from London?

B.: March 22nd.

T. A.: All right. Your name and address?

B.: Boris Brown, 64 Apt. 99th Street, Rego-Parte, New York 11374.

T. A.: And your telephone number?

B.: (718) 439-7286.

T.A.: Will you pay by credit card?

B.: Yes, by Master Card. Number... Valid until January 15, 2019. When can I get my tickets?

T. A.: You'll have them 2 days before your departure.

II

- Is this Mercury Airlines counter?

- Yes, it is. May I help you?

- I'd like to check my reservation for today's flight to Mexico City.

- May I see your passport and ticket?

- Is everything in order?

- Yes, it is. Where is your baggage?

- It's over there.

- Very well. It weighs exactly thirty pounds.

- Do I get a baggage check?
- Yes, you do. Here it is. Now go to gate number seven. Your flight number is 326.
- What time does the plane leave?
- At 4.30.

III

At the Customs (Speakers: two passengers)

- Have you filled in the immigration card?
- Yes. Have you?
- I don't need to. It's only for non-British citizens.
- Oh, yes, of course. Is this the way?
- No, I go through here – «British Passport», you see. I'm afraid you have to go over there. It says «Commonwealth and EEC Passports».
- All right. See you outside the baggage claim area.

(Speakers: a customs officer and a passenger)

- Can I see your passport?
- Certainly, here it is.
- Have you anything to declare?
- Nothing.
- What's the purpose of your visit?
- I'm attending a conference in London.
- Well, would you mind opening this bag, please?
- There you are.
- Thank you. Right. That's all. You can go through now.
- Thank you.

IV

Passport control

- Helen, the passport control officer will ask you for your passport. Produce it, please.
- Oh, yes, here it is. I believe he will ask us where we are going to.
- That's right. Besides he will be interested to know how long you are going to stay here.
- I am obliged to answer all questions. Is that so?
- No doubt. You will have to tell the passport control officer about the purpose of your visit.
- Anything else?
- Nothing else. They are usually very polite.
- Will he ask me about the visa I have?
- Sure, he can. He'll be interested to know if you have a tourist visa, or a multiple entry and exit visa or an exchange one.

- But I have an immigration visa. It has been recently granted to me. I'm not going to extend it.
- O.K. Don't be nervous. Everything will be fine.
- Is that all?
- No, after the passport control you'll go through the customs control at the customs area.

V

At the check-in counter

- Hi. I'd like to check in for the flight to Vienna, please.
- Hi. Welcome to Italian Airlines. Can I see your ID and your tickets, please?
- Sure. Here they are.
- Thanks. How much baggage do you have?
- I have two bags and one suitcase.
- Could you put your bags on the scales, please? ... OK. Did you pack the baggage yourself?
- Yes, I did.
- Well. Your baggage exceeds the weight limit. It weighs 34 kilograms and I'm afraid you'll have to pay additional fees for the extra weight, sir. The charge is 15 euros per kilogram.
- Never mind. I will pay for that.
- Ok. And do you have any hand luggage?
- I think I will carry my backpack and a fragile souvenir into the cabin.
- Let me have a look at them. OK, they are not heavy. Remember you are not allowed to carry any bottles, electrical goods or sharp things onto the aircraft. They should be placed in your baggage.
- No, there aren't any prohibited items in my hand luggage.
- OK then. Here are the security tags for your hand luggage. Please attach them to your items. What kind of seat would you like to take: an aisle seat or a window seat?
- I'd rather prefer an aisle seat this time. It makes it easier to move around.
- Ok. No problem, sir. So your seat number is 9 F. Here is your boarding pass. When you hear the announcement about your flight departure, move to Gate 6 and you may board your aircraft. You will be boarding in one hour. Enjoy your flight!

VI

At the baggage checking machine

- Please put your mobile phones and laptops in the tray. As soon as you are ready, please proceed to the security check.
- All right, sir.

- Could you empty your pockets and put everything in the tray? And can I see your boarding pass, please? ... OK. Now let me inspect you, sir. Please raise your hands. ... OK. You may go. Here is your boarding pass. Don't forget to collect your items from the tray. Thank you.

IV. TRANSLATE THE DIALOGUES INTO ENGLISH:

I

Booking a flight

- Мне нужно в Рим в следующем месяце. Я бы хотел забронировать билет туда и обратно.
- Когда именно вы хотите полететь?
- 20 июня.
- В этот день есть 4 самолета в Рим - в 11.00, 15.30 и 19.00 и 23.00. У вас есть предпочтения относительно времени дня?
- Я бы хотел вылететь в 15.30.
- Я могу забронировать билет на рейс компании J-Seven. Какой класс вы предпочитаете - первый или эконом?
- Я бы предпочел эконом-класс. Сколько это будет стоить?
- 754 евро.
- Во время полета подают напитки и закуски?
- Да, подают.
- Как долго длится полет?
- Восемь часов.
- Когда вы планируете покинуть Рим?
- Через пять дней, 25 июня.
- Хорошо. Ваше имя и адрес.
- Александр Краун, квартира 5, Таймз-сквер, Нью-Йорк 11374.
- Ваш номер телефона?
- (718) 239-726856.
- Вы будете платить кредитной картой?
- Да, Мастер Кард. Номер ... Когда я смогу забрать билеты?
- Они будут у вас за 2 дня до вылета.

II

Booking a Flight

- Здравствуйте! Я бы хотел забронировать билет на рейс из Амстердама до Москвы на завтрашнее утро.
- Здравствуйте! Вам нужен билет в оба конца?
- В один конец, пожалуйста.
- Хорошо. Могу предложить вам рейс «Аэрофлота». Отправление в 6.30 утра.
- Какой тариф?

- Тариф для эконом-класса 230 евро, включая налог.
- Хорошо. Я возьму его.

III

Booking a Flight

- Здравствуйте! Мне нужно забронировать один билет в оба конца до Лондона на завтрашний вечер.
- Когда вы хотите вернуться?
- 10 марта.
- Вы хотите купить билет на прямой рейс?
- Это зависит от тарифа.
- Вы хотели бы эконом-класс или бизнес-класс?
- Эконом-класс, пожалуйста.
- Хорошо. Я могу предложить вам десятичасовой рейс «Бритиш Эйрвэйз» из Москвы. Тариф по эконом-классу 758 долларов.
- Во сколько он прибывает в Лондон?
- В 6.55 утра по местному времени.
- Отлично. Я возьму его.

IV

Registration

- Добрый день! Я хотел бы пройти регистрацию на рейс до Санкт-Петербурга. Я могу это здесь сделать?
- Да, сэр. Это стойка регистрации на данный рейс. Дайте мне, пожалуйста, свой паспорт и билет.
- Вот, пожалуйста.
- Положите, пожалуйста, Ваш багаж на весы. Хорошо. У вас есть в чемодане запрещенные к провозу вещи: наркотики, оружие, взрывчатые вещества?
- Нет.
- О, багаж слишком тяжелый. Боюсь, Вы должны будете сделать доплату.
- Тогда я выну вот эти проспекты.
- Сэр, положите, пожалуйста, багаж на весы еще раз. Теперь все в порядке. Можете взять свой паспорт и билет. Вот Ваш посадочный талон.
- Спасибо большое.

V

At the check-in desk

- Рейс на Санкт-Петербург вылетает вовремя?
- К сожалению, будет задержка, но, вероятно, она не превысит тридцать минут. У нас здесь комфортабельный зал ожидания вылета. Все бесплатно. Пройдите, пожалуйста, туда и дождитесь объявления рейса.
- Спасибо Вам большое.

- Не стоит благодарности.

VI

Check-in

- Здравствуйте! Ваш паспорт, пожалуйста.
- Вот, возьмите.
- Вы желаете место у окна или у прохода?
- У окна.
- Хорошо. Поставьте ваш чемодан на весы, сэр.
- Вы самостоятельно упаковывали вещи?
- Да.
- Вы кого-либо просили помочь вам нести багаж?
- Нет.
- Спасибо. Вы будете сдавать эту сумку?
- Нет, это ручная кладь.
- Хорошо. Вот ваш посадочный талон. Выход на посадку номер 32.
- Где это?
- Поверните здесь налево и затем следуйте по указателям.

VII

Check-in

- Здравствуйте! Ваш билет и паспорт, пожалуйста.
- Вот, пожалуйста. Можно мне место у окна, пожалуйста?
- Простите, но у нас не осталось мест у окна.
- В таком случае я бы хотел место у прохода.
- Не проблема. Вы хотите сдать эту сумку в багаж?
- Нет, я сдаю эти два чемодана, а эту сумку беру в ручную кладь.
- Вы самостоятельно упаковывали вещи?
- Да.
- Вы кого-либо просили помочь вам нести багаж?
- Нет. У вас есть бирки для приоритетного багажа?
- Конечно. Вот ваш посадочный талон и бирка для приоритетного багажа.
- Спасибо.
- Приятного полета.

VIII

Check-in

- Здравствуйте! Ваш билет и паспорт, пожалуйста.
- Вот, пожалуйста.
- Вы не передавали ваш багаж третьим лицам?
- Нет.
- Простите, но ваш багаж превышает допустимый вес. Максимальный допустимый вес 23 кг на каждую единицу багажа. Ваш весит 27.

- Но я лечу с другом. У нас два места.
- Вы можете зарегистрировать два чемодана. Это не проблема. Или вам придется заплатить 100 долларов за превышение веса.
- Хорошо. Я выну кое-какие свои вещи и пронесу их как ручную кладь.
- Очень хорошо. Простите за неудобство.

КОММЕНТАРИЙ

1. *excess baggage* (дословно: излишний багаж); переводим: багаж, превышающий допустимый вес
2. *piece of baggage* – единица багажа (например, чемодан, сумка, рюкзак и т.д.)

IX

Missing the flight

- Здравствуйте! Я только что опоздал на свой рейс. Что мне теперь делать?
- Не проблема. Мы постараемся посадить вас на следующий рейс, но вам придется доплатить сервисный сбор.
- Сколько это будет стоить?
- 175 долларов.
- Меня это устраивает.

V. READ WHAT YOU COULD HEAR AT THE AIRPORT. FIND THE RIGHT TRANSLATION:

- Flight number 3609 to New York, check-in in progress at counters 15 and 16. - Flight number 6584 to Vienna is delayed. Estimated time of arrival 11 hours 35 minutes. - Flight number 4523 to Moscow, boarding now at gate 4. - Final call for passenger Michael Smirnoff booked on flight 4523 to Moscow. Proceed to Gate 4 immediately. - Attention passengers on flight 37A3 to Moscow, KLM airline. The departure gate has been changed to 10. Follow the signs. - Ladies and gents! Don't leave your	– Рейс 981 в Гонконг авиакомпании «Сингапурские авиалинии» задержан в связи с подготовкой к вылету. Приносим извинения за задержку. Вам будут предложены бесплатные напитки. - Посадка начнется в течение часа. Спасибо за понимание. – Последний вызов на посадку для пассажира Михаила Смирнова, вылетающего рейсом 4523 в Москву. Немедленно пройдите к выходу на посадку номер 4. – Идет регистрация на рейс 3609 до Нью-Йорка, стойки регистрации 15 и 16. – Дамы и господа! Не оставляйте
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bags unattended. - Flight number 981 to Hong Kong, Singapore airline, is delayed due to preparation for departure. We are sorry for the delay. We will be offering complimentary drinks. - Boarding will start in about fifteen minutes to an hour. Thank you for your understanding. - Flight number 24B to London is delayed due to bad weather conditions. New departure time is 23 hours 15 minutes.	свои вещи без присмотра. – Рейс номер 24В из Лондона задержан из-за плохих погодных условий. Новое время отправления 23 часа 15 минут. – Вниманию пассажиров, вылетающих рейсом 37А3 авиакомпании КЛМ до Москвы. Выход на посадку изменен на 10. Следуйте по указателям. – Рейс номер 6584 в Вену задержан. Расчетное время прибытия 11 часов 35 минут. – Идет посадка на рейс 4523 в Москву. Выход номер 4.
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VI. ROLEPLAYING.

a) You're buying a ticket to your destination. Ask the booking-clerk about the type of ticket you would like, time of departure, number of the platform, etc. Speak with your partner.

b) You bought a return ticket to Galway, but you have just noticed that it is a one-way ticket, although you paid for a return ticket. Try to change your ticket.

c) You're checking in, the security after some important questions about your luggage ask you to place it on the scale and to open your case for examination. Your luggage is 6 kilos overweight.

d) You've missed your flight to Washington and need to book a new ticket for another day. Choose the day, the time and discuss the possible traffics of the flight.

TOPIC 2. AT THE HOTEL

Part I. Checking-in

1. PRACTISE READING SOME USEFUL EXPRESSIONS:

I'd like to book a single room for 24 April	Я хотел бы забронировать одноместный номер на 24 апреля.
I'd like a room for 3 people.	Я хотел бы комнату для 3 человек.
I have a reservation.	Я заказывал номер.
How much is a double room?	Сколько стоит двухместный номер.
How much is the charge per night?	Сколько стоит номер на одну ночь?
How may I help you?	Чем я могу вам помочь?
What can I do for you?	Что я могу сделать для вас?
Would you like a single or a double room?	Вы хотели бы одноместный или двухместный номер?
What kind of room would you like?	Какую комнату вы хотели бы?
Who's the booking for?	На чье имя будете бронировать?
Can I have your name please?	Ваше имя, пожалуйста?
How do you spell that?	Произнесите по буквам, пожалуйста.
Could you spell that please?	Вы не могли бы произнести по буквам?
How many people are you traveling with?	Сколько человек путешествуют с вами?
How many nights will you be staying?	На сколько ночей вы планируете остаться у нас?
How long will you be staying?	Как долго вы будете проживать?
What time is checkout?	Когда выезд?
How will you be paying?	Как вы будете оплачивать?
Will you pay by VISA card?	Вы будете оплачивать картой VISA
Is that correct?	Все правильно?
But there is only one vacant room with park view and unfortunately it doesn't have a balcony.	Но есть только один свободный номер с видом на парк, и он, к сожалению, без балкона.
I can offer you a room with ... (a shower, a bathroom, a TV, an air conditioner, the Internet).	Я могу предложить вам номер с ... (душом, ванной, телевизором, кондиционером, Интернетом)
We have a small suite.	У нас нет свободных номеров.
Unfortunately, we haven't any vacancies for today.	К сожалению, у нас нет свободных номеров на сегодняшний день.

We reserved room 35 for you. Fill in this form, please. The standard double room costs ... dollars per night. So it is 630 dollars for seven nights. I'm going to be here for two more weeks. Just tonight. We would like to hire a standard room for two nights. Can you offer us anything else? Is there anything else you would like to know? Would you like a wake-up call? Let me give you your confirmation number. I'll just check what we have available. Four euro per night excluding VAT Do you accept VISA/Master card? Do you take VISA card? We will pay cash. Here you are. Here is your change Here's your key. The hotel clerk helps with your luggage and follows to the room. I'd appreciate it if you could give me a room with a good view You can visit the bar on the second floor which doesn't close until 3 a.m. Is there a pool? Do you have a sauna? What floor is the _____ on? Where is the restaurant located? What about the public transport? Excuse me, and when is the last	Мы зарезервировали для вас 35 номер. Заполните этот бланк, пожалуйста. Стандартный двухместный номер стоит ... долларов за ночь. Итого, ... – за 7 ночей. Я собираюсь пробыть здесь более двух недель (задержаться на ...). Только сегодня. Мы хотели бы снять стандартный номер на 2 ночи. Вы можете предложить нам что-то еще? Вы хотели бы получить еще какую-либо информацию? Вас нужно будет разбудить? Возьмите, пожалуйста, ваш регистрационный номер. Я только проверю, что у нас есть в наличии. 4 евро за ночь без учета НДС Вы принимаете карты VISA или Master? Вы принимаете карты VISA? Мы будем платить наличными. Вот ваша сдача. Возьмите ваш ключ. Наш портье поможет вам с багажом и проводит в номер Я был бы очень благодарен, если бы вы мне дали номер с хорошим видом. Вы можете посетить бар на втором этаже. Он работает до 3 часов ночи. У вас есть бассейн? У вас есть сауна? На каком этаже находится ...? Где расположен ресторан? Что насчет общественного транспорта? Извините, а когда идет последний
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bus? Where is the nearest bus stop? What bus do we have to take to get to the city center? Where can I change money near here? We have a currency exchange. You can change money any time during a day. Thank you very much for the information. Room service a maid to ask for ... Do you have a room service? We have 24-hour room service. That's room 405 on the fourth floor. I checked in three days ago. There are several minor problems, which should be fixed. Come in, please. It's open. What's the problem? I'd like to make a complaint I'd like some breakfast, please. I'd like to order a meal as well. I have another request to make. I'd like to talk to someone about the air conditioner. It isn't working. My TV doesn't working. Could you have a look at that? I've noticed a small leak in the bathroom. Is there anyone who can fix it? How long will it take? You have to make an appointment in advance.	автобус? Где ближайшая остановка? На каком автобусе мы могли бы доехать до центра города? Где я поблизости мог бы обменять деньги? У нас есть обмен валюты. Вы можете обменять деньги в любое время в течение дня. Большое спасибо за информацию. Обслуживание номеров горничная просить о чем-либо У вас есть обслуживание в номерах? У нас круглосуточное обслуживание номеров. Это номер 405 на пятом этаже. Я заехал три дня назад. Есть несколько небольших проблем. Я хотел бы, чтобы это было зафиксировано. Входите, пожалуйста. Открыто. Есть проблемы? У меня есть жалоба. Я хотел бы заказать завтрак. Я также хотел бы заказать еду (в номер) У меня есть еще одна просьба. Я хотел бы поговорить с кем-то о проблемах с кондиционером. Он не работает. Мой телевизор не работает. Вы не могли бы посмотреть его? Я заметил небольшую протечку в ванной. Может кто-нибудь отремонтировать? Как много времени это займет? Вы должны забронировать заранее.
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I'll send a specialist to your room	Я пошлю в вашу комнату специалиста.
We will send our worker to help you	Мы пошлем рабочего помочь вам.
We'll deliver your order in 10 minutes.	Я доставлю ваш заказ через 10 минут.
Here you go. It is working now.	Вот, пожалуйста. Теперь все работает.
The problem is solved now.	Теперь проблема решена.
If you meet any further problems sir, please, let us know.	Если у вас будут еще проблемы, дайте нам знать, сер.
My apologies. We are sorry that you had to wait that long	Мои извинения. Простите, что вам пришлось так долго ждать.
I will make sure that everything works properly in your room by your return.	Я позабочусь, чтобы все работало к вашему возвращению.
Add the check for my meal to my general account, please	Добавьте, пожалуйста, чек за мою еду к моему общему счету.
Enjoy your stay at our hotel!	Приятного пребывания в нашем отеле!
Have a nice stay!	Приятного отдыха!
Thank you for choosing our hotel.	Спасибо, что выбрали наш отель.

II. FIND THE ENGLISH EQUIVALENTS TO THE WORDS:

Комната, одноместный номер, двухместный номер, номер на одну ночь, свободный номер, бронировать, снимать, регистрироваться, предлагать, проверять, ключи, платить картой, платить наличными, сдача, квитанция, бланк регистрации, заполнить бланк, удобства, душ, кондиционер, вид (из окна), обслуживание номеров, круглосуточное обслуживание, горничная, прачечная, функционировать (работать), жалоба, просьба, заказ – заказывать, записываться заранее, оставаться.

III. READ AND TRANSLATE THE DIALOGUES:

I

Booking a hotel room

Receptionist: Good afternoon, San Felice Hotel. May I help you?
Mrs. Ryefield: Yes. I'd like to book a room, please.
Receptionist: Certainly. When for, madam?
Mrs. Ryefield: March the 23rd.
Receptionist: How long will you be staying?

Mrs. Ryefield: Three nights.
Receptionist: What kind of room would you like, madam?
Mrs. Ryefield: Er... double with bath. I'd appreciate it if you could give me a room with a view over the lake.
Receptionist: Certainly, madam. I'll just check what we have available. Yes, we have a room on the 4th floor with a really splendid view.
Mrs. Ryefield: Fine. How much is the charge per night?
Receptionist: Would you like breakfast?
Mrs. Ryefield: No, thanks.
Receptionist: It's eighty four euro per night excluding VAT.
Mrs. Ryefield: That's fine.
Receptionist: Who's the booking for, please, madam?
Mrs. Ryefield: Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.
Receptionist: Okay, let me make sure I got that: Mr. and Mrs. Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct?
Mrs. Ryefield: Yes it is. Thank you.
Receptionist: Let me give you your confirmation number. It's 7576385. I'll repeat that 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.
Mrs. Ryefield: Goodbye.

https://www.audioenglish.org/english-learning/english_dialogue_hotel_booking_a_room_2.htm

II

Checking in

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: Seanan Clifford.
Front Desk: Could you spell that, please?
Traveler: CLIFFORD
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's room 405 on the fourth floor.

III

Room service

Room service: Room service.
Mary Jones: Good morning. This is room 113. I'd like some breakfast, please.
Room service: Right. Excuse me. Mrs. Jones?
Mary Jones: That's right.
Room service: What can I do for you?
Mary Jones: I'd like some grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. How long will it take?
Room service: Just a few minutes, ma'am.
Mary Jones: Great. Thank you.

IV

Room service

Marco: Hello. Is this room service?
Receptionist: Yes, sir. How can we help you?
Marco: I'd like to talk to someone about the TV set. It isn't working. Is there anyone who can fix it?
Receptionist: One moment, please. We will send our worker to help you.
Marco: Thank you. I'd like to order a meal as well.
Receptionist: Yes, sir.
Marco: I'll have a fresh vegan salad and a mushroom soup, please.
Receptionist: Anything to drink, sir?
Marco: Yes, a glass of mineral water, please.
Receptionist: All right, Mr. Oliveira. We'll deliver your order in 10 minutes.
Marco: Thank you. I'll be waiting.

(Knock on the door)

Marco: Come in, please. It's open.
Worker: Good day, sir. I was told that your TV doesn't work. Can I have a look at it?
Marco: Yes, please. I couldn't turn it on.
Worker: I see. It seems that the problem is in the remote control. I'll change its batteries. Here you go. It is working now.
Marco: Thank you very much. I have another request to make. While I was waiting for you to come, I've noticed a small leak in the bathroom. Could you have a look at that too?
Worker: Yes, certainly, sir. Let's see. It is an obvious leak from the sink. I'll try to fix it. Here you go. The problem is solved now. If you meet any further problems sir, please, let us know.

Marco: Thank you. I'll do that. Add the check for my meal to my general account, please.

Worker: All right, sir. Enjoy your staying at our hotel!

Marco: Thank you!

IV. BELOW IS A MIXED UP CONVERSATION. REARRANGE THE CONVERSATION:

Checking in to a Hotel

Front Desk:

Guest:

	Would you prefer a single or a double?
	10 p.m.?
	Thanks.
	Oh! And can I get a wake-up call for 6:30 a.m.
	And how about a restaurant?
	Great. What time does the restaurants close?
	It's \$145.00 a night.
	How many nights will you be staying?
	It's D-A-V-I-E-S.
	I'd like a room, please?
	Great. I'll pay with VISA then.
	What time is check out?
	And how do you spell that, sir?
	How would you like to pay for the room?
	Do you take VISA?
	There are restaurants on the 1 st and 3 rd floor and there's a café next to the lobby (фойе).
	Yes, we do.
	We take VISA, Mastercard, and American Express
	A double, please.
	How much is that?
	Checkout is at 10 o'clock
	Your room number is 505.
	Is there anything else you would like to know?
	Yes, there is. It's on the 2 nd floor.
	But you have to bring the towel from your room.
	OK.
	One night comes to \$145.00 plus tax.
	May I have your name please?
	Is there a pool here?

	Welcome to the Beachside Inn.
	How may I help you?
	They both close at 10:00 p.m.
	Sure.
	No problem. Wake-up call for 6:30 a.m.
	Enjoy your stay.
	Just tonight.
	It's Davies. Robertson Davies.

V. TRANSLATE THE DIALOGUES INTO ENGLISH:

I

- Добрый вечер, господа!
- Я заказывал номер для г-на Воронова с 5 февраля.
- Минуточку, сэр. Я проверю заказ. Назовите, пожалуйста, фамилию по буквам.
- Хорошо. В – о – р – о – н – о – в.
- Так. Мы можем предоставить г-ну Воронову прекрасный одноместный номер с ванной на 4-м этаже. Заполните, пожалуйста, этот бланк: фамилия, имя, отчество, адрес, национальность, дата и место рождения.
- Какой номер комнаты?
- 305. Портъе поможет нам с багажом и проводит вас в номер. Вот ключ от вашего номера.
- Большое спасибо. (Г-ну Б.). До свидания, г-н Белов. Вы мне очень помогли. Спасибо.
- Был рад помочь. Увидимся завтра.

II

- Доброе утро! Мне нужна комната на одного с телефоном, ванной и Интернетом.
- Вы бронировали номер заранее?
- Нет, я только что приехал из Риги.
- Я могу предложить вам номер на 12 этаже.
- В номере есть все удобства?
- Конечно. Все наши номера удобны и оборудованы по всем современным нормам: есть ванная, кондиционер, телефон, телевизор, Интернет.
- Сколько стоит номер?
- 35 долларов.
- О, это недорого. Я согласен.
- Можно ваши документы, пожалуйста?
- Да, конечно.
- Заполните, пожалуйста, этот бланк.

III

- Добрый вечер! Мы бы хотели остановиться в вашей гостинице. У вас есть свободные номера?
- А какой номер вы предпочитаете? Мы можем предложить вам стандартный номер, номер повышенной комфортности или номер-де люкс с видом на город или парк. Также у нас есть несколько номеров с видом на внутреннюю часть отеля и большой номер для молодоженов.
- А какие удобства есть в стандартном номере? Есть ли там душ, телевизор, балкон?
- Все наши номера оборудованы холодильником, телевизором, телефоном и кондиционером. И, конечно же, там есть ванная, и в большинстве номеров есть просторные балконы.
- Мы бы хотели снять стандартный номер на двоих на семь ночей. Мы предпочитаем тихий номер с видом на парк и балконом.
- Сейчас посмотрим. Прошу прощения, мадам. Но у нас есть лишь один свободный номер с видом на парк, и, к сожалению, там нет балкона.
- А что вы еще можете предложить? Я бы очень хотела номер с балконом.
- Я могу предложить хороший номер с балконом на третьем этаже с видом на город. С балкона виден красивый парк.
- А у вас есть подача еды и напитков в номер?
- Конечно, у нас есть круглосуточное обслуживание номеров. Вы также можете пообедать в нашем ресторане, который открыт ежедневно до двенадцати часов, и посетить бар на втором этаже, который не закрывается до трех часов ночи.
- Где здесь я могу поменять деньги поблизости?
- Ну, вы можете сделать это у нас в отеле. У нас есть пункт обмена валюты. Вы можете обменять свои деньги в любое время в течение дня.
- Большое вам спасибо за информацию. И сколько стоит номер?
- Стандартный номер на двоих стоит 90 долларов за ночь. За семь ночей выйдет 630 долларов. Будете платить кредитной карточкой?
- Нет, мы оплатим наличными. Вот, пожалуйста.
- Благодарю, вот ваша сдача. Приятного вам отдыха.

IV

Портье: Добрый день, сэр. Чем могу вам помочь?

Клиент: Добрый день. Я хотел бы подать жалобу.

Портье: В чем проблема, сэр?

Клиент: Номер моей комнаты 205. Я поселился три дня тому назад. Есть несколько небольших проблем, которые нужно решить.

Портье: Я сейчас возьму ручку, чтобы все зафиксировать.

Клиент: Во-первых, телевизор не работает с того самого дня, как я заехал. Я собираюсь пробыть здесь еще две недели, мне нужно, чтобы он функционировал.

Портье: Хорошо, сэр. Я отправлю к вам в комнату специалиста, чтобы он посмотрел, что не так с телевизором. У вас есть еще жалобы?

Клиент: Да, в моей комнате со вчерашнего вечера нет горячей воды. Что мне делать?

Портье: Мне жаль слышать это. Должно быть, какая-то проблема с центральной канализацией. Нам сказали, что горячую воду вновь включают только во второй половине дня.

Клиент: Ну, хорошо, я подожду. Как насчет ланча, который я заказывал?

Портье: Какие-то проблемы, сэр?

Клиент: Да. Я заказал его час назад, а он до сих пор не готов.

Портье: Подождите минутку, пожалуйста. Я спрошу работников нашей кухни, в чем причина задержки.

Клиент: Я подожду.

Портье: Нам очень жаль, но какое-то время не было электричества. По этой причине повар не смог приготовить ваш ланч.

Клиент: Понятно. Когда мне его ожидать? Если это займет много времени, я лучше поем где-то за пределами отеля.

Портье: Мне сказали, что все будет готово через полчаса. Вы можете столько ждать?

Клиент: Нет, не могу. Я хотел бы отменить этот заказ, так как спешу. Я пообедаю где-нибудь еще.

Портье: Я понимаю вас, сэр. Примите мои извинения. Нам жаль, что вы так долго прождали. Я позабочусь о том, чтобы все было в рабочем состоянии в вашей комнате к вашему возвращению.

Клиент: Спасибо. Мне нужно идти. Увидимся позже.

Портье: Хорошего вам дня!

V

Марко: Здравствуйте. Это обслуживание комнат?

Администратор: Да, сэр. Как мы можем вам помочь?

Марко: Я бы хотел поговорить с кем-нибудь о телевизоре. Он не работает. Есть ли кто-нибудь, кто может его починить?

Администратор: Одну минутку, пожалуйста. Мы пошлем нашего работника, чтобы помочь Вам.

Марко: Спасибо. Я также хотел бы заказать еду.

Администратор: Слушаю, сэр.

Марко: Я буду свежий вегетарианский салат и грибной суп, пожалуйста.

Администратор: Будете что-нибудь пить, сэр?

Марко: Да, стакан минеральной воды, пожалуйста.

Администратор: Хорошо, Мистер Оливер. Мы доставим Ваш заказ в течение 10 минут.

Марко: Спасибо. Я буду ждать.

(через 10 минут стук в дверь)

Официант: Обслуживание в номерах, сэр.

Марко: Проходите, пожалуйста. Дверь открыта.

Официант: Ваш заказ, сэр: вегетарианский салат, грибной суп и минеральная вода.

Марко: Спасибо. Добавьте, пожалуйста, чек за мою еду к моему общему счету.

Официант: Хорошо, сэр. Приятного аппетита!

Марко: Спасибо!

VI

Горничная: Добрый вечер! Чем могу быть полезной?

Гость: Пожалуйста, разбудите меня в 8 часов. Я боюсь проспать.

Горничная: Не беспокойтесь, сэр. Я вам позвоню.

Гость: Спасибо.

VI. ROLEPLAYING.

a) You are in the lobby at the hotel speaking to the receptionist. A few days ago you phoned and asked to reserve a single room for you.

b) Not long ago you reserved a double room at the Park Hotel. You asked for an inside room with a fridge and a shower, but you've got an outside room facing a noise street. The room has neither a refrigerator nor a shower. You phone the reception and settle the problem.

c) You've come to a hotel to book a room for a few days. The hotel has gone some vacancies but still you find it difficult to choose a room. One of them is too expensive, another is too noisy the third is not comfortable enough. Finally, you make your choice.

d) You are at the reception desk. A few days ago, you sent a letter and asked to reserve a single room for you. However, there's an international conference in the city and the hotel is full up. The clerk offers you a bed in a double room. You don't like it but there is no way out. You ask the clerk some questions about the room and the service at the hotel.

e) You have to book a room in a hotel for a colleague of yours who is coming together with his sister (she is rather choosy). Book rooms for a delegation of 7 people. Three of them are women of different ages. Discuss the time for staying, the room facilities and price.

VII. LOOK AT THE HOTEL REGISTRATION FORM AND DISCUSS HOW TO FILL IT.



HOTEL REGISTRATION FORM

Please return this form to by email to Mr. Pov Hour (reservation@hotelcambodiana.com.kh), and please copy final one to Ms.Khim Sopheha (annie.khim@corp.mekongnet.com.kh), the executive Marketing of Angkor Data Communication Group.Co.Ltd.

Country:			
Name:			
Company:			
Address:			
	Tel:	Mobile:	
	Fax:	Email:	

MEETING CONFIRMATION (PLEASE INDICATE YOUR PARTICIPATION)

✓
✓
✓

HOTEL REGISTRATION FORM

Hotel Accommodation Required : ☐ Yes (please continue to fill in the hotel registration form below) ☐ No
 Airport Transfer Required : ☐ Yes (please continue to fill in the airport transfer requirement) ☐ No

HOTEL VENUE

Hotel Cambodiana
 313 Sisowath Quay, Phnom Penh,
 Kingdom of Cambodia
 Tel: 855-23 426 288 / 855-23 218 189 | Fax: 855-23 214 329, 426 392
www.hotelcambodiana.com.kh | info@hotelcambodiana.com.kh

Duration of stay: ☐ 1 Night ☐ 2 Nights ☐ 3 Nights ☐ Nights
 Special Request: ☐ King Bed ☐ Twin Bed ☐ Extra Bed USD30.00 more

Room Categories	Room Rate
☐ Superior - Single	☐ US\$ 70.00 +
☐ Superior - Double/Twin	☐ US\$ 75.00 +
☐ Deluxe - Single	☐ US\$ 75.00 +
☐ Deluxe - Double/Twin	☐ US\$ 80.00 +
☐ Mekong Club - Single	☐ US\$ 105.00 +
☐ Mekong Club - Double/Twin	☐ US\$ 110.00 +
☐ Junior Suite - Single	☐ US\$ 220.00 +
☐ Junior Suite - Double/Twin	☐ US\$ 220.00 +
☐ Executive Suite - Single	☐ US\$ 320.00 +
☐ Executive Suite - Double/Twin	☐ US\$ 320.00 +
Please indicate room preference	☐ Non smoking room
	☐ Smoking room

Note: Cancellation made less than 7 days prior to arrival date will be charged for the full one night's accommodation.

No show (failing to arrive at all) will be charged full amount of the reservation.

AIRPORT TRANSFER IN CASE YOU REQUIRE

Please indicate your preference:

Type of Vehicle	Cost
☐ Airport Limousine	☐ US\$ 35.00net
☐ Toyota Camry	☐ US\$ 12.00net

Flight Schedule (required for room booking and transfer arrangements)

Schedule	Date	Arrival Time	Flight Number
Arrival			
Departure			

BILLING ARRANGMENTS

- ☐ Visa Card No.: / Expiry Date:.....
☐ Master Card No.: / Expiry Date:.....
☐ AMEX Card No.: / Expiry Date:.....
☐ Cash

PART 2. CHECKING OUT

I. PRACTISE READING SOME USEFUL EXPRESSIONS:

Are you ready to check out?	Вы готовы расплатиться и выехать?
What room were you in?	В каком номере вы жили?
How was your stay?	Вам понравилось проживание?
Was everything satisfactory?	Вам всё понравилось?
Have a safe trip home.	Приятного путешествия домой
I hope you had an enjoyable stay.	Я надеюсь, Вам понравилось у нас
Have you used the minibar?	Вы пользовались минибаром?
We're checking out of room 401.	Мы выселяемся из номера 401
Sorry we're a bit late checking-out.	Извините, мы задержались с выселением
I'm afraid we overslept/slept in.	Извините, мы проспали.
We really enjoyed our stay.	Нам очень понравилось.
We have a few complaints.	У нас есть несколько претензий (жалоб)
We'll be back next time we're in town.	Мы обязательно вернемся к вам, когда будем в городе
I'd like to check out	Я хотел бы выехать
I'd like to pay my bill, please	Я хотел бы оплатить счёт, пожалуйста
Prepare my bill, please. I'm leaving tomorrow morning.	Приготовьте мой счет, пожалуйста. Я уезжаю завтра утром.
What is the hotel's check-out time?	Какое время оплаты и освобождения номера в гостинице?
Check-out time is 12:00 noon.	Время расчета за номер 12 часов дня.
Here's your bill, sir. Three hundred seventy-six dollars.	Вот ваш счет, сэр. Триста семьдесят шесть долларов.
There must be a mistake here	Здесь, должно быть, ошибка.
I think there's a mistake in this bill	Я думаю, что счёт неправильный
Let me explain the details	Позвольте объяснить детали.
I guess this is a charge for the laundry, right?	Насколько я понял, это счет за прачечную?
How would you like to pay?	Как вы желаете платить?
I'll pay ... by credit card (by cheque, in cash)	Я заплачу ... кредитной карточкой (чеком, наличными)
Here you are. Thank you very much.	Вот (деньги). Спасибо большое.

Please, put your signature on the receipt.	Пожалуйста, поставьте свою подпись на этом бланке.
Yes, certainly.	Да, конечно.
Could I have a receipt, please?	Могу я получить квитанцию, пожалуйста?
Could you please call me a taxi?	Вызовите, пожалуйста, такси
Could we have some help bringing our luggage down?	Помогите нам снести вниз багаж, пожалуйста
Could you send a porter to my room, please, to pick up my luggage?	Не могли бы вы прислать портье в мою комнату, спустить мой багаж?
Do you have anywhere we could leave our luggage?	Мы могли бы где-нибудь оставить багаж?
Can I leave my luggage / baggage at the hotel for a couple of hours after I check out?	Могу я оставить свой багаж в гостинице на несколько часов после того, как я выпишусь?
We haven't used the minibar	Мы не пользовались мини-баром
Unfortunately smoking is prohibited inside the hotel	К сожалению, нельзя было курить в отеле.
Well, you should understand our policy, Mr.	Хорошо. Следует выполнять правила отеля.
You are welcome. Have a nice day!	Всегда пожалуйста. Хорошего вам дня!

II. READ AND TRANSLATE THE DIALOGUES:

I

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really busy at check-out time anyway.

Guest: Oh, really. The last hotel we stayed in charged us for a late check-out.

Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.

Guest: The kids were disappointed that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well, we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your credit card?
Guest: No. I'll pay cash.
Receptionist: OK. So the total comes to \$123.67, including tax.
Guest: I thought it was \$115 even. That's what they said yesterday when we checked in.
Receptionist: Yes, but there is an extra room charge on your bill.
Guest: Oh, I forgot. My husband ordered a plate of nachos. Sorry.
Receptionist: No problem. So from \$140, here's your change. Now, I'll just need to ask you for your room keys.

II

Receptionist: Good morning. May I help you?
Daniel Adams: Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.
Receptionist: One moment, please, sir. ... Here's your bill. Would you like to check and see if the amount is correct?
Daniel Adams: What's the 14 pounds for?
Receptionist: That's for the phone calls you made from your room.
Daniel Adams: Can I pay with traveller's cheques?
Receptionist: Certainly. May I have your passport, please?
Daniel Adams: Here you are.
Receptionist: Could you sign each cheque here for me?
Daniel Adams: Sure.
Receptionist: Here are your receipt and your change, sir. Thank you.
Daniel Adams: Thank you. Goodbye.

https://www.audioenglish.org/english-learning/english_dialogue_hotel_checking_out_1.htm

III

Receptionist: Good morning, sir. Can I help you?
Robert: Yes, please. I would like to check out today.
Receptionist: Ok, sir. Hmm... May I ask your name and room number please?
Robert: I am Henry Robert. And I'm from room no 812.
Receptionist: Wait a minute sir. Yes, Mr. Robert. You are from room 812 and I'd like to check out today, right?
Robert: Yes.
Receptionist: Sir, have you used any of our service today?
Robert: No. Not at all.
Receptionist: Hmmm ... OK sir. Here is your bill now. For 5 nights you have been charged for \$500, \$100 for each night and other cost is for laundry and room service you made during this time. In total your bill is 612\$.
Robert: Let me check my bill please.
Receptionist: Sure sir. No problem. Let your time.

Robert: I guess everything is OK. Now, I'd like to pay by my credit card. Any problem?

Receptionist: Not at all. May I have your card please?

Robert: Here it is.

Receptionist: Please, sign your name here, sir.

Robert: Ok. One more thing. I will leave my room now. But one of my friends will come at 3 pm. Can I wait for him in your lobby?

Receptionist: No problems at all, sir.

Robert: Thanks.

Receptionist: You are welcome sir. Have a nice day.

II. TRANSLATE THE DIALOGUES INTO ENGLISH:

I

- Добрый вечер. Пожалуйста, приготовьте счет. Я завтра уезжаю.
- Да, сэр, конечно. Ваш счет будет готов уже сегодня вечером. Я отправлю его в вашу комнату.
- Не нужно. Завтра утром я оплачу счет здесь.
- Хорошо, как желаете.
- Вам заказать такси.
- Да, это было бы хорошо.
- Во сколько вы уезжаете?
- Регистрация на мой рейс начинается в 19.00. Я бы хотел в это время уже быть в аэропорту.
- Хорошо. Тогда можно заказать такси на 17.00. Дорога в аэропорт занимает полтора часа.
- Да, пожалуйста. Я буду очень вам признателен.
- Доброй ночи, сэр.

II

- Доброе утро!
- Доброе утро, мистер Сильвер. Все в порядке?
- Дело в том, что сегодня я должен лететь в Португалию. Поэтому я бы хотел освободить комнату и оплатить счет.
- О, да. Разумеется, сэр. Номер вашей комнаты – 215, не так ли?
- Верно.
- Как вам было у нас? Вам понравился наш отель и обслуживание?
- Все было отлично. Большое спасибо. К сожалению, нельзя было курить в отеле.
- Ну, следует понимать правила внутреннего распорядка, мистер Сильвер... Итак. Вот ваш счет. Посмотрите, пожалуйста.
- Не могу поверить! Общая сумма - \$ 2500. Должно быть, это ошибка.

- Полагаете, что слишком много? Позвольте мне разъяснить вам кое-какие детали, и вы поймете, что сумма абсолютно верна.
- За что эти \$ 400?
- Это за международные телефонные звонки из вашего номера.
- А, да. Я довольно долго разговаривал со своими немецкими партнерами. А как насчет этих \$ 250?
- Это за напитки из вашего мини-бара. А эти \$ 300 – за разбитое окно.
- Боже! Я ужасно сожалею за окно ... Да, я пользовался мини-баром. Ну и, насколько я понимаю, это – за услуги химчистки, да?
- Да, сэр.
- ОК. Я бы хотел оплатить при помощи кредитной карты.
- Конечно. Дайте, пожалуйста, ваш паспорт.
- Вот, возьмите.
- Поставьте свою подпись на счете, пожалуйста. Мы будем рады видеть вас в нашем отеле снова.
- Спасибо. Не могли бы вы послать в мой номер носильщика, чтобы забрать багаж?
- Разумеется. Приятного путешествия в Португалию!

III

- Чем я могу вам помочь?
- Я хотел бы выселиться.
- Ваше имя?
- Игорь Смирнов.
- Какой номер?
- Номер 101.
- Как прошло ваше пребывание в отеле?
- Очень хорошо, нам понравилось.
- Все было в порядке?
- Да, все было отлично.
- Вот ваш счет.
- А за что эти 20 долларов?
- Это за телефонные звонки и прачечную.
- Ах, да, я забыл об этом...
- Можете подписать здесь?
- Конечно.
- Как вы будете платить?
- Наличными.
- Хорошо. Вот ваша квитанция и сдача.
- Мы можем оставить здесь наши вещи?
- Конечно. Мы положим их в камеру хранения.
- Большое спасибо.

III. ROLEPLAYING.

- a) You need to check out of the hotel immediately. You pay your bill, pack your luggage and get help bringing your luggage.
- b) The time to check out is coming. Moreover, you don't have your bill yet. That is why you go to the receptionists and ask him to give it to you. Unfortunately, you find some mistakes in the bill. The time of your checking out is wrong. Not with all you made any phone calls.
- c) The time of checking out is tomorrow. You'd like to receive your bill. You used different hotel services (laundry, mini-bar, some meals). The bill is in order. You are satisfied by service. The taxi for tomorrow is in order; the hotel clerk will help you to pick up the luggage.

TOPIC 3. ASKING THE WAY

I. PRACTISE READING SOME USEFUL EXPRESSIONS:

Excuse me, could you tell me where ...?	Извините, не могли бы Вы подсказать, где находится ...?
Could you tell me the way to ...?	Извините, не могли бы Вы подсказать дорогу до ...?
I'm trying to find ...	Я пытаюсь найти ...
I'm looking for	Я ищу
Walk along/ Go down the corridor.	Идите по коридору
When you come out of the lift ...	Когда вы выйдете из лифта, ...
Turn right/ left.	Поверните направо/налево
Go past the ...	Идите мимо ...
Go across ...	Пересеките ...
Go straight ahead.	Идите прямо вперед.
Upstairs/downstairs	Вверх по лестнице/вниз по лестнице
Cross the street.	Перейдите на другую сторону улицы.
Take a taxi/ bus #5.	Сядьте на такси / автобус номер 5
Take the first/ second/ left/right turn.	Первый/второй поворот налево/направо
Round the corner.	За углом
In the opposite direction.	В противоположном направлении
Within 5 minutes' walk.	Это примерно 5 минут пешком
Basement	Цокольный этаж\подвал
Ground floor	Первый этаж

First floor	Второй этаж
Second floor	Третий этаж
On the roof	На крыше

II. READ AND TRANSLATE THE DIALOGUES:

I

- How can I find the restroom?
- It's on this floor. Just go across the hall and then down the corridor. You will see it at the end of corridor, facing you
- Thank you very much.
- Not at all.

II

- Excuse me, where is the restaurant?
- It is on the top floor. When you come out of the lift, turn right, go past the staircase. The restaurant will be on your left.
- Is there a bar near here?
- Sure. It's on the ground floor, at the bottom of the main staircase opposite the reception desk.
- I'm so grateful to you.

III

- A foreigner:* Excuse me, could you tell me the way to the main post office, please?
- A passer-by:* Well, would you rather take a bus or walk a little?
- A foreigner:* Is it far from here?
- A passer-by:* Oh, no, not far. When you come out of the hotel, go across the street on the other side, you will see a bus stop, turn left and walk straight ahead for a distance of two stops.
- A foreigner:* If I decide to take a bus what bus should I take?
- A passer-by:* Any bus. It's again two stops by bus.
- A foreigner:* Thanks a lot.
- A passer-by:* It's a pleasure.

III. TRANSLATE THE DIALOGUES INTO ENGLISH:

1.

- Я пытаюсь найти офис управляющего.
- Это на втором этаже.
- А где лестница?
- Вот там за углом – лифт. Когда вы выйдете из лифта, пересекайте холл, вы увидите конференц-зал, его офис напротив.
- Спасибо огромное.

2.

- Вы не подскажете, как мне найти фитнес-центр?
- Это в цокольном этаже. Пройдите через ту дверь, затем вниз по лестнице. Поверните налево вдоль по коридору, фитнес-центр будет перед вами.
- Премного благодарен.
- Не стоит благодарности.

3.

- Извините, как пройти к ближайшей станции метро.
- Идите вдоль по улице до светофора. Поверните налево, пройдите еще немного, первый поворот направо и вы окажетесь у станции метро.
- Это далеко?
- Около десяти минут пешком.
- Благодарю Вас.
- Не стоит.

IV. ROLEPLAYING.

1. A new student of your group is asking you the way to the city library.
2. A foreigner is asking the way to the railway station.
3. Two students are explaining how they can get from their places to the faculty.

TOPIC 4. MAKING AN APPOINTMENT

I. PRACTISE READING SOME USEFUL EXPRESSIONS:

- 1) Shall I make an appointment for you? – Вам назначить встречу?
- 2) I have an appointment for 1 p.m. –У меня назначена встреча на 1 час дня.
- 3) I was wondering if the manager could see me. –Я хотел бы знать, сможет ли управляющий принять меня сегодня.
- 4) I should like to speak to Mr. Gray. –Я хотел бы поговорить с мистером Греем.
- 5) Would you mind waiting a few minutes? –Не могли бы Вы подождать несколько минут?
- 6) I'm sorry the manager is engaged. - Извините, управляющий занят.
- 7) I'll have to cancel my appointment. – Мне придется отменить встречу.
- 8) Would Friday, three-fifteen, suit you? - Пятница, 3.15, Вам подходит?
- 9) Yes, that would be quite all right. - Да, вполне подходит.
- 10) Can I book an appointment for later? – Могу я заказать прием на более позднее время?

11) No, I'm sorry, I can't manage it later. - Нет, извините, позже я не могу Вас принять.

II. READ AND TRANSLATE THE DIALOGUES:

I.

Mr. Brown: Good morning. My name is Mr. Brown. I have an appointment with Mr. Smith for 10.30.

Secretary: Yes, certainly, Mr. Brown. Mr. Smith said you'd be coming over. But would you mind waiting a few minutes? Mr. Smith's on the phone just now. You shall be called in as soon as he's finished with the call.

II.

Visitor: I should like to speak to Mr. Gray, if he's not engaged.

Secretary: Have you an appointment?

Visitor: No, but I'm an old friend of Mr. Gray and I was rather hoping that he'd be able to see me. Here's my card. Could I ask you to take it in, please?

III.

Secretary: Mr. Bowen, you asked me to remind you about the appointment you'd made with your dentist.

Mr. Bowen: So I did, thank you, Tess, though I don't think I'll be able to keep it. I know it's short notice, but would you try to cancel it for me?

Secretary: Shall I make another appointment for you then?

Mr. Bowen: Yes, will you, please?

IV.

Nurse: Doctor Croft's surgery. Good morning.

Patient: Good morning. My name is Jackson. I was wondering if Doctor Croft could see me today.

Nurse: Sorry, Mr. Jackson, but we are very busy today. I can make an appointment for you for Wednesday morning.

Patient: Oh, but couldn't the doctor see me now? I'm in great pain.

Nurse: Could you hold on a moment, please. I'll ask the doctor.

Patient: Thank you.

V.

Husband: Feel like a trip to town this morning?

Wife: Town? This morning? But how can we? You have an appointment with Johnson at his office at eleven thirty, haven't you?

Husband: No, not now. I did have, but his secretary rang up a few minutes ago to cancel it. Johnson's down with flu or something, apparently. She said she'd been trying to reach me yesterday but no one answered the phone.

VI.

Assistant: Good morning.

Miss Martell: Good morning. Is this Mr. Howard's office?

Assistant: Mr. John Howard?

Miss Martell: Yes. I was wondering whether Mr. Howard could see me. My name is Martell.

Assistant: Oh, I'm very sorry, but I'm afraid Mr. Howard has several engagements today. He's at a meeting this morning and he has several other appointments this afternoon.

Miss Martell: Then would you kindly make an appointment for me?

Assistant: Yes, certainly. I'll just look in his diary (дневник). Now, would Friday, three- fifteen, suit you?

Miss Martell: No, I'm afraid I shan't be in town on Friday.

Assistant: Oh. Then would you be able to come on Monday at eleven o'clock?

Miss Martell: Yes, that would be quite all right.

Assistant: Good, I'll make it for eleven o'clock on Monday, then.

III. TRANSLATE INTO ENGLISH:

1. У меня встреча с мистером Смитом в 10.30.
2. Я хотел бы поговорить с мистером Греем, если он не занят.
3. Вы просили меня напомнить Вам о Вашем посещении врача.
4. Не могли бы Вы отменить условленное время встречи?
5. Вы не против того, чтобы совершить прогулку по городу сегодня?
6. Она сказала, что пыталась связаться со мной вчера, но никто не ответил на звонок.
7. Вам назначить время встречи?
8. Пятница, 16.30, Вам подходит?

IV. TRANSLATE THESE DIALOGUES INTO ENGLISH:

1) *Ассистент:* Доброе утро!

Мисс Мателл: Доброе утро!

Ассистент: Мистер Джон Хауэрд?

Мисс Мателл: Да. Я хотела бы знать, может ли мистер Хауэрд принять меня. Меня зовут Мателл.

Ассистент: Сожалею, но мистера Хауэрда очень занят сегодня. Он будет на собрании сегодня днем, и у него несколько встреч вечером.

Мисс Мателл: Не могли бы Вы назначить время для меня?

Ассистент: Да, конечно. Я только посмотрю его расписание. Четверг, 17.30, Вам подходит?

Мисс Мателл: Нет. Боюсь, я не смогу в четверг.

Ассистент: Тогда не сможете Вы прийти в понедельник в 9 часов?

Мисс Мателл: Да, это время мне подходит.

Ассистент: Хорошо. Тогда я назначу Вам 9 часов в понедельник.

2) *Мистер Браун*: Доброе утро. Меня зовут мистер Браун. У меня назначена встреча с мистером Смитом в 13.30.

Секретарь: Да, конечно, мистер Браун. Мистер Смит сказал, что Вы придете. Не могли бы Вы подождать несколько минут? Мистер Смит сейчас говорит с партнерами. Я приглашу Вас, когда он закончит телефонный звонок.

V. ROLEPLAYING.

1) Make sure about your appointment with your boss by phone. Continue the conversation, make up two dialogues:

a) the boss is engaged; b) your appointment is not cancelled.

2) Make sure that your lawyer can see you today. Continue the conversation.

SPEAKING «ME AND MY PROFESSION»

I. PRACTISE READING SOME USEFUL EXPRESSIONS:

ability – способность	to afford – позволять себе
approach – подход	to complain – жаловаться
attitude – отношение	to consider – считать
advantage – преимущество	to be keen on – очень любить
background – опыт	to do one's best – делать все
bright – яркий, умный	to depend on – зависеть от
creative – творческий	to develop – развивать
desire – желание	to devote – посвящать себя
decision – решительность, принятие решений	to form – формировать
dull – скучный, глупый	to mark – выставлять отметки
ignorant – невежественный	to master – овладевать
flexible – гибкий, творческий	to obtain – получать, приобретать
generosity – великодушие	to require – требовать
humanity – человечество	to reward – награждать
quality – качество	to serve – служить
possibility – возможность	to solve a problem – решать проблему
responsibility – ответственность	to succeed – добиться успеха
skill – умение	pros and cons – за и против
solution – решение	as for me – что касается меня
tolerance – терпение	view – взгляд, мнение
upbringing – воспитание	vital – жизненно важный

II. READ THE SENTENCES TRANSLATING THE WORDS IN BRACKETS INTO ENGLISH:

1. Finishing school is quite the right time (подумать о будущей профессии).
2. (Успешное решение) of the complex tasks of upbringing (зависит от учителя и его профессиональных умений).
3. Every job has (свои плюсы и минусы).
4. To be a teacher is a great (ответственность).
5. Teaching (требует творческого подхода к каждому уроку и хороших коммуникативных умений).
6. Teachers often (жалуются) that they are overworked and underpaid.
7. Modern school is aimed to develop children.
8. An (невежественный) teacher teaches ignorance but a good teacher (развивает) in his pupils the burning desire to know.
9. A teacher should have such ... as ... (такие личные качества, как великодушные, терпение, гибкость).
10. Audience (уважает только яркие) personalities.
11. They must (развивать) their pupils' intellect, (формировать их мнение и интеллект, их отношение) to life and to other people.
12. (Что касается меня) I made my choice long ago.

III. READ, TRANSLATE AND MAKE UP THE SIMILAR TOPIC ABOUT YOURSELF:

MY FUTURE PROFESSION

Many young people consider teaching as a career. It's not surprising – teachers play a very important role in our lives. They serve humanity doing the most vital job of all. The successful solution of the complex tasks of upbringing depends largely on the teacher, his professional skills.

Every job has its pros and cons. The profession of a teacher is not an exception. On the one hand, this work is creative and varied. Teaching is a constant stream of decisions and a challenge to one's character and abilities; it requires a flexible approach to every lesson and good communication skills. This profession can be rewarded if you like dealing with children because children will love you too. On the other hand most jobs are done within the usual office hours from 9 a.m. till 5 p.m. but not for teachers. They are devoted to their work and usually spent their evenings in making exercise books and preparing for the next lesson.

Teachers often complain that they are overworked and underpaid. To be a teacher is a great responsibility. Everybody knows it requires a flexible approach to every lesson and good communication skills. That it isn't easy to

teach modern children. Teachers don't only give knowledge in their own subject. A teacher is a person who is always teaching himself while teaching others because every time you learn something new you know. An ignorant teacher teaches ignorance but a good teacher catalyzes in his pupils the burning desire to know. Modern school is aimed to develop children.

To be a good teacher you must be deeply interested in what you are doing. You have to be quite creative and well educated yourself. Besides a teacher should have such personal qualities as generosity, tolerance, flexibility and so on. Audience respects only bright personalities. Teachers have to be clever and obtain a set of specific skills to be able to explain difficult points in simple words because they must develop their pupils' intellect, form their views and characters, their attitude to life and to other people.

As for me, I made my choice long ago – I want to become a teacher. I cannot say that all the necessary qualities can be found in me but I'm keen on this profession and I'll do my best to match it. It is not easy, as it may seem at first but I think that love for children combined with the knowledge I'll get at the University would be quite enough to succeed in my future work.

IV. ANSWER THE FOLLOWING QUESTIONS:

1. Why do young people consider teaching as a career?
2. What are the advantages of this profession?
3. Teaching is done within the office hours from 9 a.m. till 5 p.m., isn't it?
4. What must a good teacher know?
5. What kind of person should a good teacher be?
6. Why is it a great responsibility to be a teacher?

V. ASK YOUR NEIGHBOUR:

- 1) what profession he (she) has chosen;
- 2) what specific skills teaching requires;
- 3) when the profession of a teacher is rewarded;
- 4) why teachers are always mastering and learning themselves;
- 5) what a good teacher catalyzes in her pupils;
- 6) if modern school is aimed to develop independent thinking and creativity;
- 7) what a teacher cannot afford himself /herself;
- 8) what a good teacher is able to explain;
- 9) if he / she is keen on this profession.

VI. READ, TRANSLATE AND MAKE UP THE SIMILAR DIALOGUE:

- Have you already chosen your future profession?
- Yes, I want to be a teacher.
- Really. But it's a very responsible profession. In addition, unfortunately it isn't a well-paid job. Why have you chosen to work in this field? What are your criteria?
- This profession is interesting and useful. This is the job, which lets you learn something new every day. I find it interesting and challenging to solve new problems. At the same time, I'll work with English and Russian, the languages I like.
- Yes, I see. But besides to be a teacher is so responsible, isn't it?!
- Sure, responsible, on other hand I'd like to know many things in many other subjects. And a teacher is just a person who is always himself while teaching others because every time you learn something new.
- Do you have the needed traits of character? A teacher should have such personal qualities as generosity, tolerance, flexibility. Besides audience respects only bright personalities.
- Well, I think, this is a very important trait of character. It's a good possibility to develop my creative abilities and communicative skills. My father says I am organized and communicative.
- Many boys and girls want to be famous in their future. What about you?
- I don't think about being famous. If I am famous, I'll be glad I think, but most of all I want to have a good job and be a good specialist.
- Where would you study to prepare for your future profession?
- I'll try to enter the Philology Department of the State University. If I fail to enter, I shall take courses.
- When did you begin to think about your future profession?
- When I was a child. Then I knew my father was a technologist and I wanted to become a technologist, too. But later I understood that I could make a terrible technologist, since I am bad at chemistry and such subjects.
- Who helped you decide what you want to be?
- My parents supported me a lot, especially my mother. They helped me to understand myself.

MODULE 2

TOPIC 5. APPLYING FOR A JOB. INTERVIEW

I. WORDS AND WORD-COMBINATIONS TO BE REMEMBERED

advert (advertisement)	объявление, реклама
account	счет, расчет
to accept	принимать (предложение о работе)
to apply	подавать заявление
applicant	кандидат, претендент (на работу)
application form	бланк для заявления
background	биографические данные; подготовка, квалификация
personal data	персональные данные
benefit package	страховой (социальный) пакет
board or panel interview	собеседование на совете или комиссии
candidate	кандидат, претендент (на должность)
career objective	желаемая должность
conclusion	заключение, вывод
covering letter	сопроводительное письмо
handling	обработка данных
emphasize	подчеркивать, выделять
employment agency	агентство по трудоустройству
experience	опыт
to make an impression	производить впечатление
to interview	проводить собеседование (интервьюировать)
interview	собеседование
job vacancies	вакансии на должность (для работы)
pattern	образец, модель
probationary period	испытательный срок
prospective employer	будущий (предполагаемый) работодатель
position	должность
reference	рекомендация; поручитель, дающий рекомендацию
resume	резюме
qualification	квалификация, право занимать какую-либо должность Cp. skill – навык, умение
temporary job	временная работа
permanent job	постоянная работа
current job (present job)	настоящее место работы (текущее место работы)
salary	жалованье Syn. Wages
bonus	добавочное вознаграждение Syn. Premium
short-listed	прошедшие предварительный отбор
show one's worth	проявить себя

strong points	сильные стороны
the stock market	фондовая биржа
staff	штат служащих Syn. Personnel
staff office	отдел кадров
references	рекомендации Syn. Recommendations
to hire	нанимать на работу
to fire	увольнять
to leave the company	увольняться, уходить (из компании)
to be eligible for medical and dental insurance	иметь право на медицинскую страховку и лечение у дантиста
to be in charge of a team of	руководить отделом, командой
to check applicant's professional skills immediately	немедленно проверить профессиональное мастерство претендента
company you are going to work in	компания, в которой вы собираетесь работать
graduate in business studies	иметь экономическое образование
to give a ring	позвонить
to have fluent French	свободно говорить на французском языке
to insist on a doctor's certificate	настаивать на больничном листе
to make a good impression on someone	произвести хорошее впечатление на кого-либо
to reply to an advertisement	отозваться, ответить на объявление
suitable person for a particular job	кандидатура, подходящая на определенную должность
some rules of behaviour	некоторые правила поведения
to take up the references	принимать рекомендации
to trade stocks and bonds	продавать акции и облигации
it is common to avoid discussing	принято избегать обсуждения
opportunity to demonstrate skills	возможность продемонстрировать мастерство
to shake hands	пожать руку
to use secretarial skills	использовать секретарские умения
to work a five-day week	работать 5 дней в неделю
to get in touch with you in a day	связаться с кем-либо через день

II. PRACTISE READING SOME USEFUL EXPRESSIONS:

I enjoy working with people	Мне нравится работать с людьми
So I was out of job	Я остался без работы
it went bankrupt	Она (фирма) стала банкротом
The company closed down	Компания закрылась.
We'd better call this man for interview	Было бы лучше вызвать этого мужчину для собеседования

Will next Monday do?	Следующий понедельник подходит?
She seems to be the best qualified	Мне кажется, что она имеет лучшую квалификацию
What are your qualifications?	Какую Вы имеете квалификацию?
Have you been doing anything since?	Вы чем-то еще занимались с тех пор?
Would you mind telling me a little bit about your present job?	Не могли бы Вы рассказать мне немного о вашей работе в настоящее время?
I hope she's good at typing	Надеюсь, она хорошо печатает
Are you interested in working at an office?	Вы интересуетесь работой в офисе?
I was trained in book-keeping and office practice	Я получил подготовку по бухгалтерскому делу и работе в офисе
Why are you applying to work in our company?	Почему Вы нанимаетесь на работу в нашей компании?
We are going to take up your references	Мы намереваемся принять Ваши рекомендации
We'll get in touch with you	Мы свяжемся с Вами.
I'll write a letter of appointment	Я напишу письмо о назначении

III. MATCH THESE WORD COMBINATIONS WITH THEIR RUSSIAN EQUIVALENTS:

1) to make a good impression on someone	a) возможность продемонстрировать мастерство
2) career objective	b) произвести хорошее впечатление на кого-либо
3) to shake hands	c) принято избегать обсуждения
4) opportunity to demonstrate skills	d) желаемая должность
5) it is common to avoid discussing	e) кандидатура, подходящая на определенную должность
6) company you are going to work in	f) немедленно проверить профессиональное мастерство претендента
7) some rules of behaviour	g) некоторые правила поведения
8) suitable person for a particular job	h) пожать руку
9) to check applicant's professional skills immediately	i) компания, в которой вы собираетесь работать

IV. READ THE TEXT AND COMPLETE THE SENTENCES WITH THE APPROPRIATE WORDS AND PHRASES GIVEN IN THE BOX. FILLING A VACANCY.

References, candidate, position, interview, resume, job vacancies, application, short-listed, application form, employment agencies, apply, applicant

Many people looking for a job read about the (1) ____ advertised in newspapers by companies and (2) _____. To reply to an advertisement is to (3) _____ for a job. You become a (4) _____ or an (5) _____. You write an (6) _____, or fill in the company's (7) _____, and send it, along with your (8) _____ and a covering letter. You often have to give the names of two people who are prepared to write (9) _____ for you. If your qualifications and abilities match the (10) _____ you might be (11) _____, i.e. selected to attend an (12) _____.

V. READ AND TRANSLATE THE DIALOGUES:

1.

Mr. Kay: Twenty applicants - that's not bad for one advert. I've made a shortlist of five, so we'd better call them for interview.

Mr. Samuel: Will next Monday do?

Mr. Kay: Monday, all right. I'll see this one first, Jane Ling. She seems to be the best qualified.

Mr. Samuel: Is she the graduate in business studies?

Mr. Kay: Yes, and I hope she's good at typing as well.

2.

Mr. Kay: Now, Miss Ling, about your qualifications. I see that you have fluent French as well as English and that you were working with your last company for four years. Tell me, why did you leave?

Candidate A: Actually, I didn't leave. The company closed down.

Mr. Kay: Closed down?

Candidate A: Yes, it went bankrupt. So I was out of job.

Mr. Kay: I see. And have you been doing anything since?

Candidate A: I had a couple of temporary jobs, and now I really need something permanent.

3.

Mr. Kay: So tell me, why are you applying to work in my company?

Candidate B: Well, I was trained in book-keeping and office practice and I'd like to use my secretarial skills.

Mr. Kay: I see. And apart from typing what experience do you have with office machinery?

Candidate B: I know how to use the telex machine and the photocopier.

Mr. Kay: All right. Well, I'll think it over and we'll get in touch with you in a day or two. Thank you for coming.

4.

Mr. Kay: Now let me tell you a few things about the job. You know the salary already. We pay a bonus twice a year and we give three weeks' holiday a year. Office hours are nine to five thirty and we work a five-day week. Do you have any questions?

Candidate C: Oh, yes. If I feel ill, what should I do?

Mr. Kay: Well, I insist on a doctor's certificate if staff is away for longer than a couple of days.

5.

Mr. Kay: Miss Ling is still my first choice, so could you give her a ring and I'll offer her the job. If she accepts I'll write to the others straight away so as not to keep them waiting.

Mr. Samuel: Are you going to take up her references?

Mr. Kay: No, there's no need to do that. I'm pretty sure we can trust her. If she accepts I'll write her a letter of appointment.

6.

- Please have a seat, Mr. Sanders. I received your resume a few weeks ago and I must say I'm very impressed.

- Thank you.

- We are a small financial company, trading mostly stocks and bonds. May I ask why you are interested in working for us?

- Your company has an impressive reputation and I always wanted to work for a smaller company.

- That's good to hear. Would you mind telling me a little bit about your present job?

- I'm a head broker in a large international company. I do with clients on a daily basis and deal with all aspects of their accounts personally.

- Why do you think you're the right candidate for this position?

- I have a lot of experience in the stock market and I enjoy working with people.

- As a matter of fact, in my current job I'm in charge of a team of 8 brokers.

- Well, you might be just the person we've been looking for.

- Do you have any questions?

- Yes. If I were hired, how many accounts would I be handling?

- You'd be working with two other head brokers, in other words you'd be handling about a third of our clients.

- Whom would I report to?

- Directly to me.

- I see. What kind of benefit package do you offer?

- Two weeks of paid vacation in your first year of employment. I believe you are also eligible for medical and dental insurance but this is something you should discuss with our Personnel Department.
- Do you have any other questions?
- No, not at the moment.
- Ok. I'll have to discuss your application with my colleagues and we'll get back to you early next week.
- Ok. Thanks. It was nice to meet you.
- It was nice meeting you too. And thanks for coming in today.

VI. MAKE UP DIALOGUES MATCHING THE ANSWERS UNDER THE LINE TO THE QUESTIONS GIVEN BELOW:

- a) What are your qualifications?
- b) Will you tell me a few things about the job?
- c) Are you going to take up his / her references?

a) Yes, I am. And if she accepts the job I'll be quite satisfied. (No, there's no need to do that. I'm sure we can trust her.) b) Well, we pay bonus in addition to the salary every month. Office hours are... c) I was trained in typing and I'd like to use my skills.

VII. THINK OF THE POSSIBLE ANSWERS TO THE INTERVIEWER'S QUESTIONS WHEN APPLYING FOR A JOB.

If you want to be a salesperson, do you enjoy travelling, and are you good at meeting people?

If you want to be a secretary, are you interested in working in an office? Can you type and file quickly?

Are you patient?

If you want to work in school, do you like working with children and their parents?

Are you good at working with numbers?

Are you friendly?

What skills do you need for the job you would like to have?

Are you responsible?

Do you work hard?

Do you always do the best job you can?

Do you help your co-workers?

Are you reliable?

Do you start working on time?

Do you come to work every day?

What are your strengths?

For example, do you work well with people?

Are you good at maths (pedagogics, psychology, etc.)?

Can you work independently?

What are your weaknesses?

For example, your English is not very good. Are you learning to improve it?

Perhaps you are impatient because your co-workers do not work very fast?

VIII. TRANSLATE INTO ENGLISH:

A.

1. Десять кандидатов – неплохо для одного объявления.
2. Следующая суббота, 18.30, подходит?
3. Она закончила обучение в университете?
4. У меня было две временные работы, а сейчас мне нужно что-либо постоянное.
5. Я обучалась менеджменту и сейчас хотела бы применить мои навыки.
6. Мы платим премию к ежемесячной заработной плате.
7. Если служебный персонал отсутствует более двух дней, требуется больничный лист.
8. Вы собираетесь просить, чтобы она предоставила рекомендации?

B.

Мистер Джей: А сейчас разрешите мне рассказать Вам немного о работе. Зарплата будет составлять 2000 долларов в месяц. Мы также платим премию дважды в год и даем двухнедельный отпуск два раза в год. Часы работы - с 8.00 до 17.00. У нас пятидневная рабочая неделя. У Вас есть какие-либо вопросы?

Кандидат: О, да, конечно. Нужно ли официально оформлять больничный лист в случае болезни?

Мистер Джей: Я прошу о предоставлении больничного листа, если персонал отсутствует более двух дней.

C.

Мистер Джей: Я считаю, Мисс Браун имеет больше преимуществ по квалификации и опыту, поэтому я склоняю свой выбор в пользу ее кандидатуры. Не могли бы Вы позвонить ей? Я предложу ей работу. Ес-

ли она согласна, я напишу другим претендентам прямо сейчас, чтобы не заставлять их ждать.

Мистер Сэмюэль: Вы собираетесь звонить ее рекомендателям?

Мистер Джей: Нет необходимости делать это. Я полностью уверен, что мы можем доверять ей. Если она примет предложение, я напишу ей письмо о назначении.

D.

A: Перед началом этого собеседования, какие-нибудь вопросы?

B: Нет, я готов идти.

A: Ладно, отлично. Расскажите мне о себе.

B: Я 35 летний преподаватель с ученой степенью.

A: Почему Вы хотите стать учителем?

B: Я хочу улучшать будущее учащихся.

A: Какой предмет Вы бы хотели преподавать?

B: Я хотел бы преподавать науку. Я был ученым однажды.

A: Интересно! Что заставило Вас сменить работу?

B: Ученые в действительности не взаимодействуют с детьми.

A: Верно! Я перезвоню Вам, если я решу нанять Вас.

B: Спасибо. Надеюсь услышать Вас скоро.

<http://am-en.ru/english-conversation/jobs/the-job-interview.html>

V. ROLEPLAYING.

a) Looking through the advertisements of jobs, you have found one, which seems to be convenient for you. You make a call to the staff office. After answering some questions of your education and job experiences, you get to know about the salary and are asked to send your resume per email.

b) Recently you've sent your resume to the factory. At last, you are called by the staff-office. Your background will be clarified, and then the data of applying will be set.

c) You have a permanent job at school. However, you are looking for the temporary job at the office for the half day. You can type well, are responsible and creative. The interview starts...

TOPIC 6. RESUME

GENERAL INFO

Составление удачного резюме на английском языке часто является одной из самых сложных задач при поиске работы за границей или в западной компании. Резюме должно отвечать всем необходимым требованиям, но при этом выгодно отличать вас от других

претендентов на данную должность. Вам придется подвести итог своему жизненному опыту на 1-2 страницах, осветив при этом свои наиболее выдающиеся достижения. Обычно, работодатель не читает полностью каждое резюме, поэтому необходимо сразу заинтересовать его самой важной информацией.

В помощь тем, кто претендует на солидную должность в международной компании или собирается испытать себя в поиске работы за пределами России, мы предлагаем несколько советов по составлению резюме на английском языке и образец резюме на английском.

В США резюме принято называть Resume, в Европе – CV (Curriculum Vitae).

Стандартная форма резюме европейского уровня включает в себя 6 основных частей:

Личная информация (Personal Information)

Цель (Objective)

Опыт работы (Work Experience)

Образование (Education)

Специальные навыки (Additional Skills)

Рекомендации (References)

Основные моменты, которые должны быть учтены при составлении резюме:

1. Во-первых, весь ваш опыт работы, оплачиваемый и неоплачиваемый, с полной занятостью и по совместительству. Вспомните все виды деятельности, которые входили когда-либо в ваши обязанности.

2. Ваше образование: получение ученых степеней, свидетельств об окончании различных учебных заведений.

3. Какая-либо дополнительная деятельность: членство в различных организациях, служба в армии и т.д.

4. Выберите из предыдущих пунктов факты, наиболее, по вашему мнению, важные в будущей работе, именно они и составят основу вашего резюме.

5. Резюме следует начать с личной информации (Personal

Information). Напишите полностью свое имя, укажите адрес, телефон, электронный адрес.

6. Следующим пунктом является цель вашего устройства на данную должность (Objective). В нескольких словах опишите работу, которой вы хотите заняться и причины, по которым вы считаете свою кандидатуру подходящей для нее. Представьте ваши самые важные достижения в данной области. Рекламируя себя с наилучшей стороны, показывая, в чем именно вы преуспели, вы будете выгодно отличаться от других претендентов на данную должность, просто перечисляющих свои способности. Рассказывая о себе, используйте больше прилагательных, это сделает текст более ярким и иллюстративным, вот краткий перечень наиболее употребляемых слов:

directed	управлял
led / managed	осуществлял управление
supervised	осуществлял руководство
achieved	достиг
delivered	доставил
generated	обобщал (генерировал идеи)
grew	вырос
increased	увеличил
initiated	инициировал
launched	запустил
cut \ decreased	уменьшил
reduced	снизил
accelerated	ускорил
created	создал
developed	разработал
established	основал
implemented	внедрил
instituted	учредил, назначил
performed	осуществил
pioneered	был первым в
planned	спланировал
produced	произвел
re-engineered	модернизировал
restructured	реструктурировал
saved and transformed	сэкономил и трансформировал

!!!! Избегайте таких клише, как:

dynamic	динамичный
people-oriented	ориентированный на людей
results-oriented	ориентированный на результат
self-motivated	самотивированный
hands-on leader	практический руководитель
visionary	дальновидный

7. После этого перейдите к описанию опыта работы (Work Experience). Начать нужно с вашего последнего места работы. Необходимо дать название компании, род ее деятельности, вашу должность. Рассказывая о вашем предыдущем опыте, не стесняйтесь упомянуть о своих достижениях. Перечисляйте места своей предыдущей работы в обратном хронологическом порядке, начиная с последнего.

8. Распространенной ошибкой является построение резюме по “функциональному” принципу, разделяя весь опыт работы на группы в зависимости от рода деятельности. Это может стать настоящим провалом для претендента на работу, так как работодатель может и не прочесть его резюме. Не указывайте причин смены работы, это может выглядеть как оправдание или указать на ваши возможные недостатки. В пункте, посвященном вашему образованию (Education) опишите когда, какое учебное заведение вы окончили, какую получили специальность. Не забудьте перечислить все дополнительные квалификации, стажировки, относящиеся к той должности, которую вы хотели бы получить.

9. Дополнительная информация, такая как уровень владения иностранными языками, умение работать с компьютером, наличие водительских прав и тому подобная, должна быть перечислена в пункте специальные навыки (Additional Skills), если она имеет отношение к вашим обязанностям в новой должности.

10. Обычно резюме заканчивается пунктом рекомендации (References), в котором нужно назвать несколько людей с предыдущей работы (желательно непосредственных начальников) с указанием должности, названием организации, контактным телефоном, электронным адресом, которые могли бы за вас поручиться. Выпускники вузов, не имеющие опыта работы, могут назвать в качестве

поручителя декана или заведующего кафедрой.

11. Последний пункт можно заменить фразой “REFERENCES Available upon request.”

12. Объем резюме молодого специалиста не должен превышать 1 страницы, если же у вас за плечами большой стаж работы, информацию о себе нужно разместить не более чем на двух страницах.

13. Сделайте ваш документ удобным для чтения. Сформировав общий план резюме, убедитесь, что в нем есть достаточно чистого пространства. Верхнее и нижнее поля должны быть не менее 1.5 сантиметров высотой, а боковые поля не менее 2. Между отдельными частями резюме оставляйте пробелы. Жирным шрифтом выделяйте названия пунктов, а также названий компаний и имена. Если ваше резюме будет составлено неаккуратно и будет неудобно для чтения, не многие захотят с ним ознакомиться. Не подчеркивайте слова и не используйте курсив, для придания выразительности. Такие уловки скорее снизят общее впечатление от прочитанного.

14. Не применяйте редкие шрифты для привлечения внимания читателя. Оригинальный шрифт не приветствуется в деловой документации, по одной этой причине его могут и не прочитать. Для полной уверенности, используйте такие стандартные шрифты, как Arial, Garamond, Helvetica, Tahoma or Times Roman. Не начинайте каждое предложение одинаковыми фразами и не вводите личные местоимения. Чтобы сделать текст более выразительным используйте разнообразную лексику.

15. Пишите резюме конкретно для определенной вакансии.

Цель написания резюме - получить конкретную должность в определенной компании. Поэтому рассказывать следует о том, что будет важно на новом месте работы. Пропускайте то, что не представляет большого значения. Чем меньше вы будете упоминать незначительные факты, тем большее значение приобретет самое главное. Если вы посылаете резюме в различные компании, пишите отдельные резюме для каждого конкретного места.

Образцы резюме:

Alexander Bermann
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Tel. (212) 973-6792
E-mail: shbv@yandex.com

OBJECTIVE	A position as a mechanical engineer
SUMMARY	15 years varied experience in mechanical engineering. Designed and developed both automatic and special machines. Installed machinery and equipment. Familiar with use of industrial engineering techniques and machine shop practices
EXPERIENCE	
2008-present	BROWN MMANUFACTURING Co Paterson, N.J. Design Engineer. Planed and designed both automatic and special machines, instrumental system, and pneumatics
1999-2007	KHARKOV MACHINE WORKS Kharkov, Ukraine Design Engineer at the Automation Department Designed various automatic machines. Installed machinery and equipment
EDUCATION	
1994-1999	KRARKOV POLYTECHIC INSTITUTE Kharkov, Ukraine M.S. in Mechanical Engineering
PERSONAL	Arrived in the United States in August 2007. Permanent US resident, married, two children
ADDITIONAL SKILLS	Driving license Computers (advanced user) English, Russian, Ukrainian (fluent)
INTERESTS	Cars, driving
REFERENCES	On request

26 rue Washington, 75008 PARIS France
tel: +33 1 77 77 77 77
email: rachelking@eflnet.fr

Rachel King

Personal information	Date of birth: 1 July 1980 Nationality: British Marital status: Single
Objective	Director of Studies in a European EFL institute
Qualifications	• Dip. TEFLA • B.A., English Literature (Hons)
Experience	2007- White House School Paris, France Language Instructor • Advised senior business executives • Implemented English Through Drama workshops 2004-06 Interling Paris, France EFL Teacher • Instructed in-school and in-company • Developed school's Internet access centre 2002-04 ELCC Cambridge, UK EFL Teacher • Taught at all levels, group and one-to-one • Developed Telephone Excellence training course
Education	2006 The Tower Schools Cambridge, UK • Dip. TEFLA 2002 International Centres London, UK • Cert. TEFLA 1999-2002 Cambridge University Cambridge, UK • B.A., English Literature (with Honours) • University Drama Club
Publications	<i>The EFLnet</i> published A.U.P 2008
Languages	• French, fluent • Russian, excellent
Interests	Russian literature, drama, jazz dance

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GABRIELLE P. MBEKI

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CERTIFICATION	Elementary Teacher Pending Licensure in Elementary Education in Massachusetts 1-6
EDUCATION	Bachelor of Arts, May 2009 English, Minor in Business Administration Northeastern University Boston, MA GPA: 3.0/4.0 Candidate for Masters of Arts in Teaching, September 2011 Elementary Education Northeastern University Boston, MA
POSTGRADUATE TRAINING	The Collegiate School Teaching Institute Fellowship , The Collegiate School, New York, NY June 2010
TEACHING EXPERIENCE	Intern, Grade 3 Intern, Grade 4 The Chestnut Hill School, Chestnut Hill, Massachusetts August 2011 - Present August 2010 – June 2011 Gain additional classroom experience from a designated cooperating classroom teacher, as well as specialist teachers. Observe classes and assist with all areas of curriculum, and eventually leading lessons. Participating in regular conversations regarding educational issues, curricula and topics relevant to teaching at the elementary levels in an independent schools environment. Other responsibilities include partaking in family/teacher conferences, attending faculty meetings and carrying out lunch, recess and carpool duties. Part-Time Inclusion Aide, Grade 1 Lincoln-Eliot Elementary School, Newton, Massachusetts April 2010 - June 2010 Assisted students with their social and academic goals based on their learning differences. Helped general education teacher with social interaction with other peers. Worked at modifying and adapting the curriculum when necessary in order for student on IEP to complete their work. Pre-Practicum Observer, Grade 3 Josiah Quincy Elementary School, Boston, Massachusetts Fall 2009 Observed classroom structures and social context of the school. Conducted teacher interviews, to determine ways to support their students' education. Assisted with helping a student in the development of literacy through observation and instruction.
CURRENT WORK EXPERIENCE	Real Estate Associate for Jedlin and Bowers Team Coldwell Banker Residential Brokerage, Boston, Massachusetts Jan. 2008 – August 2010 Assist in all aspects of the real estate business and transactions. Produce appointments for closings; fire inspections, 6D, insurance certificates, photography and virtual imaging. Make showing appointments and all calls that need to be directed to tenants, landlords, clients, brokers and salespeople. Host Open Houses and show properties to potential clients. Construct leases and other contracts for sales and rental deals. Design and manage the marketing and the promotion phase by creating weekly ads in The Boston Globe, Boston Homes and Boston Courant, making beauty sheets for sale properties, write text for postcards, assemble CMAs and creative development on supervisors' website.
OTHER WORK EXPERIENCE	Aug. 2007 – September 2010 Dec. 2006 – April 2007 Part-Time Cashier Wollaston's West Village, Boston, Massachusetts Administrative Assistant DiNisco Design Partnership, Ltd., Boston, Massachusetts
VOULUNTEER WORK	June 2011 – Present (Seasonal) Child Life Volunteer Children's Hospital Boston, Boston, Massachusetts
AWARDS & SPECIAL SKILLS	Massachusetts Real Estate Agent License. Working knowledge of Spanish. Interests in reading and creative writing; poetry, playwriting and short stories
COMPUTER SKILLS	PC and Macintosh: Microsoft Word, some Excel, some PowerPoint, Internet Explorer, Safari, Netscape, smartBoard, Google Earth, Internet research and e-mail

Задание 1. WRITE YOUR OWN RESUME

TOPIC 7. BUSINESS CORRESPONDENCE

Деловая переписка на английском языке осуществляется в соответствии с определенными правилами, закрепленными традициями. Основными требованиями к стилю делового письма на английском языке являются ясность, сжатость, вежливость, а также стандартизованность, официальность и точность. Деловое письмо на английском языке обычно содержит следующие обязательные части:

Любое деловое письмо состоит из следующих обязательных компонентов:

1. Шапка бланка - адрес отправителя (The Notepaper)
2. Ссылка (The Reference)
3. Дата (The Data)
4. Адресат (The Addressee)
5. Обращение (The Salutation)
6. Текст письма (The Body Text)
7. Комплиментарная концовка (The Complimentary Close)
8. Фамилия и подпись (The Surname & the Signature)

Интерес представляют и особенности расположения «обрамляющих» и «основных» элементов на бланке письма. Все элементы письма начинаются с линии левого поля. При этом каждый элемент размещается компактно, в виде отдельного блока.

Пример делового письма:

Continental Equipment	Director: John G.Smith	
9 North Road, Brighton, BN 5 JF Telephone: 0273 559364 Fax: 0273 559364	(1)	
Our Ref: G/f146 Your Ref: SD/jr	(2)	15 November 2007 (3)
Sales Department Aluminium Alloy Co. Ltd. Birmingham 79 Prince Albert St. Birmingham B21 8DJ	(4)	
Dear Sirs,	(5)	
We thank you for your letter of 11 November, and would like to inform you that we can deliver all the items required from stock, according to the enclosed detailed offer. For the balance we would require three weeks from the date of receiving your confirmation that this arrangement is acceptable.		
Prices as quoted f.o.b. London. Delivery as specified above. Payment against documents.		
We hope you will find our terms, method of payment and delivery dates satisfactory; and we can assure that you may count on our full co-operation and immediate attention in this matter. (6)		
Yours faithfully	(7)	
Robert Hanson Continental Equipment	(8)	

Задание №1

Расположите части делового письма в правильном порядке:

1. John L. Davis, President
Autocomp. Inc.
8100 South Jackson Street
Detroit, MI 48220
2. We recently purchased \$ 250,000 worth of automated material-handling equipment from your company. This equipment was purchased from you because of the fine reputation you have for quality and service to your customers.
3. We look forward to doing business with your company in the future.
Sincerely,
Victor Boyd,
Plant Manager

4. Dear Mr. Davis:

5. Rusk Seed, Inc.
400 National Highway
Decatur, Illinois 62525
April 15, 2007

Адрес отправителя

Письмо может быть отпечатано на стандартном бланке компании. В таком случае адрес отправителя представляет заглавную строчку в начале письма. Например:



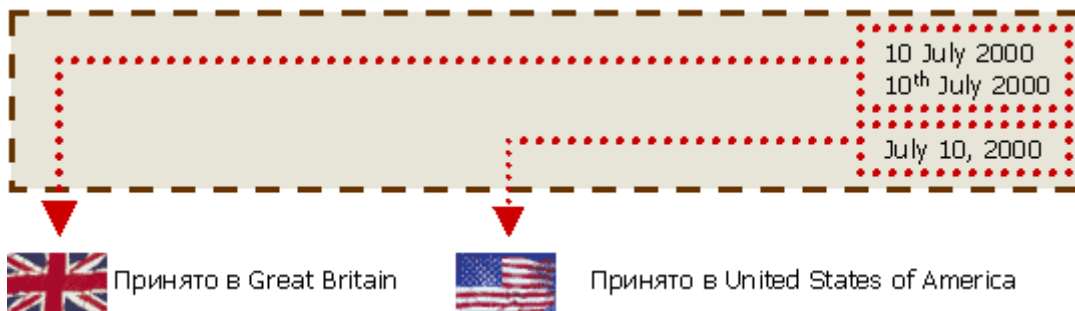
Если адрес компании или отправителя не напечатан типографским способом, то этот адрес должен быть напечатан в правом верхнем углу письма.



Безусловно, Вы хотите скорее получить ответ на свое письмо. В таком случае будет полезно привести номер Вашего телефона, адрес Вашей электронной почты и домашней страницы, если таковая имеется.

Дата

Если адрес отправителя не отпечатан типографским способом, то дата приводится сразу после адреса отправителя. Если Вы пишете письмо на стандартном бланке компании, то дату следует поместить справа, на следующей строке после адреса получателя.

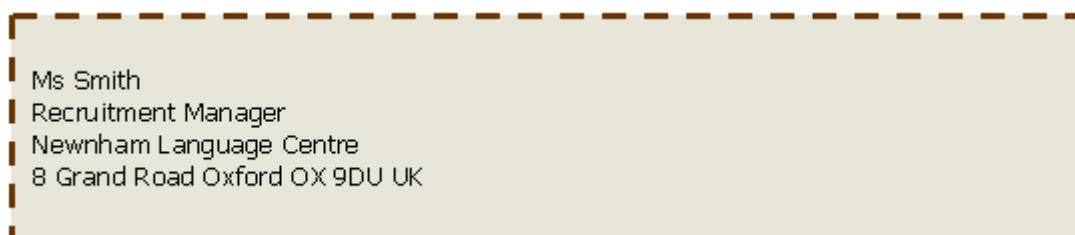


Адрес получателя

Адрес получателя пишется в левой части письма после адреса отправителя и даты.



Если Вы знаете точное имя и должность адресата, они должны быть написаны перед адресом. Вначале пишется имя, затем должность адресата.



Если Вы не сумели найти имени адресата, то указание, кому адресовано письмо, следует поместить в строку "attention line".



Таким образом, "адресная" часть письма выглядит следующим образом:



Или так, если письмо пишется на бланке компании, и Вы не знаете точного имени адресата:



Обращение

Любое письмо начинается с обращения к адресату. При этом лучше все-таки выяснить имя и должность сотрудника компании, к которому Вы обращаетесь, эту информацию можно получить, позвонив по телефону и спросив, к кому обращаться по данному вопросу, посмотрев домашнюю страницу компании в Интернете, используя личные знакомства и т.д. Проверьте правильность написания имени и должности сотрудника! В компании могут встречаться однофамильцы, занимающие разные должности.

В настоящее время деловая переписка идет по пути упрощения стиля и стандартов. Это особенно заметно в обращении без знаков пунктуации.

Ниже приведены современные стандартные обращения.

GB

Dear Mr Smith
 Dear Ms Smith
 Dear Mrs Smith

US

Dear Mr. Smith:
 Dear Ms. Smith:
 Dear Mrs. Smith:

Окончание, подпись

При подготовке письма необходимо принять во внимание, что в английском языке обращение обязательно подразумевает вполне определенное окончание письма.

Ниже приведено стандартное обращение-подпись.

Dear Mrs Smith,

 Yours sincerely,
 Подпись
 Ann Mac Donald
 Должность

Если это Ваше не первое письмо к корреспонденту, и за время переписки у вас установились отношения более, чем просто формальные, допустимо в конце написать

Best wishes,
 Подпись
 Ann Smith
 Должность

Цель письма. Текст письма. Общие правила.

В самом общем случае деловые письма делятся на две большие группы: письма с предложениями продать (предложение продуктов, товаров, услуг, заявление о приеме на работу и пр.) и письма о предложениях купить (продукты, услуги и пр.). Остальные функциональные письма (жалоба, напоминание об уплате счета и пр.) можно отнести к производным или результатам писем первых двух категорий.

Поэтому и стратегия, и стиль таких писем различный. Наиболее трудным делом, конечно, является категория писем о продаже, т.к. продать что-то всегда намного труднее, чем купить.

Представление компании

План письма с предложением сотрудничества, продуктов и услуг компании и пр. можно представить в следующем виде:

1. Краткое представление вашей компании, продукта.

I am writing to you to introduce our company:

I am very pleased to introduce our company: Further to our telephone conversation I am very pleased to write you more about our company and its products.

With reference to our telephone conversation of May 19 regarding the educational software I am very pleased to inform you... I am writing to you in connection with:

With reference to our telephone conversation this morning, I am writing to confirm: I am writing to you regarding:

You may remember we met and exchanged addresses at the CeBIT'2000 in Hannover. We are a company which imports tools for the industrial and do-it-yourself markets:

2. Перечисление основных достоинств, новшеств, преимуществ предлагаемого продукта, услуг.

This is a new reviewed edition including more than 20 new pictures.

3. Определение сегмента рынка, на котором вы предлагаете представить ваш продукт. Определение потенциальных потребителей.

Our customers are small entrepreneurs:

We are working for teens. We suppose that our products will be of interest for young families and people with rather low income level.

4. Конкретное предложение о сотрудничестве: оптовая или розничная продажа, лицензионное соглашение, создание дистрибуторской сети и пр.

We are particularly interested in long term working relations..

We are looking for German companies to create a chain of retailers. In fact we are interested in license agreements only.

5. Если вы прилагаете образцы продукта, необходимо объяснить, какие это продукты из серии предлагаемых.

I am enclosing 5 copies of the software mentioned above.

Please find enclosed 3 units of the "Smart Styler" for evaluation.

6. Выразить готовность ответить на все вопросы, которые могут возникнуть в процессе оценки продукта.

If there is any further information you require, please contact us.

We will be pleased to supply any further information you require. Please do not hesitate to get in touch if you need any further information.

7. Закончить письмо стандартной фразой, выразить надежду на сотрудничество.

Hope to hearing from you soon.

We look forward to hearing from you. We look forward to doing business with you.

We would be grateful for an early reply. Hope for future cooperation.

8. Закончить письмо следует прямым указанием, что Вы ожидаете от этой компании. Именно эта заключительная фраза запомнится больше всего.

9. Подпись, ваше имя и должность.

При написании делового письма можно использовать следующие общие фразы:

Первый абзац письма

Thank you for your letter of (date), asking if... - Спасибо за письмо от (дата), в котором вы спрашиваете ...

We have received your letter of (date), enclosing... - Мы получили Ваше письмо от (дата), к которому вы прилагаете...

We are writing to enquire about... Мы Вам пишем, чтобы узнать о...

We are interested in... Мы заинтересованы в...

We would like to know... Мы бы хотели знать...

In reply to your letter of (date)... В ответ на Ваше письмо от (дата)...

We would like to inform you... Мы бы хотели Вас проинформировать...

We are sorry to have to remind you...Простите за то, что напоминаем Вам...

We regret to inform you that... Сожалею о том, что должны Вам сообщить, что...

We refer to your order №123... Ссылаясь на Ваш заказ №123...

With reference to your letter... Ссылаясь на Ваше письмо...

With reference to your advertisement in... Ссылаясь на Вашу рекламу в...

We refer to our telephone conversation regarding... Мы ссылаемся на наш телефонный разговор касательно...

Replying to your letter of ... we are pleased to inform you that...

Отвечая на Ваше письмо от...мы рады сообщить Вам, что...

In reply (response) to your letter of... we are pleased to inform you that... В ответ на Ваше письмо от...мы рады сообщить Вам, что...

In accordance with your request we...В соответствии с Вашим запросом мы...

We confirm our fax message received this morning... Мы подтверждаем получение Вашего факса сегодня утром...

Confirming...we are pleased now to... Подтверждая..., мы рады...

Второй и другие абзацы письма

May we remind you that... Разрешите напомнить Вам о том, что ...

We wish to notify you that...Мы хотели бы уведомить Вас о том, что

а) извинения

We apologise for... Мы извиняемся за...

Please accept our apologies/apology for... Пожалуйста, примите наши извинения за...

Please accept our apology and our assurance that we will be more careful in the future. Пожалуйста, примите наши извинения и

заверения в том, что в будущем мы будем более осмотрительны.

Apologising for... we... Извиняясь за..., мы...

We very much regret to say that... С большим сожалением мы сообщаем, что...

We are sorry for a delay... Мы сожалеем о задержке...

We were sorry to receive your complaint... С сожалением мы получили Вашу жалобу...

We hope you will understand that we were not responsible for... Мы надеемся, что Вы понимаете, что мы не несем ответственности за...

We assure you that we do all we can to... Заверяем вас, что мы делаем все возможное, чтобы...

b) выражение просьбы

Would\will you please, be so kind to... Не будете ли Вы так любезны...

We would be pleased if you would... Мы были бы рады, если бы Вы...

We should\shall be obliged (grateful) if you would\could... Мы будем благодарны Вам, если Вы...

It will be appreciated if you can... Мы высоко оценим, если Вы...

It would be appreciated if you would\could... Мы были бы очень благодарны, если бы Вы смогли...

We would (very much) appreciate your advice... Мы будем Вам (очень) благодарны за совет...

In view of the urgency we ask you to... В виду необходимости мы просим Вас...

We trust you will... Мы рассчитываем, что Вы...

c) упоминание о приложении к письму

We are enclosing\ we enclose... Мы прилагаем...

I enclose my curriculum vitae... Я прилагаю свое резюме...

We attach to this letter... Мы прилагаем к этому письму...

Please find enclosed... Пожалуйста, ознакомьте с приложенным...

Заключительный абзац

I look forward to receiving your reply. С нетерпением жду Вашего ответа.

Looking forward to hearing from you. С нетерпением жду от Вас письма.

I hope this information will help you. Надеюсь, эта информация

поможет Вам.

Please, do not hesitate to contact me if you need further information.

Если Вам нужна дальнейшая информация, пожалуйста, пишите нам без колебаний.

Please, feel free if you have any further questions. Если у Вас есть какие-либо вопросы, пожалуйста, не стесняйтесь их задавать.

If there is any advice or further information you want we shall be happy to supply it. Если Вы хотите получить какую-нибудь дополнительную информацию или совет, мы будем счастливы их Вам предоставить.

We would appreciate a prompt reply. Будем признательны за Ваш незамедлительный ответ.

a) выражение благодарности

Thank you again for your help. We will be ready to serve you in every way possible. Еще раз спасибо за Вашу помощь. Будем рады помочь Вам всем, чем сможем

Thank you for your assistance Спасибо за Вашу помощь

Many thanks for your earliest attention Большое спасибо за Ваше внимание

We assure you of our best attention at all times Заверяем Вас в нашей преданности

Best regards С наилучшими пожеланиями

Пример 1

Представление компании-разработчика образовательных компьютерных программ

Dear Mr Summer

I am very pleased to introduce you our company and its software products for possible cooperation with your company.

Our interactive software products "Open" version contain the last achievements of the modern technologies and make educational process very attractive and effective. This «Open» version is a unique combination of possibilities to listen and read texts, make computer experiments and solve a set of problems. I would like to point out that there is no such quality educational software products on the German market at the moment. "Open" version is highly recommended for high school and college students as well as for self education.

This "Open" version includes at the moment:

"Open Physics" (2 parts, 2 CD-ROMs), German/ English/Russian/French, and

"Open Math" (6 parts, 6 CD-ROMs) German/ English/Russian/French.

The software mentioned above was developed by joined venture Open Teach Inc. (USA) - PHYSICON Ltd. (Russia) and widely used in USA, Russia and Europe.

Since our business is expanding in German speaking part of Europe, we are interested in long term contacts with German software retailers and consider Media Market to be one of the best.

Therefore, please, find the "Open" set enclosed for your review and evaluation.

I'm looking forward to hearing from you soon.

Sincerely yours,

Подпись

Ann Smith

Regional Head for Europe

Open Teach Group

2. ОФОРМЛЕНИЕ КОНВЕРТА

В настоящее время в США, да, пожалуй, и во всей Европе (включая Англию), существует единый стандарт оформления конвертов. Согласно этому стандарту информация располагается в строго определенном месте и в строго определенном порядке. Основной принцип этого расположения: от частного к общему, от индивидуума к стране. В нашей стране информация на конверте располагается в обратном порядке: от страны к индивидууму. Представим общую схему оформления американского и европейского конверта.

Наполним эту схему содержанием.

1. Имя, фамилия отправителя,
номер квартиры/ дома,
название улицы, город,

2. Марка,
указание на способ
доставки

штат/ район, почтовый
индекс, страна

3. Имя, фамилия получателя,
номер квартиры/ дома, название улицы,
город, штат/ район, почтовый индекс,
страна

Образец оформления конверта

J. Wilhelm 410 Lawrence Street, Apt. 5 Ann Arbor MI 48105 USA	Stamp REGISTERED MAIL AIR MAIL
	Mr. J. R. Smith 400 S 5th Avenue, Suite # 80 Detroit, MI, 48202-2831 USA

Задание №1.

Ответьте на вопросы, пользуясь информацией на конверте.

New York Power Company
3638 North 25 Road
(1) Summerfield, (2) NK 09346
(3) Mr. Paul Brown

Director of Purchasing Department
Smith Electronic Company
360 (5) Fifth Avenue
Roanoke, (4) VA 24040

1. What is the ZIP Code in the return address?
2. What is the ZIP Code in the mailing address?
3. Who is the addressee?
4. What town does the letter come from?
5. What is the street name in the mailing address?

Задание №2.

Перед вами конверт:

Amtorg Trading Corporation
5695 South 23 Madison Avenue
(1) New York,
(2) NJ 08887
(3) Mr. R. Calvert
Director of Marketing

(4) Smith Printing Company
590 (5) Lincoln Street
Chicago, WI 53216

Соотнесите информацию под определенным номером на конверте с тем, что она обозначает:

- 1) the addressee's company name
- 2) the town the letter comes from
- 3) the addressee
- 4) the ZIP Code in the return address
- 5) the street name in the mailing address

Задание №3.

Ответьте на вопросы, пользуясь информацией на конверте:

New Jersey Power Company
5695 South 23 Road
(1) Ridgefield, (2) NJ 08887

Mr. Frederick Wolf
Director of Marketing
(3) Smith Printing Company
590 (4) Sixth Avenue
Milwaukee, (5) WI 53216

- 1) What is the ZIP code in the return address?
- 2) What is the ZIP code in the mailing address?
- 3) What town does the letter come from?
- 4) What is addressee's company name?
- 5) What is the street name in the mailing address?

Типы деловых писем

В английском, как и в русском языках существует несколько типов деловых писем, рассмотрим основные:

Письмо-запрос

Письмо-запрос пишет потенциальный клиент. Это просьба выслать определенную информацию, каталоги, прайс-листы и т.д.

Письма-запросы обычно краткие и конкретные.

План письма:

1. Дать ссылку на источник, из которого вы получили информацию о компании.

I am writing to enquire about the reduced flights to Zambia which you advertised in yesterday's "Morning Post".

You were recommended to us by Dr. Mary Stuart from Washington DC. With reference to our phone call of yesterday, we would like more detailed information about your service.

2. Представить коротко себя, свою фирму.

Our company is a subsidiary of Mini World Trade Organization and we specialize in:

We are one of the main producers of industrial chemicals in Russia, and we are interested in: Our company which is affiliate to the National Credit Holding, is mainly concerned with:

3. Объяснить, почему Вы пишете это письмо, выразить ваш интерес.

I am interested in taking a course in English for academic purposes.

We would like to know more about the physics laboratory equipment you advertised in the last issue of Physics Today. We are planning some reorganization of our e-business and would like some information about:

4. Объяснить, что бы вы хотели получить от адресата.

Please would you cancel cheque No. 123456789 for \$25'000 in favour of Gold Mine Ltd.?

I would be grateful for detailed information about this trip. Would it be possible to fly via Peking? Does a Russian citizen need a visa? Could you therefore send us your prospectus and details of the computer requirements?

5. Закончить письмо стандартной фразой.

We look forward to hearing from you.

We would be grateful for an early reply. Thank you for your attention. We hope to hear from you in the near future.

We would like to point out that delivery before August 1 is essential and hope that you can offer us this guarantee. Thanking in advance for your help.

6. Подпись, имя и должность автора письма.

Примеры писем-запросов

Dear Sirs,

Following my conversation with the representative in your London showroom, I should be glad if you would send me your new catalogue of laptops. If you can guarantee prompt delivery and can quote really competitive prices, we may be able to place an order. First class references will be supplied with the order.

Yours faithful,

Dear Sirs,

We have an enquiry for wristwatches in stainless steel case with luminous dial and unbreakable glass. Please, send us an offer quoting your best terms and discounts for cash payment. We should be grateful for an early reply.

Yours faithfully,

Dear Sirs,

We have heard from your representative, Mr. Wolf, that you are producing for export jackets in pure leather. There is a constant demand in Austria for high-class goods of this type. Sales are not high, but a good price can be obtained for fashionable design.

Will you please send us your catalogue and a pricelist with terms of payment. If it is possible, please, send us also several samples of leather used in your jackets.

We look forward to your reply.

Yours faithfully,

Dear Sirs,

We have seen your advertisement in the Metal worker Journal, and would be grateful if you would kindly send us details of your aluminum fitting.

Please quote us for the reply of the items listed on the enclosed enquiry form, giving your prices c.i.f. Southampton. Will you please also indicate delivery time, your terms of payment, and details of discounts for regular purchases and large orders.

Our annual requirements for metal fittings are considerable, and we may be able to place substantial orders with you if your prices are competitive and your deliveries are prompt. We look forward to receiving your quotation.

Yours faithfully,

Жалобы, претензии и их урегулирование

Это самый неприятный вид корреспонденции, но без него, порой, не обойтись. Это весьма деликатный вид письма, в котором должны преобладать не эмоции, а вежливость, такт, дипломатия. Суть претензий и жалоб остается, но они при помощи разных фраз и оборотов маскируются под неспешную деловую беседу. Этот "тонкий" момент общения можно освоить на практике, изучив аналогичные готовые письма и фразы.

План письма

1. Объясните, по какому поводу Вы жалуетесь, опираясь на фактический материал (даты, суммы, номер заказа и пр.).

I am writing to you to complain about the service:...

I am writing to you with reference to the above safari, which you organized. I have received your invoice No 4354-AZ for \$1467 but noticed that a number of errors have been made.

2. Объясните Ваш резон для жалобы, сравнивая обещанные деловые обязательства (услуги, сервис, выполнение заказа и пр.) и реальные обстоятельства.

Unfortunately, the reality was very different.

I regret to inform you that... We regret to inform you that we were not at all satisfied with your service.

3. Допускается выразить свои чувства по поводу происшедшего, предположить причины, которые вызвали данную проблему.

You can imagine our disappointment when we discovered:

I can suppose that your partner in Santo Domingo didn't ... I am very sorry I even came into this book store:

You can imagine our feelings when we realized that this would mean:

4. Если это уместно, опишите Ваши собственные действия, которые Вы предприняли, чтобы решить возникшую проблему.

We have tried to contact you by phone but could get anyone who knew anything about this matter.

We contacted your representative in Katmandu, but unfortunately without any success. We enclose a report on the damage from:

5. Потребуйте от компании, не выполнившей свои обязательства, разъяснений, компенсации за причиненный ущерб, возмещения моральных и материальных издержек.

The best solution would be for me to return the wrong items to you, postage and package forward.

I feel I deserve some sort of compensation for this such as... I suggest the money be exchanged at the rate pertaining on that day and that all charges be waived.

We must insist that you have to cover our expenses... We must insist on receiving our prior payment:

I should therefore like to have my money refunded. Therefore I look forward to hearing your comments.

We would be interested to know if you can offer an explanation for this poor quality of your service.

6. Сообщите о мерах, которые будут предприняты в том случае, если Ваши требования не будут удовлетворены.

We will keep the goods until: Unless we receive a satisfactory answer, we will be forced to put the matter into the hands of our solicitors.

Unless you can fulfill our orders efficiently in the future, we will have to consider other sources of supply.

7. Стандартное окончание письма.

I look forward for hearing from you,

8. Подпись, имя, должность.

Пример письма-заказа

Dear Sirs,

Your invoice and two parcels, supposed to contain 50 copies of 'The Great General' arrived today. On opening the parcels we found that one contained 25 copies of 'Little Women' and the other 40 copies of 'Cooking without Fat'.

We have, as you know, given 'The Great General' a special display in our front window and need the copies urgently as we have only a few left. This is the first time in all our dealings with you that any mistake has occurred and we hope you will do your utmost to remedy it. Will you please therefore on receipt of this letter dispatch the correct copies Express and make sure that they reach us to-morrow afternoon.

Yours faithfully,

Dear Sirs,

Thank you for your letter of 10 August concerning your Order (VC 58391) which should have been supplied to you on 15 July.

First let me apologize for the delay and for the problems you have experienced. But as you may have read in your newspapers we are faced with an industrial dispute which has involved both administrative staff and workers on the shop floor and as a consequence has held up production over the past few weeks.

However, I can tell you that the dispute has been settled and we are back to normal production. Your order has been given priority, so we should be able to deliver the engines before the end of this week.

May I point out, with respect, that your contract with us a standard clause stating that delivery dates would be met unless unforeseen circumstances arose, and we think you will agree that a dispute is an

exceptional circumstance.

Once again let me say how much I regret the inconvenience this delay has caused and emphasize that it was due to factors beyond our control.

Please let us know if you wish to complete your order or whether you would prefer to make other arrangements.

I look forward to hearing from you within the next day or so.

Yours faithfully,
T. Blackbell
Managing Director

Письмо-претензия на низкое качество товара

Dear Sirs,

It is with great regret that we have to inform you that the material, delivered under Contract № ... does not conform to the specification on the basis of which the contract was signed.

By separate mail we have sent you a cutting from this material and one piece from the material of the previous consignment, so that you can compare the two and see the difference.

As a result of this situation sustain heavy losses because we cannot fulfill our contractual obligations to our clients. In this situation we are prepared to retain the goods if you will reduce the price, say, by 40%.

Awaiting your early reply.

We remain faithfully yours,

Ответ на претензию

Dear Sirs,

We have received your letter of 2nd June and thank you for sending us the two samples of cloth. We are greatly concerned over your disappointment in the quality and complications which may arise in your relationship with your customers.

If you are willing to accept the goods and dispose of the inferior cloth we will send you a credit note for the difference.

We apologize sincerely for the trouble caused to you and we will take all possible steps to ensure that such a situation will not arise again.

Yours faithfully,

Предложения по урегулированию претензий

It is our intention to insist that the missing parts be replaced by you and shipped to us via air freight, all for your account.

We are prepared to accept the goods sent if you are willing to make a

substantial reduction in price.

We would appreciate it if you would replace the defective units or arrange to credit us with their value.

Ответы на претензии

We are sorry to hear/learn about...

We were distressed to hear/learn about...

Thank you for your letter dated...It was with great regret that we heard...

We were very sorry to receive your complaint.

We greatly regret that you received only...

We acknowledge with thanks receipt of your letter dated...regarding...

We sincerely regret that...

Принесение извинений

We would like to apologize for the inconvenience caused.

We apologize sincerely for the trouble caused to you and will take all the possible steps to ensure that such a mistake is not made again/does not occur again.

We would like to assure you that every step will be taken to fulfill our contracts to the letter in the future.

We much regret that you had the trouble of writing to us.

We are extremely sorry about this delay which you will realize was due to circumstances beyond our control.

The delay was due to the fact that...

We greatly regret the mistake in the number which resulted in your receiving the wrong articles.

We shall be grateful to you if you will advise us further action you would like our company to take in this matter.

Реакция на предложение по урегулированию претензии

We have given the highest possible priority to the delivery of the machines which are subject of the contract.

We are of course willing to replace any damage due to our negligence.

We will do our utmost to correct the situation.

We can assure you that the company has fully taken over the handling of these outstanding problems and you can expect very prompt action.

In these circumstances which are completely beyond our control we have no option but to claim force majeure on your Contract.

Отклонение претензии

We are greatly surprised to receive your letter of...

We were glad to receive your letter but it was with great regret that we heard...

We regret that in no way can we be held responsible for...

We would like to emphasize that it is your responsibility to...

If you check, you will find the guarantee states...

The company finds that it has no option but to totally reject any claim that the cargo was damaged because of packing.

We return your debit note and supporting documents so you can lodge this claim with the shipping company or your insurers.

Unfortunately we cannot consider your reports of damage acceptable as they do not give specific details to enable us to consider if there are in fact any faults with our packing procedures.

Ответ на запрос. Предложение

Помните, что вы начинаете общение с вашим возможным клиентом. Ему будет приятно прочитать, что ваша фирма была бы очень рада с ним сотрудничать и помочь ему с выбором товаром. Поэтому непременно высылайте с каталогами, прайс-листами и т.п. небольшое сопроводительное личностно-ориентированное письмо.

Постарайтесь писать ответ на письмо-запрос в тот же день, когда вы его получили. Тем самым вы не только покажете свое внимание к потенциальному клиенту, но и опередите своих конкурентов.

Если у вас нет запрашиваемого товара, необходимо написать письмо-отказ. Выразить сожаление в письме и написать отказ - недостаточно. Каждый шаг должен иметь положительный эффект для вашего бизнеса. Поэтому вместе с извинениями желательно грамотно предложить альтернативу отсутствующему товару.

План письма

1. Ссылка на письмо с запросом.

Thank you for your inquiry of May 22, 2000 regarding our new course of Business English.

I am writing in reply to your letter of May 22 in which you asked if we would:

2. Укажите Ваши действия, которые были предприняты по просьбе автора письма.

We have pleasure in enclosing our current price list quoting CIF (cost, insurance, freight) Moscow:

We are pleased to enclose our current catalogue. In answer to your queries regarding accommodation, we can certainly book a room for you in a local medium-priced hotel.

I regret to say that we no longer produce the model you refer to, since we find there is insufficient demand for it. I am very sorry we cannot be of help to you. Attached you will find our catalogues with current price list for retailers.

3. Обратите внимание адресата на особо важную для него информацию.

May we draw your attention to pp.14-17 in our catalogue where we think you might find material suitable to your field.

As regards educational software, we would be able to supply all of the items that you mentioned. We would like to point out that fees include lunch and snacks in our canteen.

All other expenses, however, would have to be covered by the participants. For most items, the following discounts would apply: more than 100 of one single item - 5%; 200-300 of one single item - 9%.

We would certainly be happy to supply you with any products you require. All our products can be delivered at the shortest possible time.

4. Укажите дополнительную возможность, которая поможет адресату сделать выбор в пользу предлагаемого вами продукта, услуги и пр.

We would like to suggest that you come and see us to discuss in detail on your next visit to Moscow.

I would of course be happy to pay you a visit to discuss further details. We suggest you to contact Mr. Egorov and Mrs. Petrova, who both completed the program three and four years respectively, and would be able to give you a clear picture of what is required.

5. Сообщите о Вашей готовности дать дополнительную информацию по продукту.

Please do not hesitate to contact us to arrange for a suitable time and

date for a demonstration.

Should you have any further questions, please do not hesitate to get in touch with us. We would be happy to supply you with any further information you require.

6. Заключительная фраза. Может быть продолжением предыдущего абзаца.

If there is any further information you require, please get in touch with us.

I am sorry to disappoint you in this matter, and hope that we may be of more help in the future.

7. Ваша подпись, имя, должность.

Примеры писем-предложений

Gentlemen:

We thank you for your letter of 28 June, and are glad to inform you that all the items listed in your enquiry are in stock. We are enclosing a proforma invoice for the aluminum fittings you are interested in. If you wish to place a firm offer, will you please arrange for settlement of the invoice by draft through your bank, and advise us at the same time.

We can guarantee delivery in Melbourne within 3 weeks of receiving your instructions. If you require the goods urgently, we will arrange for them to be sent by air, but this will, of course, entail higher freight charges. We are enclosing details of our terms of payment, and would be happy to discuss discounts with you if you would kindly let us know how large your orders are likely to be.

We are looking forward to hearing from you, and assure you that your orders will receive our immediate attention.

Yours truly,

Dear Sir,

In reply to your request for our Catalogue № 135 we enclose a copy herewith, and we hope you may find it useful. You will find an order from inside to assist you in choosing the items you may require.

Yours faithfully,

Dear Sirs,

We shall be only too pleased to supply you with display material of our book "The Great General". We have instructed our advertising department to dispatch immediately 12 show-cards, 6 posters, 3 photographs and 1 life-size portrait of General MacAndrew; we have asked them to add 12 wrappers, which, we think, you will find very effective. We are very sorry that we cannot send you a large dummy but we have not made one of these titles.

We should appreciate it very much if you could send us a photograph of your window and hope that your display will be very successful.

Yours faithfully

Заказ и подтверждение заказа

Оформление писем-заказов довольно простое, так как оно практически сводится к заполнению готовых бланков.

План письма:

1. Ссылка на предыдущее письмо, по которому производится заказ продукта.

Thank you for your letter of May 9 quoting prices and delivery terms for PC Hitaru 750.

We thank you for your letter of March 31 referring. Thank you for the price list, catalogue and payment conditions which you sent us.

2. Повторить условия, на которых Вы заказываете продукт-цена, качество, количество, скидки, условия платежа, условия доставки.

We are satisfied that quoted terms are acceptable:

We examined the samples and are satisfied with their quality. We would like to thank you for the 15% quantity discount you allowed us.

3. Подтверждение заказа, указание, что бланк с заказом прилагается.

We are therefore ordering:

We therefore enclose an order form, No 123- ASD, for 35 "Smart Stylers": Please, find enclosed our order No 45-G78 for 100 mobile phones Noriksson-2000:

Although the rather low discount of 10% disappointed us, we will place an order and hope that this allowance will be reviewed at some time in the near future.

4. Предложение условий платежей.

As agreed, payment to be made by cheque which we will order on receipt of your invoice.

Our usual method of payments is by cheque drawn on our account at National Credit Bank, Moscow and we trust that this will be acceptable to you. Would you please send the shipping and other documents to National Credit Bank, Moscow, Tretyakovskaya Street 5.

We would like to confirm that payment is to be made by letter of credit which we have already applied to the bank for.

5. Указать сроки и условия доставки.

The order is subject to delivery before July 31, 2000, and we reserve the right to cancel the order:

We hope that you can meet our delivery deadline of June 30, 2000.

6. Стандартное окончание письма.

7. Ваша подпись, имя, должность.

Пример письма-заказа

Dear Sirs,

Please find enclosed our Order No DR 4316, for men's and boys' sweaters in assorted sizes, colours and designs.

We have decided to accept the 15% trade discount you offered and terms of payment viz. documents against payment, but would like these terms reviewed in the near future.

Would you please send the shipping documents and your sight draft to Northminster Bank (City Branch), Deal Street, Birmingham?

If you do not have some of the listed items in stock, please do not send substitutes in their place.

We would appreciate delivery within the next six weeks, and look forward to your acknowledgement.

Yours faithfully,

Подтверждение заказа

Иногда нет возможности выполнить заказ. Например, отсутствует требуемый товар, невозможно доставить товар в нужный для клиента срок и т.п. Эти проблемы можно грамотно решить при помощи уточнения заказа.

Dear Mr. Storms:

When a friend helps us on with a coat, we smile and say 'Thank you'. If we drop something and someone pick it up for us, we practically burst with gratitude. Strange? Not at all. But it is strange that when we get into business, we take so many things for granted that we forget to say 'Thank you'. Take old customers like you, for instance. You did something pretty important for us - important because you think so much of your business that it gives us a great deal of pleasure to see it grow.

Dear Sirs,

Thank you for your order of 20th February. Unfortunately 7390/6 is out of stock at present and will not be available again before the end of April. We can, however, offer the slightly better very similar model 7395/4 at a price of \$19 instead, which is in stock and is perhaps even more suitable. Please let us know whether we may send it with model I260/3 which we have reserved, for you. Look forward to your reply. Yours faithfully,

Рекламное письмо

Задача рекламного письма - привлечь внимание человека, убедить его, что именно ваш товар принесет ему пользу и выгоду. В приведенных примерах писем и фраз вы увидите, что существует достаточное количество интересных приемов для привлечения внимания потенциального покупателя.

Примеры рекламного письма

Dear Sir,

Our new spring collection of suiting contains designs which, I am sure, will be of great interest to you personally.

Interest, however, is not merely confined to the more formal suiting, for we also have an exceptionally pleasant selection of week-end and country worsteds in our Daks suiting range. I believe the patterns enclosed will appeal to you, one is a novel design for town wear, and the other two indicate the trend for muted shades for country wear, I do hope you will be able to call and let us show these fine new materials. As you know, we are open until

7 p.m. on Thursdays.

Should you require any further information on current styles or cloth, please do not hesitate to telephone me at Grosvenor 763S.

Yours sincerely,

Dear Mr. Coop,

Time flies. You may think it is still a long time to Christmas, but with all the things still to be done it will be here sooner than you think. So why not tackle this annual problem of Christmas presents now!

You have probably already begun to rack your brains with a problem of what to give your wife.

We want to give you an idea. Buy her one of our 'Blast Mixers'. It will do a hundred jobs for her: shake cocktails, whip, stir or beat up cream, eggs or cake mixture, make ice-cream, delicious biscuits. In short, it will be a blessing for the whole house. But you must see for yourself. May we show the "Blast" to you in action. If you sign and post the enclosed card we shall send our representative round and he will explain the advantages of this wonderful machine. A short demonstration will do more than a hundred letters to convince you of the joys it will bring into your life.

And we assure you that if you have one, your wife will love it - and you.

Yours faithfully,

Задание 1.

Read and translate the letters

J. WHITE & CO.LTD.
Photographic Supplies
Capetown
7 May 2017

James Scott
Photographic Dealer
Durban

Dear Mr. Scott,

Many thanks for your letter of 5 May. We are interested to hear that you saw our advertisement in the camera review and appreciate your interest in the DERVIEW products we stock.

We are enclosing our terms of business, where you will find details of our quarterly discounts, and our price list for the complete range of DERVIEW products. As you will see, we can grant special terms for orders of the value you mention.

I will be in Durban myself on 17 May, and will be happy to call on you at any time in the afternoon. Perhaps you would like to let me know whether this is convenient. I will, of course, bring the complete range of DERVIEW colour transparencies, which are described in the catalogue we have sent you today.

I am looking forward to seeing you,

Yours faithfully,

Dick Richardson

The Excelso Company Ltd.
Specialists in Modern Resign
Directors: J. Coner, B. Edge
High Wycombe, Bucks
Telephone: 0457 6590
Our ref: h/f 150

3 February 2013

Attention: Miss Jennifer Ring, Overseas Dept:
A.B. White & Co. Ltd. 567 Queen Street:
London EC4 8YH

Dear Sirs,

We thank you for your enquiry of 31 January, and can confirm our telephone conversation of yesterday, in which we informed you that we can deliver part of the goods required from the stock, in accordance with the enclosed detailed offer. For the balance we would require approximately three weeks from the date of receiving your confirmation that this arrangement is acceptable.

Prices as quoted are f.o.b. London.

Packing in wooden cases.

Delivery as specified above.

Payment against documents, by banker's draft.

We hope your client will find our terms and delivery terms satisfactory, and we can assure you that you may count on our full cooperation and attention in this matter.

Yours faithfully,

Simon Javior

18420 Magnolia Place
Baton Rouge LA 70803
April 1, 2017

Mr. John Sampson
Vice President,
ABC, Inc.
2301 Walnut Grove Lane
Raleigh, NC 27695

Dear Mr. Sampson,

I'm seeking a position in material evaluation at a high technology company such as yours. I'm aware from researching your firm that you have a training program for physicists and engineers.

As you will note from the enclosed resume, I have majored in physics and have participated in significant research. This background, as well as several courses, has prepared me to combine an interest in motivating people with a desire to work in a technical environment.

I would like to learn more about your trainee position, and I will contact your office - the week of April 15th to arrange an appointment at your convenience.

Sincerely,
Karen E. Jones

Enclosure

ЗАДАНИЕ 2. MAKE UP ANY KIND OF LETTER:

- 1) a letter-presentation of the company
- 2) an offer letter
- 3) an order letter
- 4) confirmation of an order
- 5) a complaint letter
- 6) an adjustment letter
- 7) a letter of invitation

FINAL TEST

Part 1

Choose the right variant

1. A ... makes important decisions and leads the company.
 - a) CEO
 - b) employee
 - c) personnel
 - d) manager

2. This is my It has my work telephone number and email address on it.
 - a) introduce
 - b) name
 - c) job
 - d) business card

3. This is my ..., Helma. She works with me in the finance department.
 - a) colleague
 - b) country
 - c) group
 - d) personnel

4. Franklin is a ... - he advises different companies about computers.
 - a) opinion
 - b) consultant
 - c) qualification
 - d) communication

5. Can I ... by credit card?
 - a) money
 - b) pay
 - c) give
 - d) send

6. Brian Kingsley is an important ... because he buys a lot of our products.
 - a) event
 - b) conference
 - c) client
 - d) visit

7. They buy the products for \$5 and sell for \$10, so that's 100% ...
 - a) profit

- b) shop
- c) retail
- d) company

8. How about ... in local newspapers?

- a) contracts
- b) advertising
- c) business
- d) research

PART 2

9. Соедините названия отделов компании с функциями, которые они выполняют.

- | | |
|--------------------|---|
| 1. Design | a) hires new employees and organizes training |
| 2. IT | b) arranges artwork |
| 3. Production | c) maintains the company's computer systems |
| 4. Sales | d) makes products |
| 5. Human Resources | e) sells to customers |

1	2	3	4	5

10. Поставьте предложения в правильном порядке.

- a) OK, bye.
- b) That's fine. How about 10 am?
- c) Hi, I'm arranging a sales meeting next week. Are you free on Thursday?
- d) 11:30? Yes, that's good for me.
- e) Oh, OK. Can we meet on Friday?
- f) So, I'll see you on Friday at 11:30.
- g) I can't make 1-am. What about 11:30?
- h) Sorry, I'm busy on Thursday.

1	2	3	4	5	6	7	8

11. Поставьте предложения в правильном порядке.

You are looking for a job. Number your steps in the right order:

- a) Phone or email the company and ask for an application form.

- b) Go for a job interview.
- c) Read a job advertisement on a website or in a newspaper.
- d) Start work.
- e) Apply for a job – send the application form and a CV to the company.
- f) Receive and accept a job offer.

1	2	3	4	5	6

12. Подберите правильные ответы на вопросы на собеседовании.

1. What do you do in your free time?
2. Can you tell me about your present job?
3. Why do you want this job?
4. Do you enjoy working with people?
5. How long have you been in the sales department/
6. Have you ever worked in finance?

- a) Two years.
- b) Yes, I like working in a team.
- c) At the moment, I'm working on a project to export products to Asia.
- d) Yes, after University I worked for a finance company for six month.
- e) Because I think finance is very interesting.
- f) I play tennis and football.

1	2	3	4	5	6

13. Соедините слова и их определения.

- | | |
|---------------------|---|
| 1. full-time worker | a. has a job for a long period of time |
| 2. temporary worker | b. workers choose when they work |
| 3. permanent worker | c. works a few days / hours a week |
| 4. part-time worker | d. a better job in the same company |
| 5. freelance worker | e. has a job for a short period of time |
| 6. pension | f. works for self not for company |
| 7. promotion | g. usually works 35-40 hours a week |
| 8. flexible hours | h. money when you stop work. |

1	2	3	4	5	6	7	8

14. Выберите реплику, наиболее соответствующую ситуации общения:

You are calling on business: ...

Secretary: Hold on, please. I'll see if Mr. Bennett is available.

- a) Is it Mr. Bennett's office?
- b) Good afternoon. I want to speak with Mr. Bennett.
- c) Good afternoon. This is Mr. Fedorov speaking.
- d) Good afternoon. May I speak to Mr. Bennett?

15. Выберите реплику, наиболее соответствующую ситуации общения:

Interviewer: ...

Applicant: I'm looking for a position as a travel agent. Here is my resume and application.

- a) What position do you pretend to?
- b) Why have you come to the interview?
- c) What kind of job would you prefer?
- d) Tell me about your education and experience.

16. Выберите реплику, наиболее соответствующую ситуации общения:

Guest: I'm afraid I must be going.

Hostess: ...

- a) Good-bye.
- b) Well, thanks for coming and see you soon.
- c) Did you like the meal?
- d) You look fine.

17. Выберите реплику, наиболее соответствующую ситуации общения:

Professor Chambers (who is leaving for home after a short stay in the town):

I've come to say good-bye to you.

Professor Simpson: ...

- a) Thank you very much for coming and have a good journey.
- b) Well, good-buy.
- c) Good-buy and see you soon.
- d) Well, I won't keep you. I was glad to meet you.

18. Выберите реплику, наиболее соответствующую ситуации общения:

In a café it would be rather polite to say to a stranger:

Excuse me, ...

- a) is this seat taken?
- b) move your bag a little, please.

- c) do you mind moving your bag?
- d) I think I've seen you anywhere.

19. Выберите реплику, наиболее соответствующую ситуации общения:

Waiter: ...

Visitor: We'd like to have supper. Are there vacant seats in the corner?

- a) What would you like to order?
- b) Good evening. What do you want?
- c) Glad to meet you. Come in.
- d) What can I do for you?

20. Определите, к какому виду делового документа относится представленный ниже отрывок.

Dear Ms. Vasquez,

I'm happy to provide the information you requested regarding Jim Cash with understanding that this information will be confidential. Mr. Cash has been a travel agent in my agency since September 1998. He has always been willing to work add hours, including weekends and holidays and has proven to be a hardworking and trustworthy employee.

Therefore, I recommend Mr. Cash, without any hesitation, for position of your travel agency.

Sincerely Yours,

Brian Muller, personnel manager.

- a) Letter of Reference and Recommendation
- b) Letter of Invitation
- c) Resume
- d) Letter of Inquiry

21. Расположите части делового письма в правильном порядке:

a) Director General,
Globus,
15 High Street,
Salton PO576

b) Dear Sir/Madam,

c) We look forward to hearing from you.

Yours faithfully,

Jim Forms
Managing Director

d) Blocks and Panels,
78 Victoria Park Street.
Salton OK984
Telephone 875 34 77, fax 875 58 87 93
4 June 2011

e) Your company has been recommended to us by a business associate and we are writing to enquire about your translation service. We would be grateful if you could send us your prices and terms of payment.

1	2	3	4	5

22. Соотнесите информацию под определенным номером в тексте резюме с тем, что она обозначает.

1. Emily Alison Biggins
Putley Hill, London,
SW 16 4 QX
475 78 65

2. To obtain a position as a secretary with a large corporation

3.
March 1995 to present
Secretary, the Benlow Corporation,
620 West St,
Responsible for general running of the
office of small private firms

October 1993 to March 1995
Receptionist, Dr. Mark O'Roum,
703, Sw-Berne, Indiana

July 1991 to October 1993
File Clerk, Ajax Insurance Company,
277 Westgay, Berne, Indiana

4.

September 1989 to July 1991

Judson Secretary School, Berne, Indiana.

Courses in typing, filling, Gregg shorthand and business operations

July 1989

Central High School, Berne, Indiana, Diploma

5. Typing – 70 w.p.m.
 Shorthand – 120 w.p.m.
 Languages – French, Spanish

Варианты ответов:

- a) Work Experience
- b) Name, Address and Telephone Number of the applicant
- c) Special Skills
- d) Education
- e) Career Objective

1	2	3	4	5

23. Какой компонент оформления конверта пропущен?

Mr. K.S. Parker
95 New Edition Road
Cambridge CB2 2 RU
United Kingdom

Dr. Boris N. Ivanov
...
Rostov-on-Don, 344090
Russia

Варианты ответов:

- a) writer's street address
- b) addressee's street address
- c) date
- d) addressee's signature

ADDITIONAL TEXTS

TEXT 1. INTRODUCING PEOPLE

Being in Britain it is very important to know how to introduce people. There are some rules of introduction which are useful to remember: a man is introduced to a woman unless he is much older and more senior; young men are introduced to older men; old friends are introduced to newcomers; young women are introduced to older women. Men always stand when introduced, ladies may remain seated.

As a rule when introducing one says something like: "Mrs. Bennett, may I introduce Mr. Hogart?" and then turning to Mr. Hogart simply says: "Mrs. Bennett." That is all that is necessary, but one may add: "Mr. Hogart has just returned from a visit to Spain", or some other bit of information which will give the introduced person a chance to start a conversation.

When you are introduced to a person you always say, "How do you do." That doesn't mean that you are actually interested in the state of health of the person you are being introduced to. The proof of this is that the other person does not answer your question, but in turn asks you the same question which you don't answer either. True enough "How do you do?" sounds quite formal and rather old-fashioned, so occasionally, when strangers are introduced to each other, they might use the more familiar "Glad to meet you!" or even "Hello!" instead of the stiff and formal "How do you do?". It is very good to add the name of the person introduced: "I'm very glad to meet you, Mr. Bennett." If you did not remember the name it is perfectly all right simply to ask "What was your name, please?" or "Could you kindly repeat (give) your name?"

Handshaking is rather rare in Britain but it is the correct thing to do on the Continent. British people occasionally shake hands especially when formally introduced, but they don't shake hands with people they see often. Instead they smile and say: "Good morning", "Good afternoon", "Good evening", etc. When two businessmen meet, however, they usually shake hands.

TEXT 2. LEAVE-TAKING

Leave-taking is the final step in holding a conversation. Before taking a leave, people usually come out with some introductory phrases such as "I'm afraid, I must be going." Only then do the words of parting follow. It is surprising how few people say "Good-bye" in Britain. Perhaps, there is something a bit final about it. Happily in English there are a great many ways of avoiding "Good-bye". You can shorten it to "Bye-bye!", "So long!", or you

can say “Cheerio!” or “See you later.” After that, you may ask the person you are parting with to remember you to his or her relatives or friends whom you know, or to give them your regards or best wishes.

There are other things to say such as “Must fly!”, for example. You can say, “Well, mustn’t keep you”, or “I’m off”, or “I’ll be getting along now.”

If it is night, and you are going to bed you will say, “Good-night!”, and this is indeed what most people say. But no one thinks of “Good night” as being final.

So in the UK one can hardly do without knowing the established rules of holding a conversation and the ABC of good manners of communicating with people.

TEXT 3. SPEAKING ON THE TELEPHONE

The techniques of telephoning and good telephone manners are very much the same in different countries. Here are some of them. When talking on the telephone, speak clearly. Make sure that your connection with a busy person is as brief as possible. When you get a wrong number don’t ask, “What number is this?” It is good manner to ask, “Is this three-eight-four-double five?” If not – apologize. Always identify yourself when making a call, especially if you calling on business, for example, “This is Mr. Bennett. Could I speak to Mr. Smith?” If you have a visitor, don’t keep him or her waiting long. The best thing to do is to say you are busy at the moment and ask, “May I call you back in a little while?” But don’t forget to do so. And, finally, one more rule: if you make the call, you should terminate it yourself.

When giving numbers to an operator, read each figure separately. We usually give telephone and fax numbers as individual digits. Zero is read “Oh.” When the same figures occur together, the word “double” is used. 705844 is read as “seven oh five eight double four”, 8867999 can be said as “double eight six seven nine double nine.” A.D.C., which stands for “advise duration and charge”, means that when the call is finished the operator rings you back to tell you how much it cost.

Directory Enquiries give information about numbers both in the UK and abroad. Personal calls are made to a particular person. A fixed charge is made for the service, but you do not pay for the time taken to find a person. If he is not there the call is tried again later without further charge. Transferred-charge calls are paid for by the person receiving the call rather than the caller.

Some of the telephone services available are Emergency calls to the Fire Brigade, Police and Ambulance Service, for which you should dial 999.

Shops and restaurants do not allow customers to use their office telephones, but some have payphones and boxes in the street and in public buildings.

TEXT 4.
**SHEREMETYEVO AIRPORT WEBSITE INTRODUCES
ONLINE VERSION OF CUSTOMS DECLARATION FORM**

14 February 2011

Sheremetyevo International Airport introduces online version of customs declaration forms that can be filled out on the airport website.

Now passengers can fill out their customs declaration forms in the comfort of their home after downloading the forms from the Sheremetyevo Airport website at http://svo.aero/f/1/customs/departure/SVO_Blank_passazhorskoy_tamozhennoy_deklaratsii_vylet.doc

After filling out the form, they must print it out and present it to customs authorities at the airport.

An online version of the customs declaration with the help of the Sheremetyevo website is an important service in much demand, especially for passengers who declare monetary instruments, currency, cultural or other values in order to export them. Filling out an online form makes customs clearance procedures in Sheremetyevo Airport much more comfortable and quick.

What You Must Declare

As a resident of another country on a visit to the United States, your status is that of a nonresident.

While aboard ship or on the aircraft, you will be given a Customs declaration form. Fill out the identification part, answer questions 1 through 13 and sign the reverse side. Present it to the Immigration and Customs Inspectors on arrival. Visitors arriving by land borders are not usually required to fill out a written declaration. If you have something that must be declared, you can make an oral declaration to the customs inspector. Please see the "Caution" list for specific items that you should declare before entering the United States.

U.S. Customs and Border Protection (CBP) inspectors have the right to ask you to declare all articles brought into the United States, including gifts for other persons. If all the articles you have to declare are entitled to duty-free entry under the exemptions allowed, you do not need to fill in the reverse side of the declaration form which asks you to declare your articles. Instead, if a CBP inspector asks what you have with you, you may orally declare your

articles to the inspector. (If an inspector deems it necessary, you may be required to make a written declaration and list articles brought with you.)

Caution

Some items must meet certain requirements, require a license or permit, or may be prohibited entry. Among these are:

Absinthe

Biological materials

Cuban Cigars. Products of Cuban tobacco are prohibited from entry into the U.S.

Currency/Monetary Items. There is no limit on the amount of money (U.S. or foreign currency), travelers' checks, money orders, or negotiable instruments in bearer form that you may bring into or take out of the United States. A report, however, must be filed with U.S. Customs at the time you arrive or depart with an amount that exceeds \$10,000 or the equivalent in foreign currency. A form will be provided to you for this purpose.

Endangered species or products made from them, including ivory and ivory products from elephants (either Asian or African), walrus ivory, and whale teeth decorated with etchings (scrimshaw) or made into figurines (netsuke), curios, pendants, and other jewelry.

Fruit, plants and endangered species of plants, vegetables and their products. Some fruits and vegetables may be permitted entry others may not. It often depends upon where the item is from. Because insects and disease can cause serious harm to U.S. agriculture, it is important that you have your food products inspected by a U.S. Department of Agriculture inspector before you clear Customs. We appreciate your cooperation in this matter.

Firearms and ammunition, if not intended for legitimate hunting or lawful sporting purposes.

Goods from Iran, Iraq, Libya, North Korea, Cuba, Syria, areas in Afghanistan controlled by the Taliban, Sudan, and the Federal Republic of Yugoslavia (Serbia and Montenegro). Foreign visitors may bring in goods of Cuban origin in noncommercial quantities for personal use, except for alcohol and tobacco products which are prohibited. Informational materials from the above countries, other than Iraq, are not restricted.

Hazardous articles (e.g., fireworks, dangerous toys, toxic or poisonous substances).

Lottery tickets.

Meats, poultry and meat products (e.g., sausage, pate).

Narcotics and dangerous drugs.

Medications. If you require medicine containing habit-forming drugs, carry only the quantity normally needed and properly identified. You should also have a prescription or written statement from your personal physician

that the medicine is necessary for your physical well-being. Pharmaceuticals and/or medical devices other than for the personal use of the traveler must be approved by the U.S. Food and Drug Administration before they are allowed entry into the United States.

Pets (e.g., cats, dogs, birds). Cats must appear healthy, dogs must have a valid rabies vaccination if not arriving from a rabies free area, and birds must be inspected by a Department of Agriculture veterinarian, and may be subject to quarantine.

Pornographic articles and publications.

Pre-Columbian monumental and architectural sculpture or murals.

Switchblade knives.

Trademarked items (e.g., certain cameras, watches, perfumes, musical instruments, CD players, electronic equipment, toys, jewelry and metal flatware). Quantities of more than one may be subject to detention, due to distribution and licensing laws.

Vehicles and motorcycles not equipped to comply with U.S. safety or clean air emission standards - if your visit is for more than one year.

Wildlife (birds, fish, mammals, animals) and any part or product of an endangered species (e.g., pheasants, articles from reptile skins, whalebone, or ivory, mounted specimens and trophies, feathers or skins of wild birds).

Permission is required for taking out of Latvia paintings dated before 1941.

Bringing in a Vehicle

Visitors may temporarily import a vehicle duty-free for personal use if the vehicle is imported in connection with the owner's arrival. Vehicles do not need to accompany the owner, but should arrive in the U.S. at approximately the same time, at least within a few weeks. Vehicles are defined as an automobile, trailer, airplane, motorcycle, boat or similar vehicle.

Vehicles that don't conform to U.S. safety and emission standards must be exported within one year and may not be sold in the United States. There is no exemption or extension of the export requirement.

Exemptions

Personal exemption. The following articles may be brought in free of duty and internal revenue tax, if for personal use and not for others or for sale.

Personal effects (e.g., articles of personal adornment, toilet articles, hunting and fishing equipment, laptop computers, portable radios, CD players and photographic equipment).

One liter of alcoholic beverages (e.g., wine, beer or liquor) if you are an adult nonresident at least 21 years old.

200 cigarettes, or 50 cigars, or 2 kilograms (4.4 lbs.) of smoking tobacco, or proportional amounts of each.

Vehicles (e.g., automobiles, trailers, airplanes, motorcycles, boats) for personal use, for less than one year, if imported in connection with your arrival.

Gift Exemption. As a nonresident, you are allowed up to \$100 worth of merchandise, free of duty and internal revenue tax, as gifts for other people. To claim this exemption, you must remain in the United States for at least 72 hours and the gifts must accompany you. This gift exemption, or any part of it, can be claimed only once every six months. You may include in this exemption up to 100 cigars, but no cigarettes or alcohol.

Some states limit the amount of liquor that can be brought into the state. Customs cannot release alcoholic beverages in excess of restrictions of the state in which you arrive.

TEXT 5.

BEFORE YOU LOOK FOR A HOTEL. SOME ADVICES

Before you look for a hotel and make a reservation, you want to ensure the hotel will meet your budget and your needs. You should first determine your budget, or how much you can spend, when booking a hotel room.

Are you on a tight budget, with a set rate you are willing to pay every night? You may have a budget of a certain amount of money for your trip and a certain amount allocated to cover your accommodations. Having a limited budget does not mean you will end up staying in a cheap, dirty hotel. In fact, there are many discount options available for visitors on a budget.

You may also want to consider if you would like to stay at a hotel that has a spa and a fitness center that you can use, or if you do not require any extra amenities. If you need a solid internet connection, look at hotels that offer free Wi-Fi as part of the nightly rate.

If you are traveling as a family or in a big group, you might want to consider booking a suite with separate living area and bedroom so that the whole group can be accommodated without space and privacy constraints.

If you are traveling for business, you may decide to search for hotels that are close to a work conference or meeting. If you are traveling for pleasure, you may decide to look for hotels that are walking distance to a hot spot or area or hotels that offer a package that includes a car rental or a bike rental so you can get around easily.

Keep in mind online search engines for hotels do not always show any extra surcharges or fees for the room. Make sure you note any small print next to the stated price for the room before you consider it.

Some credit cards and AAA providers also offer hotel search services to their members and discounts on certain hotels. You should contact your credit card company or your AAA provider for more information.

Calling the hotel directly can land you a last minute booking or a better rate. You may also be able to get a better sense of the customer service offered at the hotel, as you will be able to speak to the front desk and ask them specific questions about the hotel. Try to call in the late evening, as the mornings and afternoons are often busy for the front desk. You may want to ask questions such as:

- Is there a restaurant or bar on site? Is breakfast included in the nightly rate?
- Do you offer non-smoking rooms?
- Is the hotel near public transportation? Do you offer transportation like rental bikes?
- How far is the hotel from a specific location or area, such as the beach, the convention center, the city center?
- Which side of the hotel has a better view or less noise?
- Is the area around the hotel safe?
- Are there facilities available for the disabled?
- What is the hotel's cancellation policy?

Booking the Room

When people travel, they always stay at hotels or guesthouses. It is necessary to remember the following:

1. The first thing to do is to book a room in advance by letter, telephone or telegram, or you may arrive at the hotel and be told that there are no rooms available.
2. On arrival at the hotel go to the reception desk and confirm your reservation.
The hotel clerk will then give you a registration form to fill in and sign (the form is filled in block letters).
3. At large hotels you may ask for any service by telephone. You tell the telephone operator if you want to be called at a certain time: you call room service when you want a meal or drink if you need something (say: a suit or a dress cleaned or pressed).
4. Let the hotel know in advance the day and the time of your departure.

There may be one more thing you need to know about booking your hotel room

Regardless of how you book your overnight hotel accommodations, always become a member of the hotel's loyalty program before you make the reservation. This can be very helpful to you in many ways, from better rooms to upgraded amenities.

The more you stay at a particular hotel chain, the better the benefits. Some of these may include a nicer room, a better view, free bottled water, quicker check-in and checkout, access to the executive lounge, computer usage, and perhaps even a free breakfast. It is also much easier to work out issues when the hotel sees that you are a frequent guest.

Many hotels let you add additional information to your online reservation. For example, if you desire additional towels, foam pillows, a refrigerator in your room or more, the hotel can have these items ready for you when you arrive. Room location is also a typical request item. Personally, I ask for rooms away from the elevator (except in Las Vegas where the hotels are famous for never-ending hallways).

Also, let a hotel know if you are celebrating a special event. They may tell you about event packages or maybe even provide you with a room upgrade.

TIP: If you are staying at the same location for more than a couple of days, get to know the staff. The more you relate to them on a friendly basis, the more they are likely to help you in time of need. A simple ‘Hello’ followed by their name is all it needs to be.

TEXT 6.

The happiness of any person largely depends on having suitable job. One may learn about a job vacancy in a newspaper, from a friend, from the employment agency or TV advertisement.

To apply for a job you are interested in, it is necessary to convince the prospective employer of your ability to do this job well. The first thing you should do is to prepare a resume (curriculum vitae – BrE). A resume should contain a summary of essential facts from your background: personal data, career objective, work experience, education, and references. You should emphasize your strong points in your resume. For example, if you have no job experience, stress your personal qualities (sociability, honesty, reliability, efficiency etc.) or educational background. A well-composed resume will make the prospective employer understand what abilities make you a suitable person for a particular job.

If you interest the employer, he will invite you for an interview. Interviews are conducted on the various patterns: there are traditional one-to-one and group interviews, board or panel interviews (where an applicant is interviewed by a panel of interviewers), «deep-end» interviews which give a candidate the opportunity to demonstrate his skills and apply his knowledge.

To make a good impression on the interviewer it is important to find some information about the company you are going to work in. Besides, there

are some rules of behavior in an interview. For instance, when greeting the interviewer you should wait until he shakes your hand. Also, you shouldn't sit down until he offers you to do that. In the interview it is common to avoid discussing personal, domestic or financial problems if you are not asked about.

Interviewers can't check applicant's professional skills immediately, so, the first thing they are attracted to is the agreeable personality and friendly attitude of the interviewee. You shouldn't criticize your former colleagues or employer: criticism helps to reveal your own negative qualities.

Interviewers are usually interested in qualifications of the candidate, his/her previous job experience, motivation and the reasons of applying for that job. In the interview you may ask questions too – about salary, probationary period, social guarantees, transport facilities to or from job, chances of promotion. But you should discuss the subject you are interested in after the interviewer introduced it.

It is clear that a job interview is a stress situation for any applicant. The majority of interviewees feel nervous, and not everyone is able to show his worth in the interview. But it is necessary to concentrate oneself for some time because the conclusion about the candidate is made within the first ten minutes of the interview.

10 Common Rules for your Successful Interview

Job candidates must contend with a cutthroat job market in which more and more applicants are competing over a limited supply of jobs. That's especially the case for recent law school graduates and attorneys. As law schools turn out 44,000 more graduates per year, they're seeking employment in a legal sector that's smaller, as a percentage of gross domestic product, than it was in 2000.

So when legal professionals go out for an interview, the stakes are enormous. Often facing off against ten or more candidates for the same position, they'd better perform effectively because they may not get another chance.

Fortunately, there are steps that legal job candidates can take to help outshine their competitors at job interviews. And while many of them seem like obvious, common-sense rules, the fact is that many candidates don't follow them. So, keep these steps in mind, and you'll give yourself an edge:

1) Research the firm or company with which you will be interviewing: One of the most common complaints you hear from interviewers is about job applicants who haven't done their homework. The fact is, however, that no two law firms or corporate legal departments are the same. Find out everything you can about the employer by conducting a general Internet search, by checking social media sites such as LinkedIn, and by networking

with colleagues who work in the same industry. Commit to learn five unique facts about the prospective employer and be ready to ask about them. You'll be and feel more prepared and be far ahead of your competition!

2) Be thoroughly familiar with the job description: Before you go in for a job interview, study the job description for the position and be prepared to discuss the specific skills and experience you have that pertain to each stated requirement. What if the job description you have is poorly written or vague? Do an internet search for similar positions posted by similar employers and see how they've described the job duties.

3) Review, recite and rehearse for the job interview: It's your resume – which you wrote. And who knows more about you than you, right? And since you've always been fast on your feet, why not just wing it and "be yourself?" Because if you follow that strategy, you'll blow it. Chances are that if you had a business deal worth \$1 million, you'd really prepare for the meeting. A job interview is nothing more than a type of business meeting – but one that can literally change the direction of your life. Spend at least one hour before every interview anticipating every question and practicing your answers.

4) Dress up for the interview: With informal dress codes becoming increasingly common in the workplace today, many candidates elect to dress in "business casual" mode for an interview. That's a mistake. Dress as if you're attending an important business meeting, which translates into a suit or sports jacket and tie for men and the equivalent for women. The worst that can happen is enduring a little good-natured teasing from future colleagues who know you suited-up as a gesture of respect. In other words, it doesn't hurt to overdress!

5) Do not be late to the interview: You never, ever want to be late to an interview. If you arrive even one minute late, you'll probably blow your chances, however good the reason for the tardiness. This may not seem fair or even make sense, but is a fact of life. Plan your commute so that you arrive early to the interview site, and then walk into the Reception Area about five to seven minutes before the appointed time.

6) Be nice to the receptionist: The moment you walk into the Reception Area, the interview has begun. The receptionist is as much a part of an organization as the CEO and may be asked for his/her impressions of you as you waited for the interview. So observe good etiquette at all times and even engage the receptionist in some brief, light banter. You'll not only make a good impression, but might learn something about the employer you hadn't expected!

7) Walk into the interview with a list of specific questions to ask about the job and the company: Another big complaint you hear from em-

ployers is about candidates who don't ask questions during the course of the interview. Perhaps these candidates were trying to be polite and not impose on the interviewer's valuable time. The fact is, however, that candidates who don't ask substantive questions during an interview are viewed as uninterested, unprepared or unmotivated. Be sure to come in with at least ten open-ended, specific questions about the job and company.

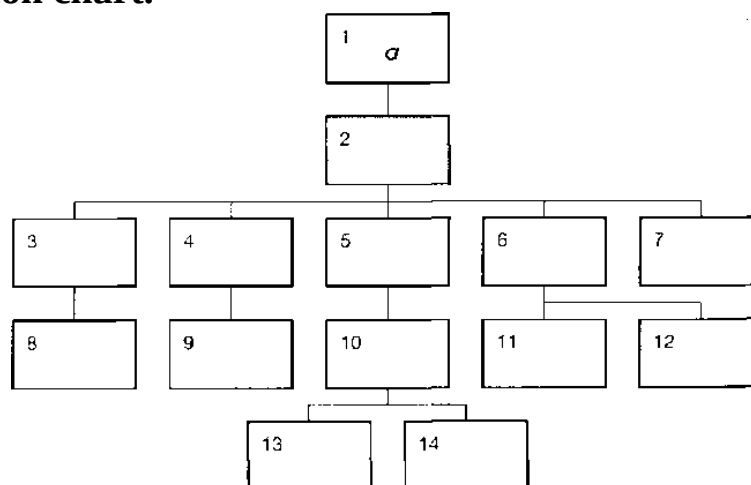
8) Do not ask how much the position pays: The flip side to not asking any questions during an interview is asking questions that will exclude you from consideration. And the worst question one can ask in an interview is how much the position pays. At first glance, this rule may not seem to make any sense. After all, most of us have to work for a living, and it's perfectly reasonable to want to know how much a position pays. So why can't you just ask? The answer, unsatisfying as it may be, is "because." Simply put, asking about money in an interview is as scandalous as failing to hold out your pinky finger when you sip tea with the Queen. It's just not done, and for that reason comes across as unseemly.

9) Do not exaggerate your experience: We all want to demonstrate how qualified we are for the job. Still, no one knows everything, and if you try to bluff your way through an answer, you're putting yourself into a lose-lose situation. Either the interviewer will know you're faking and you'll be out immediately, or you'll be hired for a job you're not qualified to do, and be out later. It's perfectly OK to admit what you haven't done, and then describe comparable challenges or skills you've quickly mastered.

10) Be concise: Most successful people, be they lawyers, plumbers or politicians, share one trait: they express themselves clearly and concisely. You want to demonstrate mastery of that trait during your interview, and can do that by taking three steps. First, do the preparation for the interview described above, and you will walk into the room focused, relaxed and ready. Second, listen carefully to the question being asked and be sure to answer that question in a responsive, interesting and upbeat manner. Third, no matter how broad the question may be, try to keep your answer to 60 seconds or less. That will allow your interviewer to follow-up with more specific questions, and make for a more effective, interesting and interactive experience for all involved.

TEXT 7. COMPANY STRUCTURE

Read this short presentation of the management team of this British company. Then write the correct letters (a-n) in the right places in the organization chart.



At the top of the company, the Chairman of the Board [a] is responsible to the shareholders and the day-to-day running is the responsibility of the Chief Executive Officer (CEO) [b], who also has a seat on the Board.

Five directors form the senior management committee of the company. Going from left to right on the organization chart, we start with the Director of Finance [c], who runs his division with his Deputy [d].

Then we have the Director of Operations [e], who is responsible for production and logistics. The Factory Manager [f] answers directly to him.

Next we have the Director of Marketing [g], who is also responsible for sales so the National Sales Manager [h] reports to him on the activities of the whole sales team, which is divided into two regions, north and south, each managed by a regional sales manager [i; j].

The Director of Human Resources [k] has a Training and Development Manager [l] and a Compensation and Benefits Manager [m], who look after the day-to-day running of her department.

Finally, the Director of Research and Development [n] runs a small but important division of the company. She too reports directly to the CEO.

TEXT 8. TIPS FOR BETTER NEGOTIATIONS

Your working life is full of negotiations. You don't just negotiate whenever there are two parties with different needs. And even though everyone involved wants to find a compromise that is mutually acceptable, many people dislike negotiating because of the conflicting interests.

But negotiations need not to be confrontational. Don't try to win a negotiation. If you treat it as a contest, you will create a hostile atmosphere. Respect the other person and try to understand his or her needs. This way you can create a spirit of cooperation.

Sometimes, the other party may reject your suggestions, and you need to anticipate this. A negotiation is a trade-off, and sometimes you will need to back down. So prepare alternative options in case your preferred solution is unacceptable.

Finally, don't negotiate if you are tired or stressed. You will never close the deal when negotiations are too intense. Reschedule to another time.

TEXT 9.

13 WAYS TO CREATE A BETTER WORK ENVIRONMENT

Sometimes one feels negative about office stuff, it's because of the old and normal look all around the office. In addition, to avoid such uncomfortable negative vibes in an office, one can start with some of the ways to make workplace to be comfortable for work. And they are as follows.

1. Use some natural lights:

Generally, human being gets bored of stuff very soon. And because of that one loses interest over his / her duties in that office. Ultimately, this creates a certain kind of negative things in one's mind. To avoid such negativity and unpleasant behavior inside the office one needs to think of using natural lights in an office. Natural lights bring nature and positive energy inside an office. This kind of natural lights helps to create a new idea for the success of the company.

2. Flexible schedule:

An employee working in an office feels very irritated to get to the same office at the same time every day. To avoid such annoying feel an employer needs to rethink about an office hour. This doesn't happen in reality that the employees can come to the office as per their desired time and finish their eight hours of work according to their time schedule. If this kind of flexible timing around the office is opted then all employees feel confident and energetic to come to the office

3. Rethink of office color:

All the office is colored white with the thinking that white color is not destructive and give inner peace. But this kind of thinking over color brings one to think that it's not about color, it's about thinking. White color around the office bring negativity and it's too depressing, instead of that one can think of, using bright and vibrant color which changes moods. This can be

helpful for all, the employees feel the change and enjoy the bright and vibrant colors all around the office.

4. Take a small break from work:

To deliver one's work very comfortably and happily, one needs to start taking a little break in between of the work. This may seem inappropriate, but taking a small break from work can give a break from stress. A break can give one an energy to work hard to complete the work. By taking a small break from the work will also help an employee to think about positive elements all around the office. This kind of thinking brings positivity and comfortable environment at the office.

5. Keep a lower and respective tone:

An employee feels irritated to go to one's work because of some of the mistakes of the employers. These employers use such annoying tone around the office that the employees working feel bad about working there. A respectful and requesting tone can make all the employees give 100% of their work. Use of such sweet and respectful tone solves the communication difference between the employer and employee. This helps to improve positive energy around the office.

6. Take small naps:

There will be lots of work going around the office and people get so frustrated because of that they lose their temper. And this kind of behavior creates a communication difference between others. To avoid such mood swings around the office one can start taking a small nap from the office things. This helps in clearing frustrating stuffs to be controlled in a better manner.

7. Taking walks:

Whole day in front of the monitor seems very tough to handle. To avoid such uncomfortable working position one can at least take a walk and get some fresh energy to move on with the work. By doing such things an employee or employer can definitely bring some comfortable situations in the office. To make that happen one needs to take responsibility to understand the working ability of oneself. This can always help in a very good manner.

8. Keep moving on with the work:

Sometimes a person works in an office, gets stuck with only one work which can turn things in a frustrating level. A person should keep changing their duties assigned, if there is any problem then try to solve it and if it doesn't then wait until there's any valid reason for. Meanwhile, one can start doing other work to avoid old problems to come up. By following such kind of work order, one will definitely feel lighter about some work.

9. Use some good office air fresheners:

To be more comfortable and energetic in an office an employer needs to check that all the elements in the office going are great. A person working

in an office feels well to start his / her work if the smell around the office is good. If an office smells good, then all the employees working in that office feel better to deliver their responsibility. By making all this kind of changes in an office an employer can bring some energy in the office.

10. Providing cold and hot beverages:

After being healthy in the office, one needs to understand that being healthy is not so favorable to an office environment than being attentive in the office. All employees should be provided with the beverages they really want in the office. This can help them to work effectively and accurately. These kinds of beverages are healthy enough to be handled in the office. If an employer wants to keep his / her employees happy then they should provide them all the requirements they need.

11. Growing plants:

Plants give natural energy and fresh air. To be comfortable in the office one can bring their plants to be placed next to where they sit. This can be helpful in the case where plants can be very refreshing to watch. These refreshing natural elements bring positivity around the office, which is very necessary. All the employees start bringing plants to the office so make some changes in the office. By bringing some changes in the office can make things better there.

12. Healthy menu or snacks:

Every office has their canteen facility, these facilities can be boring as well as the rest of the things in an office. Same boring snacks and meals can turn one's mood down to a zero level. By adding some healthy snacks and meals inside the canteen menu will give those employees, a positive energy, healthy way to approach the things in the office. Having a healthy snack can bring some energy to work better and also to think better while things go out of uncontrolled inside the office.

13. Placing right temperature:

In an office the environment should be warm enough to handle. Being warm enough in the office can be stated as in healthy bearable temperature. Temperature setting in an office is very essential as it's a working place where all the official matters are discussed and things can turn in very heated up due to uneasiness. These small things can turn an office into a place where things can be comfortable and relaxing.

TEXT 10.

6 BEST WAYS TO KEEP EMPLOYEES HAPPY AND MOTIVATED:

There are certain situations where an employer drives an employee crazy and this turns things in a very bad shape. To overcome this situation an employer needs to get some kind of changes and they are as follows.

1. By being a wise employer:

An employer is a person who controls and manages all the activities around the office and he is the one who handles all the staffs' professional activity. But sometimes these employers try to be very rude to the employees. And this can create some kind of a communication difference between an employer and an employee. To avoid such difference an employer needs to start being very nice to everyone and this may change certain things between him/her or the rest of the staff.

2. The employee work appreciation:

An employer instead of being rude and stubborn, he / she can at least appreciate the work they deliver. By appreciating all the employees work and effort an employer starts a positive change in the office. This change can ultimately affect an employer for the betterment of his / her company. These things help an employer to be more interactive with all the employees, which is considered to be a good thing.

3. A healthy atmosphere:

In an office, people work there for different departments. These departments have their own nature of working. This nature of working can be maintained with all the data and discipline. To maintain a healthy atmosphere in the office an employer should make sure that all the transaction and activities going around in the office are resulting in a positive way. Positive energy brings healthy and very productive environment for the employees.

4. Rewarding efforts:

An employer can start taking initiative towards employees' efforts over certain working projects. To make them comfortable in their work, an employer can start taking track of the employee work sheet and can start rewarding them for the efforts they have put to get it done. These kinds of gestures can help an employer to make better relationship with all the employees. And it creates a comfortable environment.

5. Maintain an employee involvement:

To work in an office comfortably and productively, there are certain things which need to be checked listed. These checklists can be of many official materials and environment. And mainly importantly its employees, they should be involved in all the decisions the company takes for itself and for

the profit. Their opinion matters for the company because they deliver their life and intelligence on this particular company.

6. Encourage them to keep working:

Encouragement creates such an environment where a person starts to feel that he / she is very productive to be part of this encouragement. All the employees should be encouraged to keep working in that company. Sometimes it happens that the employees may be willing to switch their job because of some valid reason. These reasons can be negative for the company reputations. Losing a good candidate for that position can create problems in the office.

To end this discussion, we would suggest that an office is a second home for everyone who is currently working and who used to work. To have a comfortable working environment an employer needs to make sure that all the elements in the office are placed according to the comfort of all the employees. By making one's employees comfortable, an employer can have a better working ability. If an employee is happy then he / she will definitely work better for the success of the company. If an employee is not so happy enough to handle situation in the office, then it is tough handle such employees to get comfortable. Therefore, to avoid such situations an employer needs to make note of things, which can bring uncomfortable environment in the office. And above mentioned are some of the ways to make workplace more comfortable for working. By following mentioned steps, one can make their workplace comfortable.

LIST OF LITERATURE

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