

Министерство науки и высшего образования Российской Федерации  
Федеральное государственное бюджетное образовательное  
учреждение высшего образования  
«Тамбовский государственный технический университет»

**Е. Ю. Воякина, Т. В. Мордовина,  
Е. В. Дворецкая, Л. Ю. Королева**

# **АНГЛИЙСКИЙ ДЛЯ СТУДЕНТОВ ПЕРВОГО КУРСА**

**В двух частях**

**Часть 1**

## **ENGLISH FOR FIRST-YEAR STUDENTS**

**In two parts**

**Part 1**

Утверждено Учёным советом университета в качестве учебного пособия  
для бакалавров 1 курса всех направлений подготовки и специальностей  
очной формы обучения

*Учебное электронное издание*



---

Тамбов  
Издательский центр ФГБОУ ВО «ТГТУ»  
2021

УДК 372.881.111.1  
ББК 81.2Англ.  
А64

Рецензенты:

Кандидат филологических наук, доцент кафедры «Русская филология»  
ФГБОУ ВО «ТГТУ»  
*М. М. Глазкова*

Кандидат филологических наук, доцент, доцент кафедры  
иностраных языков и профессионального перевода  
ФГБОУ ВО «ТГУ им. Г. Р. Державина»  
*Е. А. Гуляева*

А64 **Английский** для студентов первого курса [Электронный ресурс] : учебное пособие : в 2-х ч. / Е. Ю. Воякина, Т. В. Мордовина, Е. В. Дворецкая, Л. Ю. Королева. – Тамбов : Издательский центр ФГБОУ ВО «ТГТУ», 2021. – ISBN 978-5-8265-2303-2

Ч. 1 : 1 электрон. опт. диск (CD-ROM). – Системные требования : ПК не ниже класса Pentium II ; CD-ROM-дисковод ; 00,0 Mb ; RAM ; Windows 95/98/XP ; мышь. – Загл. с экрана. – ISBN 978-5-8265-2304-9

Состоит из четырёх модулей, каждый из которых включает четыре раздела. Задания каждого раздела построены по принципу коммуникативной направленности и включают в себя изучение и повторение языкового материала в сфере профессионального общения. Целью пособия является формирование и закрепление основных умений и навыков, необходимых для формирования и совершенствования межкультурной коммуникативной компетенции в профессиональной сфере.

Предназначено для бакалавров 1 курса всех направлений подготовки и специальностей очной формы обучения.

УДК 372.881.111.1  
ББК 81.2Англ.

*Все права на размножение и распространение в любой форме остаются за разработчиком.  
Нелегальное копирование и использование данного продукта запрещено.*

**ISBN 978-5-8265-2303-2 (общ.)** © Федеральное государственное бюджетное образовательное учреждение высшего образования «Тамбовский государственный технический университет» (ФГБОУ ВО «ТГТУ»), 2021  
**ISBN 978-5-8265-2304-9 (ч. 1)**

# CONTENTS

---

Introduction .....	4
Module 1. CAREER .....	5
Unit 1. Jobs & professional qualities .....	5
Unit 2. Work duties. Job hunting .....	13
Unit 3. CV rules .....	19
Unit 4. Job interview strategies .....	22
Module 2. COMPANY STRUCTURE .....	25
Unit 1. Company structure. Making a career. Modern office and office equipment .....	25
Unit 2. Working day. Employee responsibilities .....	30
Unit 3. Workspace. Motivation. Creating a favorable climate in the team .....	32
Unit 4. Management. Qualities of an effective manager. Setting goals .....	37
Module 3. BUSINESS VISIT .....	40
Unit 1. Greetings and introductions .....	40
Unit 2. First meeting. In the office .....	43
Unit 3. Transport. Preparing for a business trip .....	45
Unit 4. Making a hotel reservation .....	51
Module 4. BUSINESS LETTERS .....	56
Unit 1. Business letters. Layout and structure .....	56
Unit 2. Business letter style. Writing an e-mail .....	60
Unit 3. Types of business letters. A letter of inquiry. A letter of counter inquiry .....	66
Unit. 4. A cover letter. Accepting a job offer. Employer job application refusal .....	71
Conclusion .....	78
References .....	79

## INTRODUCTION

---

Учебное пособие предназначено для бакалавров первого курса всех направлений подготовки и специальностей, а также для широкого круга лиц, изучающих английский язык для практического использования, в целях профессионального общения.

Цель данного пособия заключается во взаимосвязанном развитии и совершенствовании профессиональных умений и навыков английской устной и письменной речи обучающихся в процессе их работы в аудитории под руководством преподавателя и самостоятельной работы.

Каждый блок включает в себя аутентичные и актуальные тексты и материалы, тщательно отобранный активный словарь и грамматику, а также систему развивающих заданий и упражнений, направленных на решение следующих задач:

- расширить лексический запас студентов по изучаемым темам;
- закрепить и активизировать в речи грамматический материал;
- развить умения чтения, говорения и письма;
- закрепить навыки понимания иноязычной речи на слух;
- углубить знания об особенностях английской языковой системы.

Материалы, содержащиеся в пособии, позволяют сформировать и развить универсальную компетенцию УК-4, выражающуюся в способности осуществлять деловую коммуникацию в устной и письменной формах на государственном языке Российской Федерации и иностранном языке.

Данные цели, задачи и компетенции определяют структуру пособия, состоящего из четырёх модулей. Каждый модуль включает в себя четыре тематических раздела, содержащие разнообразный лексический и грамматический материал, а также разделы, ориентированные на развитие основных умений и навыков.

# Module 1

## CAREER

---

### Unit 1

#### JOBS & PROFESSIONAL QUALITIES

##### ➤ STARTING UP

*Discuss the following questions.*

1. What are the most popular jobs nowadays?
2. What is most important in a good job for you (money, interest, challenge, communication, leadership, working hours, status, etc.)?
3. Do you like working in a team?
4. What do you think of part-time job?
5. What tips can you give to people who want to make a career?

##### ➤ VOCABULARY

*Say the workplace of these jobs: a factory, a hotel, a hospital, an office, a shop, a lab, etc.*

<i>accountant</i>	<i>firefighter</i>	<i>businessman</i>
<i>engineer</i>	<i>police officer</i>	<i>manager</i>
<i>receptionist</i>	<i>travel agent</i>	<i>journalist</i>
<i>scientist</i>	<i>mechanic</i>	<i>actor / actress</i>
<i>doctor</i>	<i>shop assistant</i>	<i>economist</i>
<i>hairdresser</i>	<i>judge</i>	<i>lawyer</i>
<i>nurse</i>	<i>designer</i>	<i>writer</i>
<i>teacher</i>	<i>clerk</i>	<i>builder</i>
<i>waiter/waitress</i>	<i>dentist</i>	<i>bus/taxi driver</i>
<i>architect</i>	<i>postman</i>	<i>artist</i>

### Exercise 1. Give the definitions of the jobs given above.

**Example:** A shop assistant is a person who helps you when you are buying goods.

#### How to ask and answer about one's job:

– What do you do?	– Чем Вы занимаетесь?
– What's your job?	– Какая у Вас работа?
– I'm an economist. I work <u>in</u> a bank (with 'in' say about place or general area, industry).	– Я экономист. Я работаю в банке.
– I work <u>for</u> Gazprom (with 'for' use the name of a company).	– Я работаю в «Газпроме».

#### Examples:

1. My best friend is *an engineer*. He works *in a big factory*.
2. He works as *a teacher*.
3. – What does your sister do?  
– he's *a lawyer*.

#### Indefinite article “A / AN”

Indefinite article «a/an» is used only with countable nouns in the singular: a lamp, a car, an apple, a cup.

In the plural, the article is omitted: lamps, cars.

The indefinite article is used when we name a person's profession or occupation:

- He wants to become *an interpreter*.
- She was *an architect*, but she is *a housewife* now.

#### The difference between “A” and “AN”

The indefinite article "A" is used when the subsequent word begins with a consonant letter or sound (*a lawyer, a mechanic*), and "AN" – before a vowel sound or letter (*an architect, an engineer*).

**Exercise 2. Complete the sentences with jobs. Use A/AN before them where necessary.**

1. Jane is \_\_\_\_\_. She gives people legal advice.

2. Bob is \_\_\_\_\_. He builds offices.
3. Stella is \_\_\_\_\_. She's good with cars.
4. I'm \_\_\_\_\_. I work with money.
5. Phil is \_\_\_\_\_. He's paintings are wonderful.
6. Gregory and Sam are \_\_\_\_\_. They give lessons at college.
7. Ronaldo and I work at Marks & Spencer – we're \_\_\_\_\_.
8. Helen is \_\_\_\_\_. She welcomes visitors to the company.

➤ **LANGUAGE FOCUS**

**Study the present forms of the verb TO BE:**

I	Am	I'm (not)	<i>Russian</i>
You	Are	You're (not)	
We		We're (not)	
They		They're (not)	
He	Is	He's (not)	
She		She's (not)	
It		It's (not)	

**Exercise 3. Complete the information about Facebook with forms of the verb TO BE.**



**The friendly face of FACEBOOK**

Millions of people (1) \_\_\_\_\_ on Facebook every day and now it (2) \_\_\_\_\_ a multi-billion dollar American company. It (3) \_\_\_\_\_ a website for friends, but they (4) \_\_\_\_\_ not only American. They (5) \_\_\_\_\_ from all over the world. So (6) \_\_\_\_\_ Facebook a friendly company? Mark Zuckerberg, the company CEO, tells us more...

*Interviewer:* So where (7) \_\_\_\_\_ your company exactly?

*Zuckerberg:* It's in Palo Alto, California.

*Interviewer:* You (8) \_\_\_\_\_ a CEO, so are you at work all the time?

*Zuckerberg:* Yes, I (9) \_\_\_\_\_, but my work colleagues (10) \_\_\_\_\_ also my friends. For example, Dustin Moskovitz, Head of Engineering, (11) \_\_\_\_\_ a friend

from college. And Adam D'Angelo (12) \_\_\_\_\_ my Chief Technology Officer, we (13) \_\_\_\_\_ old friends from school.

*Study the Present Simple tense.*

**Affirmative**

*I speak French. He speaks French.*

**Negative**

*I don't speak French. He **doesn't** speak French.*

**Interrogative**

*Do you speak English?*

***Does** he speak Italian?*

**Exercise 4. Make up sentences in the present simple tense (choose positive, negative or question).**

1. (we / not / work late) \_\_\_\_\_
2. (they / think it's a good idea for their business) \_\_\_\_\_
3. (he / know how to develop this project?) \_\_\_\_\_
4. (why / I / have to do this job?) \_\_\_\_\_
5. (she / not / work at the weekends) \_\_\_\_\_
6. (you / love studying languages?) \_\_\_\_\_
7. (we / not / get a high salary) \_\_\_\_\_
8. (you / understand the question?) \_\_\_\_\_
9. (she / not / want to go to the company party) \_\_\_\_\_
10. (I / like getting new experience) \_\_\_\_\_

➤ **READING: AN INTERESTING MAN**



*Read the article adapted from the Financial Times and put the verbs in brackets in the correct form.*



**A MAN OF MANY MODES**

Sandy Flockhart (work) for the bank, HSBC. HSBC (be) the world's third-largest bank.



He often (travel) to foreign countries for business. He (work) on various projects in Europe, Asia and America. This week, he (finish) his job in Latin America and (return) to Hong Kong. In his new job, he (be) responsible for a large share of the HSBC banking business.

Mr Flockhart (speak) fluent Spanish and (give) interviews and press conferences in Spanish and English.

Mr Flockhart (be) from Scotland and (be) 55 years old. He (be) married. He and his wife (have) four children. He (have) a lot of hobbies that need patience, and this (be) a quality which (help) him in his job with HSBC. He (enjoy) classic cars, fishing and golf and he (be) interested in Mexican treasures.

His daily routine (be) quite busy. He usually (get) up at 5 a.m. and (eat) a light breakfast. At 6.30 he (be) ready to leave, so his driver (get) him to work. He never (do) exercises in the morning and usually (read) the *FT* and the *Guardian* or other newspapers in the car.

The morning (be) a busy time of day for Mr Flockhart as he always (have) a lot of meetings and phone calls. He often (have) business lunches with his partners and colleagues. In the afternoon he (answer) his e-mails and (organize) his schedule. Once a month he (go) on short trips abroad to discuss all his projects with foreign colleagues.

He usually (get) home at 8 p.m. and (try) to spend the rest of the evening with his family: they (have) dinner at home or (eat) out or just watch TV. He normally (go) to sleep around midnight.

So Mr Flockhart is a man of many modes: a successful and devoted businessman, a loving family man and a person who has a lot of interests.

*FINANCIAL TIMES*

*Do you like the idea of travelling to other countries on business? What countries do you think are interesting to work in?*

**Exercise 5. Complete the chart according to the information in the text.**

<b>Sandy Flockhart</b>	
Age	
Family	

Job	
Responsibilities at work	
Hobbies and interests	

**Exercise 6. Decide whether these sentences about Mr Flockhart are True or False.**

- a) He works for a bank. *True*
- b) He is responsible for a small part of the HSBC business.
- c) He speaks fluent English.
- d) He is English.
- e) He is married.
- f) He has no children.
- g) He has several hobbies.
- h) He needs patience in his job.
- i) He likes African treasures.
- j) He has a lot of free time in the week.
- k) He has never been abroad.
- l) During the day he meets with lots of people at work.

➤ **LISTENING**

 **Exercise 7. Three people talk about their jobs. Listen and complete this chart.**

	<b>Pierre</b>	<b>Olga</b>	<b>Anna</b>
Job			
Native country			
Office			
Boss			

➤ **VOCABULARY**

**Study the following adjectives. Discuss what professional qualities are important for making a successful career.**

hard-working	friendly
lazy	generous
charismatic	stress-resistant
punctual	mean
late	honest
communicative	energetic
reliable	dishonest
clever / smart	helpful
proud	disciplined
flexible	easy-going
ambitious	responsible
motivated	confident

**Exercise 8. Complete the sentences with adjectives.**

Your receptionist is very \_\_\_\_\_. She is always ready to support her colleagues.

Our accountant is \_\_\_\_\_. She is never late for work.

This manager is quite an \_\_\_\_\_ person. He hopes to get a promotion soon.

All your employees are \_\_\_\_\_ people. It is easy to deal with them.

Our Sales Manager is \_\_\_\_\_. You can trust him.

**Exercise 9. Match these words with their definitions.**

1. charismatic	a) can be trusted to behave well, work hard and do what is expected
2. reliable	b) enthusiastic and determined to achieve success
3. disciplined	c) has a strong personal quality that makes other people like him and be attracted to him

4. honest	d) well-organized and following rules or standards
5. motivated	e) does not tell lies or cheat people, obeys the law

➤ **LISTENING**



**Exercise 10.** Listen to four people talking about themselves and complete the column about interests in the chart below. Suggest possible jobs for these people. Complete the last two columns in the chart. Share your ideas with other students.

Person	Interests	Possible jobs	Reasons
Morgan			
Luke			
Carmen			
Jong			

**Now listen and check your ideas. Are you surprised by the answers?**

➤ **SPEAKING: WHAT'S MY JOB?**



**Exercise 11.** *Work in groups. One student should think about a job and the others should try to guess it asking the following questions:*

Do you work inside?

Do you get a big salary?

Do you have to work at night?

Do you drive?

Do you sit at a desk?

Do you get many holidays?

Do you have to wear a uniform for your job?

Do you work with many other people?

Do you think many people want to have your job?

Do you have to study a lot to get your job?

Is your job difficult?

Is your job dangerous?

Is your job boring?  
Is your job unusual?  
Is your job stressful?

*You can also ask your own questions!*

## Unit 2

### WORKS DUTIES. JOB HUNTING

*Study words and phrases that will help speak about jobs and responsibilities at work. Give Russian equivalents.*

work for / in	self-employed	meet customers
run a department / a shop	do shiftwork resign	working conditions go on business trips
get a salary	be responsible for	fire / sack
be in charge of	attend meetings	retire
paid holiday	pay rise	get a sick leave
be employed by	full-time / part time job	work overtime
deal with involve meet deadlines cope with	do flexitime promote workaholic be late for	earn working hours be good at

#### **Exercise 12. Complete the sentences with these words and phrases.**

1. Michael \_\_\_\_\_ 3000\$ a week.
2. I don't like the working hours in my company, so I have to \_\_\_\_\_.
3. My husband \_\_\_\_\_ in a big international company.
4. Stella is \_\_\_\_\_ of a big department.
5. \_\_\_\_\_ in our office are from 8 a.m. to 5 p.m.
6. My job \_\_\_\_\_ arranging conferences.
7. John is \_\_\_\_\_ for correspondence in our office.
8. Nick is often \_\_\_\_\_ for work and I have to \_\_\_\_\_ him.
9. Every year our team gets \_\_\_\_\_ for the good job.
10. My sister \_\_\_\_\_ a small shop in the suburbs of the city.
11. People \_\_\_\_\_ at the age of 60 or 65 in Russia.

12. I'm \_\_\_\_\_ by the government.

13. Doctors often do \_\_\_\_\_.

14. I have to \_\_\_\_\_ with a lot of paper work during the day.

15. She is the best person in the department and our boss wants to \_\_\_\_\_ her.

16. At the end of the month we have a lot of reports to make, so we have to work \_\_\_\_\_ to meet \_\_\_\_\_.

17. If you feel sick you may get \_\_\_\_\_.

18. Mary \_\_\_\_\_ with her responsibilities very well. She is one of the best employees in the company.

19. Teenagers in the USA often take \_\_\_\_\_ jobs to get some pocket money.

### ➤ LANGUAGE FOCUS

**Exercise 13. Fill in the gaps with prepositions (where necessary) in the phrases describing jobs and responsibilities.**

1. Working \_\_\_\_\_ a local company is quite boring. It's hard to make a good career here.

2. Tom's job is dealing \_\_\_\_\_ international projects.

3. Sue is \_\_\_\_\_ charge \_\_\_\_\_ meetings in our company.

4. I'm employed \_\_\_\_\_ Swiss Airlines.

5. My father works in an French department of Renault company and he often goes \_\_\_\_\_ business trips to other European countries.

6. Jack is responsible \_\_\_\_\_ translating papers coming from Germany.

7. Susie is a very responsible person. She always meets \_\_\_\_\_ deadlines.

8. My brother is good \_\_\_\_\_ repairing computers.

9. She's always late \_\_\_\_\_ the meetings.

10. You always must attend \_\_\_\_\_ meetings not to miss important information.

11. Jack is very lazy and irresponsible. he doesn't cope \_\_\_\_\_ his work, so I have to fire him.

### **Exercise 14. Translate the text from Russian into English.**

Лиза Стэнли получила продвижение по службе и новую должность. Сейчас она главный менеджер в крупной международной компании, занимающейся

разработкой программного обеспечения. Она очень рада этому событию. Лиза имеет дело с большим количеством важных международных проектов в области информационных технологий. Она часто посещает и проводит совещания как с сотрудниками компании, так и с клиентами и партнёрами. Поскольку она новый человек в компании, ей приходится часто оставаться после работы, работать сверхурочно, брать дела на дом и часто ездить в командировки. У неё мало времени на отдых. Но её это не расстраивает, так как она трудоголик. Она всегда старается успеть сдать все проекты в сроки и не брать дополнительных выходных. Но хотя условия работы довольно тяжёлые, она не чувствует себя уставшей или нервной. По крайней мере, она может взять оплачиваемый отпуск или больничный, если почувствует себя плохо. Руководитель компании обещает повысить ей зарплату за её труд.

### ➤ LISTENING



**Exercise 15. Listen to Ivan Magnusson telling the group about his “secret job”. Then complete the sentences.**

1. Ivan works for \_\_\_\_\_.
2. He writes reports about \_\_\_\_\_.
3. The company doesn't pay him, but \_\_\_\_\_.
4. Ivan is the right person for the job because \_\_\_\_\_.

**Exercise 16. Underline the correct verb forms in the sentences that Ivan and David say.**

1. I *work* / *works* for a hotel company.
2. We *check* / *checks* customer service.
3. I *write* / *writes* a report.
4. It *don't* / *doesn't* take long.
5. I *don't* / *doesn't* pay.
6. They *travel* / *travels* a lot.
7. I *don't* / *doesn't* like the paper work.

### ➤ READING: JOBS IN BRITAIN



**Exercise 17. Read the text and discuss the questions: Would you like to work in Britain? What job would you choose?**

Britain has always been on the wish list of many people as far as work place is concerned. Not because they pay you magnanimous amounts as salary, but due to the good (read: professional) work culture prevalent there. And yes, you are also handsomely rewarded. So who wouldn't like to work in Great Britain?

Finding a job in the UK has become so easy nowadays. Earlier, it was through personal references and through advertisements published in the media. Now, everything is available to you at the click of a button. All you need to do is to surf the net, key in the type of job you want and you start receiving offers almost instantly, provided you have the desired qualifications.

The terms and conditions of UK employment are also favorable for all, whether he or she is an outsider or not. There is almost no discrimination between people of British origin and other people working in Britain. The law is the same for all, unlike many other countries, where there is discrimination on the basis of religion, sex and ethnicity. Of course, most jobs still require the best training from top colleges or universities, medical or Nursing Schools.

A recent trend that is fast catching up with people in Australia is that of contract employment. People take up specific contracts from companies in UK. For that purpose, they also relocate to UK for a few months or for the period of the contract. This is particularly beneficial for those who do not want to leave the boundaries of Australia, but want to experience working with/in the United Kingdom. This is very common among contract workers like interior designers, architects and medical practitioners. They get to experience the best of both worlds.

On the other side, we have students opting for casual jobs, where they can work part time or full time and be paid a king's ransom for it and once the contract has finished they have enough cash to depart on their Ibiza holidays to live like kings. These jobs are so lucrative that they have the power to attract Australians to Great Britain.

To add to it the kind of work, which is relatively simpler than the rest. All this adds up to making UK a job seeker's paradise. So be it a casual job, a permanent job or a contract job in UK, it's all there waiting for you.

### ➤ **WRITING: AN IDEAL JOB**

**Exercise 18. Think about a job you would like to do and write an essay about what an ideal job for you is. Describe the workplace, your responsibilities, working conditions, paid holidays and a sick pay, salary, etc.**



## JOB HUNTING

### ➤ READING



Discuss the following questions.

1. How do people look for a job?
2. If you have found a suitable job what should you do?
3. Are you nervous when you go to the job interview?
4. What are the most frequently asked questions at the job interview?

**Exercise 19. Read the job advertisement and find out the main requirements for the job.**

Compact Systems

Personal Assistant / Secretary

We are looking for a qualified person to assist department managers in our office. You must have experience of working in a computer company for not less than 10 years. Age: 30+. Salary: \$10,000. The job does not involve any travel.

Candidates must provide a CV, two positive references with the names of referees. Applicants must have communicative and organizational skills, be well-dressed and willing to travel. Send your CV and applications to:

Compact systems,  
60 Chiswick Avenue,  
Hampton,  
SO3 6QZ

**Answer the questions.**

*Would you like to apply for this position?*

*Why/Why not?*

*What personal qualities are necessary to get this job?*

### ➤ VOCABULARY

**Exercise 20. Complete the sentences using the following words.**

*advertisement*

*applicant*

*to advertise*

*to apply for*

*requirement*

*position*

*to require*  
*application*  
*to assist*  
*reference*

*experience*  
*to provide*  
*curriculum vitae (CV)/ resume*  
*referee*

1. This company is looking for a person for the .....of a Sales Manager who will ..... a Managing Director.
2. They placed an ..... in the local newspaper two days ago.
3. Their main ..... are experience and communicative skills. They also ..... that an applicant should be self-disciplined.
4. .... should have a 3 years' ..... .
5. You must have two ..... from your previous work and give names of your ..... .
6. Candidates should ..... their ..... and send ..... to the address given in the newspaper where the company ..... its products.

### **Exercise 21. Match the words with their definitions.**

- |                 |   |
|-----------------|---|
| 1. to assist    | a) summary of a person's life-story with details of education and experience                        |
| 2. to apply for | b) an official letter requesting a job  |
| 3. to require   | c) to help  |
| 4. application  | d) to need  |
| 5. CV/resume    | e) to request (something) officially  |
| 6. reference    | f) a statement from smb. who knows a person or has worked with him that gives information about him |

### **➤ SPEAKING**



**Exercise 22. Work in pairs. Look at the list and say which things are important when you are starting a new job.**

- be punctual
- wear your smartest clothes (not trousers if you are a woman)
- go to the hairdresser's the day before

- smile at everybody you meet
- ask if you can start work as soon as possible
- don't smoke in the room in the presence of other people
- if you are a non-smoker, say you don't mind if somebody in the room wants to smoke
- do your best to show your best qualities at once
- give people the wrong information about yourself
- inquire about the company pension scheme
- behave in an ordinary way
- be nervous

### Unit 3

### CV RULES

#### ➤ STARTING UP

*Have you ever written a CV / resume? What information should you give in it?*

Study useful vocabulary for CV writing.

applicant – кандидат

application – заявление

application form – бланк заявления

apply for a job – подать документы для приёма на работу

CV (curriculum vitae) – краткая биография

job interview – собеседование при приёме на работу

training – обучение, тренировка

position – должность

vacancy – вакансия

be employed by – быть трудоустроенным

be out of work – быть безработным

reference – характеристика

fire / dismiss / discharge / sack – уволить

look for a job – искать работу

quit – бросать работу

resign – уходить в отставку

unemployment – безработица

requirement – требование

**Exercise 23. Complete the sentences using the following words.**

*Applicants requirement CV references position*

1. This company is looking for a person for the .....of a Personal Assistant.
2. Their main ..... are experience and communicative skills.
3. .... should have a 3 years' experience.
4. You must have two ..... from your previous work.
5. Candidates should provide their ..... and send it to the address given in the newspaper.

**Exercise 24. Do you agree with the following statements about writing a CV? If you disagree try to explain your point of view.**

1. A typical CV consists of two pages.
2. A photo is included into your CV.
3. A CV usually has five parts.
4. You can add any information you like to make a good impression on your potential employers.
5. If you have to conceal something you do it.

➤ **READING**



**Exercise 25. Read Vadim Kufenko's CV. Put the following headings in the correct place in the CV.**

*work experience, key skills, interests, education, references, profile*

**CURRICILUM VITAE**

Name: Vadim Kufenko

Date of birth: 8 May 1986

Nationality: Russian

Address: 58 Suvorovsky pr., apt. 52

St. Petersburg 191015, Russia

Telephone: +7-812-264-6922

E-mail: v\_kufenko@online.ru

1.....

An enthusiastic professional with excellent analytical abilities in the field of science. Creative and able to work on his own initiative. Strong management skills. A good team player with good interpersonal skills.

2.....

**September 2007 – July 2008**

MA degree in Economics specializing in Finance and Credit  
St. Petersburg State University of Economics and Finance

**September 2003 – June 2007**

BA degree in Economics  
St. Petersburg State University of Economics and Finance

**1998 – 1999**

Southwest Junior High School, Lawrence, Kansas, USA

**1993 – 2003**

School #157, St, Petersburg

3.....

December 2008 – present

Financial Analyst at the Bank of Foreign Trade, St. Petersburg.

Responsibilities: daily financial analysis, preparing financial statements, data processing

4.....

Fluent in French and English

Computer skills: Microsoft Word, Excel, Linux systems

5.....

Cycling, reading, mountaineering

6.....

Professional and personal references available on request

**Exercise 26. Decide whether these statements are True or False.**

1. Vadim Kufenko studied in Russia.
2. He gets on well with people and cannot work alone.
3. He has worked only for one company in the USA.
4. Vadim Kufenko was responsible for preparing financial statements.
5. He can speak three languages fluently.
6. He is interested in climbing mountains.

**Exercise 27. Do you think Vadim Kufenko is a good candidate for a job in one British company that needs a fluent Russian speaker with good English and French and experience in finance and marketing? Why/ why not?**

➤ **WRITING**

**Exercise 28. Think of a job you are interested in, look through job advertisements in newspapers or the Internet, find out suitable vacancies and try to write your CV paying attention to the information given above.**

**Unit 4**

**JOB INTERVIEW STRATEGIES**

➤ **STARTING UP**

***What must one know before having an interview? How must a person behave at a job interview, in your opinion?***

**Study the most frequently asked questions at the job interview.**

- What circumstance brings you here today?
- How would your best friend describe you?
- What are your strengths? What are your weaknesses?
- Why should we hire you?
- What can you do for us that other candidates can't?
- What are your goals?
- Where do you see yourself in five years?
- Why do you want to work here?
- What salary are you seeking?
- If you were an animal, which one would you want to be?
- How do you come over stress?
- What is your typical way of dealing with conflict?
- What tools or habits do you use to keep organized?

➤ **READING**



**Exercise 29. Read the following job interview. Notice Vadim Kufenko's main strengths and skills. Fill in the gaps with the job interview questions.**


- A. *Have you got any questions to me?*
- B. *What are your three main strengths?*
- C. *What will be the major efforts in the next few years?*
- D. *When do you want me to start?*
- E. *How long were you in your last job with?*
- F. *What responsibilities will I have?*
- G. *Are you a leader by nature?*

TST Systems is looking for candidates for an opening position of a Commercial Director. Mr Kufenko has come for the interview.

- Good morning, sir.
- Good morning. Come in. Mr Kufenko, isn't it? Please take a seat. While I'm finishing these letters, fill in the application form, please...OK let's start. Tell me, please, (1)\_\_\_\_\_the Bank of Foreign Trade?
- Four years. I'm only leaving because the firm is moving to another town.
- What do you know about our company? (2)\_\_\_\_\_?
- I know that it is a very promising company, so I'd like you to inform me (3)\_\_\_\_\_?
- We plan to expand our activity on French-speaking countries. We need a team of creative persons to make our company competitive in the world market.
- (4)\_\_\_\_\_?
- Well, first of all, to be responsible for our contacts with French partners. You will have to travel very much.
- Yes, I see.
- So (5)\_\_\_\_\_?
- I think, they are reliability, loyalty and energy.
- OK, (6)\_\_\_\_\_?
- Yes, I think so. I get on with people very well.
- All right. Now Mr Kufenko, I'm quite prepared to offer you a job with us. You have excellent references from your previous job. (7)\_\_\_\_\_, sir?
- In a week, if possible.

- Yes, certainly. Thank you very much. Good-bye.
- Good-bye.

➤ **SPEAKING**

 **Exercise 31. Role-play the situation: The managing Director of the British company is interviewing a candidate for the position of a Personal Assistant.**



## Module 2

# COMPANY STRUCTURE

---

### Unit 1

## COMPANY STRUCTURE. MAKING A CAREER. MODERN OFFICE AND OFFICE EQUIPMENT

### ➤ STARTING UP

Study the following words.

department	отдел, отделение, управление, департамент
sales	сбыт
sales manager	менеджер по сбыту
turnover	оборот, текучесть
turnover of capital	оборот капитала
research	исследование
development	развитие, рост, освоение, разработка
subsidiary company	дочерняя фирма, где холдинговая / родительская компания владеет более чем половиной номинальной стоимости её акционерного капитала и контролирует состав совета директоров
branch	филиал, отделение
meeting of shareholders	собрание акционеров
board of directors	совет директоров
business proposal	деловое предложение
to propose (to offer) smth to smb	предлагать кому-то что-то
draft (of) contract	проект контракта
draft	проект текста документа

## ➤ READING



Read and translate the dialogue.

At the Company Office

Mr. Klimenko is at the office of Continental Equipment. He is having an appointment with the managers of this company, Mr. Brown and Mr. Cartwright.

**Mr. K.:** Good morning, gentlemen! How are you?

**Mr. C.:** Fine, thanks. And how are you getting on?

**Mr. K.:** Very well, thank you.

**Mr. C.:** Let me tell you about our company. As you know, Mr. Klimenko, we produce processing equipment. Our firm consists of 6 departments: Production, Sales, Export, Financial, Personnel and Research & Development. The last one is the newest at the company. It was created five years ago... We are managed by the Meeting of Shareholders and the Board of Directors. Earlier the Chairman of the Company was one of the senior partners, but now it is Mr. Rogers, as you know. Currently we employ about 1,600 people. Our turnover is more than £300 million.

**Mr. B.:** You will work with our Export Department. We export our equipment to 5 countries. We also have two subsidiary companies in Holland and Germany with headquarters in those countries.

**Mr. K.:** Are they your subsidiaries or branches?

**Mr. B.:** They are our subsidiaries. Each company trades under its own name. We are looking for new partners in Eastern Europe as well, as we would like to expand our activities. That's why Mr. Cartwright went to Moscow to establish personal contacts with your company. Have you read all our correspondence with your Director?

**Mr. K.:** Yes, I think so. We investigated your business proposal thoroughly.

**Mr. B.:** Have you got our price-lists and catalogues with you now or shall I ask Miss Elliot to bring a copy?

**Mr. K.:** Thank you, but I have them with me as well as copies of your letters. I expect to make the Draft Contract here, maybe by the end of this week, and to conclude the Contract with you after discussing it with my Director by phone.

**Mr. C.:** All right. Let us get down to business. Today and tomorrow we are going to talk about terms of payment and delivery.

**Mr. K.:** Right. And the day after tomorrow we'll be talking about packing and transportation.

**Mr. C.:** Then I plan to go to London for three days. As you know, there will be an exhibition. Will you join me?

**Mr. K.:** Yes, with pleasure. It would be very helpful for the purpose of my visit.

**Mr. C.:** I hope so. And after that you'll have enough time for a visit to our factory and to go sight-seeing.

**Mr. K.:** That suits me fine. I expect to submit the Draft Contract to my Director by fax not later than next Wednesday.

**Exercise 32. Find in the dialogue words and expressions close in meaning to the following:**

1. organization	
2. offer	
3. to hire	
4. to search	
5. to sell goods to another country	
6. to set up	
7. aim	
8. links	
9. advertising materials	

**Exercise 33. Complete the dialogues.**

a)

1. **Starkov:** Good morning, Mr. Williams. How are you?

2. **Williams:** ...

3. **S.:** Very well, thank you. Could you tell us about your company, Mr. Williams?

4. **W.:** ...

5. **S.:** What department will we work with?

6. **W.:** ...

7. **S.:** Do you have any subsidiaries?

8. **W.:** ...

b)

1. **Williams:** Have you got price-lists with you now?

2. **Starkov:** ...

3. **W.:** All right. Let's get down to business. What are you going to talk about today?

4. **S.:** ...

5. **W.:** Right. And tomorrow we'll be talking about packing and transportation. By the way, Mr. Starkov, do you want to visit our exhibition which will be held the day after tomorrow?

6. **S.:** ...

7. **W.:** I hope so.

### **Exercise 34. Read the dialogues and fill in the missing phrases.**

a)

*manufacture, headquarters, work for, operations,  
multinational company, areas of business, side of business*

#### **A Manufacturing Company**

**A.:** So, who do you 1 \_\_\_\_\_?

**B.:** I work for a large 2 \_\_\_\_\_ company called DAK group. We have five main 3 \_\_\_\_\_ – construction, heavy industry, shipbuilding, motor vehicles and telecommunications.

**A.:** And which 4 \_\_\_\_\_ do you work in?

**B.:** The motor vehicles division. I work in our Belgian factory. We 5 \_\_\_\_\_ components for our car production plants in Europe.

**A.:** Where are DAK 6 \_\_\_\_\_?

**B.:** In Seoul. But the company has 7 \_\_\_\_\_ in over fifty countries and thirty factories all over the world.

b)

*annual turnover, employ, technical people, workforce*

#### **Company Size**

**A.:** How many people does your company 1 \_\_\_\_\_?

**B.:** We have sixty employees. We have about forty factory workers and 2 \_\_\_\_\_ and the rest are admin and sales staff. We started off with only ten people so our 3 \_\_\_\_\_ has grown a lot. What's your 4 \_\_\_\_\_?

**A.:** It was over 2 million euro last year.

**Exercise 35. Complete the sentence by an appropriate form of the highlighted word**

1. Selecting a career can be one of the most difficult ..... in your life.	<b>DECIDE</b>
2. To choose the right career, you will have to find the balance between ..... gain and personal fulfillment.	<b>FINANCE</b>
3. Before you can make a career choice, you will also have to learn about yourself. Your values, interests and skills will make some careers suitable for you and some particularly .....	<b>APPROPRIATE</b>
4. You can use self-assessment tests to gather this information and to generate a list of ..... that are considered appropriate.	<b>OCCUPY</b>
5. A test like this could help you to narrow down your choice and ..... point you in the right direction.	<b>POSSIBLE</b>
6. Even though it is important to choose a career early on, many people have switched careers late in the game and still became enormously ..... . Think it over and take a chance.	<b>SUCCESS</b>

➤ **LANGUAGE FOCUS**

➤ We use **have got** to talk about possession.

*We've got a new printer, but it doesn't work very well.*

*The office hasn't got a lift.*

*Have you got a problem with cash flow? Yes, we have. I No, we haven't.*

➤ We use **some** with plurals in positive sentences.

*I've got some problems with cash flow.*

➤ We use **any** with plurals in questions and negative sentences.

*Have you got any meetings today?*

**Exercise 36. Make sentences about what Marco has and hasn't got.**

**Example:** *Marco's got a company car. Marco hasn't got a fax machine.*

1. a company car +

2. a fax machine –

3. a high salary +
4. a great boss –
5. a personal assistant +
6. a lot of free time –
7. two telephones +
8. free Internet access –

## Unit 2

### WORKING DAY. EMPLOYEE RESPONSIBILITIES

#### ➤ **STARTING UP**

**Study the following words.**

an early bird	ранняя птичка, «жаворонок»
rush-hour traffic	час пик
building corporation	строительная корпорация
employment agency	кадровое агенство
typing documents	печатать документы
arranging business appointments	организация деловых встреч
responsible for	ответственный за
be in charge of	быть ответственным за / ведать / командовать
full-time work	полный рабочий день
to climb the career ladder	подняться по карьерной лестнице

#### ➤ **READING**



**Check out the responsibilities of the staff. Which of the responsibilities do you consider the most important? Why?**

#### **Main responsibilities of employees**

Employees have responsibilities towards their employers, even if they work part time or don't have a written contract with their employers.

These are the main responsibilities of employees:

- to personally do the work they were hired to do
- to do their work carefully and seriously (In some cases, they could be fired or disciplined if they're often late for work, or if they're absent too often or for no good reason.)
- to avoid putting themselves or others in danger
- to follow their employer's instructions (There are some exceptions. For example, if an employer asks an employee to do something dangerous or illegal, the employee doesn't have to follow these instructions).
- to be loyal

**Exercise 37. Read the text and answer the questions using sentences from the text, but from the 3rd person singular.**

1. Where does the girl work?
2. What is her job?
3. How did she find this job?
4. What are her responsibilities?

My weekday starts at 6.30 in the morning when my alarm-clock rings. I am not an early bird, so it takes me a couple of minutes before I get out of my bed, especially in winter. I leave home early, at 8.00 to avoid the rush-hour traffic as I start my work at 9 o'clock.

I work in an office as a secretary for a big building corporation. It's a Russian well-established company. I found this job 4 years ago through an employment agency.

The office is in the centre of the city. I usually get there by bus. I spend most of the time working at the computer. My usual duties are typing documents, preparing them for our managing director, answering phone calls and arranging business appointments. I am also responsible for giving new correspondence and fresh newspapers to the managing director, sending faxes or e-mails. Sometimes I translate letters from English into Russian. I am in charge of greeting visitors and offering them tea or coffee too. It is also my duty to arrange travel and hotel accommodation for the boss's convenient business trips.

We have lunch at 1 o'clock and I usually go to a café which is situated in the next building. If I am not too busy I can have one or two short coffee-breaks during

the day. I work full-time from Monday to Friday, so I am in my office until 5 p.m. At the end of every day I get new tasks and take notes for the next day from the managing director and ask him some possible questions.

I can't say that my job is very interesting, sometimes it's monotonous or stressful but I like meeting a lot of new people there, learning new ideas and communicating. I think that to apply for my job one needs good communication skills, the ability to work in a team under pressure and handle difficult situations without any assistance. I understand that my job is not prestigious and I have to climb the career ladder, that is why I am the third-year student at the university now and I am going to graduate from it in two years and become an accountant.

➤ **SPEAKING**

 **Exercise 38. Describe:**

- 1) your working day
- 2) the working day of your dream

**Unit 3**

**WORKSPACE. MOTIVATION. CREATING A FAVORABLE CLIMATE  
IN THE TEAM**

➤ **STARTING UP**

**Answer the following questions:**

What is the working climate in your opinion?

What do you think is a good and bad working climate?

**Study the information about an organizational climate.**

**What is organizational climate?**

Organizational climate is the result of a combination of elements that affect the way team members perceive their workplace. A business climate can be affected by motivation, delegation, authority, feedback and attitudes. In a positive organizational climate, you and your colleagues may be more motivated, more productive and enjoy better morale. There are many elements that make up a workplace's organizational climate, but some of the most important include:

- Trust at all levels of leadership
- The relationship between the people and the organization



- Support and recognition for hard work
- The suitability of the work environment for the staff and the tasks they perform
- The structure of the organization
- Evaluating these elements is the first step toward enhancing your organizational climate and benefiting from a more focused and productive team.

### **How to improve organizational climate**

You can learn how to improve your workplace’s organizational climate by following these steps:

- Identify the current organizational climate
- Raise awareness of the company’s mission
- Identify motivational factors
- Improve understanding of task delegation
- Boost team cooperation

### **Exercise 39. Match the phrase with its translation.**

1. Trust at all levels of leadership	1. Структура организации
2. The relationship between the people and the organization	2. Поддержка и признательность за тяжёлую работу
3. Support and recognition for hard work	3. Улучшение осведомлённости о миссии компании
4. The suitability of the work environment for the staff and the tasks they perform	4. Отношения между людьми и организацией
5. The structure of the organization	5. Определить мотивационные факторы
6. Identify current organizational climate	6. Улучшить командную работу
7. Raise awareness of the company’s mission	7. Доверие на всех уровнях руководства
8. Identify motivational factors	8. Улучшить понимание делегирования задачи

9. Improve understanding of task delegation	9. Определить климат в организации на текущий момент
10. Boost team cooperation	10. Пригодность рабочей среды для персонала и задач, которые он выполняет

**Exercise 40. Read the text about behaviour at work and the questions below. For each question 1-5, mark one letter (A, B, C or D) for the answer you choose.**

The rules for work are changing. We're being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but also by how well we handle each other. This yardstick is increasingly applied in choosing who will be hired and who will not, who will be let go and who retained, who passed over and who promoted. The new rules predict who is most likely to become a star performer and who is most prone to derailing. And, no matter what field we work in currently, they measure the traits that are crucial to our marketability for future jobs. They take for granted having enough intellectual ability and technical know-how to do our jobs and focus instead on personal qualities such as initiative and empathy, adaptability and persuasiveness.

Talked about loosely for decades under a variety of names, from 'character' and 'personality' to 'soft skills' and 'competence', there is at last a more precise understanding of these human talents, and a new name for them: 'emotional intelligence'. Emotional intelligence is generally defined as the ability to monitor and regulate one's own and others' feelings, and to use feelings to guide thought and action. Emotional intelligence in work life comprises five basic elements: self-awareness, self-regulation, motivation, empathy and adeptness in relationships. It does not mean merely 'being nice'. At strategic moments it may demand not 'being nice', but rather, for example, bluntly confronting someone with the uncomfortable truth. Nor does emotional intelligence mean giving free rein to feelings – 'letting it all hang out'. Rather, it means managing feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goal.

More and more companies are seeing that encouraging emotional intelligence skills is a vital component of any organisation's management philosophy-And the more complex the job, the more emotional intelligence matters – if only because a

deficiency in these abilities can hinder the use of whatever technical expertise or intellect a person may have. To be sure, many people have risen to the top despite flaws in emotional intelligence, but as work becomes more complex and collaborative, companies where people work together best have a competitive edge. In the new workplace, with its emphasis on flexibility, teams, and a strong customer orientation, this crucial set of emotional competencies is becoming increasingly essential for excellence in every job and in every part of the world.

The good news is that emotional intelligence can be learnt. Studies that have tracked people's level of emotional intelligence through the years show that people get better and better in these capabilities as they grow more adept at handling their own emotions and impulses, at motivating themselves, and at honing their empathy and social adroitness. There is an old-fashioned word for this: maturity. And although emotional intelligence is no magic bullet, no guarantee of more market share or a healthier bottom line, if the human ingredient is ignored, then nothing else works as well as it might.

However, simply being high in emotional intelligence does not guarantee a person will have learned the practical emotional skills that matter for work. For example, a person may be highly sensitive to others' feelings, and yet not have learned the skills based on empathy that translate into superior customer service, top-flight coaching, or the ability to bring together a diverse work team.

**1. What changes with regard to work does the writer mention in the first paragraph?**

- A. Intellectual and technical ability are no longer valued as highly as they were.
- B. Employees now have higher expectations of each other.
- C. The potential of employees is now assessed by new criteria.
- D. Some of the inaccurate judgements that used to be made are no longer made.

**2. The writer says that the term 'emotional intelligence'**

- A. is unlikely to remain in fashion for long.
- B. is very difficult to define.
- C. has previously been misunderstood.
- D. has replaced less suitable terms.

---

**3. According to the writer, emotional intelligence does not involve**

- A. expressing your emotions all the time.
  - B. acting kindly towards others most of the time.
  - C. focusing on a single aim.
  - D. showing that you are angry with someone.
- 

**4. Why, according to the writer, is emotional intelligence seen as vital?**

- A Emphasis on it prevents the wrong people from being given senior positions.
  - B It enables people to meet the challenges set by changes in the nature of work.
  - C Lack of it makes the recruitment of good employees difficult.
  - D It can compensate for a lack of technical or intellectual ability.
- 

**5. What does the writer say about emotional intelligence in the fourth paragraph?**

- A. It is often seen as the cure for any problem a company faces.
  - B. It develops naturally in people.
  - C. Some people possess it more than others.
  - D. Understanding of it has increased over a period of time.
- 

**6. The writer concludes in the final paragraph that emotional intelligence**

- A. sometimes causes people to make unwise decisions at work.
  - B. is not particularly useful in certain areas of work.
  - C. will soon be valued even more highly than it is now.
  - D. may not enable someone to be good at their job.
- 

➤ **LANGUAGE FOCUS**

**PRESENT CONTINUOUS**

– We often use the present continuous to talk about appointments and meetings.

*What are you doing on Friday?*

*She is visiting the suppliers next week.*

– We also use *going to* for future arrangements and plans (when we have already decided to do something).

*We're going to launch a new website.*

*I'm not going to study computing next year.*

**Exercise 41. Complete these sentences using going to.**

1. What \_\_\_\_\_ you \_\_\_\_\_ do?
2. Well, I \_\_\_\_\_ not \_\_\_\_\_ sell the company.

**Exercise 42. Complete these sentences using the present continuous form of the verb in brackets.**

1. What \_\_\_\_\_ they \_\_\_\_\_ next week? (do)
2. They \_\_\_\_\_ not \_\_\_\_\_. They're on holiday. (work)

**Exercise 43. Complete these sentences using the present continuous form of the verb in brackets.**

I \_\_\_\_\_ (meet) Mr Yamashiro next week. He \_\_\_\_\_ (arrive) on Tuesday night. On Wednesday, I \_\_\_\_\_ (take) him to the factory. I \_\_\_\_\_ (not see) him on Thursday. But I \_\_\_\_\_ (drive) him to the airport on Friday.

**Unit 4**

**MANAGEMENT. QUALITIES OF AN EFFECTIVE MANAGER.**

**SETTING GOALS**

**➤ STARTING UP**

**Answer the following questions:**

What qualities should a successful manager have in your opinion?

What is the most important quality for a manager?

**READING**



**Study the information about skills that are essential to successful management and managers.**

In order to perform the functions of management and to assume multiple roles, managers must be skilled. Robert Katz identified three managerial skills that are essential to successful management: *technical, human, and conceptual*.

*Technical skill* involves process or technique knowledge and proficiency. Managers use the processes, techniques and tools of a specific area.

*Human skill* involves the ability to cooperate and interact effectively with people. *Conceptual skill* involves the formulation of ideas. Managers understand

abstract relationships, develop ideas, and solve problems creatively. Thus, technical skill deals with things, human skill concerns people, and conceptual skill concerns ideas. A manager's level in the organization determines the relative importance of possessing technical, human, and conceptual skills. Top level managers need conceptual skills in order to view the organization as a whole.

*Conceptual skills* are used in planning and dealing with ideas and abstractions. Supervisors need technical skills to manage their area of specialty. All levels of management need human skills in order to interact and communicate with other people successfully.

**Exercise 44. Read the text and answer the question: which paragraph contains an answer to the following questions?**

1. What is the origin of the verb – manage?
2. What is management?


#### **What is “management”?**

What is "management"? There are a variety of views about this term. Traditionally, the term – management refers to planning, organizing, leading (directing) and controlling (coordinating) activities and to the group of people, involved in them. Another common view is that – management is getting things done through other people. But to most employees the term – management probably means the group of people (executives or other) who are responsible for making decisions in the organization.

It is interesting to know that the verb "manage" comes from the Italian "maneggiare" (that is "to handle" – especially a horse), which in turn derives from the Latin "manus" (that is "hand"). The French word "mesnagement" (later "management") influenced the development in the meaning of the English word "management" in the 17th and 18th centuries. The Industrial Revolution began in the eighteenth century and transformed the job of a manager from owner-manager to professional, salaried manager. It is interesting to note that many of the management terms and techniques used today have their basis in military authority (for example: "superior", "subordinate", "strategy", "mission").

**Exercise 45. There are some skills and personal characteristics that are important for managers. Match the name of the skill with its definition.**

1. leadership	a. ability to modify personal behavior to react objectively rather than subjectively to accomplish organizational goals
2. self-objectivity	b. ability to evaluate yourself realistically
3. analytic thinking	c. ability to express ideas clearly in words
4. behavioral flexibility	d. ability to create a good impression and instill confidence
5. oral communication	e. ability to perform under stressful condition
6. written communication	f. ability to influence others to perform tasks
7. personal impact	g. ability to perform in ambiguous situations
8. resistance to stress	h. ability to interpret and explain information
9. tolerance for uncertainty	i. ability to express clearly ideas in writing

 **Exercise 46. Find information and tell us about the outstanding managers of our time.**

## Module 3

# BUSINESS VISIT

---

### Unit 1

## GREETINGS AND INTRODUCTIONS

### ➤ STARTING UP

Study the following phrases.

#### *Greetings / Приветствия*

<i>Hello, My name is ...</i>	– <i>Здравствуйте, меня зовут ...</i>
<i>What's your name?</i>	– <i>Как вас зовут?</i>
<i>Nice to meet you.</i>	– <i>Приятно познакомиться.</i>
<i>How are you? / How do you do?</i>	– <i>Как ваши дела? / Как поживаете?</i>
<i>I'm fine, thank you.</i>	– <i>Всё хорошо, спасибо.</i>
<i>Welcome to our company!</i>	– <i>Добро пожаловать в нашу компанию!</i>
<i>Where are you from?</i>	– <i>Откуда вы?</i>
<i>Who are you with?</i>	– <i>С кем вы приехали?</i>

#### **Exercise 47. Complete the conversation.**

- a) Nice to meet you, too.
- b) this is
- c) What's your name?
- d) Where are you from?
- e) Who are you with?

**Mark:** Hello, My name is Mark Schultz. 1. \_\_\_\_\_

**James:** I'm James Percy, from Microsoft.

**Mark:** Nice to meet you James. And welcome to our company!

**James:** Thank you.

**Mark:** 2. \_\_\_\_\_

**James:** I'm from the United States. And you?



**Mark:** I'm from Berlin. 3. \_\_\_\_\_

**James:** I'm with my boss, Mr Gray. He isn't here at the moment. He's in the conference room.

**Mark:** James, 4. \_\_\_\_\_ Maria. She is our marketing manager.

**James:** Nice to meet you, Maria.

**Maria:** 5. \_\_\_\_\_

**Study the following words.**

*Job roles and company personnel / Должности и персонал фирмы*

<i>boss</i>	<i>начальник</i>
<i>employer</i>	<i>работодатель</i>
<i>employee</i>	<i>сотрудник, служащий</i>
<i>colleague</i>	<i>коллега</i>
<i>sales representative</i>	<i>торговый представитель</i>
<i>consultant</i>	<i>консультант</i>
<i>manager</i>	<i>менеджер, управляющий</i>
<i>secretary</i>	<i>секретарь</i>

Exercise 48. Read a description of a job role and match it with one of the words above.

1. Emma advises and helps people who want to start a business. She is a business \_\_\_\_\_.

2. James is the owner of the company I work for. James is my \_\_\_\_\_.

3. Alex works for Ms Brown. He answers her phone calls and helps her with paperwork. He is her \_\_\_\_\_.

4. As a marketing assistant, I report to Mr Edwards, the Head of Marketing. He is my \_\_\_\_\_.

5. Andrew and Ellen work together in the same department. Andrew is Ellen's \_\_\_\_\_.

➤ **READING**



**Greetings and introductions** is one of the most important topics when you are learning a language.

We use greetings and introductions in our first-time interaction with people however it is important that we don't forget that some greetings apply only to formal situations and other greetings are more suited to informal situation such when you meet a friend at school or university.

Learning how to introduce ourselves and how to show interest by asking personal information questions is also a goal to reach since most conversations tend to go beyond a simple greeting and introduction.

There are different ways to greet people in English, we usually categorize greeting into formal and informal situations.

**Exercise 49. Complete the conversation with correct pronouns and forms of the verb TO BE.**

**A:** Excuse me, Mr Fox?

**B:** No, 1.\_\_\_\_\_. I'm Richard Jones from Tesco Ltd.

**A:** I'm Jenny Evans from Sainsbury's. How do you do?

**B:** Pleased to meet you.

**A:** Welcome to our company!

**B:** Thank you.

**A:** Where 2.\_\_\_\_ from?

**B:** 3.\_\_\_\_ from Luton. And you?

**A:** 4.\_\_\_\_ from London. Who 5.\_\_\_\_ here with?

**B:** I'm with my boss. He 6.\_\_\_\_ here at the moment. He's in the conference room.

**B:** Richard, this 7.\_\_\_\_ Gavin. Gavin is our marketing director.

**A:** Nice to meet you, Gavin.

**C:** Nice to meet you, too.

**Exercise 50. Match the questions/remarks with the answers.**

- |                              |                                     |
|------------------------------|-------------------------------------|
| 1. How do you do?            | a) Pleased to meet you.             |
| 2. Are you here on business? | b) Nice to meet you, too.           |
| 3. Welcome to our company!   | c) Yes, I am. / No, I'm on holiday. |

4. Excuse me, are you Mr Fox?      d) I am from the UK.  
 5. Where are you from?              e) Thank you.  
 6. Nice to meet you.                  f) Yes, I am. / No, I'm not. I'm Mr Sanders.

**Unit 2**  
**FIRST MEETING. IN THE OFFICE**

➤ **STARTING UP**

Study the following phrases.

*Office equipment and facilities*

<i>office chair</i>	<i>офисное кресло</i>
<i>desk</i>	<i>письменный стол</i>
<i>printer</i>	<i>принтер</i>
<i>laptop</i>	<i>ноутбук</i>
<i>phone</i>	<i>телефон</i>
<i>photocopier</i>	<i>копировальная машина (ксерокс)</i>
<i>power socket</i>	<i>электрическая розетка</i>
<i>flip chart</i>	<i>флипчарт (доска с бумагой для записи)</i>
<i>multimedia projector</i>	<i>мультимедийный проектор</i>
<i>reception area</i>	<i>приёмная, стойка администратора</i>
<i>meeting room</i>	<i>конференц-зал, переговорная комната, зал заседаний</i>
<i>breakout space</i>	<i>зона для отдыха</i>

**Exercise 51. Label the pictures.**





## ➤ LANGUAGE FOCUS

### *There is / There are*

«**There is**» и «**there are**» используют, когда хотят сказать, что что-то существует или находится в конкретном месте.

«**There is**» указывает на наличие в определённом месте какого-то **одного** предмета (лица). «**There are**» указывает на наличие в определённом месте нескольких (многих) предметов (лиц).

*There is a laptop on my desk.*

– *У меня на столе есть ноутбук.*

*There are chairs in the meeting room.*

– *В зале заседаний есть стулья.*

**Обратите внимание:** слово «there» (там) в обороте «there is / there are» не имеет самостоятельного значения и составляет неразделимое целое с «is / are».

Вопросы формируются обычной перестановкой (подлежащее «**there**» меняется местами со сказуемым «**is / are**»):

*Is there anybody in the office? – В офисе кто-нибудь есть?*

*Are there any power sockets here? – Здесь есть розетки?*

### **Exercise 52. Complete the sentences with *there is / there are*.**

1. \_\_\_\_\_ many offices in this building.
2. \_\_\_\_\_ no space left for another chair.
3. \_\_\_\_\_ a laptop in the conference room, no need to bring your own.
4. I don't think \_\_\_\_\_ flip charts here.
5. \_\_\_\_\_ a telephone I could use?
6. \_\_\_\_\_ enough desks for all employees?

## ➤ READING



**Exercise 53. Read a text on office design. Then choose which of the statements below are True or False.**

### **Open-plan vs. closed offices**

#### **Which are better?**

For most companies, the design of the office space is very important. The office space should help employees to work more efficiently, concentrate on their work and work better in a team. There are two common designs – closed offices and open offices.

Open offices are good for companies for a number of reasons. Firstly, they cost less because they use less space and use less electricity to heat or cool. In addition, businesses can save on equipment because people are sharing resources such as printers and photocopiers. Since there are no walls or barriers between desks, staff can learn from each other and interact more efficiently. For example, when you work in an open office you can get feedback on your work instantly and you can ask questions without needing to knock on doors. Increased collaboration between employees can also result in business innovation.

On the other hand, many employees prefer closed offices, mainly because there is less noise and it's easier to concentrate. With a busy open-plan office, the high level of noise can make it difficult for employees to focus on their work. Another advantage for business is lower absenteeism. When people work in an open environment, there is a greater risk of catching a disease when somebody is ill. And when employees are absent, the company is less productive.

1. Open-plan offices are generally good for business. True / False
2. Open-plan offices are cheaper. True / False
3. People communicate better in closed offices. True / False
4. Closed offices make businesses more innovative. True / False
5. It's easier to concentrate on your work in a closed office. True / False
6. Employees who work in closed offices are absent more often. True / False

### **Unit 3**

#### **TRANSPORT. PREPARING FOR A BUSINESS TRIP**

##### **➤ STARTING UP**

**Study the following words.**

*a plane*

*a taxi*

*a train*

*a coach*

*a bus*

*a tram*

*a platform*

*a railroad station*

*an airport*

*a ticket*

*a boarding pass*

*an aisle seat*

*a window seat*

*a carry-on bag*

*a suitcase*

*самолёт*

*такси*

*поезд*

*междугородний автобус*

*городской автобус*

*трамвай*

*платформа*

*ж/д вокзал*

*аэропорт*

*билет*

*посадочный талон*

*место у прохода*

*место у окна*

*ручная кладь*

*чемодан*

**Exercise 54. Label the pictures.**

1.



2.



3.



4.



5.



6.



7.



8.



9.



**Exercise 55. The people are talking about different means of transport. Fill in the gaps with the suitable words.**

1. **Paul:** I like to travel by \_\_\_\_\_. It's the fastest kind of transport.

2. **Mark:** As for me, I like my \_\_\_\_\_ very much! I drive it all the time.
3. **Sarah:** When I go to my holiday home, I usually go by \_\_\_\_\_ because our house is on the island.
4. **Mary:** When I am in the city I like to go by \_\_\_\_\_. It's fast and rather cheap.
5. **Adam:** I don't like public transport. I like to get around by \_\_\_\_\_. It's eco-friendly and you don't have to worry about traffic jams!
6. **Jane:** I like to travel by \_\_\_\_\_, because you can sit comfortably and watch the view of the countryside.

➤ **LISTENING**



**Exercise 56. Listen to the dialogues. Where do they take place? Put 1, 2 or 3.**

- a. At the train station \_\_\_\_\_
- b. At the airport \_\_\_\_\_
- c. In a taxi \_\_\_\_\_

**Exercise 57. Listen again and answer the questions.**

- |   |                  |                  |
|---|------------------|------------------|
| 1. What time is the next train to Brighton?         | a. 10:05         | b. 12:05         |
| 2. How much is a single ticket to Brighton?         | a. £ 10          | b. £ 20          |
| 3. Which platform does the train leave from?        | a. Platform 3    | b. Platform 2    |
| 4. How long will the taxi journey take?             | a. 30 min        | b. 40 min        |
| 5. Does Claire want a window seat or an aisle seat? | a. an aisle seat | b. a window seat |
| 6. What bags does she have?                         | a. one           | b. two           |
| 7. Did she pack her bags herself?                   | a. yes           | b. no            |

➤ **READING**



**Exercise 58. Read the text quickly and tick (✓) the correct box. The notice gives:**

- information and advice;
- information and rules;
- advice.

If you are flying with *Go Faster Airlines* please read this notice before you go to the airport.

#### Documents

*Go Faster Airlines* uses an electronic check-in system. You don't have to bring your tickets to the check-in desk, but you have to bring proof of your identity (including your photo), for example a passport, driving licence or identity card. If you are flying to another country, you have to show your passport.

#### Luggage

With *Go Faster Airlines* you can check in a maximum of 20 kg of luggage to put in the hold. You can take a maximum of 5 kg of hand luggage. You can't put sharp objects in your hand luggage. Your suitcase has to have a label with your name and address. The label doesn't have to have your flight number because that is on the electronic label.

#### Electronic devices

You have to turn off all electronic devices before boarding the plane. You can't use your mobile phone inside the plane.

### **Exercise 59. Match the words from the text with their meanings.**

- |                    |  |
|--------------------|--|
| 1. proof           | a) The bags you give in at the check-in desk.    |
| 2. the hold        | b) Entering a plane.                             |
| 3. hand luggage    | c) The place of a plane where they put the bags. |
| 4. checked luggage | d) Make a machine stop working.                  |
| 5. boarding        | e) This shows that something is true.            |
| 6. turn off        | f) Small bags you take on the plane.             |

**Exercise 60. Read the text again and tick (✓) the correct columns in the table.**



	Necessary	Not necessary	Possible	Not possible
Ex.: bring tickets to the check in desk		√		
1. bring proof of your identity				
2. show your passport when you fly to another country				
3. check in 20 kg of luggage				
4. take more than 5 kg of hand luggage				
5. put sharp objects in your hand luggage				
6. put a label on your suitcase with your name and address				
7. put your flight number on your suitcase label				
8. switch off electronic devices before you board the plane				
9. use a mobile phone inside the plane				

Take a note of modal verbs *can/can't* and *have to/don't have to* that are used in each case. Make your own sentences with these modal verbs about the rules of travelling.

### ➤ LANGUAGE FOCUS

#### TELLING TIME

There are two common ways of telling the time.

##### 1) Say the hour first and then the minutes. (Hour + Minutes)

- 6:25 – It's six twenty-five
- 8:05 – It's eight O-five (the O is said like the letter O)
- 9:11 – It's nine eleven
- 2:34 – It's two thirty-four

**2) Say the minutes first and then the hour. (Minutes + PAST / TO + Hour)**

For minutes 1–30 we use **PAST** after the minutes.

For minutes 31–59 we use **TO** after the minutes.

- 2:35 – It's twenty-five to three
- 11:20 – It's twenty past eleven
- 4:18 – It's eighteen past four
- 8:51 – It's nine to nine
- 2:59 – It's one to three

When it is **15 minutes past** the hour we normally say: **(a) quarter past**

- 7:15 – It's (a) quarter past seven

When it is **15 minutes before** the hour we normally say: **a quarter to**

- 12:45 – It's (a) quarter to one

When it is **30 minutes past** the hour we normally say: **half past**

- 3:30 – It's half past three (but we can also say three-thirty)

**O'clock**

We use **o'clock** when there are **NO** minutes.

- 10:00 – It's ten o'clock
- 5:00 – It's five o'clock
- 1:00 – It's one o'clock

Sometimes it is written as 9 o'clock (the number + o'clock)

**12:00**

For 12:00 there are four expressions in English.

- twelve o'clock
- midday = noon
- midnight

**Exercise 61. Look at the information screen and practice telling the times.**

**Then fill in the blanks in the sentences below.**

Arriving from	Flight Number	Time	Gate	Status
Manchester	BA6231	12:15	13	On-time
Dublin	DB653	01:30	20	On-time
Tunisia	TA987	15:30	02	Cancelled
Dubai	DXB887	19:20	27	On-time
Portugal	PT7764	05:00	12	On-Time
Paris	FA8798	11:00	11	Landed
Malaga	MG321	21:00	08	Landed

1. Manchester is flight number \_\_\_\_\_.
2. Dublin is flight number \_\_\_\_\_.
3. Paris is gate number \_\_\_\_\_.
4. Malaga flight status is \_\_\_\_\_.
5. Tunisia flight time is \_\_\_\_\_.
6. Portugal flight time is \_\_\_\_\_.
7. Manchester is gate number \_\_\_\_\_.
8. Dubai is flight number \_\_\_\_\_.
9. Tunisia flight status is \_\_\_\_\_.

## Unit 4

### MAKING A HOTEL RESERVATION

#### ➤ STARTING UP

#### Study the following words

<i>a hotel</i>	<i>гостиница, отель</i>
<i>bed and breakfast</i>	<i>пансион</i>
<i>reception</i>	<i>стойка администрации</i>
<i>lobby</i>	<i>холл</i>
<i>single room</i>	<i>одноместный номер</i>
<i>double room</i>	<i>двухместный номер</i>
<i>suite</i>	<i>номер «люкс»</i>
<i>hotel manager</i>	<i>управляющий гостиницы</i>
<i>bellboy</i>	<i>посильный</i>
<i>maid</i>	<i>горничная</i>
<i>to make a hotel reservation</i>	<i>забронировать номер в гостинице</i>
<i>to check in</i>	<i>зарегистрироваться по приезду</i>
<i>to check out</i>	<i>выписаться из гостиницы</i>
<i>to offer room service</i>	<i>предлагать обслуживание в номере</i>

#### Exercise 62. Match the words with their meanings.

- |                      |  |
|----------------------|--|
| 1. maid              | a) to reserve a room in a hotel in advance.            |
| 2. bed and breakfast | b) to leave a hotel after paying the bill.             |
| 3. reception         | c) a woman servant who cleans the rooms and the linen. |

4. suite d) a desk at hotel where visitors or guests are received.
5. bellboy e) a private home where guests are provided overnight accommodations and served breakfast but usually no other meals.
6. to make a reservation f) a male worker at a hotel who carries luggage for guests.
7. to check out g) a number of connected rooms in a hotel forming one living unit

**Exercise 63. Now complete the gaps with the words above. Use the appropriate form of the word.**

- The multi-millionaire is staying at the royal \_\_\_\_\_.
- Please, let the \_\_\_\_\_ carry the bags for you.
- In Paris they stayed at a small family \_\_\_\_\_ near the Eiffel Tower.
- The hotel we stayed in last year charged us a lot of money for \_\_\_\_\_ late.
- I want to \_\_\_\_\_ at the Meridian Hotel for next Friday.
- Hotel guests may ask for WiFi password at the \_\_\_\_\_ desk.
- We left a note in our room for the \_\_\_\_\_ to give us extra towels.

➤ **READING**



**Read about several hotels in London.**

	<p><b>A. The Dove Hotel, Paddington</b></p> <p>Today's traveller quite rightly expects the highest standards of quality, comfort and value. At the Dove you</p>		<p><b>B. Sunset Hotel, Bayswater</b></p> <p>Situated in a very popular location for shopping and entertainment. The</p>
<p>are unlikely to be disappointed. Our hotel is located a few minutes walk from 5 underground lines as well as from local bus stops. The Heathrow Express provides direct access to Heathrow in 15 minutes from Paddington Station.</p>	<p>hotel is open 24 hours a day and all rooms have en suite facilities together with colour TV and direct dial telephone. The hotel is opposite Whitley's indoor shopping centre in Queensway, and only a few minutes walk from Kensington gardens – the former home of Princess Diana. You can take a walk and relax close to nature.</p>		
	<p><b>C. The Park Hotel, Bayswater</b></p> <p>The Park Hotel is the perfect location for groups and individuals travelling</p>		<p><b>D. Queen's Hotel, Earls Court,</b></p> <p>Queen's Hotel is a small friendly hotel in the Kensington area. The hotel</p>
<p>to London on a budget, and is so sensibly priced you'll want to tell everyone about it!</p>	<p>is located close to the Earl's Court Exhibition Halls 1 and 2 and the Olympia Exhibition Halls with their many shows ranging from business to boats! We are easy to reach from Heathrow Airport and only a few steps on the underground to central London attractions.</p>		



**E. The George Hotel,  
Kings Cross,**

The George Hotel has 35 rooms all with central heating, colour TV, and tea and coffee making facilities. En suite or sharing facilities are available. The family run hotel has a 'home from home' atmosphere, clean comfortable rooms and many satisfied customers. The enormous English breakfast will keep you going until dinnertime!



**F. The Townhouse  
Hotel,  
Marylebone,**

A small friendly Bed and Breakfast Hotel situated in the heart of London. Close to Baker Street, Madame Tussaud's, Regents Park and other attractions. A high standard of personalised service is maintained to ensure that the atmosphere is cheerful and friendly. There's a choice between rooms with private bathroom and basic rooms with shared bathroom.



**Exercise 63. Match the sentences below to the hotels A-F.**

1. You can prepare something to drink in the room.
2. It's cheap.
3. It offers rooms of different standard.
4. It's near a park.
5. It is well located for someone attending an exhibition.
6. It's close to the underground.
7. It's close to shops.
8. You won't be cold in your room.
9. It's good value.
10. It's in the centre of London.
11. It offers luxury accommodation.
12. It's good for shopping on a rainy day.
13. It serves large portions of food.
14. It's close to the airport.

➤ **LANGUAGE FOCUS**

**Study the following dialogue.**

*Checking-In*

<b>Receptionist:</b> Good afternoon. Welcome to the Grand Woodward Hotel. How can I help you?	<b>Администратор:</b> Добрый день. Добро пожаловать в отель «Гранд Вудворд». Чем могу помочь?
<b>Guest:</b> I have a reservation for today. It's under the name of Bridewell.	<b>Гость:</b> У меня заказан номер на сегодня. На имя Брайдвелла.
<b>Receptionist:</b> Can you please spell that for me, sir?	<b>Администратор:</b> Можете ли вы, пожалуйста, произнести это по буквам, сэр?

<b>Guest:</b> Sure. B-R-I-D-E-W-E-L-L.	<b>Гость:</b> Конечно. Б-Р-А-Й-Д-В-Е-Л-Л.
<b>Receptionist:</b> Yes, Mr. Bridewell, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?	<b>Администратор:</b> Да, мистер Брайдвелл, мы зарезервировали для вас двухместный номер с видом на океан на две ночи. Всё верно?
<b>Guest:</b> Yes, it is.	<b>Гость:</b> Да, верно.
<b>Receptionist:</b> Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.	<b>Администратор:</b> Отлично. У нас уже есть данные вашей кредитной карты. Просто подпишите квитанцию внизу, пожалуйста.
<b>Guest:</b> Whoa! Five hundred and ninety dollars a night!	<b>Гость:</b> Ух ты! Пятьсот девяносто долларов за ночь!
<b>Receptionist:</b> Yes, sir. We are a five star hotel after all.	<b>Администратор:</b> Да, сэр. В конце концов, мы пятизвёздочный отель.
<b>Guest:</b> Well, fine. I'm here on business anyway, my company is paying the bill. What's included in this cost anyway?	<b>Гость:</b> Ну, ладно. Я всё равно здесь по делу, моя компания оплачивает счёт. А что входит в эту стоимость?
<b>Receptionist:</b> A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.	<b>Администратор:</b> Полный шведский стол на завтрак каждое утро, бесплатный трансфер в аэропорт и пользование сейфом отеля включены в стоимость.
<b>Guest:</b> So what's not included in the price?	<b>Гость:</b> Что не включено в стоимость?
<b>Receptionist:</b> Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.	<b>Администратор:</b> Ну, в вашем номере есть мини-бар. Его использование будет включено в ваш счёт. Кроме того, отель предоставляет обслуживание в номере, за дополнительную плату, конечно.
<b>Guest:</b> Hmm. Ok, so what room am I in?	<b>Гость:</b> Хм. Хорошо, так в каком я номере?
<b>Receptionist:</b> Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.	<b>Администратор:</b> Номер 487. Вот ваш ключ. Чтобы добраться до своей комнаты, поднимитесь на лифте справа на четвёртый этаж. Поверните налево, как только выйдете из лифта, и ваша комната будет с левой стороны. Посыльный скоро поднимет ваши вещи.

<b>Guest:</b> Great. Thanks.	<b>Гость:</b> Отлично. Спасибо.
<b>Receptionist:</b> Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.	<b>Администратор:</b> Если у вас есть вопросы или пожелания, пожалуйста, наберите «О» из своего номера. Кроме того, в фойе отеля 24 часа в сутки доступен Интернет.
<b>Guest:</b> Ok, and what time is check-out?	<b>Гость:</b> Хорошо, и во сколько выезд?
<b>Receptionist:</b> At midday, sir.	<b>Администратор:</b> В полдень, сэр.
<b>Guest:</b> Ok, thanks.	<b>Гость:</b> Хорошо, спасибо.
<b>Receptionist:</b> My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.	<b>Администратор:</b> Не за что, сэр. Приятного пребывания в отеле «Гранд Вудворд».

**Exercise 64. Choose which of the statements below are True or False.**

- |   |              |
|---|--------------|
| 1. Mr Bridewell wants to check out of the hotel.    | True / False |
| 2. He has a single room reserved for two nights.    | True / False |
| 3. The hotel knows his credit card number.          | True / False |
| 4. Mr Bridewell's employer is paying for the hotel. | True / False |
| 5. Breakfast is not included in the cost.           | True / False |
| 6. His room is to the left from the elevator.       | True / False |

**Exercise 65. Match the questions/remarks with the answers.**

- |   |  |
|---|--|
| 1. How can I help you?                  | a) Room 206.                                       |
| 2. Can you please spell your name, sir? | b) A breakfast buffet and use of the hotel's safe. |
| 3. What's included in the cost?         | c) At 11 am.                                       |
| 4. What room am I in?                   | d) J-O-N-E-S.                                      |
| 5. Here is your key.                    | e) I have a reservation for today.                 |
| 6. What time is check-out?              | f) Great, thank you.                               |

## Module 4

# BUSINESS LETTERS

### Unit 1

#### BUSINESS LETTERS. LAYOUT AND STRUCTURE

##### ➤ STARTING UP

Study the following words.

business letter	['bɪznɪs letə]	деловое письмо
correspondence	[kɒrɪ'spɒnd(ə)ns]	переписка, корреспонденция
introduce	[ɪntrə'dju:s]	представлять, вводить
offer	['ɒfə]	предложение, предлагать
deal	[di:l]	сделка, дело, иметь дело
deny	[di'naɪ]	отрицать, отвергать
customer	['kʌstəmə]	клиент, покупатель
invoice	['ɪnvɔɪs]	счёт, накладная
apologize	[ə'pɒlədʒaɪz]	приносить официальные извинения
identification	[ɪdentɪfɪ'keɪʃ(ə)n]	идентификация
reference	['rɛf(ə)r(ə)ns]	ссылка, ссылаться
receiver	[rɪ'si:və]	получатель
salutation	[səlju'teɪʃ(ə)n]	обращение
body	['bɒdi]	основная часть
complimentary	[kɒmplɪ'ment(ə)ri]	приветственный, поздравительный
statement	['steɪtm(ə)nt]	заявление, утверждение, высказывание
signature	['sɪgnətʃə]	подпись
enclosure	[ɪn'kləʊzə]	приложение

##### ➤ READING





**Read the information about the structure of business letters and say what parts a business letter includes.**

A business letter is a type of official correspondence between two companies or companies and customers, clients, etc. It is used for various purposes like introducing a business, offering a business deal to other companies, accepting an offer, denying an offer, introducing new schemes for customers, extending business contracts, canceling a deal, correcting mistakes in invoices, returning goods, offering help, giving good and bad news, apologizing, etc.

The structure of a business letter includes:

– **Source Identification** (имя и адрес отправителя письма);  
– **reference** (условное обозначение фамилии и имени секретаря, отпечатавшего данное письмо (обычно первые буквы фамилии и имени)); здесь же размещается исходный номер документа, если он ему присваивается, например, GBD/ST; GBD/ST/134;

– **letter date** (дата исполнения документа), например, 12 July 2009; July 12, 2009;

– **Receiver Identification** (название компании, имя, адрес получателя письма), пишутся слева, например,

Mr James Leighton  
General Manager  
Leighton Engineering Co Ltd  
12 Bracken Hill  
Manchester  
M60 8AS;

– **salutation** (обращение), размещается слева, например:

Dear Mr Nils – обращение к мужчине;

Dear Mrs Della – обращение к замужней женщине;

Dear Miss Jones – обращение к незамужней женщине;

Dear Ms Harrison – обращение к женщине, независимо от её статуса;

Dear Sir or Madam – обращение к руководителю организации, если его/её имя не известно;

Dear Sirs – обращение на имя организации.

If the person you are addressing has some special title, like professor, senator, reverend, etc., you can use the same in the salutation, например:

Dear Professor Davis

Dear Senator Miller

Dear Reverend Walker.

If you are not sure about the gender of the person you are addressing, you can use their full name, without using Mr., Mrs., or Ms. (This is most likely to happen in case of gender-neutral or unisex names, and cases when only the initials are available.), например:

Dear Ashley Wilson

Dear J. K. Anderson.

If you know the designation of the person you are addressing, but don't know his name, you can use the designation to address him, например:

Dear Hiring Manager

Dear HR Manager.

– **body** (текст письма);

– **a complimentary closing statement** (завершение текста), например:

Yours faithfully – используется в случаях неконкретного обращения;

Yours sincerely – используется в случаях персонального обращения;

– **signature** (подпись). После заключительной формулы вежливости пропускается 4–5 строк, обозначая завершение текста, должность отправителя указывается сразу под его именем, например,

George Freeman

Chairman;

– **enclosure** (приложение), например, Enc: Order #34 .

### **Exercise 66. Put the parts of the business letter into the right order.**

a) October 6, 2006;

b) I received your quote for printing the book INTRODUCTION TO FILM. I am pleased to tell you we have accepted your bid and will be sending you copyboards by June 13;

c) Sincerely;

d) Smith and CO.

### **PUBLISHING GROUP**

4233 West Touhy Avenue (Chicago) Illinois 78905-347 \* USA

Phone 1234567, tel. 76543d2d1, E-mail smithco@pt.com

e) We look forward to working with you on this book and others in the future.  
Your reputation among your clients for fast, reliable service is outstanding;

f) John Brown

Production Editor;

g) We would like the job completed by July 12 as we have very tight deadlines  
to meet on this project;

h) Dear Mr. Ostin;

i) Mr. Michael Ostin

Rightway Printers, Inc.

778 Pineton Road

Chicago, Illinois 70899

1. \_\_\_; 2. \_\_\_; 3. \_\_\_; 4. \_\_\_; 5. \_\_\_; 6. \_\_\_; 7. \_\_\_; 8. \_\_\_; 9. \_\_\_.

**Exercise 67. Fill in the gaps with the words from the box.**

*sincerely, dear, Vice President, thank, Fandell Avenue, Arthur B. Prero, August*

1) \_\_\_ 24, 2019

Ms. Karolyn

2) \_\_\_\_\_, Marketing

667 north 3) \_\_\_\_\_

Pine Park, IL 99087

4) \_\_\_\_\_ Ms. Karolyn:

5) \_\_\_\_\_ you for agreeing to participate in our seminar “Strategic Market Planning for the Year 2020 and Beyond”. We have received a gratifying response from over thirty industry leaders so far.

We are very pleased you will be joining us in Geneva on December 12 to 30.  
You will receive detailed conference information in September.

6) \_\_\_\_\_ yours,

7) \_\_\_\_\_

Program Manager

**➤ LANGUAGE FOCUS**

*The Past Simple Tense. Affirmative sentences*

Время выражает завершённые действия в недавнем и далёком прошлом.  
Утвердительная форма образуется следующим образом:

Утвердительные предложения	Правильные глаголы	Неправильные глаголы
S (подлежащее) + V (глагол) в прошедшем времени	– ed	II форма
Примеры		
	She decided to write a business letter to her partner yesterday. – Она решила написать деловое письмо своему партнёру вчера.	They wrote several letters to their partners last year. – Они написали несколько писем своим партнёрам в прошлом году.

We can use time expressions to talk about a definite time in the past.  
*Three Canadian students worked together on a college project **last year**.*  
 (to talk about the year / month / week / day before this one) ↗  
*Their college course finished three months **ago**.*  
 (to show length of time from the past) ↗  
*He was in Toronto **yesterday**.*  
 (the day before today)

### Exercise 68. Put the verbs in brackets into the Past Simple.

- I \_\_\_\_\_(to work) in a bank many years ago.
- He \_\_\_\_\_(to live) in Moscow five years ago.
- I \_\_\_\_\_(to like) this game in childhood.
- Tom \_\_\_\_\_(to play) the piano yesterday.
- I \_\_\_\_\_(to love) you many years ago.
- They \_\_\_\_\_(to go) to work by bus last morning.
- Cats \_\_\_\_\_(to drink) milk yesterday.
- She \_\_\_\_\_(to get up) early last week.
- You \_\_\_\_\_(to sleep) on a sofa last night.
- They \_\_\_\_\_(to learn) this information a month ago.

## Unit 2

### BUSINESS LETTER STYLE. WRITING AN E-MAIL

#### ➤ STARTING UP

### Study the following words.

sender	['sendə]	отправитель
recipient	[rɪ'sɪpiənt]	получатель
topic	['tɒpɪk]	тема
purpose	['pʊrپəs]	цель
relevant	['relɪv(ə)nt]	актуальный, относящийся к делу
cover	['kʌvə]	охватывать, покрывать
header	['hɛdə]	колонтитул, шапка
straightforward	[streɪt'fɔ:wəd]	прямой, непосредственный
clarity	['klærəti]	ясность, чёткость
request	[rɪ'kwɛst]	просьба, просить

### ➤ READING



**Read the information about the style of business letters, their body and say what language is used in such letters.**

In business letters formal language is used and situations discussed are work-related. The main features (особенности) of formal language are:

- contractions (сокращения) are not used, e.g. I cannot give you this information now (**but not:** I can't give you this information now);
- numbers less than one hundred must be spelt out, e.g. We are going to order twenty printers (**but not:** We are going to order 20 printers);
- the third person point of view is used, e.g. One can purchase a car for \$10,000 (**but not:** I can purchase a car for \$10,000);
- an active voice is preferable, e.g. The group offers customers new products (**but not:** New products are offered to customers);
- slang, idioms, exaggeration (hyperboles), clichés, abbreviations, acronyms are not used, e.g. National Aeronautics and Space Administration (**but not:** NASA);
- complete and longer sentences are more common.

### Context Paragraph

The first paragraph of the letter will define the context, providing a clear statement of the letter's topic and purpose. Business people generally prefer to find out right away why the letter has been written.

## Content Paragraphs

The typical letter uses one to three paragraphs to provide the information relevant to its purpose. Each paragraph should cover a single topic or point. In the case of a long letter that covers multiple pages, it is appropriate to break the information into sections with internal headers or bullets to provide clarity.

## Action Paragraph

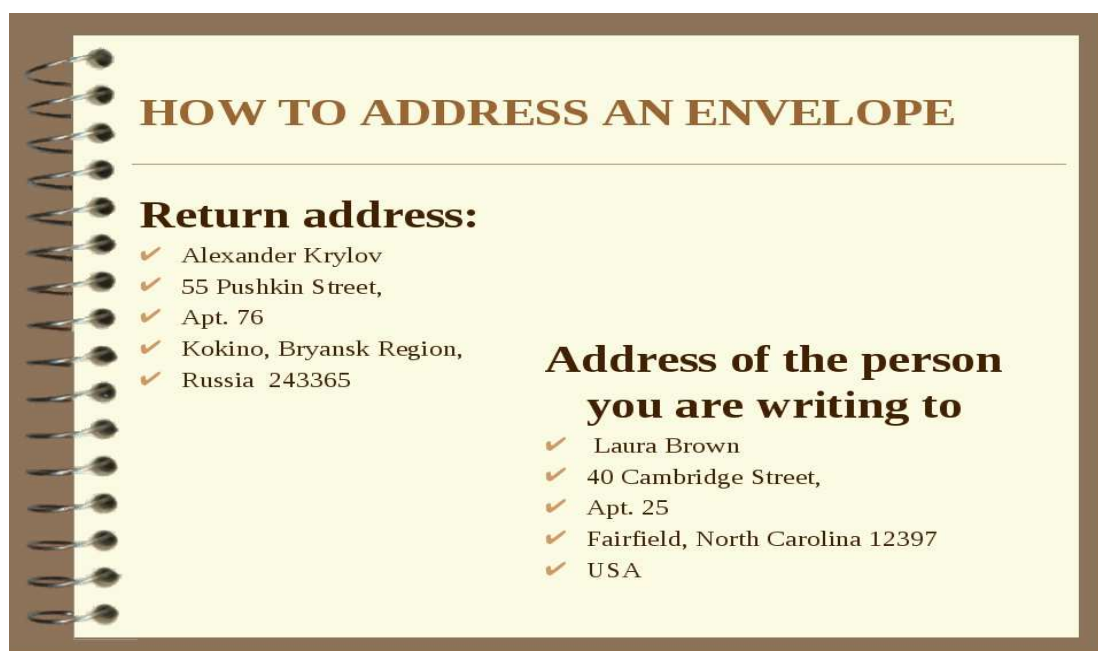
The final paragraph of the letter provides a clear, straightforward statement of the action that will be taken by the writer, requested of the reader, or expected by a third party.

**Exercise 69. Match the business letter parts and put them in the right order.**

1) Smith and CO Realtors 3 West Touhy Avenue (Chicago) Illinois 78905-347 * USA	a) 2019
2) Your proposal appears well within our budget, and	b) we are pleased with your suggested security layout
3) November 7	c) Dubuque, IA 34568
4) Dear Mr. Brown, Thank you for your October 12 letter outlining your time and	d) Phone 1234567, tel. 76543d2d1, E-mail smithco@pt.com
5) Mr. Oliver Brown Northern Security Systems 2345 South Lawndale	e) cost an outside security system on our company grounds.
6) I will discuss your proposal with	f) so promptly.
7) Thank you for submitting your proposal	g) Andrea Caraon Vice President
8) Yours truly	h) the Board of Directors on Friday, October 27.

1. \_\_\_\_; 2. \_\_\_\_; 3. \_\_\_\_; 4. \_\_\_\_; 5. \_\_\_\_; 6. \_\_\_\_; 7. \_\_\_\_; 8. \_\_\_\_.

**Exercise 70. Look at the envelope paying attention to the way addresses are written on it and answer the questions after it.**



1. What country is the sender from?
2. What region is he from?
3. What is the sender's postal code?
4. Does the sender live in Chekhov Street?
5. What is the recipient's name?
6. Is she from Canada?
7. Does she live in an apartment or house?

➤ **SPEAKING**

**Exercise 71. Read the information about e-mails and discuss the main differences of formal and informal e-mails with your partner.**

E-mails are widely used these days in business. They have two styles: a semi-formal business style and more informal personal style. In semi-formal e-mails a likely ending is *Best wishes* rather than *Yours sincerely*. Informal style is suitable within a company and for people a writer knows well.

Most people are busy and don't have a lot of time to read emails/letters. For many people, if they see that an email is long when they open it, they won't read it or only read the beginning. So when writing, you should only include the essential information and write it in a short and direct way.

**If you are writing to a friend:**

**Start:** Use the person's first name.

**Ending:** "Best wishes", or "Yours", or "Take care".

**Signature:** Your first name.

**When you are writing to someone in your own company:**

**Start:** Use the person's first name .

**Ending:** "Regards", or "Best wishes".

**Signature:** Your first name and last name, and below this your job title and department, and phone number (or extension).

**While writing to someone in another organisation or someone in a formal position of responsibility, you:**

**Start:** Use the person's title (eg: Mr, Mrs, Ms, Dr) and surname (eg: Smith), or just "Sir/Madam" if you don't know the name.

**End:** "Regards"

**Signature:** Your first name and last name (you might add your title after this in brackets if you want to make it clear if you are a man or woman). Below this your job title (if appropriate) and contact details (you may want to include your telephone number or address).

**Exercise 72. Read the e-mail and answer the questions.**

1. Who is the e-mail from?
2. What is the topic of the e-mail?
3. Where did they meet last fall?
4. When is Alison visiting Berlin?
5. What would she like to do?





➤ **LANGUAGE FOCUS**

*The Past Simple Tense. Interrogative and negative sentences*

Вопросительная и отрицательная формы простого прошедшего времени образуются следующим образом:

Утвердительная форма	Вопросительная форма	Отрицательная форма
	Did + S (подлежащее)+ V (глагол) без окончания?	S (подлежащее) + didn't +V (глагол) без окончания
Примеры		
He decided to write a letter to his partner yesterday.	Did he decide to write a letter to his partner yesterday?	He didn't decide to write a letter to his partner yesterday.
She wrote a letter to this company a day ago.	Did she write a letter to this company a day ago?	She didn't write a letter to this company a day ago.

➤ **SPEAKING**

**Exercise 73. Work in pairs. Complete the dialogue making up interrogative sentences. Make up your own dialogues based on the given one.**

**Kim:** What (1)\_\_\_\_\_ (you do) last night, Lisa?

**Lisa:** I went to the cinema.

**Kim:** What film (2)\_\_\_\_\_ (you see)?

**Lisa:** Shrek.

**Kim:** Who (3)\_\_\_\_\_ (you go) with?

**Lisa:** Pete and Zoe.

**Kim:** (4)\_\_\_\_\_ (you enjoy) it?

**Lisa:** Well, the special effects were brilliant, but the story wasn't very good.

**Kim:** What time (5)\_\_\_\_\_ (it finish)?

**Lisa:** At ten o'clock.

**Kim:** What (6)\_\_\_\_\_ (you do) after the film?

**Lisa:** We went for a pizza.

**Exercise 74. Work in pairs. Put the parts of sentences in the right order to make up negative sentences. Take turns to read sentences changing pronouns if necessary and express your agreement or disagreement.**

1. he / ride/ a/ bicycle/ didn't/
2. mushrooms/ pick/ she/ didn't/
3. didn't / book/ a/ open/ I/
4. game/ didn't/ they/ any/ play/
5. by/ sit/ we/ didn't/ river/ the/
6. I / letters/ write/ didn't/

### Unit 3

## TYPES OF BUSINESS LETTERS. A LETTER OF INQUIRY. A LETTER OF COUNTER INQUIRY

### ➤ STARTING UP

Study the following words.

inquiry	[ɪn'kwɪəri]	запрос
inquire	[ɪn'kwɪə]	запрашивать
regret	[rɪ'gret]	сожаление, сожалеть
heading	['hedɪŋ]	заглавие, заголовок
objective	[əb'dʒektɪv]	цель, задача
scope	[skəʊp]	границы, основная идея, масштаб
grateful	['ɡreɪtful]	благодарный
look forward to	[lʊk 'fɔ:wəd 'tə]	ждать с нетерпением
appreciate	[ə'pri:ʃeɪt]	оценивать, ценить

### ➤ READING



**Read the information about types of business letters and a letter of inquiry and find out the main peculiarities of a letter of inquiry.**

There are the following **types of business letters**:

- a letter of inquiry (письмо-запрос);
- a letter of complaint (письмо-жалоба);
- a cover letter (сопроводительное письмо);
- a letter of apology (письмо-извинение);

- a letter of offer (письмо-предложение);
- a letter of acknowledgement (письмо-подтверждение);
- a letter of reference (письмо-рекомендация);
- a letter of termination (письмо, информирующее об освобождении от занимаемой должности);
- a letter of appointment (письмо о назначении на должность);
- a letter of appreciation (благодарственное письмо);
- a letter of order (письмо-заказ).

A letter of inquiry is a letter written for communication between two companies or persons belonging to two different companies inquiring about some business they are doing together or hoping to do in future. It is a request for information that the writer believes the reader can provide. Regardless of its subject, the objective is to get the reader to respond with an action that satisfies the inquiry.

An inquiry letter should be **addressed to the person** who is most likely to respond in a positive and helpful manner. That **person's name** should be placed in **the inside heading** and **the salutation** of your inquiry. It should also be included on the **top line of your envelope**.

The **objective** in an inquiry letter is to make a request. It will either ask the reader to provide something beneficial to the writer, or take advantage of something the writer has to offer.

Your inquiry should be specific and brief. If you are asking more than one question you might consider highlighting them in a bulleted list.

The **scope** of an inquiry letter should provide enough information for the reader grasp your objective, make an informed decision and respond in a timely manner.

Consider your reader and get to the point. **Do they have what you want? Can they do what you ask?** Think about what your **reader will need to know** in order before making a decision and sending you a response.

If you are to receive some benefit, it may help to explain for what purpose the benefit will be used. If the reader is to receive some benefit, it may help to offer an incentive to respond.

## **STRUCTURE OF AN ENQUIRY LETTER**

### **Subject Heading**

This should inform the reader that this is an enquiry or request.

### **First Paragraph**

This should tell the reader **what** you want; e.g.

- Please send me... (for things that the organization offers to send).
- I would be grateful if you could tell me... (for things that are not normally offered).
- I am writing to inquire whether... (to see if something is possible).
- I would especially like to know... (+ a more detailed request).
- Could you also... (+ an additional enquiry or request).

### **Second Paragraph**

This paragraph tells the reader **why** you are contacting his or her organization, and gives further details of the enquiry.

There are two reasons why you may contact an organization:

1. You have contacted this organization before, and want to again.
2. You have not contacted this organization before, but you have heard about them. You should describe from where, such as from an advert or a recommendation; e.g.

– I saw your advert in .....

### **Final Paragraph**

This paragraph should contain a polite **expression of thanks** to the reader. The degree of politeness (and therefore the length), depends on how unusual or difficult your request is. Possible language includes:

- Thanks. (For a very informal and normal enquiry or request).
- I look forward to hearing from you.
- I am looking forward to hearing from you.
- Thank you for your assistance.
- Thank you very much for your kind assistance.
- I appreciate that this is an unusual request, but I would be very grateful for any help you could provide. I look forward to hearing from you.

If you think the reader might have further questions, you can suggest that he or she contact you; e.g. "If you have any questions, please do not hesitate to contact me".

**A counter inquiry letter** is a letter written on the basis of changes in business. In this letter one should thank another company for the order or inquiry, inform it about changes in business and offer ways to solve the problem.

### Exercise 75. Match the inquiry letter parts.

1) Dear Sir or	a) Monday, 13 July 2020, and the Quality Control Training Course (Ref.: QC 101 ) mentioned in the advert might be suitable for us.
2) I am writing to inquire whether your company	b) to offer a 3-month training course starting before or, at the latest, on Monday, 3 August 2020, for a group of 20.
3) I saw your advert in the HK Daily on	c) could offer a course on Quality Control for our managers.
4) I would like to know if it is possible for you	d) Madam
5) Could you send us some information about	e) receiving your reply.
6) I am looking forward to	f) the teaching staff and the possible schedule for this course?

### Exercise 76. Read the letter of inquiry and answer the questions.

1. Who is the letter from?
2. Where does the person study?
3. What course is she doing?
4. What does Maria want?
5. Is she also interested in accommodation?
6. Who recommended her this college?

Dear Madam

I am a Spanish student at the University of Barcelona doing a Master Course in Business studies and I intend to spend six months in England, from January next year, preparing for the Cambridge First Certificate.

Your college was recommended to me by a fellow student and I would like details about the First Certificate course, including fees and dates. Could you also let me know if you can provide accommodation for me in Brighton with an English family.

Thank you for your attention, and I look forward to hearing from you soon.

Yours faithfully

Maria Ortega

### ➤ VOCABULARY

**Exercise 77. Fill in the gaps to complete a letter of counter inquiry. Use the words from the box.**

expect, owing to, to resume, inconvenience, inquiry, regret

Dear Sir

Thank you for your 1)\_\_\_\_\_ of 15 March about electric shavers. We  
2)\_\_\_\_\_ that we cannot send you our catalogues with them immediately  
3)\_\_\_\_\_ fire in our factory.

Every effort is being made 4)\_\_\_\_\_ production and we fully 5)\_\_\_\_\_ to be able to send catalogues by the end of this month.

We apologise for the delay and trust it will not cause you serious 6)\_\_\_\_\_.

Yours sincerely

➤ **LANGUAGE FOCUS**

*The Past Simple Tense. Affirmative, interrogative and negative sentences with the verb "to be"*

Утвердительная, вопросительная и отрицательная формы простого прошедшего времени с глаголом **"to be"** образуются следующим образом:

Утвердительная форма	Вопросительная форма	Отрицательная форма
S (подлежащее) + was/were	Was/were + S (подлежащее)?	S (подлежащее) + wasn't/weren't
Примеры		
<i>He/she/I was</i> in Rome last week.	<b>Was</b> he/she/I in Rome last week?	<i>He/she/I wasn't</i> in Rome last week.
<i>They/we/you were</i> at home yesterday.	<b>Were</b> they/we/you at home yesterday?	<i>They/we/you weren't</i> at home yesterday.

➤ **SPEAKING**

**Exercise 78. Work in pairs. Fill in the gaps with was, were, did. Make up your dialogues based on the given one.**

- When\_\_\_\_\_ Mother's Day last year?  
– It \_\_\_\_\_ in April.

2. What \_\_\_\_ you do?  
– We made a cake and cards for Mum.
3. \_\_\_\_\_ Mum happy?  
– Yes, she \_\_\_\_\_.
4. Who \_\_\_\_\_ you invite?  
– Our grandparents.
5. What \_\_\_\_\_ you give to your granny?  
– Flowers.
6. \_\_\_\_\_ you tired?  
– No, we weren't.

### Unit 4

#### A COVER LETTER. ACCEPTING A JOB OFFER. EMPLOYER JOB APPLICATION REFUSAL

#### ➤ STARTING UP

Study the following words.

resume	[ˈrezjumeɪ]	резюме
position	[pəˈzɪʃ(ə)n]	должность
reason	[ˈriːz(ə)n]	причина
skill	[skɪl]	навык
candidate	[ˈkændɪdət]	кандидат, претендент
experience	[ɪkˈspɪəriəns]	опыт
application	[aplɪˈkeɪʃ(ə)n]	заявление, заявка
complement	[ˈkɒmplɪment]	дополнение, дополнять
identify	[aɪˈdentɪfaɪ]	устанавливать, идентифицировать
accompany	[əˈkʌmpəni]	сопровождать

#### ➤ READING



Read the information about writing a cover letter and say what information must be written in such a letter.



A cover letters makes some sort of a **request** – whether for an interview or more information – and are generally addressed to someone you haven't met before. A cover letter typically **accompanies** each **resume** you send out. A cover letter should **complement**, not duplicate, your resume. Its purpose is to interpret

the data-oriented, factual resume and add a personal touch. A cover letter is often your earliest written contact with a potential employer, creating a critical first impression.

Your cover letter should be designed specifically for each **position** you seek. Do not design a form letter and send it to every potential employer.

Effective cover letters explain the **reasons** for your interest in the specific organization and **identify** your most relevant **skills** or **experiences** (remember, relevance is determined by the employer's self-interest).

The letter should express a high level of interest and knowledge about the position.

A well-written cover letter will help you secure an interview and get your **application** noticed. Take the time to personalize it so it shows the employer why you're a solid **candidate** for the job. Keep in mind that your cover letter doesn't need to be long – a page is plenty.

**Exercise 79. Choose the most appropriate heading a- for each part of the cover letter.**

a) Reference	f) Date
b) The recipient's address	g) The candidate's interest in the company
c) Signature	h) The present position
d) The sender's address	i) Salutation
e) The purpose of the letter	

1) \_\_\_\_\_  
26 Windsor Road



CHINGFORD

CH4 6PY

2) \_\_\_\_\_

15 May 2015

3) \_\_\_\_\_

Mrs W R Jenkinson

Personnel Manager

Leyland & Bailey Ltd

Nelson Works

CLAPTON

CH5 8HA

4) \_\_\_\_\_

Dear Mrs Jenkinsen

5) \_\_\_\_\_

PRIVATE SECRETARY TO MANAGING DIRECTOR

6) \_\_\_\_\_

I was interested to see your advertisement in today's DAILY TELEGRAPH and would like to be considered for this post.

7) \_\_\_\_\_

I am presently working as Private Secretary to the General Manager at a manufacturing company and have a wide range of responsibilities. These include attending and taking minutes of meetings and interviews, dealing with callers and correspondence in my employer's absence, and supervising junior staff, as well as the usual secretarial duties.

8) \_\_\_\_\_

The kind of work in which your company is engaged particularly interests me, and I would welcome the opportunity it would afford to use my language abilities which are not utilized in my present post.

A copy of my curriculum vitae is enclosed with copies of previous testimonials.

I hope to hear from you soon and to be given the opportunity to present myself at an interview.

Yours sincerely

9) \_\_\_\_\_

Jean Carson (Miss)

➤ **VOCABULARY**

**Exercise 80. Fill in the gaps with the words from the box.**

candidate, resume, experience, reasons, position, skills

1. He sent his \_\_\_\_\_ to this company yesterday.
2. She wrote about her \_\_\_\_\_ in the cover letter.
3. My \_\_\_\_\_ can give me a chance to work in such a company.
4. What are your \_\_\_\_\_ for joining our organization?
5. What is your present \_\_\_\_\_?
6. You are an ideal \_\_\_\_\_ for our company.

➤ **READING**



**Read the information about writing a reply to a job offer letter and say what must be written in it.**

When you accept a job, a brief acceptance letter is expected. It serves as an added record of job requirements and expectations. Include the following:

- Your gratitude (благодарность) for the offer.
- A summary of the employment package as you understand it.
- Formal acceptance (официальное согласие) of the job.
- Confirmation (подтверждение) of your start date.

Send your letter, along with any signed documentation from the company. Address it to the person who made the offer when mailing it. Keep your acceptance letter brief and professional to maintain the positive impression you made when interviewing.

➤ **VOCABULARY**

**Exercise 81. Fill in the gaps of the job acceptance letter with the most appropriate words.**

Dear Sir,

It is my great pleasure to receive your letter offering me sales manager (1) \_\_\_\_\_ with your company. Thanks for honoring me with this opportunity.

I am writing this (2) \_\_\_\_\_ to acknowledge your offer, keeping complete understanding of your terms and conditions. Even during interview I realized that my (3) \_\_\_\_\_ fully matched with post requirements. I strongly believe that my strong

academic background and (4) \_\_\_\_\_ in the field allows me to execute all delegated tasks. I am confident to prove my capability not only in good favor of your clients but also for the Company.

I will be able to finalize my decision regarding your offer within 2 days and my decision will surely be in best (5) \_\_\_\_\_ of my career and your Institution.

Many thanks for this opportunity.

Regards

Yours sincerely

- |                 |               |                 |
|-----------------|---------------|-----------------|
| 1. a) position  | b) experience | c) resume       |
| 2. a) resume    | b) letter     | c) cover letter |
| 3. a) interests | b) position   | c) skills       |
| 4. a) skills    | b) experience | c) interests    |
| 5. a) interests | b) skills     | c) experience   |

**Study the information about writing a refusal letter to job applicants.**

When an employer cannot offer a job to some applicant due to some reasons, it is necessary to write a refusal letter. It must include the following:

- Your gratitude for the application.
- Reasons according to which an employer cannot offer the job to the applicant.
- Wishes for a successful job search.

**Exercise 82. Match the parts of the refusal letter.**

1) Dear Mr. Green, Thank you for your application for	a) we received a large number of applications.
2) As you can imagine,	b) applying for the shipping coordinator position.
3) I am sorry to inform you that you	c) the position of shipping coordinator at DLT Industries.
4) The DLT selection committee thanks you for the time you invested in	d) your interest in our company. Best regards
5) We encourage you to apply for	e) have not been selected for an interview for this position.
6) Best wishes for a successful job search. Thank you, again, for	f) future openings for which you qualify.

➤ **LANGUAGE FOCUS**

### *The Modal verbs. Can, must, have to*

**MODAL VERBS** are a small group of verbs that are used with other verbs **to change** their meaning in the sentence in various ways.

**MODAL VERBS** are used with other verbs (in front of a verb) to express the speaker's opinion at the time of speaking. They express the speaker's attitude towards an event, a situation or the person they are speaking to.

Can	Must	Have to
It is used: 1) to express the ability to do something; 2) the possibility to do something; 3) the permission to do something.	It expresses the necessity to do something or an order.	It expresses the obligation to do something (according to some rules, laws, instructions).
Примеры		
1) He <b>can</b> play tennis. 2) We <b>can</b> go to the mountains. 3) Why not? You <b>can</b> go there.	You <b>must</b> come in time.	<i>They/we/you/I</i> <b>have to</b> use safe materials for the production of goods. <i>He/she/it</i> <b>has to</b> follow the rules of safety.

#### *Interrogative and negative sentences*

Can + S? S + can't	Must +S? S + mustn't	Do/does +S + have to? S + don't/doesn't + have to
Примеры		
Can you play tennis? I can't play tennis.	Must we come in time? You mustn't smoke here.	Do you have to use safe materials? Does he have to use safe materials? He doesn't have to use safe materials. We don't have to follow these rules.

**Exercise 83. Choose the most appropriate modal verb to complete the sentences.**

- Nadal \_\_\_\_\_play volleyball very well.

2. If Richard wants to become a professional musician, he \_\_\_\_\_ practise every day.

3. When a police officer asks to see your driver's license, you \_\_\_\_\_ show it to him/her.

4. \_\_\_\_\_ you swim?

5. You \_\_\_\_\_ repeat this experiment. It's dangerous.

6. **Friend:** \_\_\_\_\_ your sister \_\_\_\_\_ pay to see the doctor?

**Brother:** No, she \_\_\_\_\_ because she has medical insurance.

7. My brother \_\_\_\_\_ cook very well. He is a chef in a French restaurant.

8. You \_\_\_\_\_ eat less sweets.

- |                  |                           |                   |
|------------------|---------------------------|-------------------|
| 1. a) can;       | b) must;                  | c) has to;        |
| 2. a) can;       | b) must;                  | c) has to;        |
| 3. a) must;      | b) have to;               | c) has to;        |
| 4. a) must;      | b) can;                   | c) have to;       |
| 5. a) mustn't;   | b) must;                  | c) don't have to; |
| 6. a) can/can't; | b) does...have to/doesn't | c) must/mustn't   |
| 7. a) must;      | b) has to;                | c) can            |
| 8. a) must;      | b) can;                   | c) have to.       |

## CONCLUSION

---

Пособие «Английский для студентов первого курса. Часть 1» позволяет овладеть коммуникативной компетенцией на английском языке на уровне В1+ – В2.

В результате освоения материала данного пособия обучающиеся могут участвовать в обсуждении различных проблем, возникающих в деловой сфере, на английском языке, находить и использовать необходимую информацию из иностранных источников, читать тексты профессиональной направленности, общаться с зарубежными партнёрами как устно, так и письменно, грамотно составлять документы.

Данное пособие нацелено на:

- расширение лексического запаса;
- закрепление грамматического материала;
- совершенствование умений контактировать в устной форме с собеседниками;
- развитие умений устанавливать и поддерживать контакт в письменной форме;
- совершенствование чтения аутентичных текстов профессиональной тематики;
- формирование умений самостоятельной работы по овладению английским языком;
- развитие у обучающихся профессиональных компетенций в области делового английского языка.

Овладение материалом, представленным в пособии, содействует формированию и развитию коммуникативной компетенции в области профессионального общения, совершенствованию речевых умений и навыков, а также применению этих знаний в конкретных ситуациях межкультурного общения.

## REFERENCES

---

1. Тейлор, Ш. Деловая переписка и образцы документов на английском языке / Ш. Тейлор. – М. : ООО «Издательство Проспект», 2002.
2. Macmillan English Dictionary for Advanced Learners. International Student Edition. – Macmillan Publishers Limited, 2002. – 1695 p.
3. Деловой английский: вводный курс : учебное пособие / Е. Ю. Воякина, Н. А. Гунина, Л. Ю. Королева, Т. В. Мордовина. – Тамбов : Изд-во Першина Р.В., 2013. – 116 с.
4. Cotton, D. Market Leader. New Edition: Intermediate Business English Coursebook / D. Cotton, D. Falvey, K. Simon. – Pearson Education Limited, 2014. – 176 p.

Учебное электронное издание

ВОЯКИНА Елена Юрьевна  
МОРДОВИНА Татьяна Валерьевна  
ДВОРЕЦКАЯ Екатерина Валерьевна  
КОРОЛЕВА Людмила Юрьевна

# АНГЛИЙСКИЙ ДЛЯ СТУДЕНТОВ ПЕРВОГО КУРСА

*В двух частях*

**Часть 1**

## ENGLISH FOR FIRST-YEAR STUDENTS

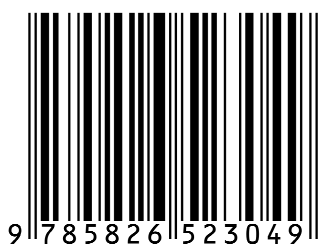
*In two parts*

**Part 1**

Учебное пособие

Редактор И. В. Калистратова  
Компьютерное макетирование М. А. Евсейчевой  
Упаковка и тиражирование И. В. Евсеевой

ISBN 978-5-8265-2304-9



Подписано к использованию 17.02.2021.  
Тираж 50 шт. Заказ № 13.

Издательский центр ФГБОУ ВО «ТГТУ»  
392000, г. Тамбов, ул. Советская, д. 106, к. 14  
Тел./факс (4752) 63-81-08.  
E-mail: izdatelstvo@tstu.ru