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Мета навчально-методичного посібника – забезпечити практичне оволодіння студентами лексичними та мовленнєвими моделями, необхідними для вільного ділового спілкування англійською мовою. Матеріали посібника сприятимуть оволодінню навичками та вмінням читання, мовлення (діалогічного і монологічного) та письма на ділову тематику. Методичний посібник призначений для широкого кола читачів: слухачів курсів іноземних мов, студентів та аспірантів, викладачів вищих навчальних закладів.

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ПЕРЕДМОВА

З прискоренням глобалізації і поширенням міжнародних ділових зв'язків України з іншими державами на політичному та економічному рівнях зростає потреба у висококваліфікованих фахівцях, які здатні вільно володіти основами ділового іншомовного спілкування. У таких умовах важливим є усвідомлення майбутніми фахівцями різних галузей необхідності їх майбутніх зв'язків із міжнародним середовищем, а одним з першочергових завдань освіти стає якісна підготовка фахівців, здатних до успішної професійної діяльності в межах світової спільноти. В цьому контексті істотно змінюються вимоги до володіння іноземною мовою фахівцями всіх рівнів, першорядного значення набувають практичні навички, що передбачають знання ділової іноземної мови в усному та писемному мовленні, вміння використовувати іноземну мову у своїй професійній діяльності.

Пропонований посібник має на меті ознайомити з основами іншомовного ділового спілкування, розширити словниковий запас за рахунок спеціальної лексики, виробити комунікативні навички ділового мовлення та навички ділового листування, організації ділових зустрічей та переговорів, оволодіння мовним матеріалом, необхідним під час здійснення ділових подорожей.

Посібник складається з тематичних розділів, кожен з яких містить 1) тексти інформативного характеру, які допоможуть орієнтуватися в певних ситуаціях ділової сфери, засвоїти етикет ділового спілкування, 2) лексичний матеріал з найчастіше вживаними мовленнєвими конструкціями відповідної тематики, які допоможуть у побудові діалогів та монологічних повідомлень та 3) систему вправ для успішного засвоєння та вдосконалення комунікативних навичок ділового спілкування та вироблення вмінь у написанні та оформленні ділової кореспонденції, резюме, автобіографії.

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Topic 1. MEETING AND GREETING PEOPLE

Active vocabulary

appropriate – доречний, відповідний

body language – мова тіла

business greeting – ділові вітання

to affect – впливати

to be introduced to smb – познайомитися з кимось

to determine – визначати

to deal with – мати справу з

to form (to create) an impression – справити враження

to get acquainted – знайомитися

to greet smb – вітати когось

to shake hands – потиснути руки

to sound polite – бути ввічливим, доброзичливим

Read and translate the text:

DEALING WITH PEOPLE

In business, people deal with all kinds of people. You may have to use English when talking to different people within your company who don't speak your language: these may be colleagues, co-workers or subordinates, who may work with you in your own department or in another part of the building. And you may also have to deal in English with people from outside the organization: clients, suppliers, visitors and members of the public. Moreover, these people may be friends, acquaintances or strangers – people of your own age, or people who are younger or older than you.

The relationship you have with a person determines the kind of language you use. This relationship may even affect what you say when you meet people: for example, it's not appropriate to say 'Hi, how are you!' when meeting the director of a large company or to say 'Good morning, it's a great pleasure to meet you' when you are introduced to a person you'll be working closely within the same team.

Remember that people form an impression of you from the way you speak and behave – not just from the way you do your work. People in different countries have different ideas of what sounds friendly, polite or sincere and of what sounds rude or unfriendly! Good manners in your culture may be considered bad manners in another.

Remember also that your body language, gestures and expression may tell people more about you than the words you use.

Discuss the following questions:

1. What impression do you try to give to the people you deal with?
2. What impression do you try not to give?
3. Add some more adjectives to these lists:
 - I try to be: pleasant sincere efficient ...
 - I try not to be: unfriendly shy aggressive ...
4. What exactly would you say when you greet a visitor to your working place?
5. What do you find difficult or enjoyable when you are talking to ...

- ... someone you've never met before?
- ... head of department?
- ... someone who is considerably older than you?
- ... people from different countries?
- ... a large group of people?

6. Make a list of things people notice when they are meeting another person for the first time. One is done for you as example.

1) clothes	2)	3)
------------	----	----

Which of these things are most important to you? Why do you think this?

* * *

ESSENTIAL INFORMATION.

Greetings in business. In business greetings proper etiquette is very important. Pay close attention to the words you use and make sure that you only use polite words and phrases. The phrases 'please', 'thank you' and 'sorry' are very powerful and should be used appropriately. Your body language is equally important because a great deal of information is conveyed non verbally. If your gestures are inappropriate you will create a very bad impression.

In most English speaking countries it is a common practice to shake hands. Your handshake should be firm and sincere. While shaking hands look the other person in the eye and smile. Express your happiness in meeting the other person.

While addressing people during a business meeting use appropriate titles. In a formal style, we use title (*Mr/Ms etc*) + surname to talk about people we do not know, or when we want to show respect or be polite.

In a truly formal situation, you can be more formal by using titles (*Mr., Mrs., Ms., Dr., Professor, Mr. President*) and by adding sir or ma'am (*yes, sir / no, sir / yes, ma'am / no, ma'am / thank you, sir / no thank you, ma'am*).

Manners are very important in every country but different countries have different ideas about what good behaviour and good manners are. **Rules of introduction are very useful** to remember:

- 1) men are introduced to women (her name should be given first);
- 2) young people to older ones;
- 3) old friends to newcomers;
- 4) a young girl to a married woman.

Socially women are never presented to a man unless he is the Head of the State or a member of the Royal family. Here are some examples.

Forms	Informal	Formal	The most formal
Man to man	<i>Mr.Walters. Mr.Jordan. Mr.Walters, this is Mr.Jordan.</i>	<i>Mr Walters, may I introduce you Mr.Jordan? Mr.Walters, I'd like you to meet Mr.Jordan.</i>	<i>Mr.Walters, may I (allow me to) present Mr.Jordan?</i>
Man to woman	<i>Miss Blake. Mr.Jordan. Miss Blake, this is Jack Jordan.</i>	<i>Miss Blake, may I introduce my assistant Jack Jordan? Miss Blake, I'd like you to meet my assistant Jack Jordan.</i>	<i>Miss Blake, may I present Mr.Jordan.</i>

Introducing other people. For the purpose of explaining the patterns, the person doing the introducing will be "you", and the two people being introduced will be "Mary Smith" and "John Brown". Think of yourself as addressing only one person at each moment. Picture yourself looking and talking first to one and then to the other. First, you are dedicated to giving information about John Brown to Mary Smith. After that, you become dedicated to giving information about Mary Smith to John Brown.

Addressing the first person What you want to say to Mary Smith can be divided into three parts and what you say to Mary Smith could be her name (1), your purpose of coming to her (2), John Brown's name (3). Normally, you would never address Mary Smith with both of her names. You do so in this situation so that John Brown can hear them.

Addressing the second person What you want to say to John Brown can also be divided into three parts and what you say to John Brown could be his name (1), Mary Smith's name (2) and information about her (3).

At this point, it is time for them to greet each other, so whatever information you give about Mary should be very short!

1	2	3	1	2	3
Mary Smith,	<i>I'd like you to meet someone. I'd like to introduce a colleague of mine. May I introduce someone? Let me introduce our new teacher Mr. John Brown.</i>	<i>This is John Brown.</i>	John Brown,	<i>this is Mary Smith.</i>	<i>She is a former colleague of mine. She works for our competitor. She is a good friend of mine. We went to school together.</i>

After they have spoken their greetings, you can add information about either one of them to help the conversation get going.

Introducing yourself. There are several phrases you can use to introduce yourself to a stranger. They differ according to the situation. There is a three-step pattern for these situations also:

	Signal	Introduction	Additional information
Formal	<i>I'd like to introduce myself. Let me introduce myself.</i>	<i>I'm Maria,</i>	<i>from University of Birmingham.</i>
Neutral	<i>May I introduce myself? I don't think we've met.</i>	<i>My name is John Smith.</i>	<i>I'm responsible for sales. I work for SlashCom.</i>
Informal	<i>Hello, Hi,</i>	<i>I'm John Smith.</i>	<i>I work with Dave Fox. I'm a friend of Dave Fox.</i>

If you know who the person is, but have never met him or her, you can introduce yourself in these ways:

<i>Hello. You must be Jack Robinson.</i>	<i>My name is John Smith.</i>	<i>I enjoyed your speech on ethics.</i>
<i>Excuse me. Aren't you Jack Robinson ?</i>	<i>I'm John Smith.</i>	<i>I have read your book and ...</i>

Meeting someone. Greetings. Farewells. When someone introduces you to another person, you have to use a correct greeting.

Formal	Informal
<i>It's nice / a pleasure to meet you. I'm very happy to meet you. I'm pleased / delighted to meet you. How do you do. Hello.</i>	<i>Hi. Hi, there. Glad to meet you. Good to meet you. How are you?*</i>

When you greet people whom you already know, even if you have only met them once before, you are expected to show a certain amount of informality toward them. It would be a mistake to be too formal, because formality with someone you know is interpreted as unfriendliness or a sign that something is wrong. Informality and friendliness can be shown with a smile, a friendly voice, and some communication signals like the ones below.

Greetings	Replies	When
<i>How do you do.</i> (formal)	<i>How do you do.</i>	You say it to a person when formally introduced or when you meet him/her for the first time almost any time of the day. It is NOT a question but only a greeting. You say it without expecting any answer.
<i>Hello! How are you?</i> (informal or friendly)	<i>(I am) Fine / Very well / Quite well, thank you. Not so well, thank you. So, so. More or less all right.</i>	All of these replies are usually followed by a polite question “ <i>And how are you?</i> ” or “ <i>How about you?</i> ” or “ <i>And you?</i> ”
<i>Good morning!</i> (neutral)	<i>Good morning! (Often is followed by a polite phrase: “Nice weather, Isn’t it?”)</i>	You say it to people you know little or when your greeting is more formal. It’s used before lunch. To those you know well you may say “ <i>Morning</i> ”.
<i>Good afternoon!</i> (neutral)	<i>Good afternoon! (Lovely day, isn’t it?)</i>	You say it to people you don’t know very well between lunch time and tea time.
<i>Good evening!</i> (neutral)	<i>Good evening</i>	You say it to people you don’t know very well after 6 p.m. To those you know well you may say simply “ <i>Evening</i> ”.
<i>Hello! (Hullo! Hallo!)</i> (neutral)	<i>Hello! (Nice to see you)</i>	This is an universal greeting. It is usually used with the first name. (<i>Hi!</i> – sounds friendly, familiar.)

After the appropriate greeting you will need to continue your conversation. To show more friendliness, you can add a question about the person.

Formal	Informal	Friendly
<i>How are you today?</i> <i>How are you?</i> <i>Please take your seat.</i> <i>Please have a seat.</i> <i>Please be seated.</i> <i>Can I offer you something to drink?</i> <i>How may I help you?</i>	<i>How are you doing?</i> <i>How's it going?</i>	<i>What's new?</i> <i>What's up?</i> <i>What's happening?</i>

If someone greets you and follows that with a friendly question about you, you should first answer the question and then return with another friendly question about him or her.

The person who asks *how are you* does not really expect personal details, especially if they are negative. But, if you know the person well enough and if something is disturbing you, of course you may take the opportunity to give him/her a "headline".

Formal	Informal
<i>Very well, thank you.</i> <i>And how are you?</i> <i>I'm fine, thank you.</i> <i>And how about you?</i> <i>Fine, thank you.</i> <i>How are you?</i> <i>Fine.</i> <i>And you?</i>	<i>Great.</i> <i>What's new with you?</i> <i>No problem.</i> <i>How about you?</i> <i>Pretty good.</i> <i>And yourself?</i> <i>Can't complain.</i> <i>What's new with you?</i> <i>Could be better.</i> <i>How's everything with you?</i> <i>So, so.</i> <i>How's it going with you?</i>

After two people have been introduced - and when people greet people they know - they may talk with each other for a while. When it's time to close the conversation, Americans have a particular pattern which they follow. Before Americans say goodbye, they SIGNAL that the end is coming. They usually follow that with a REASON why they are ending the conversation.

Signaling the end	Giving a reason
<i>I'm afraid it's time for me to go now.</i> <i>I'm afraid I have to leave now.</i> <i>I had better be leaving.</i> <i>Well, I should be going now.</i> <i>I have to get going.</i> <i>Well, I see it's getting late. I'd better go.</i>	<i>I have a meeting.</i> <i>I have a visitor coming.</i> <i>I have to pick up my wife.</i> <i>I have a lot to do.</i> <i>I have an appointment.</i> <i>I have to get up early.</i>

The other person should now show that he has understood the signal. Here are some typical responses with some explanatory notes.

First time conversation	<i>It was nice to meet / meeting you.</i>	These sentences are used by people who have just met/ just been introduced to each other for the first time. It would be wrong to say them to a friend or a colleague.
Conversations with people you know	<i>It was nice to see you / seeing you (again).</i>	These two sentences have the same meaning. Both are used by people who already know each other.
Any conversation	<i>It was nice (really good) talking to you. I enjoyed talking to you / our conversation).</i>	These phrases could be used either with first time meetings or when greeting people you already know.
Conversations with visitors	<i>Thanks for coming. I'm glad you came. I enjoyed your visit / having you here. I'm sorry you have to go.</i>	If the conversation was combined with a visit, you could say to your visitor (who is leaving).

Finally, it is time to say goodbye.

Farewells	Replies (with some additional phrase)	
<i>Good-bye!</i>	<i>Good-bye!</i>	<i>It's been nice to meet/seeing you.</i>
<i>So long!</i>	<i>Bye!</i>	<i>Hope to see you soon (informal).</i>
<i>Bye-bye!</i>	<i>So long!</i>	<i>See you later. / I'll be seeing you.</i>
<i>Cheerio!</i>	<i>Bye-bye!</i>	<i>(I'll) talk to you later.</i>
<i>See you soon.</i>	<i>Cheerio!</i>	<i>Take care (of yourself)!</i>
<i>Farewell (when parting for long).</i>	<i>See you.</i>	<i>Keep in touch.</i>
<i>Bye! Have a nice week-end/day!</i>	<i>Farewell!</i>	<i>Call me some day.</i>
<i>Good night! *</i>	<i>Thanks, you too.</i>	<i>I'm going to miss you!</i>
	<i>Good night!</i>	<i>USA: I gonna miss you.</i>
		<i>Sweet dreams!</i>

PRACTISING DIALOGUES. Getting acquainted. Welcoming visitors.

Peter: James, let me introduce you to Mary Morgan. Mary, this is James Wilson.

James, this is Mary Morgan.

Mary: Hello. Pleased to meet you

James: Pleased to meet you, too.

* * *

Mr Smith: Excuse me, are you Mrs White?

Mrs White: Yes, that's right.

Mr Smith: May I introduce myself? I'm Robert Smith.

Mrs White: How do you do.

Mr Smith: How do you do.

* * *

John: Hello, nice to meet you.

Angela: Thank you for inviting me.

John: How long are you staying here?

Angela: Just two days.

John: Oh, not long then. Let me introduce you to my colleague Paul. Paul, this is Angela Fox.

* * *

Good morning. Mr Smith.

Good morning. How are you?

Very well, thank you. And you?

Fine, thank you.

* * *

EXERCISES

1. What is the difference between these phrases?

a) How do you do? – How are you?

b) Excuse me, are you Mrs.Kramer? – Sorry, I don't know your name.

c) May I introduce myself? – Hi everybody. My name's Jim Sellers.

d) This is Mary. – Let me introduce you to Mary Higgins.

e) Goodbye. It's been very interesting talking to you. – See you. I really had a good time.

f) I got to go now. – I'm afraid I must be going soon.

2. Complete the following conversations with the most appropriate words or phrases.

a) M = Martin, J = Jacqueline

M: Excuse me, _____ Jacqueline Turner?

J: Yes, that's _____.

M: May I _____ myself? I'm Martin Young. How do you do?

J: _____, Mr Young.

b) C = Chris, F = Frank

C: Hello, Chris Evans. Mind if I join you?

F: Oh, _____ not. Frank Richards.

C: _____ to meet you, Frank. So how are you finding the conference so far?

F: Actually, I've only arrived this morning.

C: All right. I ...

c) L = Lin, D = Dan, P = Peter

L: Dan! Good to see you again. _____ are things?

D: Hello, Lin. Fine, thanks. Pretty busy, as always, I suppose. Can I introduce you to a colleague of _____, Peter Winston? Peter, this is Lin Farrell.

P: Nice to meet you, Ms Farrell.

L: Nice to meet you, too. _____, call me Lin.

P: Then you _____ call me Peter.

3. Think of the most suitable reaction to the following phrases.

- a) How are you? ...
- b) How do you do? ...
- c) Pleased to meet you. ...
- d) It was nice meeting you. ...
- e) Have a good weekend. ...
- f) See you next month. ...
- g) You must be Ann Peterson. ...
- h) I hope to see you again. ...

4. What would you say in these situations? Write down the exact words you'd use. The first is done for you as an example.

1. The customer services manager, Mrs Hanson, doesn't know Linda Morris, the new colleague. *Mrs Hanson, I'd like you to meet Linda Morris. She is our new colleague.*
2. Your boss says to you, 'This is Tony Watson. He's visiting us from Canada.'
3. Tony Watson says, 'Hi. I think you know one of my colleagues: Ann Scott.'
4. You've been introduced to someone by name, but later in the conversation you can't remember the person's name.
5. You enter an office full of strangers one morning. Someone asks if they can help you.
6. A visitor arrives after travelling a long distance to see you.
7. Your visitor looks thirsty.
8. It's time for you to leave. You look at your watch and realize that it's later than you thought.

5. Match the words 1-11 with their definitions a-k

- | | |
|------------------|--|
| 1. acquaintance | a) something that you have to deal with |
| 2. airsick | b) the process of giving or exchanging information |
| 3. business | c) someone who works in the same organization with you |
| 4. colleague | d) someone who has less power/ authority than someone else |
| 5. communication | e) someone who you know but who is not a close friend |
| 6. conversation | f) accepted way of behaving |
| 7. introduce | g) the people who work for an organization |
| 8. manner | h) feeling sick as a result of travelling on a plane |
| 9. requirement | i) to tell someone another person's name when meeting for the first time |
| 10. staff | j) something that is necessary |
| 11. subordinate | k) an informal talk between two or more people. |

6. Discuss how the impression you may give, especially to a stranger or to someone from another country, can be affected by:

- The noises you make: yawning, clicking a pen, sniffing, tapping your fingers
- Talking in a loud voice, talking in a soft voice.

7. Write down the QUESTIONS that led to each of these answers. The first is done for you as an example.

1. Are you Mrs.Meier? That's right. Pleased to meet you.
2.? Yes, thanks, I had a very good flight.
3.? I'd like to see Mr Perez, if he's in the office.
4.? On my last visit I spoke to Ms Wong.
5.? It was Mr.Grün who recommended the hotel to me.
6.? No, my husband is travelling with me. I'm meeting him later
7.? We'll probably be staying till Friday morning.
8.? No, this is his first visit. He has never been here before.

8. As you get to know someone, it's useful to find out what your common interests are. Then you can have a social conversation as well as "talking shop" (talking about business). Work in pairs:

Which of these topics do you talk about – and which do you not talk about – during the first meeting with a business associate?

- sport
- politics
- your family
- business travel
- hobbies
- films
- the weather
- music
- your education
- religion
- TV

And what difference does it make if the other person is:

- a foreigner
- a man
- a woman
- older than you
- younger than you
- senior to you
- junior to you?

Topic 2. VISIT OF A FOREIGN PARTNER

Active vocabulary

bill – рахунок

offence – проступок (дисциплінарний), образа

to adapt – пристосовуватись

to be at smb's disposal – бути в чиємусь розпорядженні

to find out – дізнаватися

to have an appointment with smb – мати ділову зустріч з кимось

to introduce smb to smb – представляти когось комусь

to require – вимагати

Read and translate the text:

GOOD MANNERS, GOOD BUSINESS

In many European countries handshaking is an automatic gesture. In France good manners require that on arriving at a business meeting a manager shakes hands with everyone present. Handshaking is almost as popular in other countries – including Germany, Belgium and Italy. But Northern Europeans, such as the British and Scandinavians, are not quite so fond of physical demonstrations of friendliness.

In Europe the most common challenge is not the content of the food, but the way you behave as you eat. In France it is not good manners to raise tricky questions of business over the main course. Business has its place; after the cheese course. Unless you are prepared to eat in silence you have to talk about something that is other than the business deal.

Italians give similar importance to the whole process of business. In fact, in Italy the biggest fear is that you entirely forget you are there on business. If you have the energy, you can always do the polite thing when the meal finally ends and offer to pay. Then, after a lively discussion, you must remember the next polite thing to do – let your host pick up the bill. In Italy the question of title is further confused by the fact that everyone with a university degree can be called Dottore – and engineers, lawyers and architects may also expect to be called by their professional titles.

The Germans do not entertain business people with quite the same enthusiasm as some of their European counterparts. The Germans are also notable for the amount of formality they bring to business. As an outsider, it is often difficult to know whether colleagues have been working together for 30 years or have just met in the lift. If you are used to calling people by their first names this can be a little strange. To the Germans, titles are important. Forgetting that someone should be called Herr Doktor or Frau Direktorin might cause serious offence. It is equally offensive to call them by a title they do not possess.

These cultural challenges exist side by side with the problems of doing business in a foreign language. The more you know of the culture of the country you are dealing with, the less likely you are to get into difficulties. It might be rather hard to explain that the reason you lost the contract was not the product or the price, but the fact that you offended your hosts in a light-hearted comment over an aperitif. Good manners are admired: they can also make or break the deal.

(Adapted from an article by Richard Bryan in Business Life)

Decide if these statements are true (T) or false (F), according to the writer:

1. In France you are expected to shake hands with everyone you meet.
2. People in Britain shake hands just as much as people in Germany.
3. In France people prefer talking about business during meals.
4. It is not polite to insist on paying for a meal if you are in Italy.
5. German business people don't like to be called by their surnames.
6. Make sure you know what the titles of the German people you meet are.
7. Italian professionals are usually addressed by their titles.
8. A humorous remark always goes down well all over the world.

Discuss these following:

- Which of the ideas in the article do you disagree with?
- What would you tell a foreign visitor about 'good manners' in your country?
- How much do you think international business is improved by knowing about foreign people's customs?

* * *

ESSENTIAL INFORMATION

Before meeting business partners from other countries, you could find out about their country:

- The actual political situation
- Cultural and regional differences. Religion(s)
- The role of women in business and in society as a whole
- Transportation and telecommunication systems
- The economy
- The main companies. The main exports and imports
- The market for the business sector that interests you
- Competitors

You might also want to find out:

- Which topics are safe for small talks
- Which topics are best avoided.

If you are going to visit another country, find out about:

- The conventions regarding socializing
- Attitudes towards foreigners
- Attitudes towards gifts
- Extent to which public, business and private lives are mixed or are kept separate
- Conventions regarding food and drink.

You might also like to find out about:

- The weather at the relevant time of the year
- Public holidays. Leisure interests tourism
- The conventions regarding working hours
- Dress
- Body language
- Language

Some useful phrases:

<i>Welcoming visitors</i>	Welcome to... My name's...
<i>Arriving</i>	Hello. My name's ... from... I've got an appointment to see... Sorry – I'm a little late/early. My plane was delayed... Sorry, I'm so late - there was fog at Schiphol! - an engine failure outside Cologne - a traffic jam north of Florence... I hope you haven't been waiting for too long.
<i>Introducing someone</i>	This is...He/she is my Personal Assistant Can I introduce you to ..He/she's our (Project Manager) I'd like to introduce you to..
<i>Meeting someone and small talk</i>	Pleased to meet you. It's a pleasure. How was your trip? Did you have a good flight/trip? How are things in (London)? How long are you staying in (New York)? I hope you like it. Is your hotel comfortable? Is this your first visit to..?
<i>Offering assistance</i>	Can I get you anything? Do you need anything? Would you like a drink or something to eat before we ...? If you need to use a phone or fax, please let me know. Can we do anything for you? Do you need a hotel/a taxi/any travel information/etc.? Is there anything you'd like to do before we ... ? I think we'll go to your hotel / our office first ... My car's outside / we'll take a taxi / we'll take the airport bus... Can I take (one of) your bags? / Can I help you with your luggage? I'll just find a trolley / a porter for your bags.
<i>Asking for assistance</i>	There is one thing I need... Could you get me... Could you get me a car/ taxi/ hotel room/ ...? Could you help me arrange a flight to...? Can you recommend a good restaurant? I'd like to book a room for tomorrow night. Can you recommend a hotel? I'd just like to make a quick phone call, if that's all right. Before we set off, I'd like to have a coffee/beer/sandwich.

PRACTISING DIALOGUES. Conversation between two partners not always begins at the office itself. Usually the foreign partner comes by plane or by train and then we should meet him at the airport or railway station. The following situations are the examples for them.

John Cartwright, a Sales Manager for a British company, has just arrived at Uzhhorod Airport from London. He is visiting the Ukrainian company that wants to buy equipment produced by his company. Here are some dialogues between him and the staff of the Ukrainian company.

a) At the airport

Ihnat: Excuse me... Are you Mr.Cartwright?
Cartwright: Yes.
Ihnat: I'm Vladimir Ihnat, from TST Systems. How do you do?
Cartwright: How do you do?
Ihnat: Have I kept you waiting?
Cartwright: No... the plane's just arrived. Thank you for coming to meet me.
Ihnat: Not at all. Did you have a good trip?
Cartwright: Yes, thank you. I was a bit airsick, but now I'm O.K.
Ihnat: My car's just outside the airport. My driver will take your suitcase.
Cartwright: Thank you.

b) At the office

Ihnat: I'd like you to meet Mr.Adam, our Director General.
Cartwright: Glad to meet you, Mr.Adam.
Adam: Glad to meet you too. Have you ever been to Uzhhorod before?
Cartwright: No, it's my first visit to Uzhhorod.
Adam: What are your first impressions of Uzhhorod?
Cartwright: I like Uzhhorod, it's a beautiful city and is different from London.
Adam: I hope you'll enjoy your visit, Mr.Cartwright. Let me introduce Victor Rusnak, our Sales Manager. You've already met Mr.Ihnat.
Cartwright: What does Mr.Ihnat do?
Adam: He is our export-import Manager... Do take a seat. Would you like something to drink?
Cartwright: Er... Yes. I'd like a cup of coffee.
Adam: Certainly, sir. How would you like your coffee, black or white?
Cartwright: Black, please. No sugar.
Adam: By the way, Mr.Cartwright, what is your profession?
Cartwright: I'm an engineer at Continental Equipment. I work as a Sales Manager.
Adam: Let's get down to business, Mr.Cartwright. We're extending our business and want to buy equipment for producing some goods in Ukraine, rather than importing them from western countries as we do now. We know that your company produces the sort of equipment we need.
Cartwright: Yes. I see. You'll be pleased to hear that the service life of our equipment has been increased, and also prices have been reduced.

- Adam:** Would you mind speaking a bit slower, Mr.Cartwright? I'm not very good at English.
- Cartwright:** Sure. I said we had increased the useful life of our equipment.
- Adam:** It's very interesting', but first I would like to know if it's possible to adapt your equipment to our needs. I ask you to visit our factory and study our requirements. I'll show you our factory tomorrow, at about 10.
- Cartwright:** That's fine.
- Adam:** Mr.Cartwright, our driver, Alex, is at your disposal during your stay. He will take you to your hotel.
- Cartwright:** Thank you very much, Mr.Adam. Goodbye, Mr.Adam.
- Adam:** Goodbye, Mr.Cartwright. See you tomorrow.

EXERCISES

1. Work in pairs. Imagine that one of you is a foreign business person arriving at your local airport and the other is waiting to welcome you.

Role-play the whole scene, right up to leaving the airport. Use the phrases given above. Then change partners and role-play the scene again.

2. Meeting a visitor at the Airport.

a) match the phrases 1-6 to the correct responses a-f to make a conversation.

- | | |
|--|-------------------------------------|
| 1.Excuse me, are you Mr.Jones? | a) Yes, thank you. |
| 2.Hello. I'm Olga. Nice to meet you. | b) No, I was here last year. |
| 3.Welcome to Ukraine. | c) Thank you. It's nice to be here. |
| 4.Ia this your first visit to Ukraine? | d) Yes, that's right. |
| 5.Did you have a good flight? | e) Thank you. |
| 6.Let me help you with your luggage. | f) Nice to meet you too. |

b) match the phrases 1-5 to the correct responses a-e to make a conversation.

- | | |
|--|--------------------------------------|
| 1. Did you have a good trip? | a) Very wet and cold, I'm afraid. |
| 2. Was the flight on time? | b) Yes, it was. |
| 3. That's good. And how was the weather in London. | c) Thank you. Coffee would be great. |
| 4. Really? Well it's much better here. | d) Very good. Thank you. |
| 5. Can I get you a drink or something? | e) Yes, it's very warm. |

3. Role Play.

A. Imagine that you are meeting the representative of an English company.

At the airport you noticed a man whose appearance matches the appearance of the man you have to meet. Complete the following tasks:

- a) ask him in English and find out if he is the right man;
- b) introduce yourself (name and surname, the company you are representing);
- c) excuse yourself for being late;
- d) ask him about his flight;
- e) suggest him to go to the car;
- f) ask him whether he needs some help with his luggage;
- g) imagine that this man is not the man you need. Apologize for disturbing him.

B. Imagine that a representative of a foreign company visited your firm.

Complete the following tasks:

a) introduce yourself and the other employees of your company/your staff using the following phrases:

- Let me introduce myself. I am
- Let me introduce my staff to you. This is He (she) is
- I'd like you to meet He (she) is
- May I introduce ... to you. He (she) is

b) ask what company he represents, what his position/post is and where he is from;

c) offer a cup of coffee, tea, juice, a cigarette; ask him whether he would mind your smoking.

d) make an appointment with him and say goodbye.

4. Translate words and phrases from English into Ukrainian:

- Let me introduce myself / you to Mr.White / Mr.White to you.
- staff, personnel
- I'd like you to meet Mr White.
- Would you like something to drink?
- By the way ...
- A Sales manager, Import – Export manager
- This is an honour!

5. There is a number of standard business questions used when making general inquiries into the nature of a company. The following dialogue covers a number of standard business questions. The reference section then provides variations and related business questions for a number of the standard business questions used in the dialogue.

Business Reporter: Thank you for taking the time to meet with me today.

Manager: It's my pleasure

Business Reporter: Who do you work for?

Manager: I work for Springco.

Business Reporter: What does Springco do?

Manager: Springoco distributes health products throughout the USA.

Business Reporter: Where is the company based?

Manager: Springco is located in Vermont.

Business Reporter: How many people do you employ?

Manager: Currently, we have 450 people on staff.

Business Reporter: What's your annual revenue?

Manager: Our gross revenue is about \$5.5. million this year.

Business Reporter: What type of distribution services do you provide?

Manager: We distribute to both wholesale and retail outlets.

Business Reporter: Is your company public?

Manager: No, we are a privately held company.

Business Reporter: Where are your products manufactured?

Manager: Most of our products are manufactured abroad, but a number are also produced here in the United States.

6. Put the words into the right order to make up a sentence.

1. Your, impression, Uzhhorod, of, what, first, is?
2. My, staff, introduce, let, me, you, to.
3. Mr Smith, do, does, what?
4. Your, what, profession, is?
5. You, been, to, before, Uzhhorod, have, ever?

If you meet someone you may be interested in the company, its personnel, or just some products. Here you have some Standard Business Questions:

	<i>Variations:</i>	<i>Related Questions:</i>
Who do you work for?	Which company do you work for? Where do you work?	What kind of job do you have? What do you do? What are your responsibilities?
What does X do?	What kind of business does X do? Which business is X in?	What type of products does X sell / manufacture / produce? What type of services does X provide / offer?
Where is the company based?	Where is your company located? Where are your headquarters?	Where do you have branches? Do you have any offices abroad?
How many people do you employ?	How many people does X employ? How many people does X have on staff? How many employees are there at X?	How many divisions are there? How many people are on staff in that branch? How many people do you employ in (City)?
What's your annual revenue?	What's your turnover? What type of revenue do you do?	What's your net profit? What are (were) your quarterly earnings? What type of a margin do you have?
Is your company public?	Are you a publicly traded company? Are you on the stock market? Is your company privately held?	What's your company's stock symbol? Which market are you traded on?
Where are your products manufactured?	Where are your goods produced? Where do you manufacture / produce your merchandise?	

7. Using the information given above make two dialogues – one with a receptionist, the second as a Business Reporter with a representative of a foreign company.

8. Complete the following dialogue by writing appropriate sentences in the blanks:

Peter: Have you been to San Francisco before?

Janis: No, it's my first visit.

Peter: a) ...

Janis: I'm sure, I will.

Peter: And ...er, is the hotel all right?

Janis: Yes, it's very comfortable.

Peter: b) So, do you have much time here in the U.S.? Are you staying long?

Janis: No, I have to go back tomorrow afternoon.

Peter: c) You'll have to come back again!

Janis: d)

Peter: So what time's your flight tomorrow?

Janis: In the evening, 6:35.

Peter: Well, I can get you a taxi if you like, to get you there in good time.

Janis: e)

Peter: No problem at all. Was it a good flight today?

Janis: No, it wasn't actually.

Peter: f) ... g) ...

Janis: It was raining – quite hard. There was a lot of turbulence.

Peter: h) ...

9. Work in pairs. Here is some advice which might be given to travellers. Decide:

- *Which of the advice would you recommend to someone who is coming to your country?*
- *Which of the advice would you yourself follow when visiting a foreign country?*

- Photocopy the information page of your passport (the one with your picture on it) and store it in a safe place in case your passport is lost or stolen.
- Avoid unnecessary physical contact with strangers. If you are pushed, check your belongings immediately.
- Keep valuable information out of sight.
- Keep your passport, tickets and other important documents with you.
- Use traveller's cheques not cash.
- Never agree to transport anything for a stranger.
- Keep your hotel key with you when you leave the hotel, if possible.
- Find out which parts of the city are unsafe at night and avoid them.
- Walk confidently, as if you know exactly where you're going to.

- *Add some advice you would give a foreign visitor to your country.*

Topic 3. ON THE PHONE

Active vocabulary

busy tone – сигнал «зайнято»

in advance – заздалегідь

to answer the call – відповісти на дзвінок

to call back – передзвонити

to call or phone someone/to give someone a call/to make a phone call – телефонувати комусь

to dial the number – набрати номер

to get through – додзвонитися

to feel confident – почувати себе впевнено

to leave a message – залишити повідомлення

to put smb. through – з'єднати когось

to talk on the phone – розмовляти по телефону

Read and translate the text:

BUSINESS CALLS

If you don't have much experience of making phone calls in English, making a business call can be a worrying experience. If you have to call someone you already know, you may actually enjoy making the call – but remember that long-distance calls are expensive. Or you have to make a first-time business call to a prospective client: not easy in English! Making a phone call to a stranger can be quite stressful, especially if they speak English better than you.

Most business people, unless they feel very confident, prepare for an important phone call by making notes in advance or during the call while they are talking to help them to remember what was said. Often when an agreement is reached on the phone, one of the speakers sends a confirmation letter with main points made.

As it's so easy to be misunderstood when talking on the phone it's a good idea to repeat any important information (especially numbers and names) back to the other person to make sure you've got it right. Always make sure you know the name of the person you're talking to. If necessary, ask them to spell it out to you, so that you can make sure you've got it right. Also try to use their name during the call and make sure they know your name too.

It's important to sound interested and helpful when answering the phone. A good telephone manner not only makes an impression in business, but it also helps to make money.

Discuss the following questions:

1. *What is difficult about making a first-time call to a stranger?*
2. *What can you do to make such calls easier?*
3. *What can you do to establish a relationship with a stranger more quickly?*
4. *How can you make sure that the other person knows who you are and what you want?*
5. *If you have proposed an appointment or a meeting, how can you be sure that the other person has fully understood your intention?*

* * *

ESSENTIAL INFORMATION

Phoning scenario: You want to phone someone in a company. You pick up the phone. You hear the **dialing tone** and **dial the number**. You don't know the person's **direct line** number, so you dial the number of the company's switchboard. One of these things happens:

- a. The number rings but no one answers.
- b. You hear the **engaged tone/ busy tone** because the other person is already talking on the phone. You **hang up** and try again later.
- c. You **get through**, but not to the number you wanted. The person who answers says you've got the **wrong number**.
- d. The operator answers. You ask for the **extension** of the person you want to speak to.
- e. You are **put through** to the wrong extension. The person offers **to transfer** you to the right extension, but you are **cut off** – the call ends.
- f. The person you want to speak to is not at their desk and you leave a message on their **voicemail**. You ask them to **call you back** or to **return your call**.

* * *

Telephoning in English includes learning a number of special phrases, as well as focusing on listening skills. Look at the chart below for key language and phrases used in telephone English:

Making contact:	Hello / Good morning / Good afternoon ...
Introducing yourself	This is Ken. Ken speaking This is John Brown speaking Hey George. It's Lisa calling. (<i>informal</i>) Hello, this is Julie Madison calling. Hi, it's Gerry. Speaking.
Giving more information:	I'm calling from Tokyo / Paris / New York / Sydney ... I'm calling on behalf of Mr. X ...
Asking who is on the telephone	Excuse me, who is this? Can I ask who is calling, please? Who's calling please? Who's speaking? Where are you calling from? Are you sure you have the right number / name?
Answering the phone	Hello? (<i>informal</i>) Thank you for calling. Jody speaking. How can I help you? Can I help you?
How to reply when someone is not available	I'm afraid ... is not available at the moment The line is busy... Mr Jackson isn't in... Mr Jackson is out at the moment...

Asking for someone	<p>Can I have extension 321? Could I speak to...? (Can I – more informal / May I – more formal) Is Jack in? I'd like to speak to ... I'm trying to contact ... Is Fred in? (<i>informal</i>) Is Jackson there, please? (<i>informal</i>) Can I talk to your sister? (<i>informal</i>) May I speak with Mr. Green, please? Would he/she be in/available?</p>
Connecting someone	<p>I'll put you through Can you hold the line? Can you hold on a moment? Just a sec. I'll get him. (<i>informal</i>) Hang on one second. (<i>informal</i>) Please hold and I'll put you through to his office. One moment please. All of our operators are busy at this time. Please hold for the next available person. Hold the line please. Could you hold on please? Just a moment please. Thank you for holding. The line's free now ... I'll put you through. I'll connect you now / I'm connecting you now.</p>
Giving negative information :	<p>I'm afraid the line's engaged. Could you call back later? I'm afraid he's in a meeting at the moment. I'm sorry. He's out of the office today./He isn't in at the moment. I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here I'm sorry. There's nobody here by that name. Sorry. I think you've dialled the wrong number./I'm afraid you've got the wrong number.</p>
Making special requests	<p>Could you please repeat that? Would you mind spelling that for me? Could you speak up a little please? Can you speak a little slower please. My English isn't very strong. Can you call me back? I think we have a bad connection. Can you please hold for a minute? I have another call. The line is very bad ... Could you speak up please? Could you repeat that please? I'm afraid I can't hear you. Sorry. I didn't catch that. Could you say it again please?</p>

Taking a message for someone	<p>Could (Can, May) I take a message? Could (Can, May) I tell him who is calling? Would you like to leave a message? Sammy's not in. Who's this? (<i>informal</i>) I'm sorry, Lisa's not here at the moment. Can I ask who's calling? I'm afraid he's stepped out. Would you like to leave a message? He's on lunch right now. Who's calling please? He's busy right now. Can you call again later? I'll let him know you called. I'll make sure she gets the message. Yes, can you tell him his wife called, please. No, that's okay, I'll call back later. Could you give me your name please? Could you spell that please? What's your number please?</p>
Leaving a message for someone	<p>Thanks, could you ask him to call Brian when he gets in? Do you have a pen handy. I don't think he has my number. Thanks. My number is 222-3456, extension 12. Can I leave / take a message? Could you give him/her a message? Could you ask him/her to call me back? Could you tell him/her that I called? Could you give me your name please? Could you spell that please? What's your number please?</p>
Confirming and checking information	<p>Okay, I've got it all down. Let me repeat that just to make sure. I'm sorry, I didn't catch your name. Could you spell it, please? Did you say 555 Charles St.? You said your name was John, right? I'll make sure he gets the message. Where did you say you are calling from?</p>
Listening to an answering machine	<p>Hello. You've reached 222-6789. Please leave a detailed message after the beep. Thank you. Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can. Thank you for calling Dr. Mindin's office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896.</p>

Leaving a message on an answering machine	<p>Hey Mikako. It's Yuka. Call me! (<i>informal</i>)</p> <p>Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you.</p> <p>Hello Maxwell. This is Marina from the doctor's office calling. I just wanted to let you know that you're due for a check-up this month. Please give us a ring/buzz whenever it's convenient.</p>
Finishing a conversation	<p>Well, I guess I better get going. Talk to you soon.</p> <p>Thanks for calling. Bye for now.</p> <p>I have to let you go now.</p> <p>I have another call coming through. I better run.</p> <p>I'm afraid that's my other line.</p> <p>I'll talk to you again soon. Bye.</p>

All English learners have difficulties understanding people on the telephone. **This is for a number of reasons:**

- People speak too quickly
- People don't pronounce the words well
- There are technical problems with the telephones
- You can't see the person you are speaking with
- It's difficult for people to repeat information

These tips help you to get native speakers of English to slow down!

- Immediately ask the person to speak slowly.
- When taking note of a name or important information, repeat each piece of information as the person speaks.
- Do not say you have understood if you have not. Ask the person to repeat until you have understood.
- If the person does not slow down begin speaking your own language!

English Phonetic Spelling: Sometimes wrongly called the “International Phonetic Alphabet”. When speaking on the telephone, it is sometimes useful to spell a word using English Phonetic Spelling. To spell "Club", for example, you would say: "C for Charlie, L for Lima, U for Uniform, B for Bravo."

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whisky
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

PRACTISING DIALOGUES.

I. Telephone: connecting. Imagine you are calling a company and want to speak to someone who works there.

Read two conversations. In the first conversation Richard Davies is calling the marketing department of a company and wants to be put through to Rosalind Wilson. In the second conversation Mike Andrews wants to talk to Jason Roberts in the marketing department.

A.

Michelle: Hello, you've reached the marketing department. **How can I help?**

Male: Yes **can I speak to** Rosalind Wilson, please?

Michelle: **Who's calling please?**

Male: It's Richard Davies here

Michelle: Certainly. **Please hold and I'll put you through.**

Male: Thank you.

B.

Michelle: Hello, marketing. **How can I help?**

Male: **Could I speak to Jason Roberts please?**

Michelle: Certainly. **Who shall I say is calling?**

Male: My name's Mike Andrews.

Michelle: **Just a second – I'll see if he's in.** Hello, Jason, **I've got Mike Andrews on the phone for you ...** OK – I'll put him through. **Hang on a moment,** I'm just putting you through.

II. Telephone: messages. In this section we'll learn some phrases you might hear if the person you wish to speak to is busy.

Claire: Hello, finance department

Female: Hello, **can I speak to** Adrian Hopwood, please?

Claire: I'm **afraid he's** in a meeting at the moment. **Can I help?**

Female: No I need to talk to Mr.Hopwood, I think. What time will he be out of the meeting?

Claire: In about an hour. **Can you call back later?**

Female: Okay, I'll do that.

Claire: Or **can I take a message?**

Female: Actually, would you mind? **Could you tell him that** Jennifer McAndrews called and that I'm in the office all day if he could call me back.

Claire: **Can I take your number,** please?

Female: Yes, it's 5556872.

Claire: 5556872. Okay, **I'll make sure he gets the message.**

Female: Thanks very much for your help, bye!

Claire: Goodbye!

III. Telephone: wrong number. If you dial the wrong number it can be confusing and embarrassing. Now read telephone conversations.

A.

Male: Hello, this is the press office.

Michelle: Rachel Allsop please.

Male: I'm sorry, **you must have the wrong number.** There's no one of that name here.

Michelle: Oh. Can I check the number I've got.... **is that not 5568790?**

Male: **No, it's 5558790.**

Michelle: Oh sorry about that. **I must have dialed the wrong number.**

Male: No problem! Bye!

B.

Male: Hello, press office, **can I help you?**

Ruth: Hello. Paul Richards, please.

Male: **I'm sorry, you've got the wrong number,** but he does work here. **I'll try and put you through.** In future **his direct number is 5558770.**

Ruth: Did I not dial that?

Male: No you rang 5558790.

Ruth: Oh, **sorry to have troubled you.**

Male: No problem. Hang on a moment, I'll put you through to Paul's extension.

Ruth: Thanks.

IV. Telephone: appointments. Making an appointment can be complicated if two people are very busy. Read how someone is making a business appointment over the telephone

Michelle: Mr Hibberd's office!

Peter: Hello, **can I speak to Brian Hibberd, please?**

Michelle: **I'm afraid he's in a meeting** until lunchtime. Can I take a message?

Peter: Well, **I'd like to arrange an appointment** to see him, please. It's Peter Jefferson here.

Michelle: Could you hold on for a minute, Mr Jefferson. **I'll just look in the diary.** So **when's convenient for you?**

Peter: Some time next week if possible. I gather he's away the following week.

Michelle: Yes, that's right, he's on holiday for a fortnight.

Peter: Well, I need to see him before he goes away. So **would next Wednesday be okay?**

Michelle: Wednesday . let me see . he's out of the office all morning. But he's free in the afternoon, after about three.

Peter: Three o'clock is difficult. But **I could make it** after four.

Michelle: **So shall we say 4.15 next Wednesday,** in Mr Hibberd's office?

Peter: Yes, that sounds fine. Thanks very much.

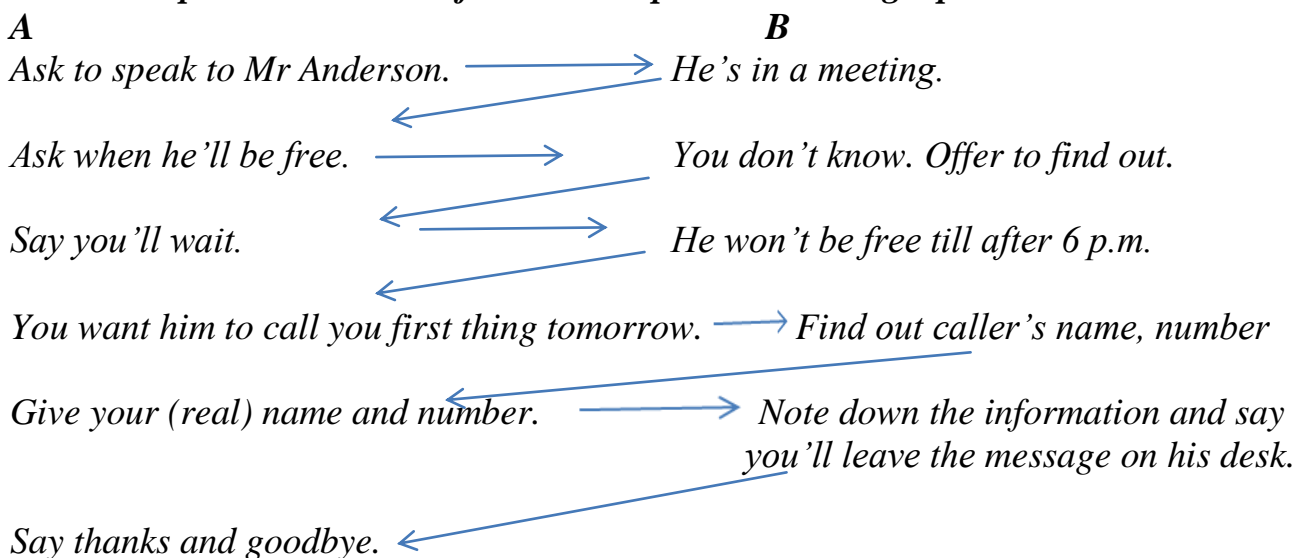
Michelle: Okay, then. Bye.

V. Telephone: flights. Modern business often involves international travel. Read a telephone conversation in which someone is booking a flight.

- Dolores:** Hello! Dolores speaking...
- Tim:** Ah yes, hello. **I'd like to enquire about flights** to Hong Kong from Kennedy Airport in New York, please. I'm off to a conference at the end of the month - Thursday 22nd until Tuesday 27th. **Could you tell me about the flight availability** and prices?
- Dolores:** Certainly. **Do you want to go economy, business or first class?**
- Tim:** Well, I'd like to go first class, but unfortunately I'll have to go economy – company rules, you see.
- Dolores:** Yes, sure, I understand. **How many of you will be travelling?**
- Tim:** Ah, it's just me.
- Dolores:** Okay, so that's one seat ... economy ... New York – Kennedy to Hong Kong Airport.
- Tim:** And how much will that be?
- Dolores:** Let me see ... to qualify for the discount rate, you need to stay over a Saturday, which you are doing ... Yes, that'll be \$830.
- Tim:** Right, and **does that include airport tax?**
- Dolores:** **No, tax is another \$70 on top of that.**
- Tim:** Okay. **Can I book that, then?**
- Dolores:** Certainly.
- Dolores:** Can I help you with anything else?
- Tim:** Yes, **I'd like to book a hotel room** too, for the full five nights. **Could you check if the Regency Hotel has any rooms free?**
- Dolores:** Yes, they do.
- Tim:** And **is there a discount rate** for conference delegates?
- Dolores:** Yes, there is. I think it's 10% but I can check that for you.
- Tim:** Okay, **do you mind if I book it provisionally** for now and **I'll call you back later to confirm?** I just need to check one or two details.
- Dolores:** That's fine, sir. Can I help you with anything else?
- Tim:** No, that's all for now. As I said, I'll call you back.

EXERCISES

1. Work in pairs. Follow this flowchart to practice making a phone call.



2. Complete the quiz choosing the one correct answer.

1. When you telephone a company the person answering the phone may ask you a question. Which is the correct question?

- A. Who's calling please? B. Who calls? C. Who it is? D. Who called?

2. Which phrase means the same as 'hang on a moment?'

- A. Just a second B. I'll put you on C. Go ahead D. I'm ready

3. Choose the correct word: "Please and I'll put you through."

- A. stop B. stay C. talk D. hold

4. What is the expression used to connect two people on the telephone?

- A. I'm sending you through B. I'm putting you through
C. I'm calling you through D. I'm talking you through

3. Decide which of these phrases fit best in the following sentences.

1.be over 2.call back 3.cut off 4.get through 5.give up
6.hang up hold on 7.look up 8.pick up 9.put through

1. The phone's ringing. Why don't you ... the receiver?
2. I'm afraid she isn't available at the moment. Can you ... later?
3. Can you ... their number in the directory, please?
4. I'm afraid she's with a client, shall I ... you ... to her secretary?
5. Hello? Are you still there? I think we were ... for a moment.
6. Mr.Green is never in his office. I've been trying to ... to him all morning.
7. Could you ... for a moment? I'll just find out for you.
8. If the telephonist says 'Thank you so much for calling' and plays me that awful electronic music again, I'll
9. If you get a wrong number, it's polite to say 'I'm sorry, I've dialled the wrong number' before you
- 10.If an American telephonist asks 'Are you through?', she wants to know if your call

4. Fill the gaps in 3. with these words and phrases:

be finished; connect with disconnect; find; lift; reach; replace the receiver; return the call; stop trying; wait

5. Complete the quiz choosing the correct word to complete the sentence.

1. You ... have the wrong number.

- A. should B. would C. must D. can

2. His ... number is 998922.

- A. straight B. direct C. certain D. sure

3. I'm ... to have troubled you.

- A. upset B. apologise C. sorry D. sad

4. I'm sorry, you've ... the wrong number.

- A. got B. had C. have D. put

6. Change these conversations so that they are correct and more polite.

* * *

A: I want to speak to Mrs Lee

B: That's me but I'm busy.

A: Sven Nyman talking. I want to talk about your order.

B: Call me back later. Give me a message.

* * *

A: Are you James Cassidy?

B: No. Who are you?

A: Annelise Schmidt. Is James Cassidy there and, if he is, can I speak to him?

B: He can't speak to you. He's in a meeting.

A: He has to call me as soon as possible.

7. Here are some of the words and terms that we use to talk about telephoning. Match the words in A with the expressions in B.

A

1. to answer

2. answering machine

3. busy signal

4. call

5. caller

6. to call back

7. call display

8. cell phone

9. to dial

10. dial tone

11. to hang up

12. pay phone

13. to pick up

14. receiver

15. ringer

B

a) to call someone who called you first

b) to put the receiver down and end a call

c) a telephone conversation

d) a place where you can pay to use a telephone in public

e) to press the buttons on the phone

f) to answer the phone

g) sound that alerts a person that a call is coming through

h) the piece on the phone that you speak into and listen from

i) the person who telephones

j) smth that you can record a message on if the person you are calling isn't in

k) a screen that shows you who is calling

l) the sound the phone makes when you pick it up

m) to say "hello" into the phone when it rings

n) a telephone you can take with you away from your house

o) a beeping sound that tells the caller that the other person is already on the phone with someone else

8. Choose the correct words or word combinations to the sentences.

a) talking b) is c) speaking

Receptionist (R): Thank you for phoning Bright Dental Clinic. Jane (1) How can I help you?

a) This is b) I'm c) It's

Mrs White (W): Hi, Jane. (2)... Tania White calling. How are you today?

a) *hour* b) *moment* c) *time*

R: I'm fine, Mrs. White. How are you?

W: Well, actually, I have a bit of a sore tooth. I was hoping Dr. Morgan would have some time to see me this week.

R: Could you hold on a (3) ... please...

a) *sorry* b) *afraid* c) *thinking*

I'm (4) he's booked this week. I can put you in for 2 pm next Friday. How does that sound?

a) *Thanks for* b) *Thank* c) *Thank your*

W: That would be great. I'll see you on Friday then.

R: OK. (5) ...calling. See you then.

W: Thanks. Goodbye.

9. Taking a message. Underline the correct expression in each sentence.

A: (1) *Yes?/Hello?*

B: Hi, is this Karoline?

A: (2) *Yes. Who's this? / Who are you?*

B: (3) *It's Cameron here. Is Maria inside /in?*

A: (4) *No, she just stepped / came out* for a moment. Can I take a message?

B: (5) *Yes, thanks. Would you mind / Could you* ask her to meet me at the Odeon movie theatre at 7 pm tonight?

A: (6) *Sure. Just let me write that down. Oh, Cameron. Could you hold / holding* for a second? I have to take another call.

B: No problem.

A: (7) *Hi. Sorry about that. Ccould you please review /repeat* that information? I didn't have a pen handy.

B: *Sure. It's the Odeon theatre at 7 o'clock.*

A: *Okay, I've got it. Is there anything else?*

B: *No, that's all. Thank you.*

A: (8) *Okay. Oh, there's my other line again. I'd better call / run.*

10. Read the dialogues. What do they mean? Choose "a" or "b".

* * *

a) *Peter Hill doesn't work in this office.*

b) *Peter Hill isn't in the office at the moment.*

- Can I speak to Peter Hill?

- There's no one here called Peter Hill.

a) *I don't know Peter Hill's number.*

b) *This is not Peter Hill's number.*

- Is that 57469028?

- No, you've got the wrong number. This is 58469028.

- I'm sorry.

* * *

a) *One moment, please.*

b) *You can speak to Mr Harris now.*

- Hello. My name is Hilton. I would like to speak to Mr Harris, please,

- Please hold the line. Mr Hilton.

a) *His line is busy.*

b) *I'll try his extension.*

- I'll put you through.

a) *Mr Hilton is waiting to speak to you.*

b) *Mr Hilton rang earlier.*

- Hello.

- Mr Hilton is on the line.

a) *I can speak to him now.*

b) *I can't speak to him now.*

- Put him through.

11. Practise Dates and Numbers

A. *Look at these ways of saying and writing telephone numbers.*

six four four five nine (UK) \longrightarrow 64459 \longleftarrow six double four five nine (USA)

oh one seven three one (UK) \longrightarrow 01731 \longleftarrow zero one seven three one (USA)

B. *Say in English the following telephone numbers:*

3890001 8010809 4411007 03688902 478932

Topic 4. HOTEL RESERVATION

Active vocabulary

a registration form – реєстраційна форма
 permanent address – місце постійного проживання
 reception desk/ counter/ the front desk – реєпція
 room service – обслуговування номерів
 to book a room/to reserve a room – забронювати номер
 to cancel the booking – скасувати бронювання
 to check in – зареєструватися в готелі
 to check out – виселитися з готелю
 to confirm a booking – підтвердити бронювання
 to have a reservation – мати бронювання
 to make a reservation – забронювати номер
 to pay by credit card – сплатити кредитною карткою
 to pay the bill – сплатити рахунок
 to sign – підписувати
 to stay in a hotel – перебувати/зупинитися в готелі

Read and translate the text:

MAKING ACCOMODATION IN HOTELS

When travelling people almost always stay in hotels. The first thing to do is to book a room in advance either by telephone or e-mail. Otherwise you may arrive at the hotel and be told that there are no rooms. You make a reservation for a double-, single-, or twin-bedded (= with two single beds) room. On arrival at the hotel go to the reception desk in the lobby and confirm your reservation. The clerk will then give you a registration form to fill in and sign (the form is filled in **BLOCK/ CAPITAL LETTERS**). In smaller hotels you simply sign the visitor's book and give your permanent address.

Accommodation can be full board (all your meals are included), half board (includes breakfast and evening meal), and bed and breakfast (B&B) – a private house which provides a room for the night and breakfast.

At large hotels you may ask for any service by telephone. You call room service when you wish to be called at a certain time or you want a meal or drinks sent up to your room. You call a maid service if you need something (a suit or dress) cleaned or pressed.

You need also to inform the hotel management well in advance the day and time of your departure. And when you leave you check out.

* * *

ESSENTIAL INFORMATION

If you have to make a reservation at a particular hotel you know of, you can just **send them a fax, a letter or an e-mail to book a room.**

But if you require more information about the hotel, or if you have special requirements, you may need to telephone them.

1) Fax

FAX from Harry Meier

Acme International Geneva Switzerland + 41 22 731 91 91

To: Hotel Concorde, Toulouse, France +33 61 95 78 76

Could I please book three single rooms with bath for the night of Monday 1 April. We shall be arriving at approximately 20.00 hrs.

Please confirm by return.

Many thanks,

p.p. Harry Meier

2) Letter to the Hotel Manager:

11, West Street,

Bristol

26th November, 2018

Dear Sir/Madam,

Would you please reserve a double room for me and my wife for two nights on 1st and 2nd January 2014. We are arriving at about 6.30 pm. and would like to have dinner that evening. We intend to leave after lunch on 3rd January.

Yours truly,

Richard Brown

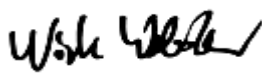
The Manager,

St. George's Hotel,

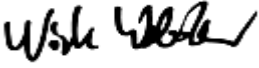
Langham Place,

London, W.I.

Confirming a reservation

<p>Dear Mrs.O'Brian,</p> <p>Thank you for your letter of 5th April 2018. We are pleased to confirm the accommodation you describe for the month of August 2018. We enclose a short description of how you reach our hotel. We look forward to your stay with us.</p> <p>Yours sincerely,</p>  <p>Nick Webster Reservations Manager</p>	<p>Useful phrases</p> <p>With reference to your inquiry of 5th April 2018 ...</p> <p>We are writing to confirm ...</p> <p>Enclosed is a cheque of € 200 to cover the deposit.</p> <p>We confirm availability of ...</p> <p>Enclosed is a description how to reach the airport</p>
<p>Note!</p> <p>British style: Yours faithfully/sincerely. American style: Sincerely yours, Yours truly.</p>	

Refusing a reservation

<p><i>Dear Mrs.O'Brian,</i></p> <p><i>Thank you for your letter of 5th April 2018. We regret to inform you that we are fully booked throughout the month of August 2018.</i></p> <p><i>May I suggest you contact the Kings Hotel (address below) who may be able to offer you suitable accommodation and rates for the period you require?</i></p> <p><i>I am confident you will find the hotel to your total satisfaction.</i></p> <p><i>The address: King's Hotel ... Dorset</i></p> <p><i>We remain at your service for any future bookings you might wish to make.</i></p> <p><i>Yours sincerely,</i></p>  <p><i>Nick Webster</i> <i>Reservations Manager</i></p>	<p><i>Useful phrases</i></p> <p><i>We regret to inform you that ... to be fully booked</i></p> <p><i>Unfortunately ...</i></p> <p><i>I am afraid</i></p> <p><i>May I suggest ...</i></p> <p><i>We suggest you contact one of the other hotels in the area.</i></p>
--	---

* * *

1. When you make a reservation, call them and tell them you want to reserve a room. Or, you can start by asking them for a price.

Do you have any vacancies?

Do you have any vacant single room?

Do you have a double room available for 3 nights?

Can I book a room for tonight?

I need a room for 2 nights.

I'd like a single, non-smoking room for tonight, please.

I'd like a double room with two beds, please.

Hi, I would like to reserve a room.

Hello, can I reserve a couple of rooms?

Hello, can I reserve a room over the phone, please?

Hi, I'd like to reserve a double room, please.

Hello, I want to reserve a single room for next week.

Hello, I'd like to book a twin room, please.

Hi, how much are your rooms?"

Hi, what are your rates?

What's the room rate for a single room?

Hello, how much is a room?

Our rooms start at \$79 for a basic room."

Our rooms start at \$79 for a standard room and go up to \$300 for a suite.

Ok. Can I reserve a room?

2. The next thing they usually ask is the dates you want the room and the duration of the stay.

What day do you want to check in?	I want a room from June 2nd to 5th.
Which date did you want to reserve?	I would like a room for the 9th of July.
What date are you looking for?	
How long will you be staying with us?	I am going to stay for 3 days.
When will you be checking out?	I would like to reserve the room for 4 days.
How many days would you like the room for?	
How long will you be staying?	I am going to need the room until July 3rd.
How many nights will you be staying?	

3. The next series of questions covers how many people and how many rooms.

Do you have a reservation?	I will only need one room.
How many rooms will you need?	I am going to need two rooms.
Is this for only one room?	Just two adults.
How many rooms would you like to reserve?	A total of four adults.
How many rooms should I reserve for you?	I will be alone.
How many adults will be in your party?	A total of 2 adults and 2 children.
How many total children will be with you?	
Would you like a smoking or non-smoking room?	One adult and 2 children.
Would you like a double bed or twin beds?	
May I have your name and phone number please?	
May I ask you to fill out this form for me please?	

4. The next thing they usually ask is what type of bed you want.

Would you like a single king size bed, or two double size beds in the room?

Will a single king size bed be ok?

We only have a room with two double size beds. Will that be ok?

Do you prefer a smoking or non smoking room?

I would like a smoking room.

Can I have a non smoking room?

I don't have a preference.

5. You will have to provide your credit card number to reserve the room.

Can I get a credit card number?

Can I have your credit card number?

What is your credit card number?

6. Finally, they will repeat all the information back to you.

Ok, Mr.Lee. I have one smoking room reserved for July 19th till July 22nd. The total comes to \$90. If you need to cancel, please call us 24 hours before July 19th. Can I help you with anything else?

7. Checking In and Checking Out. *Checking in is pretty simple, you just need to go to the counter and say that you are checking in.*

Hi, I am checking in.

Hi, I have a reservation and I am checking in.

They will ask you for your credit card and a photo ID. They confirm your information and you receive your keys. Here are some questions to ask during this time.

Where is the elevator?

Do you have a map of the city?

What time is check out?

Checking out is just as simple. You go to the counter and say, "I am checking out." At this time, you should return the keys. They might ask you to sign something or ask you if the credit card on file is ok to charge.

Should we charge the credit card on file or did you want to use a different card?

Your credit card will be charged a total of \$278. Can you sign on the bottom?

Thank you for staying with us. We look forward to seeing you again.

8. General Things

If you need a wake up call, you can call the front desk.

Can I have a wake up call?

What time would you like your wake up call?

At 7:30 am please.

Room service is available during operation hours. The menu in the room indicates times they serve hot food, and shows a list of items available 24 hours a day.

What are the hours for room service?

They serve hot food from 5:30 am to 11:00 pm. They also have a list of items you can select from during off hours.

If you need help with your luggage, the person that does this is called a bellman, a bellhop, or a bellboy. The person that gives advice on city activities, recreation, places to dine, and general questions is called a concierge.

Do you have a bellman here?

Do you have a concierge?

If a person parks the car for you, they are called a valet. Only some hotels have valet service. If someone parked the car for you and you can't find someone, you can ask someone else the following questions.

Where is the valet attendant?

Can you get someone to get my car?

Remember that if you use these premium services, you should tip. Also remember that you might not know they are helping you. For example, when you check in, a person might ask if you need help with your bags. If you say yes, then you are using the bellman services. So remember to tip if you do. If you don't want to tip, you don't have to, but it is a little rude. Finally, if you don't want any help, just tell them, "No thank you."

PRACTISING DIALOGUES.

Dialogue 1.

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: Hello. I'm interested in booking a room for September first weekend.

- Receptionist:** I'm afraid we're totally booked for that weekend.
- Caller:** Oh. Well what about the weekend after that?
- Receptionist:** So... Friday the 17th. It looks like we have a few vacancies left.
- Caller:** Do you have any rooms with 2 double beds? We're a family of 4.
- Receptionist:** Yes, all of our rooms have two double beds. The rate for that weekend is \$129 a night.
- Caller:** That's reasonable. And do you have cots? One of my daughters might be bringing a friend.
- Receptionist:** We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.
- Caller:** Okay, but I'm not positive if she is coming. Can we pay when we arrive?
- Receptionist:** Yes, but we do require a 50\$ credit card deposit to hold the room. You can cancel up to 5 days in advance and we will refund your deposit.
- Caller:** Great, I'll call you right back. I have to find my credit card.
- Receptionist:** Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

Dialogue 2.

- Receptionist:** Hello, Marriot Hotel, how may I help you?
- Nancy:** Hi. I'd like to make a reservation.
- Receptionist:** How many nights will you be staying?
- Nancy:** 2 nights. What's the room rate?
- Receptionist:** 75 \$ a night. Would you like me to reserve a room for you?
- Nancy:** Yes please.
- Receptionist:** Your name?
- Nancy:** Nancy Anderson.
- Receptionist:** Miss Anderson, how will you be paying?
- Nancy:** Visa.
- Receptionist:** Card number please and expiration date?
- Nancy:** 4198 2289 3388 228. 01/09/2020
- Receptionist:** OK, You're all set. We'll see you on the 25th.

Dialogue 3.

- Clerk:** Royal Inn. How may I help you?
- Jim:** Hello, I'd like to reserve a single room for next week.
- Clerk:** Yes, sir. When will you be arriving? How many nights will you be staying?
- Jim:** Well, I'll be arriving on June 15. Two nights. I'll be leaving on June 17.
- Clerk:** OK. I'll check to see if there are any vacancies. Please hold on. Sir, there's no problem. There are rooms available on June 15.
- Jim:** Great! By the way, what is the room rate?
- Clerk:** \$75 per night for a single room. All of our rooms have bath or shower.
- Jim:** OK. Can I reserve a room then?
- Clerk:** Sure. May I have your name and telephone number, please?

EXERCISES**1. Reserving a Room at the Hotel. Complete the sentences.**

- Hotel Odeon House, can I (1) ... you?
- I'm phoning to (2) ... a room.
- (3) ... would you like to arrive?
- Tomorrow.
- How many nights are you going to (4) ...?
- Two nights.
- What kind of room would you (5) ...?
- A double room with a shower.
- Just a moment, I'll check ... We have a nice room on the second (6) ...
- How (7) ... is it?
- It's \$25 per person and (8) ..., breakfast included.
- That's a good price. I'd like to make a (9) ... for that room, please.
- Very well. May I have your (10) ... , please?
- Stradkinson.
- Could you (11) ... , please?
- It's S-T-R-A-D-K-I-N-S-O-N.
- Thank you for your reservation. See you (12) ...

2. Complete these conversations. Use the phrases in the box.

- | | |
|------------------------------------|---|
| a) Fine. I'll pay by Visa, then. | e) For Tuesday 5 May. |
| b) For one night. | f) I'd like to pay my bill, please. |
| c) I'd like to book a single room. | g) Could you give me an early morning call? |
| d) Do you accept Visa cards? | h) You have a reservation for me. |

Receptionist: Howard Hotel. Good afternoon. How can I help you?

Caller: Hello. (1) ...

Receptionist: Yes, certainly. When is that for?

Caller: (2) ...

Receptionist: And for how long?

Caller: (3) ...

Receptionist: One night. Could I have your name, please, madam?

Caller: Yes, it's Vanessa Vermont.

Receptionist: Fine. I'll reserve the room for you right now.

Caller: Thank you very much.

* * *

Guest: Hello. My name's Vanessa Vermont (4) ...

Receptionist: Oh, yes. Good evening, Mrs Vermont. Welcome to the Howard Hotel. Could you fill in this form, please?

Guest: Sure.

Receptionist: Please could you sign here? Thank you. Here's your key.

Guest: Thanks. (5) ...

Receptionist: Yes, of course. At what time?

Guest: At 6:15, please.

* * *

- Guest:** Good morning. (6) ...
- Receptionist:** Certainly, madam. Did you have anything from the mini-bar?
- Guest:** No, nothing.
- Receptionist:** Fine. Here's your bill.
- Guest:** Thank you.
- Receptionist:** How would you like to pay?
- Guest:** (7) ...
- Receptionist:** Yes, we do.
- Guest:** (8) ...

3. Make up a dialogue using the given expressions and sentences.

Front Desk Receptionist	Guest
* Star Hotels, Lise speaking. How can I help you?	* I'd like to make a reservation for next week.
* What date are you looking for?	* Is it necessary to book ahead?
* How long will you be staying?	* Do you charge extra for two beds?
* How many adults will be in the room?	* How much is it for a cot?
* I'm afraid we are booked that weekend.	* Do you offer free breakfast?
* There are only a few vacancies left.	* Is there a restaurant in the hotel?
* We advise that you book in advance during peak season.	* Do the rooms have fridges?
* Will two double beds be enough?	* Do you do group bookings?
* Do you want a smoking or non-smoking room?	* Is there an outdoor pool?
* The dining room is open from 4 pm until 10 pm.	* Do you have any cheaper rooms?
* We have an indoor swimming pool and sauna.	* When is it considered off-season?
* We serve a continental breakfast.	
* Cable TV is included, but the movie channel is extra.	
* Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.	
* The rate I can give you is 99.54 with tax.	
* We require a credit card number for a deposit.	

4. You are in a hotel. Use *Can / Could I...?* or *Could / Can you...?* to make requests.

1. (have / double room) *Could I have a double room, please?*
2. (tell / the price)
3. (give / my room key)
4. (stay / an extra night)
5. (tell / the time)
6. (have / breakfast in my room)
7. (pay / credit card)
8. (send / a fax)

5. Match the request in 4. with the responses below.

- a) Yes, of course, it's \$1 per page.
- b) I'm sorry, but we only have a single room for tonight.
- c) Yes, certainly. It's seven thirty.
- d) Yes, of course. It's \$63 per night, including breakfast.

- e) I'm afraid we only serve meals in the restaurant.
- f) I'm sorry, but we only accept cash or traveller's cheques.
- g) Yes, of course. Can you tell me your room number?
- h) Let me check, sir. So that's four nights and not three?

6. The following text is from an online travel agency. Read the text and choose the correct statements.

Booking a Room

The hotel has 8 Standard, 6 Deluxe. 4 Family rooms and Cottages. Rooms have hot and cold shower and a private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning. Each room has two single beds. Family rooms have 4 single beds. All rooms except Cottages have televisions. If you wish to make a reservation or request more information, simply complete the form. Our travel staff will typically respond to any request in one working day. A confirmation of your booking will be sent to you via e-mail (and fax if required). If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel staff.

1. a) There are no showers in the Cottages.
b) There is a shower in every room. c) Only the Cottages have showers.
2. a) There's no air conditioning available in the Cottages.
b) Air conditioning is available in every room.
c) Air conditioning is available only in the Cottages.
3. Except for the Family rooms, all rooms are...
a) double rooms. b) twin-bedded rooms. c) single rooms.
4. To book a room you must...
a) respond in one working day. b) send a fax. c) fill in a form.
5. Everyone who makes a reservation will receive a confirmation via...
a) fax. b) e-mail. c) air-mail.

7. Work in pairs. Imagine that you are going on a business trip to South America. A colleague has recommended the Rio Palace Hotel and the Caesar Park Hotel.

- a) One of you should look at **Part A**, the other at **Part B**. You'll be calling one of the hotels to book a room.
- b) Draft a fax to the hotel confirming the reservation you made on the phone.

Part A. You are calling to book three rooms at the Rio Palace Hotel or the Caesar Park Hotel from 9 to 15 May. Before you start, look at the points below – make sure you cover all of them.

1. Introduce yourself (your name and company).
2. Find out if any rooms are available from 9 to 15 May. Explain your requirements: the rooms are for yourself, Ms.Castel and Mr.&.Mrs Holzger (who require twin beds).
3. Find out the cost of single and double rooms.

Find out the difference between rooms at different prices.

Find out whether the rates include breakfast.

4. Book two doubles at the lower price and one at the higher price.
5. Ask for quiet rooms – preferably with a view of the sea.
Decide whether to have all three rooms with balcony + view.
6. Ask them to send you four copies of the hotel brochure.

Part B. You are the Reservations Manager at the Rio Othon Palace Hotel or the Caesar Park Hotel. Before you start, look at the points below – make sure you cover all of them.

1. Answer the phone, say hello and introduce yourself (name of hotel, your name and function). Ask how you can help. Note down the caller's name and use the name during the call.
2. Find out what rooms the caller requires. For the week they require you have only one single available. A single is much smaller than a double. Doubles for single occupancy would be more comfortable.
3. Quote your rates per night:
RIO PALACE: \$165 single; \$200 double
CAESAR PARK: \$130 single; \$170 double
Double rooms have a balcony and sea view. All rooms have bath and shower, colour TV, telephone, minibar, air conditioning.
Confirm that the rooms requested are available.
The room rate includes buffet breakfast, the rate is per room (not per person).
4. Ask for the caller's name, address and contact phone number and fax number. Ask for written confirmation by fax or letter, stating time of arrival.
5. Explain that all your rooms are quiet.
Explain that only rooms with a balcony have a view of the sea.
6. Read out your notes to make sure you have understood the details correctly.

8. Work in groups. *What kind of hotel would you prefer to stay in if you were on a business trip? How is a business hotel different from a holiday hotel?*

1. Decide on the basic concept of your 'product':

- Atmosphere: 'large, streamlined and modern' or 'small, traditional and intimate'?
 - Location: city centre, out of town or in a quiet side street?
 - What kinds of people do you want to come to your hotel?
 - The staff: will there be a high ratio of staff to guests or will there be an emphasis on self-service?
 - What facilities will you offer? Make a list. Here are some ideas to start you off:
- | | | |
|--------------------------|--------------------|-------------------------------------|
| buffet-style breakfast | cocktail lounge | 24-hour coffee shop |
| fitness centre / gym | free car parking | good towels |
| jacuzzi & sauna | photocopying | 24-hour room service |
| fax phones in every room | hotel secretary | self-service cafeteria |
| swimming pool | video movies | fresh fruit and flowers in bedrooms |
| restaurant serving | local specialities | + your own ideas: ... |

2. Arrange the facilities you have listed in order of importance. Then decide which you will offer – remember that offering every one of them would price your product out of the mid-budget market!

3. When your group has designed 'the perfect business hotel', describe your product to another group or to the whole class.

8. This is a page from a hotel **GUIDE BOOK**. Read the symbols and their meanings. Tell your colleagues about the possibilities of these hotels.

★★ simple hotel	🛏 bedrooms	🚿 bathrooms
☎ telephone number	🔥 central heating	🏊 swimming pool
📍 city centre	🍳 breakfast	🚿 showers
🌳 countryside	🍴 lunch	🚉 railway station
🕒 time of opening	🍷 dinner	🚫 no station

4. Here is the entry for the *Hotel Concorde, Paris*.

HOTEL CONCORDE: PARIS, FRANCE		
★★★★	☎ 88-66-21	📍 ○ all year
40 🛏	🔥 B 7-9	🍴 X 11-3
25 🚿	15 🚿	🍷 Y 8-11
15 🚿	🚉 in hotel	🚫 2km

It means: The Hotel Concorde in Paris is a good hotel. The telephone number is 88-66-21. It is in the city centre. The hotel is open all year and there are forty bedrooms. There is central heating in the hotel. Breakfast is from seven to nine, lunch is from eleven to three, and dinner is from eight until eleven. There are twenty-five bathrooms and fifteen showers. There is also a swimming pool in the hotel. The nearest railway station is two kilometres away.

Now read these symbols, and describe the hotels in the same way.

EMBASSY HOTEL, NEW YORK CITY, USA		
★★★	☎ 437 8896	📍 ○ all year
200 🛏	🔥 B 6-10	🍴 X
200 🚿	🚿	🍷 Y 7-9
200 🚿	🚉 nearby	🚫 1km

WINDMILL HOTEL, MYKONOS, GREECE		
★★	🕒	🌳 ○ March to October
six 🛏	🍴 X	🍴 X
one 🚿	one 🚿	🚉
one 🚿	one 🚿	🚫

CASTILLE HOTEL, near MADRID, SPAIN		
★★★	☎ 68 85 53	🌳 ○ summer only
30 🛏	🔥 B 7-9	🍴 X 12-3
10 🚿	10 🚿	🍷 Y 8-12
10 🚿	10 🚿	🚫 25km

Topic 5. MEETING ARRANGEMENT. MEETING WITH PARTNERS / COLLEAGUES

Active vocabulary

- a chairperson – голова засідання
- an agenda of the meeting – порядок денний наради
- formal/informal meeting – формальне / неформальне засідання
- minutes of the meeting – протокол засідання
- to agree/disagree with a decision – погодитися / не погодитися з рішенням
- to arrange a meeting – організувати зустріч
- to attend a meeting – брати участь у зустрічі
- to cancel a meeting – скасувати зустріч
- to come to a consensus – досягти консенсусу
- to find a compromise – знайти компроміс
- to keep smb. to the point – тримати в курсі
- to postpone a meeting – відкласти засідання
- to reach a decision – прийняти рішення
- to reach an agreement – дійти згоди
- to run/to chair a meeting – головувати на засіданні
- to set up a meeting – призначити зустріч

Read and translate the text:

DIFFERENT KINDS OF MEETINGS

Business people spend quite a lot of time in meetings, and meetings come in all shapes and sizes, ranging from formal committee meetings to informal one-to-one meetings. Business meetings vary in their nature and content, but are seen as a key element of business communications.

Meetings give you and your business colleagues the opportunity to solidify working relationships, exchange ideas and solve problems. There are several reasons why meetings are held:

- more information is available
- different and unexpected ideas can be contributed
- meetings can lead to more imaginative and informed decisions.

Some of the drawbacks of meetings are:

- more time is required than if one person made the decisions
- there's more talk (and this is sometimes irrelevant and repetitive)
- there's more group pressure.

The larger the meeting, the longer it may take to reach a decision. A meeting where information is being given to people can be quite large, because there is not likely to be much discussion, and questions may be asked by a few individuals.

The way a committee operates often depends on the chairperson: he or she may control the proceedings very strictly, or let everyone speak whenever they want. An effective chairperson should be flexible. In some committee meetings the members have to take a vote before a decision can be made: formal proposals or 'motions' may have to be tabled, seconded and discussed before a vote can be taken. Other meetings

may require a consensus of the members: everyone agrees with the decision – or at least no one disagrees.

Most meetings have an agenda. For a formal meeting, this document is usually circulated in advance to all participants. For an informal meeting, the agenda may be simply a list of the points that have to be dealt with. The agenda for a formal meeting must be organized in logical order. Often the agenda shows not only the topics but the meeting's function regarding each topic, which would usually have this format: 1. Minutes of previous meeting. 2. Matters arising. 3. Items. 4. Any other business.

Even one-to-one or small informal meetings are structured (usually with an agenda) and planned. They are different from chance conversations in a corridor or over coffee. Small informal meetings may also take place or continue during a meal.

It is often necessary to plan a long time ahead when arranging meetings. It is good practice to ensure that agendas are circulated in advance to enable everyone to be fully prepared. Locations of meetings, attendance lists, and any required equipment (computer and projection equipment) need to be planned in advance. Meetings should be structured carefully so they keep to time, follow the agenda, and are chaired effectively with minutes taken by an appropriate person.

It is expected that any action items arising from the meeting are documented, and circulated to all attendees. A person should be nominated, usually the person chairing the meeting, to review the action items from the previous meeting, to ensure that progress has been made as expected and any matters arising are dealt with. Taking minutes, and writing them up later, are special skills. At formal meetings, minutes may be taken by a secretary and circulated afterwards.

Discuss the following questions:

1. *What impression will you try to give to the people you deal with in business?*
2. *What do you find most difficult in the meeting?*
3. *What advice would you give to someone who feels too shy to speak their mind at meetings?*
4. *What do you think are the most important skills for someone chairing a meeting?*
5. *Are compromises always possible?*

* * *

ESSENTIAL INFORMATION

MAKING MEETING ARRANGEMENT

1. Why it needs to happen. Meetings that are informal, shorter or have fewer participants are less likely to require an agenda. When you do need an agenda, include the meeting's title, date, participants and overall aim at the top of your document. Some reasons for arranging a meeting are for: – Networking; – Presenting a business plan; – Talking to the boss; – Scheduling an interview; – Meeting a government official; – Meeting colleagues.

2. Select participants. Ideally, meeting attendees are eager to learn and share – respectfully giving as many ideas as they take. Individuals who make key decisions should be receptive to all information and willing to invest in the best possible outcomes. Avoid inviting more than eight participants to maintain good flow and structure. A moderator helps keep your meeting on track.

3. Choose a meeting location. Hold a team-building meeting in a large open space that supports breakout groups or even physical activities. A conference room on a shared floor that has laptop plug-ins or perhaps an interactive whiteboard may be an ideal location. Discussing a promotion can take place in a private office that promises few interruptions. For common spaces, make reservations well in advance. Conference calls require dial-in lines and passkeys. Web hosting, often combined with telephone communication, has its own protocols, including online meeting space and passwords.

4. Schedule a meeting time. Email programs, like Google and Microsoft Outlook, allow you to send meeting invites that others can accept or reject. You can also use traditional email, sending a group message with no fewer than three prospective times. Ask others to reply with possibilities that do not work in order to arrive at times that do.

Also there are some rules you have to obey while arranging any personal meeting.

- *Schedule a day for the meeting.* If you're asked to organize a meeting in a business setting, you will need to find a day of the week that works for everyone who needs to attend the meeting. You could start by asking something like "How is Monday for you?" or "Does Tuesday work for you?"

- *Set a time for the meeting.* Businesses in the US typically use a twelve-hour clock, with "a.m." meaning "morning" and "p.m." meaning "afternoon." (For example, 1:00 p.m. would be an hour after noon.) In most cases, you will not need to specify a.m. or p.m. because business is conducted during the day. However, if there may be some confusion, you can add "in the morning" or "in the evening" (e.g., "Can you make it to our planning meeting at eight in the evening?").

- *Suggest another date or time.* If you or anyone else involved in the meeting can't make it at the original time and date discussed, politely suggest another meeting time (e.g., "I'm afraid that time doesn't work for me. Could we meet at three instead?").

- *Confirm the meeting time.* You should always verify the meeting time to make sure everyone has heard the correct time and date. After scheduling the meeting, say something like, "That's great. I'll see you on Wednesday the 7th at noon."

5. Meeting protocol. The traditional greeting is a light but firm handshake accompanied by a polite greeting. Smiling, on the other hand, particularly at the initial stage of an encounter is considered an expression of positive intentions. It is not normal practice to shake hands with or greet everyone on entering a room full of people. Sometimes at the start of a meeting, with many attendees, the chairperson will arrange to go around the table, with each person introducing themselves, with their name and job title, and the company they represent.

6. Follow up letter after meeting. The minutes of any formal meeting will usually be circulated for comment and approval after the meeting has concluded. Actions for any decisions that were taken, including the attribution of responsibilities and deadlines applicable will normally be included in the minutes of group meetings and should always be reviewed. In one-to-one meetings, individuals are responsible for making their own record of any important points of discussion and action items.

HOW TO MAKE A GOOD IMPRESSION AT A FIRST MEETING

Step 1: Be punctual. Always arrive on time to a meeting so that you don't waste other people's time while they sit and wait for you to arrive. Don't arrive too early – a few minutes is ideal, but much more than that cuts into other people's ability to prepare for the meeting and makes everyone uncomfortable. If you are early, find something else to do such as getting a drink of water, fixing your hair or washing your hands in cold water so they won't be sweaty when shaking hands.

Step 2: Dress appropriately. If you are meeting with representatives from other organizations, a formal suit in dark colors is appropriate unless it is significantly outside the industry norms. Select a plain or pin-striped shirt; men should wear a coordinating tie. Present a neat, clean appearance with freshly shined shoes, pressed clothing and clean, trimmed nails.

Step 3: Make small talk and put others at ease before the meeting starts. Introduce yourself to the other participants. Listen attentively to the conversation – don't check your emails or chew gum – and pay attention to personal details that, over time, can help you build a long-term relationship with the other attendees.

Step 4: Conduct research in advance. Prepare one or two key questions and objectives in advance that you hope to cover during the meeting.

Step 5: Strike the right balance – make relevant contributions but avoid talking too much. Don't interrupt other people when they are talking. Avoid conflicts. Keep your interactions professional, on target and to the point. If you called the meeting, create an agenda and stick to it, politely redirecting other participants if they get too far off topic.

MAKING APPOINTMENTS

Being able to make, change and cancel appointments is an important skill in business English. Here are some expressions you can use to do this concisely and clearly.

	Formal	Informal
<i>Politely asking for a meeting</i>	If possible, I would like to come by and see you [<i>tomorrow</i>]? I was wondering if we could get together [<i>on Tuesday</i>]? Would it be possible to arrange a meeting for next week? Do you think we could meet / get together [<i>next week</i>]? Do you mind if we get together [<i>sometime</i>]? Could I visit you [<i>later today</i>]? Could I meet with you about this? Can we get together and talk about this? Is there a good time for us to get together [<i>on Monday</i>]?	How about meeting on Friday? How about we meet on Friday? What about meeting on Saturday then? How is Friday (for you)? Whereabouts would you like to meet? I'll text you/send you an SMS when I'm there Another option is the Monument

<i>Suggesting a time/ date:</i>	<p>Could we meet at [10 AM] on [Monday] the [3rd of July]?</p> <p>Is it possible to ...</p> <p>I'd like to see you at [time and date]...</p> <p>Would [time and date] be good / be convenient for you?</p> <p>Does it work for you?</p> <p>How is [date and time] for you?</p> <p>Are you available on [date]?</p> <p>Would [alternate date] be okay?</p> <p>What day would suit you best?</p>
<i>Rejecting a time /date: Apologize and give a reason</i>	<p>I'm sorry, I've got another meeting then.</p> <p>I'm afraid I can't, I'm out of town that day.</p> <p>I'm afraid I can't meet on [date] at [time].</p> <p>I'm sorry, but I won't be able to make it then.</p> <p>I wish I could, but ...</p> <p>[Date/time] is not good for me, I'm sorry.</p> <p>How about next Friday, instead?</p> <p>Maybe 11:00 a.m., instead?</p> <p>Could we meet on [alternate date] at [alternate time] instead?</p> <p>Could you do it at ...</p> <p>I'm afraid I'm not available on Wednesday.</p> <p>How about Thursday/ the following week? Would that suit you?</p> <p>I'm sorry, but I'll be away on business next week.</p> <p>What would be a good time for you?</p> <p>Would Thursday afternoon be more suitable?</p>
<i>Agreeing to a time and date:</i>	<p>That's fine. I'll see you then.</p> <p>That sounds fine/good/great/super to me.</p> <p>Yes, let's try that / Perfect, let's do it then / that.</p> <p>Yes, [date and time] is fine.</p> <p>[Date and time] works for me / suits me.</p>

These English phrases will be useful if you want to invite someone out and make arrangements where and when to meet. These phrases are used in informal situations.

<i>Inviting someone out</i>		<i>Possible answers</i>
<p>are you up to anything ...?</p> <p>have you got any plans for ...?</p> <p>are you free ...?</p> <p>what would you like to do ...?</p> <p>do you want to go somewhere?</p> <p>do you fancy going out ...?</p>	<p>tomorrow</p> <p>at the weekend</p> <p>this weekend</p> <p>this evening</p> <p>tomorrow afternoon</p> <p>tomorrow evening</p> <p>tonight</p>	<p>sure</p> <p>I'd love to</p> <p>sounds good</p> <p>that sounds like fun</p> <p>sorry, I can't make it</p> <p>I'm afraid I already have plans</p>
<p>would you like to join me for something to eat?</p>		<p>I'm too tired</p> <p>I'm staying in tonight</p> <p>I've got too much work to do</p> <p>I need to study</p> <p>I'm very busy at the moment</p>

<i>Arranging the time and place</i>	<i>Possible answers</i>
what time shall we meet?	let's meet at [time] I'll see you at ten o'clock
where would you like to meet? I'll meet you [place] Let me know if you can make it I'll call you later What's your address?	in the pub at the cinema see you there!
<i>Meeting up</i>	
I'm running a little late I'll be there in five/ten/fifteen minutes Have you been here long? Have you been waiting long?	

GETTING AND GIVING INFORMATION DURING THE MEETING

Requiring information (additional too):

Could you tell me if/when/how much/why...?

I wonder if you could tell me...?

I'd (also) like to know...

I'd like some information about...

Could you say a little more about...

Could you tell me some more about...?

Could you explain what you mean by ... (when you say...)

When / How much / Where exactly...?

There's something else I'd like to know: ...

Can you give me some more details about... ?

After the required information is obtained one may reply:

Oh, I see.

That's interesting.

Really?

Thanks for letting me know.

If someone asks you for information, you may reply:

As far, as I know, ...

Well, in confidence, I can tell you that ...

I'm afraid I don't know.

I've no idea, I'm afraid.

I don't have that information available just now. Can I call you back?

I'm not sure, I'll have to find out. Can I let you know tomorrow?

I'm afraid I can't tell you that – it's confidential.

I'd like you to know that ...

I think you should know that ...

Did you know that...

AGREEING AND DISAGREEING

<p><i>I see what you mean.</i> <i>That's exactly what I think.</i> <i>That's just what I was thinking.</i> <i>That's a good point (idea).</i> <i>I agree entirely.</i> <i>Quite right, I couldn't agree more.</i> <i>Agreed /(Settled).</i> <i>We are all for it.</i> <i>No objection.</i> <i>Quite right /(Correct).</i> <i>Well done (approval).</i></p>	<p><i>I can see what you mean, but...</i> <i>I don't think so, because...</i> <i>I don't think it's a good idea...</i> <i>That's true, but on the other hand...</i> <i>I'm afraid, I really can't agree with you.</i> <i>You see, it seems to me that ...</i> <i>You see what I think is ...</i></p>
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GIVING COUNTERARGUMENTS, REFUSALS

We are sorry to say "No".
I'm sorry, but that's impossible.
I'm afraid that's beside the point.
Unfortunately we are overloaded with orders.
It contradicts our usual practice.
It's not our normal practice.
That depends.
Sorry we can't meet your request.
No, not quite.
I can't quite see how could we have done anything else.

EXPRESSING OPINION

I believe /would say that /think /
In my opinion...
As far as I know...
I'm (not quite) sure ...
No doubt...
We believe we can consider the matter closed.
I don't think we can come to an agreement.
That's an unhelpful way of looking at the problem.
From our company's point of view it is not quite justified.

INTERRUPTING

Sorry, ...
Excuse me, ...
Um, wait a minute...
Um, hold on a second...

Example of the letter arranging a meeting

Dear Mr.Schneider,

We very much need to have a meeting. Would next Tuesday at 11 am at our company offices be convenient for you? Please let me know as soon as you can.

Regards,

Claude Tessier.

Example of the letter postponing a meeting

Dear Mr McTavish,

I am afraid I am now unable to attend next Wednesday's meeting. Would it be possible to postpone the meeting until the same time on Friday?

Very sorry for this inconvenience.

Regards,

Ralph O'Hara.

Example of a phone conversation 1

- Hello! Can I speak to Dr. Merissa, please?
- I'm afraid she's in a meeting, but I can leave her a message.
- I would like to arrange an appointment to see her.
- She is available tomorrow morning.
- I could make it at 11:30.
- I'm sorry, she's busy at that time. Would 12 be ok?
- Excellent. I will see you tomorrow at 12 then!
- Goodbye!

Example of a phone conversation 2

- Good morning! I would like to speak to Jeremy, please.
- This is me.
- Hello, this is Lynn. I am calling from Smith.co.uk and would like to set up an interview with you.
- Ah yes. Let me look in my diary. When would be convenient for you?
- Anytime after lunch.
- How about Thursday? Does that work for you?
- I'm afraid I might be out of town on Thursday. How does Friday sound to you?
- Friday sounds great. Shall we meet here at four o'clock?
- See you then! Bye.

PRACTISING DIALOGUES.***Business Meeting*****Introduction**

Meeting Chairman: If we are all here, let's get started. First of all, I'd like you to please join me in welcoming Jack Peterson, our Vice President.

Jack Peterson: Thank you for having me, I'm looking forward to today's meeting.

Meeting Chairman: I'd also like to introduce Margaret Simmons who recently joined our team.

Margaret Simmons: May I also introduce my assistant, Bob Hamp.

Meeting Chairman: Welcome, Bob. I'm afraid our director, Anne Trusting, can't be with us today. She is in Egypt at the moment.

Beginning the Meeting

Meeting Chairman: Let's move on to today's agenda. Have you all received a copy of today's agenda? If you don't mind. I'd like to skip item I and move on to item II: sales improvement. Jack has kindly agreed to give us a report on this matter. Jack?

Discussing Items

Jack Peterson: Before I begin the report. I'd like to get some ideas from you all. How do you feel about sales in rural areas? I suggest we go round the table first to get all of your input.

John Ruting: In my opinion, we have been focusing too much on urban customers and their needs. The way I see things, we need to return to our rural base by developing an advertising campaign to focus on their particular needs.

Alice Linnes: I'm afraid I can't agree with you. I think rural customers want to feel as important as our customers living in cities. I suggest we give our rural sales teams more help with advanced customer information reporting.

John Ruting: I don't quite follow you. What exactly do you mean?

Alice Linnes: Well, we provide our city sales staff with database information on all of our larger clients. We should be providing the same sort of knowledge on our rural customers to our staff there.

Jack Peterson: Would you like to add anything, Jennifer?

Jennifer Miles: I must admit I never thought about this issue before. I have to agree with Alice.

Jack Peterson: Well, let me begin with this PowerPoint presentation. As you can see, we are developing new methods to reach out to our rural customers.

John Ruting: I suggest we break up into groups and discuss the ideas we've seen presented.

Finishing the Meeting

Meeting Chairman: Unfortunately, we're running short of time. We'll have to leave that to another time.

Jack Peterson: Before we close, let me just summarize the main points:

*Rural customers need special help to feel more valued.

*Our sales teams need more accurate information on our customers.

*A survey will be completed to collect data on spending habits in these areas.

*The results of this survey will be delivered to our sales teams.

Meeting Chairman: Thank you very much. Jack. Right, it looks as though we've covered the main items. Is there any other business?

Donald Peters: Can we fix the next meeting, please?

Meeting Chairman: Good idea. Donald. How does Friday in two weeks time sound to everyone? Let's meet at the same time, 9 o'clock. Is that OK for everyone? Excellent. I'd like to thank Jack for coming to our meeting today. The meeting is closed.

EXERCISES

1. a) Match the words and phrases in A with the definitions in B:

A	B
1. purpose	a) notes of what is said at a meeting
2. agenda	b) the people who take part in a meeting
3. main points	c) a list of what will happen at a meeting
4. participants	d) the things to do after a meeting
5. chairperson	e) the person who keeps control of a meeting
6. minutes	f) the reason for or aim of having a meeting
7. action points	g) the most important things to talk about

b) make up five sentences with these words.

2. Participate in the Meeting

A) *Here are some tips for speaking in meetings. Which ones do you agree with?*

- Speak only if you have something important to say.
- Let people finish their points before you speak - never interrupt.
- On your turn speak for as long as possible.
- It's OK to interrupt someone.
- It's OK to make grammar mistakes, as long as people understand you.

B) *Work in pairs. Have you ever taken part in discussion with a large group of people? If you have, how did you feel when you had to speak? Look at some things that people say about speaking in meetings. Tick the ones you agree with, then compare your answers with a partner.*

It's difficult to think of the right words	<input type="checkbox"/>
I always have a lot to say	<input type="checkbox"/>
I don't like it when people disagree with me	<input type="checkbox"/>
People are always interrupting me	<input type="checkbox"/>
I'm not sure if people always understand me	<input type="checkbox"/>

3. Chair the Meeting. Complete the remarks of a chairperson at various stages of a meeting. Use the following words and phrases:

- | | | |
|--|--|------------------------|
| a) any other business | b) approving the minutes (officially agree to something) | |
| c) close the meeting | d) introduce the first item | e) apology for absence |
| f) break for coffee | g) come back to this | h) have any views |
| i) see your point | j) take a vote | k) wouldn't you agree. |
| l) unanimous decision (a decision formed or supported by everyone in a group) | | |
| m) getting side-tracked (to direct attention away from an activity or subject towards another one which is often less important) | | |
| n) stick to the agenda (not change to something else) | | |

Beginning

Good morning. Is everyone here? I have received just one (1) ... from Celia. OK, I think we can begin. Let's start by (2) ... of the last meeting. Any comments? They're quite straightforward. I think. Good. Now, there is a lot to discuss today, so let's try to (3) OK, who is going to (4) ... ?

Middle

That's interesting, but I think we're (5) Could we (6) ... later? OK. Now, Antonio, we haven't heard from you. Do you (7) ... on this issue?

Thank you, Antonio. I (8) ... , but you have to consider the impact on our budget. (9) ... that there will be substantial costs if we do as you suggest?

OK, there seems to be a consensus, so we don't need to (10) This would be a good time to (11)

End

Good, I think we've reached a (12) ... on this. Before we finish we need to deal with (13) Does anyone have any other issue that we haven't discussed? OK, I think we can (14)

4. Look at the eight problems. What kind of meeting is the best way of dealing with each one?

- a) a one-to-one meeting of two of the people involved
- b) a meeting of four or five of the people involved
- c) a meeting of about ten of the people involved
- d) a meeting of everyone involved
- e) no meeting: one person should decide what to do and then inform everyone

1. A large, influential customer continually pays late. Your sales manager and credit controller have politely and repeatedly complained but this hasn't made any difference. The time has come to decide what to do about this.

2. In a small factory the older workers are ignoring safety rules and encouraging the younger ones to do the same. Some of these rules may be excessively cautious and the older workers' production rates are very good.

3. In a medium-sized factory, groups of workers operate as teams. One group has been getting poorer results than the other teams and verbal warnings have had no effect.

4. The firm is having a bad year and it will probably be necessary to make five members of the office staff redundant. The normal policy is 'last in - first out'.

5. Someone has been leaking information about your firm's products to your competitor. It may be a member of your staff or one of your preferred suppliers.

6. The board requires a report on your department's long-term plans over the next ten years.

7. The territories covered by your sales force have been unchanged for ten years. A revision of the boundaries might make the team more efficient.

8. There is to be a company picnic next month and everything has to be planned and organized.

5. Choose one situation and act it out.

Situation 1.

- 1. Meeting by chance
- 2. Conference
- 3. Meeting for the first time
- 4. Know nothing about each other

5. No previous contact with that person
6. Medium formality
7. Good topics of conversation: things going on around you, companies, jobs/ roles
8. Event starting, but will email each other later in the week

Situation 2.

1. Meeting again
2. Already know names, companies, jobs/ roles, countries, etc
3. Met at the same event two years ago and emailed just after
4. Fairly informal
5. Good topics of conversation: business conditions, products, people you both know

Below you have some clichés for different purposes.

INVITATIONS

Neutral	Informal	Accepting
I was wondering if you would like to join us for a meal. Perhaps you would like to have dinner at my home. Perhaps you would like to come round for a meal. We wanted to invite you to dinner. I thought you might like to try some of our local cuisine. There's a really nice place just a few minutes from here/ round the corner/ down the road. There's a pretty good place you might like which specializes in fish. There's a great new place with a fantastic view of the city.	Why not come round for a drink? What about going out for a meal? Why not join us for a drink? Fancy going for a drink/ a meal? There's a really nice place just a few minutes from here/ round the corner. Shall we meet later tonight to discuss it over dinner? Let's discuss it later over a drink.	That's very kind of you. Thank you for inviting me. I'd like that very much. I'd be delighted to come. Thank you. That'd be very nice. I'll look forward to it. Yes, please. Thanks. That's/ What a good idea. That sounds good/ fun. What time should I come? Where shall we meet? Shall I pick you up? What time/ Where shall I pick you up? Shall we meet at half past seven? Say at half past seven.

6. Read the text *International Success Tips* by Kimberley Roberts that will give you some information about *Business Meeting Gifts*.

This gift is a social gesture that may be expected in some countries, and could be considered a bribe in others. Knowing the gift guidelines for the country you'll be visiting will help make your meeting a success.

Some companies and governments have very strict policies regarding their employees accepting gifts. To avoid creating a problem, it's imperative you learn the policies for the companies you do business with.

Countries like Malaysia and Paraguay, concerned with corruption, frown upon any gift that could be construed as a bribe. In Malaysia you wouldn't give a gift until

you had established a relationship with the person. In Singapore, government employees are not allowed to accept gifts, and the United States limits the acceptable dollar value to \$25. However, in some countries like Japan, Indonesia and the Philippines, exchanging gifts is strongly rooted in tradition. Part of the tradition is the gracious style used to present and receive them. It's important to plan time and focus on the process.

Always be cognizant of religious laws when selecting gifts. For instance, pork is prohibited in the Jewish and Muslim religions, so you wouldn't select a gift made from pigskin. As in India, don't offer a gift made from cowhide. Another prohibition for the Muslim faith is alcohol.

A standard to keep in mind for any gift you select is quality. Choose quality items that are not ostentatious.

Hosting a meal at a nice restaurant is always a good business practice. A fine dinner is a wonderful way to give a "gift to your hosts", to show your guests you appreciate the relationship you have with them. In China, plan a banquet, especially if you are being honored with one.

If a country isn't listed in a category, it means gifts may or may not be exchanged. Should you receive a gift, and don't have one to offer in return, you will not create a crisis. However, this is a good reason for planning to host a meal.

Countries in which a gift		
is expected	is not expected on the first visit, but would be expected on a subsequent visit	is not expected, or gifts are less frequently exchanged
Bolivia, Czech Republic, Poland, Russia, Ukraine, Colombia, Costa Rica, China, Korea, Hong Kong, Indonesia, Japan, Taiwan, Malaysia, Philippines, Thailand	Portugal, Spain, Brazil, Chile, Guatemala, Nicaragua, Panama, Peru, Venezuela, Malaysia, Singapore, Finland, Norway	South Africa, England, France, Hungary, Italy, Uruguay, Denmark, Pakistan, Saudi Arabia, United States

Topic 6. NEGOTIATIONS

Active vocabulary

- face-to-face negotiation – переговори віч-на-віч
 mutual advantage – взаємна вигода
 negotiation/ bargaining – переговори
 negotiator – негоціант, посередник
 to avoid conflict – уникати конфлікту
 to break a contract – розірвати контракт
 to break off negotiation – переривати переговори
 to draw up a contract – укласти договір
 to end in a deal – закінчитися угодою
 to make a deal – укласти угоду
 to negotiate (with each other) – вести переговори (між собою)
 to settle disputes – вирішити суперечки
 to strike a deal – укласти угоду

Read and translate the text:

NEGOTIATING

In international business there are different types of business negotiations, negotiation styles and negotiation situations. A simplified model of what goes on shows four **main phases of negotiation**:

1. *The preparation phase*: this is where you work out what you want and what your main priorities are.
2. *The debating phase*: this is where you try to find out what the other side or the customer wants. You say what you want but you don't say yet what the final conditions are. You use open questions and listen to the customer to try to find out in what areas they may be prepared to move.
3. *The proposal phase*: this is the point at which you suggest some of the things you could trade or which you might theoretically be prepared to trade, offer or concede. Formulate your proposals in the form of if..., then Be patient and listen to the other side's proposals.
4. *The bargaining phase*: this is when you indicate what it is you will actually trade, offer or perhaps concede. In turn you conditionally exchange individual points, along the lines of: 'If you are prepared to pay swiftly, then we are prepared to change our delivery schedules.' Remember to write down the agreement.

Depending on the subject there are several types of negotiation: customer-supplier negotiations, merger or takeover negotiations, wage negotiations and trade negotiations.

Not all business negotiations take place face-to-face. Sometimes you may have to exercise negotiating skills on the telephone. Clearly, too, not all business bargaining ends in a deal. Some negotiations may begin with an exploratory session during which clients specify their needs and expect you to come back later with a proposal of how your company will meet those needs.

People often try to postpone a decision. They might politely break off from the negotiation and say something like: *'I'll have to think about it'* or *'I'll have to consult my boss or my department head'*, etc. On the whole, however, people expect that agreement will be reached or else you'll do business with another company. Normally both parties are interested in reaching an agreement in which both sides take away something positive from the deal. This is called a 'win-win situation'.

However, conflict can occur in business negotiations and relationships. Naturally, we all try to avoid this because this is where only one side can win and the other will lose. Situations which might lead to such negotiations could be late delivery, poor performance of a product, component failure or the need to make compensation payments. In a situation where one side is clearly in the wrong, the outcome is clear: either the conflict continues until the dispute is resolved or it goes to court.

The final important point about negotiating in the business world is the law of contract. It is generally enforceable in the courts. The position is more complicated in international business negotiations because of differences in laws and assumed liabilities. But, nevertheless, the courts are a source for remedies if contracts are broken. Suing defaulting contractors is quite common. A sound knowledge of contract law is therefore essential for negotiators drawing up an agreement at the end of a deal. However, this is the point at which the experts will usually have to be called in and so is not dealt with further here.

Discuss the following questions:

1. *What qualities make a good negotiator?*
2. *Is every negotiation potentially a win-win one?*
3. *Do you think that making goodwill gestures is a good idea, or should you always demand concessions in return for the concessions that you make?*
4. *Do you think people should tell the complete truth when negotiating?*
5. *What are the normal social 'rules' in your country in the context of a buyer-customer negotiation?*

* * *

ESSENTIAL INFORMATION

Intense	negotiations	are very difficult and tiring, with a lot being discussed
Intensive		
Delicate		are very difficult and could easily fail
Tense		
Eleventh-hour		take place at the last possible moment of the time available
Last-minute		
Protracted		take a very long time

TIPS FOR PREPARING AND PLANNING NEGOTIATIONS:

1. Get as much information as possible about the situation. If dealing with people from another culture, find out about its **etiquette** and **negotiating styles**: the way people negotiate, what they consider to be acceptable and unacceptable behaviour, and so on.

2. Decide your **priorities** (the most important objectives).
3. Try to estimate the needs and objectives of the other side.
4. Prepare a **fallback position**: conditions that you will accept if your original objectives are not met.
5. Perhaps you are in a position to influence the choice of **venue**: the place where you are going to meet. If so, would you prefer to:
 - **be on your own ground / on home ground** (in your own offices)
 - go to see the other side **on their ground** (in their offices)
 - meet on **neutral ground**, for example in a hotel?
6. If you are negotiating as part of a **negotiating team**, consult your colleagues about points 1 to 5, and allocate roles and responsibilities.
7. At the beginning of a negotiation, follow these steps (**negotiating scenario**):
 - a) Meet and greet representatives of the other company and introduce your colleagues.
 - b) Offer coffee and small talk. Try to create a relaxed atmosphere.
 - c) Go to the meeting room and suggest that you get down to business.
 - d) Have a clear agenda and a timetable.
 - e) First, give the background to the negotiations, talking about the situation is a good way of reminding people of key facts and issues.
 - f) Then kick off the negotiations themselves, perhaps by finding out more about the priorities of the other side (the things they think are most important) or talking about your own requirements.

PROPOSAL AND COUNTER-PROPOSAL

If there is a guarantee, then we are prepared to...

I can let you have orders for at least two hundred tones...

If we order immediately two hundred in total, with the second hundred deliverable in three months, then...

If you offer more flexible payment conditions, then we'll be able...

As long as engine performance improves by ten percent, then we offer to...

On condition that you deliver 20 engines by May, then we may agree to...

Supposing that you provide good technical support, then we could consider...

Provided that you supply documentation in German, then we might agree to...

Providing that this contract works out OK, we will offer ...'

CHECKING THE DEAL

Let me just go/run over the main points...

On A, we agreed that...

As far as B is concerned, we agreed...

We still have the question of payments to settle.

And there's still an outstanding issue of documentation.

We'll send you a written proposal on these two issues.

If you agree to the proposal, we'll draw up a contract based on those points.

I think that covers everything.

EXERCISES

1. Work in pairs. You are going to take part in a telephone sales negotiation. Student 1 is the buyer (File A) and student 2 is the seller (File B).

File A: You are the buyer for your company. You are calling to negotiate an order.

1. State that you need 10,000 cartons of yogurt by three weeks today, 1,500 \$ per 100 cartons.
2. Make it clear that you want this for a customer, three weeks from today's date.
3. Ask how many cartons they can deliver for three weeks from now.
4. Suggest that you could go to another supplier, although you have been satisfied with this company in the past. But you could offer to take the order somewhere else.
5. Try to find out if the other side wants to keep your order (Because you know the alternative distributors are a little dearer).
6. If no suggestion comes from the other side suggest that you are willing to compromise on the delivery time if the price is reduced.
7. Accept if the conditions are favourable, within 10% of your desired price 1,350 \$.

File B: you are in the sales department of your company. You'll receive a call from a buyer.

1. Reply that the largest quantity you can provide is 5,000 cartons, 1,545 \$ per 100 cartons.
2. State that you cannot deliver by three weeks from now.
3. State that for such large quantities the lead time is going to have to be much longer.
4. Suggest that you want to keep the order but know that you can only deliver 2,000 of the 5,000 cartons in three weeks.
5. Try to find out what the other side are prepared to do. Perhaps, you can play for time, because you guess that the buyer will be eager to strike a deal...
6. You guess that the buyer will be a good customer in years to come. So propose that you are prepared to come down in the price.
7. Agree to the deal as long as the price does not fall below your accepted internal bottom limit, which is 1,468 \$ per 100.

2. Arrange these phrases in the correct order.

1. As you all probably know, Mr.Watanabe and I met at the Aerospace Trade Fair in Frankfurt last year and we had a very interesting discussion about the possibility of our two companies working together.
2. I believe you're flying back on Friday evening, so that gives us three days. I think two days should be enough to cover all the points. On the third day, Friday, if we have an agreement, I'll ask our lawyers to finalize conditions for the contract with you.
3. Mr.Watanabe, good to see you again. How are you? Let me introduce my colleagues: Sandra Lisboa, our chief purchasing officer, and this is Fernando dos Santos, head of production at Xania.

4. Shall we go to the conference room and make a start?
5. Well we've looked at the potential market for our new plane, and it looks as if we will need 100 engines over the next three years.
6. Would you like some coffee or tea, or would you prefer juice? How was the flight?

3. Read an interview with an experienced international business negotiator talking about different styles of negotiating in international business situations.

Interviewer: I'm talking to Jane Crockett who has spent many years negotiating for several well-known national and multinational companies. Hello, Jane.

Crockett: Hello.

Interviewer: Now Jane, you've experienced and observed the negotiation strategies used by people from different countries and speakers of different languages. So, before we come on to the differences, could I ask you to comment first of all on what such encounters have in common?

Crockett: OK, well. I'm just going to focus on the situations where people speak English in international business situations.

Interviewer: I see. Now not everyone speaks English to the same degree of proficiency. So maybe that affects the situation?

Crockett: Yes, perhaps. But that's not always so significant. Well, because, I mean, negotiations between business partners from different countries normally mean that we have negotiations between individuals who belong to distinct cultural traditions.

Interviewer: Oh, I see.

Crockett: Well, every individual has a different way of performing various tasks in everyday life.

Interviewer: Yes, but isn't it the case that in a business negotiation they must come together and work together, to a certain extent? Doesn't that level out the style of...the style differences somewhat?

Crockett: Oh, I'm not so sure. There are people in the so-called Western world who say that in the course of the past 30 or 40 years that a lot of things have changed a great deal globally. And that as a consequence national differences have diminished or have got fewer, giving way to some sort of international Americanized style.

Interviewer: Yes, I've heard that. Now some people say that this Americanized style has acted as a model for local patterns.

Crockett: Maybe it has, maybe it hasn't. Because, on the one hand, there does appear to be a fairly unified, even uniform style of doing business, with certain basic principles and preferences - you know, like 'time is money'. But at the same time it's very important to remember that we all retain aspects of our national characteristics - but it is actually behaviour that we're talking about here. We shouldn't be too quick to generalize that to national characteristics and stereotypes. It doesn't help much.

Interviewer: Yes, you mentioned Americanized style. What is particular about the American style of business bargaining or negotiating?

Crockett: Well, I've noticed that, for example, when Americans negotiate with people from Brazil, the American negotiators make their points in a direct self-explanatory way. While the Brazilians make points in a more indirect way. Brazilian

importers, for example, look the people they're talking to straight in the eyes a lot. They spend time on what for some people seems to be background information. They seem to be more indirect. An American conversation style, on the other hand, is far more like that of point-making: first point, second point, third point, and so on. Now of course, this isn't the only way in which one can negotiate. And there's absolutely no reason why this should be considered the best way to negotiate.

Interviewer: Right. Americans seem to have a different style, say, even from the British, don't they?

Crockett: Exactly. Which just shows how careful you must be about generalizing. I mean, how else can you explain how American negotiators are perceived as informal and sometimes much too open? For in British eyes Americans are direct - even blunt. And at the same time, for the British too, German negotiators can appear direct and uncompromising in negotiations. And yet if you experience Germans and Americans negotiating together it's often the Americans who are being too blunt for the German negotiators.

Interviewer: Fascinating. So people from different European countries use a different style, do they?

Crockett: That's right. I mean, another example which I've come across is the difference between Spaniards, and Swedes in business negotiations. Now Spaniards tend to think of many North Europeans, such as Germans or Swedes as not being very outspoken - even to the point of being inhibited. And you sometimes even hear remarks about Swedes not being able to engage in personal relationships, that sort of thing. On the other hand, many North Europeans tend to think of Spaniards as pushy, or even aggressive.

Sometimes on a personal level, Spaniards tend to disapprove of what they interpret to be Swedish indirectness, even evasiveness. Swedes are sometimes characterized by Spaniards as being distant or cold. And not easy to get on with. Or not easy to get into personal contact with. And their behaviour in business negotiations is seen as very impersonal.

Interviewer: I've heard it said though that the British give this same impression to Spaniards.

Crockett: Well, that's true. And yet in other contexts the British tend to give the impression of not following a particular line. They try to sort of fit in with the way a negotiation is going. They're sometimes seen as pragmatic and down to earth. In contrast, say to French negotiators, who tend to have a more ordered and organized set of objectives, and when they make a contribution to the negotiation they do so from a rational and clearly defined position. They don't give the impression of wishing to move either from their opinion or their planned 'route'.

Interviewer: While the British are more flexible?

Crockett: I'm not sure about that. In my experience they sometimes have the reputation of not always being fully prepared or of not being entirely clear what they want. Or even sometimes holding negotiations up, when things could move forward more smoothly. Unlike, say, their German counterparts. The Germans, well in my experience, usually tend to be very well prepared.

Interviewer: OK...so...what about the Japanese then? I mean, is their style different from Europeans?

Crockett: Oh well, yes, of course. Many Europeans note the extreme politeness of their Japanese counterparts. The way they avoid giving the slightest offence, you know. They're also very reserved towards people they don't know well. At the first meetings, American colleagues have difficulties in finding the right approach sometimes. But then, when you meet them again, this initial impression tends to disappear. But it is perhaps true to say that your average Japanese business person does choose his, or, more rarely, her words very carefully.

Interviewer: So whatever nationalities you're dealing with, you need to remember that different nationalities negotiate in different ways.

Crockett: Well, it's perhaps more helpful to bear in mind that different people behave and negotiate in different ways - and you shouldn't assume that everyone will behave in the same way that you do.

A) Decide which of these points is mentioned in the course of the talk.

1. English used in general international business situations
2. the Americanization of the global economy
3. the Japanese conversation style
4. national characteristics as demonstrated in negotiating
5. Europeans adopting the same style of negotiating

B) Match up what is said about the various nationalities' styles and what they do or what they are like in international negotiations, according to the expert.

<i>Nationality</i>	<i>What they do / what they are like</i>
Americans	are very well prepared make their points in a direct self-explanatory way
Brazilians	are direct - even blunt are distant
British	are extremely polite are indirect, even evasive
French	are informal and open are ordered and organized
Germans	are pragmatic and down to earth are thought of as pushy, even aggressive
Japanese	can appear direct and uncompromising choose their words very carefully
Spaniards	negotiate from a rational and clearly defined position hold negotiations up
Swedes	look people straight in the eyes make points in an indirect way

4. Read this article and then fill each gap below with one word.

CO-OPERATION AND COMPETITION IN NEGOTIATION

Negotiations are complex because one is dealing with both facts and people. It is clear that negotiators must above all have a good understanding of the subject. They

must also be aware of the general policy of the company or institution in relation to the issues and they must be familiar with the organisational structure and the decision-making process.

However, awareness of these facts may not necessarily suffice to reach a successful outcome. Personal, human factors must be taken into account. The approach and strategy adopted in negotiating are influenced by attitude as well as by a cool, clear logical analysis of the facts and one's interests. The personal needs of the actors in negotiating must therefore be considered. These can include a need for friendship, goodwill, credibility, recognition of status and authority, a desire to be appreciated by one's own side and to be promoted and, finally, an occasional need to get home reasonably early on a Friday evening. It is a well-known fact that meetings scheduled on a Friday evening are shorter than those held at other times. Timing can pressure people into reaching a decision and personal factors can become part of the bargaining process.

Researchers who have studied the negotiating process recommend separating the people from the problem. An analysis of negotiating language shows that, for example, indirect and impersonal forms are used. This necessity to be hard on the facts and soft on the people can result in the sometimes complex, almost ritualistic, style of negotiating language.

Language varies according to the negotiating style. In negotiating you can use either a co-operative style or a competitive one. In the co-operative style the basic principle is that both parties can gain something from the negotiation without harming the interests of the other. Or in other words that both parties will benefit more in the long run in friendship and co-operation even if they make some concessions. This type of negotiation is likely to take place in-house between colleagues and departments, or between companies when there is a longstanding relationship and common goals are being pursued.

Unfortunately co-operative style negotiations without a trace of competition are rare. In most negotiating situations there is something to be gained or lost. There can be a danger in adopting a cooperative mode, as unscrupulous people may take advantage of cooperative people.

The opposite mode to co-operative negotiating is competitive negotiating. Negotiators see each other as opponents. Knowledge of the other party's needs is used to develop strategies to exploit weaknesses rather than to seek a solution satisfactory to both sides. This type of negotiating may be appropriate in the case of one-off contracts where the aim is to get the best result possible without considering future relationships or the risk of a breakdown in negotiations. Needless to say, the language in this type of discussion may become hostile and threatening even if it remains formal.

In reality most negotiations are a complex blend of co-operative and competitive mode. Negotiating successfully implies dealing appropriately with the four main components of any negotiation: facts, people, competition, co-operation.

Skilled negotiators are sensitive to the linguistic signals, as well as the non-verbal ones of facial expressions, gesture and behaviour, which show the type of negotiating mode they are in.

Language reflects tactics and therefore a study of the language used in negotiating brings a greater awareness of the negotiating process.

(adapted from *Negotiate in French and English* by Pamela Sheppard and Benedicte Lapeyre)

1. Good negotiators must know their ... well and they must know their company's But they must also consider ... factors because they are dealing with
2. Negotiations are affected by the participant's..., as well as logic.
3. Research has shown that it can help to separate the ... from the This can be done by using special negotiating
4. In a ... style of negotiation, the participants try not to harm each other's In order to maintain a good long-term ... they both make
5. In a ... style of negotiation the parties are This style may be suitable for a ... contract. The language here can become ... and
6. Most negotiations are a ... of the two styles. A good negotiator must be aware of the ... and ... signals which show the style being used.
7. The four main factors involved in a negotiation are ... , ... , and

Topic 7. BUSINESS CORRESPONDENCE. BUSINESS ABBREVIATIONS

Active vocabulary

attachment:	extra document or image that is added to an email
block format: the left margin	business letter format, single spaced, all paragraphs begin at the left margin
body:	the letter content; between the salutation and signature
bullets:	small dark dots used to set off items in an unnumbered list
certified mail: to receive a notice of receipt	important letters that sender pays extra postage for in order to receive a notice of receipt
coherent:	logical; easy to understand
concise:	gets to the point quickly
confidential, personal:	private
diplomacy, diplomatic:	demonstrating consideration and kindness
direct mail, junk mail:	marketing letters addressed to a large audience
double space:	format where one blank line is left between lines of text
enclosure:	extra document or image included with a letter
format:	the set up or organization of a document
heading:	a word or phrase that indicates the text content
indent:	extra spaces at the beginning of a paragraph
inside address:	recipient's mailing information
justified margins:	straight and even text, always begins at the same place
logo:	symbol or image that identifies a specific organization
margin:	a blank space that borders the edge of the text
memorandum (memo):	document sent within a company, presented in short form
modified block format:	left justified as block format, date and closing are centered
on arrival notation:	notice to recipient on an envelope (e.g. "confidential")
postage:	the cost of sending a letter through the Post Office
proofread:	read through a finished document to check for mistakes
reader-friendly:	easy to read
recipient:	the person who receives the letter
salutation:	greeting in a letter (e.g. "Dear Mr Jones")
semi-block format:	paragraphs are indented, not left-justified
sincerely:	term used before a name when formally closing a letter
single spaced format:	where no blank lines are left in-between lines of text
spacing:	blank area between words or lines of text
tone:	the feeling of the language (e.g. serious, enthusiastic)

Read and translate the text:

BUSINESS LETTERS IN ENGLISH

Business letters are formal paper communications between, to or from businesses and usually sent through the Post Office or sometimes by courier. Business letters are sometimes called "snail-mail" (in contrast to email which is faster). Business correspondence includes: 1) letter, 2) memo, 3) fax, 4) e-mail.

E-mails are great for all of the preparatory work. The main purpose of a typical business letter is to formalize the details that were arrived at in discussions among officials in meetings, on the phone or via e-mail, and to provide any additional information that was agreed upon.

Business letters include all kinds of commercial letters, inquiries, replies to inquiries, letters of credit, invoices, bills of lading, bills of exchange or draft, letters of insurance, explanatory letters, orders, letters of packing, letters of shipment, letters of delivery, letters of complaint, letters of invitation, letters of congratulation, replies to mentioned above, etc.

Who writes Business Letters? Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written *from* a person/group, known as the sender *to* a person/group, known in business as the recipient. Here are some examples of senders and recipients:

- business ↔ business business ↔ consumer
- job applicant ↔ company citizen ↔ government official
- employer ↔ employee staff member ↔ staff member

Why write Business Letters? There are many reasons why you may need to write business letters or other correspondence: – to persuade; – to inform; – to request; – to express thanks; – to remind; – to recommend; – to apologize; – to congratulate; – to reject a proposal or offer; – to introduce a person or policy; – to invite or welcome; – to follow up; – to formalize decisions.

“GOLDEN RULES”

for writing letters (including faxes and memos)

1. Give your letter a heading if it will make it easier for the reader to understand your purpose in writing.
2. Decide what you are going to say before you start to write or dictate a letter, because if you don't do this the sentences are likely to go on until you can think of a good way to finish. In other words you should always plan a-head.
3. Use short sentences.
4. Put each separate idea in a separate paragraph. Number each of the paragraphs if it will help the reader to understand better.
5. Use short words that everyone can understand.
6. Think about your reader. Your reader ...
 - ... must be able to see exactly what you mean: → your letters should be CLEAR
 - ... must be given all the necessary information: → your letters should be COMPLETE
 - ... is a busy person with no time to waste: → your letters should be CONCISE
 - ... must be written in a sincere, polite tone: → your letters should be COURTEOUS
 - ... should not be distracted by mistakes in grammar, punctuation or spelling: → your letters should be CORRECT

Discuss the following questions:

1. Which of the ideas do you disagree with? Why?
2. Which of the 'rules' (if any) don't apply to faxes and memos?
3. If you receive a business letter, what impression do you get from these features:
 - a letter which is handwritten
 - a letter which has been printed on a dot matrix printer
 - a letter in large print
 - a letter printed in decorative or unusual print
 - a letter printed on recycled paper
 - a letter with lots of very short paragraphs
 - a letter with very long paragraphs without any white space between them
 - a letter with numbered paragraphs
 - the design of the company's letterhead and the logo

* * *

ESSENTIAL INFORMATION

Formatting Business Letters. There are certain standards for formatting a business letter. *Block format* is the most common format used in business today. With this format, nothing is centred. The sender's address, the recipient's address, the date and all new paragraphs begin at the left margin. There are other, slightly different ways of formatting a business letter, where for example paragraphs are indented (*indented format*) or the date is typed on the right hand side (*semi-block format*).

The writer should follow the main principles of writing a business letter: to introduce the matter without delay, to give complete information, to avoid repetition and to use the following letter parts which are considered to be conventional:

1. The heading (sender's address)

The heading includes the company's name and address, its telephone/fax number(s) and telex code, E-mail and the type of business. There is a growing tendency in Britain to begin every line at the left-hand margin and to avoid punctuation in the date, the name and the address. It is necessary to put a full stop after abbreviations, as in the case of *Co.* (Company). Business letters usually have *printed letterhead*.

There are some differences in address writing between American and British styles.

British style	American style
Ms J. Simpson Foreign Rights Manager Chapman & Hall Ltd. 11 New Fetter Lane London EC4P 4EE England	Ms A. Arafel Product Information Manager McCraw-Hill Book Co 1221 Avenue of the Americas New York, N.Y. 10020 USA

2. The date

The simplest and most common way to put the date is this: *12 November 2019*. But there is an alternative way of writing the date:

British style	American style (month/date/year)
12th November 2019 12 Nov. 2019	November 12, 2019 11/12/2019

3. The inside address (recipient's address): The name and the address of the recipient are typed on the left against the margin. The official title of the person is used. The number of the office in the address precedes the name of the street. The name and the code of the city are written in the next line and the last line is occupied by the name of the country.

Mr Alexander Wright
Sales manager
The Barbers Equipment Co.
7 Bright Street
London E14 OAQ
England

4. The reference and the subject line (téma): The reference consists of the initials of the person who signs the letter (RT) and those of the typist (MS). The subject line is used to indicate the subject matter of a letter and appears below the reference.

5. The salutation (greeting)

Business letters addressed to:	British style	American style
a company an individual within the firm	«Dear Sirs» «Dear Sir (Madam)», «Dear Mr... (Mrs...)», «Dear Miss...» «Dear Ms...» (Ms is the form of salutation of a female addressee without indication of marital status)	«Gentlemen»

6. The body of the letter is the part that really matters. There are generally four parts of the body of business letter:

Opening: give your reason for writing

Focus: provide details about why you are writing

Action: tell what will happen next

Closing: thank the reader (the closing sentence has to leave an impression of cordial and friendly communication)

7. The complimentary close may be written differently.

	British style	American style
The complementary close	Yours faithfully, Yours sincerely,	Sincerely yours, Yours truly.

8. The signature: The name of the person signing the letter is typed below the space left for the signature, and is followed on the next line by his position in the company or by the name of the department he represents. The complimentary close and the signature are placed against the left-hand margin.

9. Enclosure: The word «Enclosure», often reduced to «Enc.» or «End.», is typed against the left-hand margin some distance below the signature and indicates that the document or documents are enclosed with the letter.

SAMPLE of a business letter (block format)

Wicked Wax Co. Ltd 22 Charlton Way London, SE10 8QY	SENDER'S ADDRESS may be printed company logo and address (letterhead)
5th December, 2006	DATE
Ms. Maggie Jones Angel Cosmetics Inc. 110 East 25th Street New York, NY, 10021 USA	RECIPIENT'S ADDRESS
Ref: PC Program analyst Dear Ms. Jones,	RECIPIENT'S OR SENDER'S REFERENCE (IF ANY) SALUTATION
<u>Forthcoming Exhibition</u>	SUBJECT
First paragraph... Second paragraph... Third paragraph...	BODY OF LETTER
Sincerely,	CLOSING
Morris Howard	SIGNATURE (HAND-WRITTEN)
Morris Howard, President	NAME, TITLE (TYPED)
cc: Brian Waldorf	COPY TO
Enc: catalogue	ENCLOSURE

Cliches acceptable for business letters

Orders	<p>We read your advertisement in...</p> <p>With regard to your advertisement in ... of... , we would ask you ...</p> <p>We are interested in buying (importing, etc.) ...</p> <p>Please inform us (let us know) as soon as possible ...</p> <p>Would you please inform us if it is possible to deliver...</p> <p>Please let us know what quantities you are able to deliver till...</p> <p>Would you kindly quote your prices and terms of delivery/payment for ...</p> <p>We would like to have further details about...</p> <p>We would like to represent your products in the Ukrainian market.</p> <p>Please send us samples of... (your catalogues, leaflets, etc.)</p> <p>In reply (response) to your letter (fax) of (dated) ..., we thank you for ...</p> <p>We are pleased to enclose our Order No. ...</p> <p>We enclose (are enclosing) our order for ...</p> <p>We accept your offer and have pleasure in placing an order with you for ...</p> <p>Please confirm that you can supply...</p> <p>Please send the copy of this order to us, duly signed, as an acknowledgement.</p> <p>Please supply/send us ...</p>
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Proposals	<p>We were pleased to learn your interest in...</p> <p>We are most pleased that you want to buy...</p> <p>We are glad to say that we can reserve you ...</p> <p>It is generous of you to take so much interest in our work...</p> <p>We take pleasure to send you the desired samples and offer ...</p> <p>As to your inquiry of... we are informing you that...</p> <p>We enclose our catalogue with the latest price-list.</p> <p>Our detailed price-list will convince you in diversity of our assortment.</p> <p>Our proposal is valid till...</p> <p>The price covers packing and transportation expenses.</p> <p>We can give you a 5 % discount.</p> <p>As you can see from our price-list...</p> <p>I call your attention especially on item ...</p> <p>Besides above mentioned goods our company produces also(see ...)</p> <p>The model ... will most meet your requirements.</p> <p>We would appreciate if we get the order from you as soon as possible.</p> <p>If you are not happy with our proposal please inform us about its reason.</p> <p>We are looking forward to hearing from you soon.</p>
Acknowledgement of Orders	<p>Thank you very much for your order No ... of (dated) ...</p> <p>As requested we enclose (are enclosing) the copy of your order, duly signed, as an acknowledgement.</p> <p>We confirm that delivery will be made by...</p> <p>We hope that you will have a good turnover, and that we will be dealing with your company in the future.</p> <p>Delivery will be made in conformity (accordance) with your instructions.</p>

Formatting Envelopes for Business Letters. Most word document programmes contain an envelope labelling function to help you. You indicate the size of envelope you are using and type the correct information in the appropriate fields, for example:

<p>Sending company's name and address is sometimes printed here</p>	<p>postage stamp</p>
<p>Ms. Maggie Jones Angel Cosmetics Inc. 110 East 25th Street New York NY 10021 USA</p>	

EXERCISES

1. There are different ways of information delivery: fax, post, e-mail and personal contacts. *Explain the difference between* them and try to guess what kinds of documents and what kind of information may be delivered by means of each way. What are the relative advantages of talking to someone face-to-face and writing to them?

2. *Examine several samples of business letters:* letter-inquiry, letter-offer, letter-order and letter – acknowledgement of order. Define the aim of writing each letter, its structure and purpose of each component in these letters structure.

Sample of Inquiry

Pet Products Ltd.

180 London Road

Exeter EX4 4JY

England

25th February, 1997

Dear Sirs,

We read your advertisement in the 'Pet Magazine' of 25th December. We are interested in buying your equipment for producing pet food. Would you kindly send us more information about this equipment: price (please quote CIF Odessa price), dates of delivery, terms of payment, guarantees, if the price includes the cost of equipment installation and our staff training.

Our company specializes in distributing pet products in Ukraine. We have more than 50 dealers and representatives in different regions and would like to start producing pet food in Ukraine. If your equipment meets our requirements, and we receive a favourable offer, we will be able to place a large order for your equipment.

Your early reply would be appreciated.

Yours faithfully,

V.Smurfy

V.Smurfy

Export-Import Manager

Sample of Order, Order Enclosure and Order Acknowledgement

Men's Clothes Dealers Ltd.

142 South Road

Sheffield S20 4HL

England

21th March, 1997

Dear Sirs,

Our Order for Silk Shirts

In response to your letter of 17th March, we thank you for sending us your catalogues of men's silk shirts. We are sure there will be a great demand for them in Ukraine.

We are enclosing our Order No. 144, and would ask you to return its duplicate to us, duly signed, as an acknowledgement.

Yours faithfully,

Vin Somersby

Vin Somersby

Export-Import Manager

Enc. Order No. 142

Sample of Offer

Mr. Fred North
 Purchasing Manager
 Broadway Autos
 November 11, 1998

Dear Mr. North,

Thank you very much for your enquiry. We are of course very familiar with your range of vehicles and are pleased to inform you that we have a new line in batteries that fit your specifications exactly.

The most suitable of our products for your requirements is the Artemis 66A Plus. This product combines economy, high power output and quick charging time and is available now from stock.

I enclose a detailed quotation with prices, specifications and delivery terms. As you will see from this, our prices are very competitive. I have arranged for our agent Mr. Martin of Fillmore S.A. to deliver five of these batteries to you next week, so that you can carry out the laboratory tests. Our own laboratory reports, enclosed with this letter, show that our new Artemis 66A Plus performs as well as any of our competitor's product and, in some respects, outperforms them.

If you would like further information, please telephone or telex me: my extension number is 776. Or you may prefer to contact Mr. John Martin of Fillmore S.A. in Malibu: his telephone number is 01 77 99 02.

I look forward to hearing from you.

Yours sincerely,

Fred Stock

Fred Stock

3. *Write a business letter.* Address it to anyone you choose.

4. *Mark the appropriate place of the following expressions in a business letter: in the beginning of the letter (B), in the end (C) or in both places (BC).*

- a) feel free to contact
- b) please don't hesitate
- c) in response to
- d) once again
- e) get in touch
- f) at your earliest convenience
- g) effective June 15
- h) may be able to help you
- i) this is to inform you
- j) as you may recall
- k) as soon as possible
- l) in accordance with
- m) further to
- n) thank you for
- o) would be appreciated
- p) I enclose.

5. Work in pairs. Here are three extracts from letters that break some rules.

1. Decide what is wrong with each one and underline any mistakes or faults.
2. Rewrite each extract in your own words.

I noticed your advertisement in the Daily Planet and I would be grateful if you could send me further information about your products. My company is considering subcontracting some of its office services and I believe that you may be able to supply us with a suitable service, Looking forward to hearing from you.

Yours faithfully,

Thank you very much for your letter of 15 January, which we received today. In answer to your enquiry we have pleasure in enclosing an information pack, giving full details of our services. If you would like any further information, do please contact me by phone or in writing and I will be pleased to help. I hope that our services will be of interest to you and I look forward to hearing from you.

Yours sincerely,

There are a number of queries that I would like to raise about your products and I would be grateful if you could ask a representative to get in touch with me with a view to discussing these queries and hopefully placing an order if the queries are satisfactorily answered.

6. Work in pairs This is the top part of a business letter. Decide when you would use these openings, instead of 'Dear Mr Green':

Dear Jim, Dear Sir, Dear Madam, Dear Sir or Madam,

**UNIQUE PRODUCTS PLC
SUNRISE TECHNOLOGY PARK
WEST HARBOUR DRIVE
DOVER CT16 8KL
TELEPHONE 01306 824455 FAX 44 1306 821986**

Mr James Green
Marketing Director
Green Industries Inc.
999 Park Avenue
Rockford
IL 61125
USA

Your Ref: GS/BC/44
Our Ref: DJ/GS/2

11 November 2011

Dear Mr Green,

Thank you for your fax of 8 November, suggesting a meeting in December. The most convenient dates from our point of view are December 2nd or December 3rd.

7. Decide whether the following statements are True or False.

1. With block format, all new paragraphs are indented;
2. In business letters a salutation is generally followed by a comma or a colon;
3. Business letters should be simple and easy to read;
4. It is advisable to wait a day between writing and sending an important letter;
5. The date on a business letter should appear after the salutation;
6. An "Enclosure" note should appear below the typed name of the sender at the end of the letter;
7. The first paragraph of a business letter is comprised entirely of "small talk";
8. Contact information generally appears in the closing paragraph of the letter;
9. Identifying the audience is one of the first steps in planning a business letter;
10. It is considered standard formatting to include the recipient's address before the salutation in a business letter.

8. Look at this rather confusing memo. What makes it difficult to follow? Decide how it can be improved.

MEMORANDUM

TO: All members of staff, Northern Branch

FROM: KLJ

DATE: 2 December 2013

As you know, one of the reasons for the introduction of laptops in Northern Branch was to provide us with feedback before we decide whether to provide laptops for staff in other departments. The Board has asked me to submit a report on your experiences by the end of this week. I talked to some of you informally about this last month. During my brief visit I noticed a group of people in the canteen playing some kind of computer game and I heard from a senior manager that he only used his for writing letters — a job for a secretary, surely? So that I can compile a full report, I would like everyone to let me know what they personally use their laptop for, what software they use and how long per day they spend actually using it. It would also be useful to find out how their laptop has not come up to expectations, and any unexpected uses they have found for their laptop, so that others can benefit from your experience.

KLJ

9. Read these abbreviations that are common for business correspondence. Find their translation.

<p>A/C, AC, ac, C/A, ca (<i>account current</i>) — adsd (<i>addressed</i>) — adse (<i>addressee</i>) — ad (<i>advertisement</i>) — a.f. (<i>as follows</i>) — a.m. 1. (<i>above mentioned</i>) — ; 2. (<i>ante meridiem</i>) — Appx (<i>appendix</i>) — Attn (<i>attention</i>) — B/E (<i>bill of exchange</i>) — B/L (<i>bill of lading</i>) — CEO (<i>chief executive officer</i>) — cf (<i>compare</i>) — Co. (<i>company</i>) — cont, contr. (<i>contract</i>) — Corp. (<i>corporation</i>) — cur 1. (<i>currency</i>) — 2. (<i>current</i>) — CV (<i>curriculum vitae</i>) — dd 1. (<i>dated</i>) — 2. (<i>delivered</i>) — Dept. (<i>department</i>) — doc, dct (<i>document, pl. — docs.</i>) — doz., dz (<i>dozen</i>) — EAON — e.g. (<i>exempli gratia</i>) — enc, end (<i>enclosed, enclosure</i>) —, exc, excl. (<i>except, excluding, exception, exclusion</i>) — expn (<i>expiration</i>) — fig. (<i>figure</i>) — 1.; 2., FY (<i>fiscal year</i>) — h.a. (<i>hoc anno</i>) — a hf (<i>half</i>) — Hp, H.P., h.p., H/P (<i>hire purchase</i>) — id. (<i>idem, лат.</i>) — i.e., ie (<i>id est, лат.</i>) — incl. (<i>including</i>) — inv. (<i>invoice</i>) — IOU (<i>I owe you</i>) —</p>	<p>iss. (<i>issued</i>) — I.a. (<i>letter of advice</i>) — L/A (<i>l. of authority</i>) — L.C., L/C (<i>l. of credit</i>) — Ld, Ltd. (<i>limited</i>) — LOC — mdse (<i>merchandise</i>) — memo (<i>memorandum</i>) — M/P (<i>mail payment</i>) — M.T. 1. (<i>mail transfer</i>) — 2. (<i>metric ton</i>) — MV — N/A (<i>not applicable</i>) — NB (<i>nota bene</i>) — o/l (<i>our letter</i>) — PA, P/A, P.A. 1. (<i>personal assistant</i>) — 2. (<i>power of attorney</i>) — p.a. (<i>per annum, лат.</i>) — pan, para, (<i>paragraph</i>) — Pic, PLC (<i>public limited company</i>) — PO (<i>post office</i>) — p.p. (<i>pages</i>) — pp, p.p. (<i>per pro, лат.</i>) — qv (<i>quod vide</i>) — R&D (<i>research and development</i>) — ret, rept (<i>receipt</i>) — re (<i>regarding</i>) — ref. (<i>reference</i>) — RMS (<i>root-mean-square</i>) — shipt (<i>shipment</i>) — sig. (<i>signature</i>) — tn (<i>ton</i>) — urgt (<i>urgent</i>) — v., vs, vers. (<i>versus, лат.</i>) — VAT, V.A.T. (<i>value-added tax</i>) — V.I.P (<i>very important person</i>) —</p>
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Topic 8. FAX MESSAGE. E-MAIL

Active vocabulary

- to email – відправити електронного листа
- to email back - відповісти на електронного листа
- to fax someone – надіслати комусь факс
- to fax something – надіслати щось по факсу
- to get a fax – отримати факс
- to reply to email – відповісти на електронного листа
- to send an email – відправити електронного листа
- to send something by fax – відправити щось по факсу

Read and translate the text:

FAXES AND E-MAILS

A **fax** is facsimile copy of a document, which is transmitted by normal telephone lines to another fax machine. Some faxes are exactly like letters, some are printed on special fax forms, others are simply handwritten messages. Many people still use faxes in these situations:

- to place and confirm orders for goods and supplies;
- to make hotel and travel bookings;
- to request and confirm payment;
- to make and answer enquiries;
- to request action or give instructions;
- to send copies of documents (fliers, orders, forms, invoices and contracts).

The sender of a fax can't be certain if the message has been received perfectly – sometimes lines get missed or are illegible. A fax is not usually a legally binding document. The original documents are sent by post or courier later.

E-mail (electronic mail) is a way of sending messages between computers. The message appears on a screen and can be printed if necessary. E-mail is a fast and inexpensive way to communicate and a less formal method of correspondence.

Email is a daily part of the office life. Everybody and every company uses email as a way to communicate quickly. Many companies send emails both internally and externally through their computers. In addition to sending messages, you can attach an existing file, such as a word-processed document or a spreadsheet, to an e-mail message.

When using e-mail in business, most of guidelines for standard formatting in business letters apply. There are usually five parts of an e-mail message. The sender's name, the date and time are provided automatically by the computer. The sender types the e-mail address of the person receiving the message, the subject, and the message. There are certain rules that should be followed while sending an email:

- Choose a subject line that is simple and straightforward. Refrain from using key words that might cause an e-mail to go into another person's trash box.
- Repeat the subject line in the body of the e-mail, beneath the salutation (as with a letter).

- Use the «cc» address line to copy more than one person with your correspondence.
- You can request a receipt for important letters. The system will automatically let you know when someone has opened your email.
- Instead of a signature, include your typed name, and below it include your e-mail address, business name and address, phone and fax number, and website if appropriate.
- Remember that people often print out e-mails, so your own e-mail address and the subject line would be lost if you had not included them in the body of the e-mail.
- Internal electronic mail may be formatted more like a memo than a formal letter.

DOs and DON'Ts

- Don't send messages in all capital letters. Typing in all capital letters shows anger or impatience.
- Write a short and specific description of your message in the subject line.
- Be polite and professional. Try not to send e-mails that are very long.
- It's common for people to be much more informal when sending e-mail messages. But be careful that your messages still respect the formality of a professional relationship.
- If your e-mail programme has a spell-check feature, use it.
- Re-read your e-mails before you send them. Once they are sent, you can't get them back. Be careful of your tone. The recipient may not understand that you are saying something in a humorous way, for example.
- Your message is not private. Other people can read it, either by mistake or on purpose. Your reader could send it to other people. Be careful of what you say.
- Try to respond to e-mail immediately. Let the sender know you've received the message. If you don't have time to respond completely, send a message saying when you will be able to respond.

Discuss the following questions:

1. *Do you send and receive many faxes or do you rely mainly on e-mail?*
2. *What are faxes particularly useful for?*
3. *What do you use e-mail for?*
4. *Does e-mail save time, or does it just make more work?*
5. *Should employees send and receive personal emails at work?*
6. *Should you respond to email immediately? Give your reason.*

* * *

ESSENTIAL INFORMATION

<p>Asking for Email Address</p>	<p>Can I have your email address? What is your email address? Do you have an email account? My email address is someone at hotmail dot com (someone@hotmail.com). It is someone@hotmail.com Do you have his email address? What was her email address again?</p>
<p>Requesting information through email</p>	<p>Can you send it to my email address? You can send it to me through email. Can you email it to me? Can I email it to you? Can I send you the information through email?</p>
<p>Whenever you send an email to an account that doesn't exist, you get a automated email saying the mail was not delivered. You can use these sentences if you are in this situation.</p>	<p>I am unable to email it to you. Can you tell me your email address again? I am getting a mail saying it is undeliverable. I might have misspelled it. Can I double check your email address? The email address I sent it to was someone@hotmail.com. Is this correct? I sent the email to someone@hotmail.com. Didn't you get it? That's the wrong email address. My email address is someone@hotmail.net.</p>
<p>Sending attachments through email</p>	<p>I can send you the document through email. Can I send the documents to your email? Can I email you the files? I received your email, but I didn't receive the attachments. My company prevents many types of attachments. Can you send a text file instead? Hi Mary, I sent you an email with my proposal as an attachment. Did you receive it? The file is too large to send through email. My email account will only allow sending attachments that are 1 MB or smaller. My email account will only allow me to receive attachments that are 2 MB or smaller.</p>

<p>Email Problems</p>	<p>My email is getting full. I better delete some old mail.</p> <p>How do I request more storage space for my email account? I am constantly running out of space.</p> <p>You're running out of email space too? I have the same problem at least once a month.</p> <p>I just started my job so I haven't received my email address yet.</p> <p>My email account hasn't been created yet. They said I should receive it tomorrow.</p> <p>I haven't received my emails in the last four hours. I think the server is down or something.</p> <p>It could be a network problem, but my email account is not working.</p> <p>I can't access my email right now. I think the server is down.</p> <p>I keep getting junk mail in my work account. How did they get this email address?</p> <p>How do I prevent junk mail?</p> <p>Don't open any mail with the title, 'Your request has been approved!!!' It contains a virus. Please delete this mail at once if you see it.</p>
<p>Reply and Reply All</p>	<p>When you reply all, it goes out to everyone on the To line and the line. Reply only goes to the sender. When we send out a mail to many people, you might see a sentence that says 'little 'r' me'. This means to use the small R instead of the Big R. That basically means to reply only to me instead of replying to everyone on the mail thread.</p> <p>I sent out a mail to the whole group. I requested that they little 'r' me with their ideas.</p> <p>When I receive a mail sent out to multiple people, I keep forgetting to send to all.</p>

Forwarding Mail	<p>I can't find the mail about our next project. Can you forward the mail to me? I got a useful email on productivity. I think I will forward it to our team. I have that email. I'll forward it to you. If you find that mail, please forward it to me. I'll forward you the mail I got from the manager. I received a mail from the marketing manager. I don't know what she is asking for. Can I forward the mail to you? Forward the complaint to the manager. I think he should see this.</p>
General email sentences	<p>Hi Jack, this is Steve. I have a proposal for the marketing idea. Can I email it to you? I will need the information by noon. Can you email it to me soon? The deadline for the project was an hour ago. Did you send the information? I have sent three mails asking for information on their design. I haven't received a reply yet. Send a email to the team with your plan of action. I want everyone following this process. I have a meeting at 4:00 pm. I think I should send out a reminder mail. I don't want anyone to forget. Did you read the mail from the CEO? It's about our new mission statement. The CFO sent out a mail that describes our quarterly earnings.</p>

PRACTISING DIALOGUES.

1. Sending faxes. *Jaime Vasconcelos in Los Angeles, USA is on the phone to Anna Friedman in Sydney, Australia.*

- Anna:** Yes, I think you'll be interested in our latest designs.
Jaime: Can you **send them by fax**?
Anna: Sure. **I'll fax you** right now. What's your **fax number**?
Jaime: 1 for the US, then 213 976 3421.
Anna: OK. I've got that.
Jaime: Can you **fax the information** you think we need?
Anna: I'll fax you everything we have. There are about 30 pages.
Jaime: If you could **fax it all over to us**, that would be great!

2. Receiving faxes.

- Anna:** Did you **get my fax**?
Jaime: You're not going to believe this, but **the paper got stuck and the machine jammed**.
Anna: No problem. I'll **send it through** again.
15 minutes later ...
Anna: Did **the fax go through** OK this time?
Jaime: Yes, but pages two and three weren't **legible**: I couldn't read them.
Anna: No problem. I'll **resend** them.

3. Read the following dialogues.

A: I'll have the report ready for review tonight. Will you be able to look at it tomorrow?

B: I'm not going to be in the office tomorrow. Can you email it to me? I'll look at it from home.

A: Sure. What's your email address?

B: It is someone@hotmail.com.

A: The file is pretty big. Will the email allow me to send a file that big?

B: If it is under one mega byte, you shouldn't have a problem.

A: I don't think it's that big. I'll send it tonight. Just get back to me when you finish the review tomorrow.

B: Ok. I should be done with it by noon.

A: That would be great. Thanks.

* * *

A: The manager wants us to work on the data analysis together.

B: Did you get an email from her?

A: Yeah. You were on the 'to' line as well.

B: I never got it yet. When did you get the mail?

A: I got it about 30 minutes ago. Should we have her send the mail again?

B: No, I don't want to bother her right now. Can you just forward the mail to me?

A: No problem. I'll do it now.

B: I'm still not getting it.

A: Maybe your exchange server is down.

B: I think you're right. Can you send it to my personal account? It is someone@hotmail.com.

A: Sure. Sending now.

B: I got it. Thanks for forwarding me the mail. After I read it, let's get together to discuss how we are going to work on the data analysis.

A: Perfect. Just ping me when ever.

EXERCISES

1. Write formal and informal emails.

A. Match the informal expressions in A with the formal expressions in B.

A

1.1 just wanted to let you know

2.1 can't make it

3. asked

4. Thanks

5. I'm sorry

6. get in touch

7. fix another time

8. Can't wait

9. Love

10. Hi James,

B

a) I apologize

b) requested

c) reschedule

d) I am unable to attend

e) I look forward to

f) Yours sincerely

g) I am writing to inform you

h) I am grateful

i) Dear Mr Allen,

j) contact

B. You cannot go to the meeting with your friend/business partner tomorrow. Write him/her an e-mail expressing apologies, thank him/her for understanding; agree on another date for meeting.

2. Read the fax and match the parts of the fax with the descriptions.

- a) name of person the fax is to
- b) body of the message
- c) sender's fax number
- d) date
- e) letterhead (company name)
- f) number of pages
- g) subject
- h) name of person sending the fax
- i) closing
- j) signature (hand written)

Jason Jackson Designs
26 Greenalley House
London
FAX TRANSMISSION

- TO: Forallseasons, Ternopil, Ukraine
- FROM: Vanessa Smart, Project manager
- FAX NUMBER: 0058 498 3287
- DATE: 11 February 2010
- NUMBER OF PAGES (including this): 2
- Re: Changes to design

Please find attached the new design that you requested.

Could you let me know if the size is now correct? I will also send a copy of the design to you by mail. You should receive this by Friday.

I look forward to hearing from you.

- Regards,
- Jason Jackson

3. You are going to the business trip to Scotland. Write a fax to your colleague to tell him/her about the business trip arrangements.

FAX TRANSMISSION

TO:

FROM:

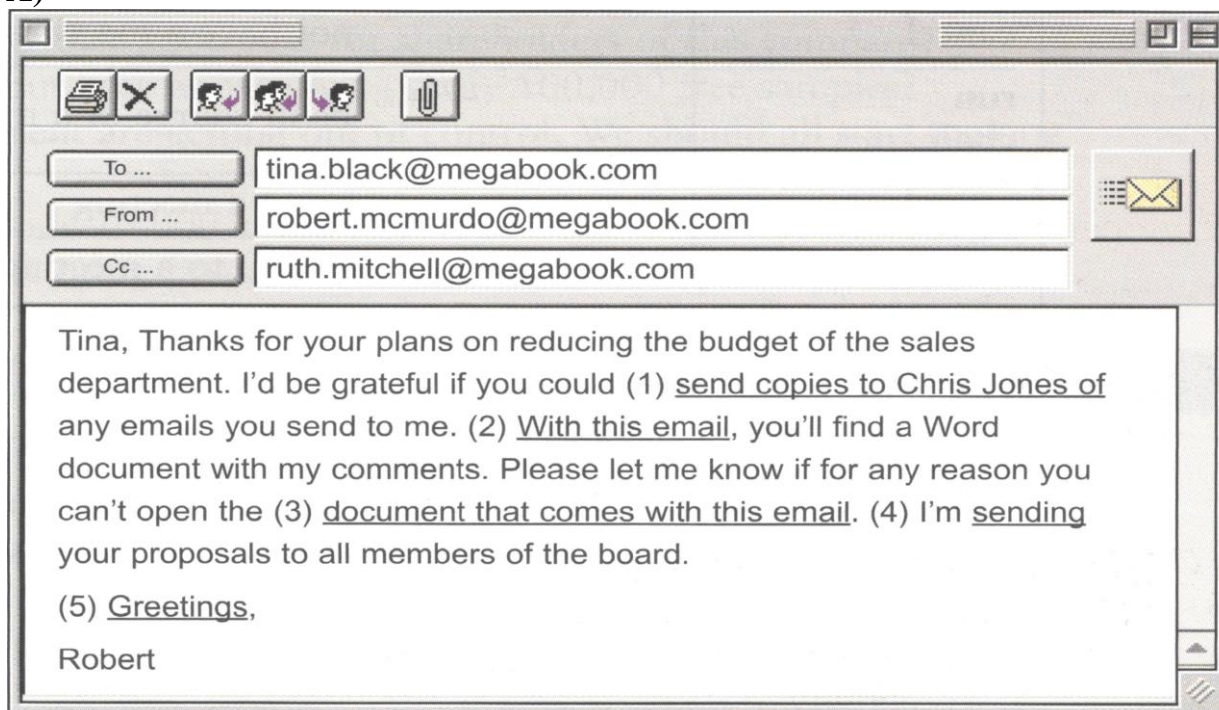
FAX NUMBER:

DATE:

Re:

4. Complete this email (A) using the correct form of the expressions (B) that mean the same as the underlined expressions.

A)



B) Robert,

Thanks for your email asking for ways of reducing the sales force. **Please find attached** a Word document with specific plans for this. **Please let me know if you can't read** this attachment. **I'm copying Ruth Mitchell in on** this. Do forward it to the rest of the board if you feel that's appropriate. Looking forward to your reaction.

Best wishes,

Tina.

Topic 9. APPLYING FOR A JOB

Active vocabulary

a letter of application /covering letter – супровідний лист

CV (curriculum vitae) /resume – резюме

permanent/temporary job – постійна/тимчасова робота

post/ position – посада

job experience – досвід роботи

recruitment agency – кадрове агентство

to accept the job – погодитися на роботу

to apply for a job – подати заявку на роботу

to be responsible for/ to be in charge of – бути відповідальним за

to complete an application form – заповнити анкету

to hire smb/ to employ smb – наймати когось на роботу

to offer a job – пропонувати роботу

to turn down the job – відхилити пропозицію

to work full-time/part-time – працювати повний/неповний робочий день

Read and translate the text:

APPLICATIONS AND INTERVIEWS

People looking for jobs can choose from the following possibilities:

- to place or run a **job advertisement** (ad)
- to answer a job ad
- to use services of a **recruitment agency**
- to register and consult with a **job centre**
- to send an unsolicited application
- to use direct contacts, often with the help of some **referees**.

In different countries, different conventions apply to the process of job application and interviews. When you apply for a job, most employers ask for 2 important documents: **1. A CV or resume. 2. A covering letter**

In most parts of the world, it's common to submit a typed/ printed CV (curriculum vitae – British English) or resume (American English). This contains all the unchanging information about you: your education, background and work experience. This usually accompanies a letter of application or covering letter, which in some countries is expected to be handwritten. A supplementary information sheet containing information relevant to this particular job may also be required, though this is not used in some countries.

Your CV and letter are usually the first impression that an employer has of you. And because an employer may have hundreds of job applications to consider, you have about 15 seconds to make sure that first impression is a good one.

Many companies expect all your personal information to be entered on a standard application form. Unfortunately, no two application forms are alike, and filling in each one may present unexpected difficulties. Some personnel departments believe that the CV and application letter give a better impression of a candidate than a form.

If you have offered someone a **position** and think they might accept it, it's customary for the employer to appoint you the date when you, as a candidate, can get an **interview**.

There are different kinds of interviews: traditional one-to-one interviews, panel interviews where one or more candidates are interviewed by a panel of interviewers, 'deep-end' interviews where applicants have to demonstrate how they can cope in actual business situations.

The atmosphere of an interview may vary from the informal to the formal and interviewers may take a friendly, neutral or even hostile approach.

Different interviewers use different techniques and the only rules that applicants should be aware of may be 'Expect the unexpected' and 'Be yourself'!

In different countries, and in different trades and different grades, the salary that goes with a job may be only part of the package: extra benefits like a company car or cheap housing loans, bonuses paid in a 'thirteenth month', company pension schemes, free canteen meals, long holidays or flexible working hours may all contribute to the attractiveness of a job.

Discuss the following questions:

1. *What are the most important things for you in your work? Arrange these aspects in order of importance and add some more things you think are important:*
 - *job satisfaction*
 - *earning plenty of money*
 - *having pleasant co-workers/colleagues*
 - *meeting people*
 - *earning enough money*
 - *security.*
2. *Out of all the people you know, who has the job you'd most like to have? Why?*
4. *If you could choose any job in the world to do, what would it be? Why?*
5. *What impression do you try to give in an application letter?*
6. *Should an application letter be handwritten, typed, or laser-printed?*
7. *How important is a well – presented CV or resume?*
8. *Do you always tell the absolute truth in application letters?*

ESSENTIAL INFORMATION

YOUR COVERING LETTER

Your covering letter is a sales letter.

When you send your CV to apply for a position, you should also include a short letter. This letter is called a covering letter or cover letter. A covering letter sent with a CV/resume is known as a letter of application.

Why you need a good covering letter

Before looking at your CV, an employer usually reads your covering letter. If it is badly-written, or untidy, or difficult to read, your CV will probably go into the nearest bin. If it is well-written, attractive, easy to read and persuasive, the employer will turn to your CV.

Your letter of application is a sales letter. The product it is selling is your CV.

Content

The reader of your letter does not want to waste time on unnecessary details. You should therefore design your letter to be easy to read. It should be short, concise and relevant. It should not be too formal or complicated. Your letter should:

1. confirm that you are applying for the job
2. say where you learned about the job
3. say why you want the job
4. say why you would be a benefit to the company
5. request an interview

Format

Here is the typical format for your covering letter:

1 Your address - telephone - fax - email. Put your address, telephone No, fax and/or email address at the top in the <u>centre</u> OR on the <u>right</u> .	Your address telephone/ fax email	26 rue Josef 75008 PARIS France tel: +33 1 77 77 77 77 email: rachelking@eflnet.fr
2 Date	Do not write the date as numbers only: 1. It can be considered too official and therefore impolite. 2. All-number dates are written differently in BE (31/12/99) and AE (12/31/99). This can lead to confusion.	17 April 2006
3 Destination name and address	The name of the person to whom you are writing, his/her job title, the company name and address. This should be the same as on the envelope.	The Principal Interplay Languages 77 bd Saint Germain 75006 PARIS
4 Reference	Reference number or code given by the employer in their advertisement or previous letter. You write the employer's reference in the form: If you wish to include your own reference, you write:	Your ref: 01234 My ref: 56789
5 Salutation	A letter in English always begins with “ Dear ” even if you do not know the person. There are several possibilities:	Dear Madam Dear Sir/Madam Dear Mr/Mrs /Miss /Ms Smith)

6 Subject	The subject of your letter, which for a job application is normally the Job Title.	Director of Studies Sales Manager
7 Body	The letter itself, in 3 to 6 paragraphs.	I am interested in working as Director of Studies for your organisation. I am an EFL language instructor with nearly 10 years' experience to offer you. I enclose my resume as a first step in exploring the possibilities of employment with Interplay Languages. My most recent experience was implementing English Through Drama workshops for use with corporate clients. I was responsible for the overall pedagogical content, including the student coursebook. In addition, I developed the first draft of the teacher's handbook. As Director of Studies with your organisation, I would bring a focus on quality and effectiveness to your syllabus design. Furthermore, I work well with others, and I am experienced in course planning. I would appreciate your keeping this enquiry confidential. I will call you in a few days to arrange an interview at a time convenient to you. Thank you for your consideration.
8 Ending (Yours...)	Yours sincerely / faithfully / truly	Yours faithfully
9 Your signature	Sign in black or blue ink with a fountain pen.	<i>Rachel King</i>
10 Your name	Your first name and surname.	Rachel King
11 (Your title)	If you are using company headed paper, write your Job Title here. If you are using personal paper, write nothing here.	
12 Enclosures	Indicate that one or more documents are enclosed by writing, e.g.:	'Enc: 2' (for two documents,)

In the English-speaking world, an employer would usually prefer to receive a letter of application that is printed. A hand-written letter could be considered unprofessional.

YOUR CURRICULUM VITAE OR RESUME

Why you need a good CV. CV stands for the Latin words Curriculum Vitae, which mean: the course of one's life. A CV is also called a résumé, resumé or resume (especially in American English). Your CV is a summary of your professional/academic life until now, and it usually concentrates on your personal details, education and work experience.

Your CV's job is to get you an interview. To do this, it must: attract, inform, persuade, sell.

Your CV must be: clear, well-organised, easy to read, concise, relevant to the job offered.

A good CV is one of your most important tools in the search for employment.

WHAT A CV OR RESUME IS NOT?	WHAT A CV OR RESUME IS?
<p>A CV: is not a book. is not an obstacle. is not a tombstone. is not boring or difficult to read. is not your life story or autobiography. is not a catalogue of your personal opinions. is not a list of problems with past employers.</p>	<p>A CV: is short. is seductive. is an important document. answers the question "Why?" is interesting and easy to read. is a list of benefits for the employer. is as much about the employer as about you.</p>

Content

You should include everything that is relevant to your employment or career and nothing that is irrelevant. There are usually **5 general headings of information** to include:

1. Personal details: name, address, email and telephone number (and sometimes nationality, age/date of birth and marital status)
2. Objective: a headline that summarizes the job opportunity you are seeking
3. Work experience: your previous employment in reverse chronological order - with most detail for your present or most recent job
4. Education: details of secondary and university education - including the establishments and qualifications
5. Personal interests: demonstrating that you are a balanced, responsible member of society with an interesting life outside work

Sometimes, you may need to give additional information for a particular job or because you have special qualifications.

Format

<i>Word-processed or hand-written?</i>	Your CV should be word-processed, for several reasons. 1) in the English-speaking world a hand-written CV would be considered unprofessional; 2) many recruitment agencies and some employers like to electronically scan CVs; 3) it will be much easier for you to update and modify your CV to target it to a specific employer.
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How many pages?	It is usually best to limit your CV to a maximum of 2 pages. You can usually put everything you need to get an interview on 1 or 2 pages. If you put more than this, the employer has too much to read. In addition, if you put everything in the CV, you will have nothing new to say at the interview.
What size paper?	There are basically 2 standard paper sizes, depending on the part of the world: <ul style="list-style-type: none"> • A4 (297 x 210 millimetres) - used largely in Europe, including the United Kingdom US Letter Size (8 1/2 x 11 inches) - used largely in the United States
What quality paper?	Remember that several people may read and handle your CV. It will also be an important document during your interview. Choose a good quality, fairly heavy paper so that it will remain in good condition at all times.
What sort of typeface?	Choose an easy-to-read typeface. Typefaces are designed for specific purposes. The standard typefaces Times New Roman or Arial are perfect for your CV. Not too small, not too large! A size of 10 or 12 point would be appropriate.
DO NOT USE ALL CAPITALS LIKE THIS! CAPITALS ARE VERY DIFFICULT TO READ AND MAY BE CONSIDERED IMPOLITE IN THE ENGLISH-SPEAKING WORLD.	

Vocabulary

SIMPLICITY AND CLARITY	If you want people to read your CV, your language must be simple and clear:
	Use short words and short sentences.
	Do not use technical vocabulary, unless you are sure that the reader will understand it.
	Talk about concrete facts (" <i>I increased sales by 50%</i> "), not abstract ideas (" <i>I was responsible for a considerable improvement in our market position</i> ").
	Use verbs in the active voice (" <i>I organised this exhibition</i> "), not passive voice (" <i>This exhibition was organised by me</i> ").
POWER WORDS	Certain words are used frequently by recruiters in their job descriptions. You can study recruiters' advertisements and job descriptions and try to use these words in your CV and covering letter.
	The most powerful words are verbs. And the most powerful verbs are action verbs. (Action verbs describe dynamic activity, not state).
	So you should use plenty of action verbs matched to your skills, and use them in the active form, not the passive form. Which of these two sentences do you think is the more powerful?
	Active form: <i>I increased sales by 100%</i> . Passive form: <i>Sales were increased by 100%</i> .

A list of typical action verbs categorized by skills

Communication skills:	address, arbitrate, correspond, draft, edit, lecture, mediate, motivate, negotiate, persuade, present, publicise, reconcile, speak, write
Management skills:	assign, attain, chair, co- ordinate, delegate, direct, execute, organise, oversee, plan, recommend, review, strengthen, supervise, train
Research skills:	collect, critique, define, detect, diagnose, evaluate, examine, explore, extract, identify, inspect, interpret, investigate, summarise, survey
Technical skills:	assemble, build, calculate, devise, engineer, fabricate, maintain, operate, overhaul, program, remodel, repair, solve, upgrade
Creative skills:	conceptualise, create, design, fashion, form, illustrate, institute, integrate, invent, originate, perform, revitalise, shape
Financial skills:	administer, allocate, analyse, appraise, audit, balance, budget, calculate, control, compute, develop, forecast, project
Sales skills:	sell, convert, close, deal, persuade, highlight, satisfy, win over, sign
Teaching skills:	advise, clarify, coach, elicit, enable, encourage, explain, facilitate, guide, inform, instruct, persuade, stimulate, train,

What to do and what not

Do this...	Don't do this...
Do be positive.	Don't look backward to the past.
Do look forward to the future.	Don't write CV or Resume at the top.
Do emphasize the benefit you will bring to an employer.	Don't write Mr, Mrs or Miss in front of your name.
Do use active verbs.	Don't give personal details (place of birth, age etc) unless necessary.
Do keep to the point. Be relevant.	Don't give full addresses of past employers.
Do create an organised layout.	Don't give minor or unimportant school qualifications.
Do be neat.	Don't give lots of irrelevant or unimportant hobbies.
Do use good quality paper.	Don't write names in capital letters.
Do use a word-processor (computer).	Don't use lots of different typefaces (fonts) and sizes.
Do use wide margins.	Don't use lots of capital letters, italics or fancy typefaces.
Do use plenty of white space.	Don't use coloured paper.
Do use a good quality photo (if you use a photo).	Don't make your covering letter more than 1 page.
Do check your work for spelling errors.	Don't make your CV/resume more than 2 pages.
Do check your work for grammatical errors.	
Do ask a friend to look at your CV and letter.	
Do sign your letter with a fountain pen.	

TIPS FOR WRITING A GOOD CV

1. **Use design that attracts attention:** employers don't have time to read through each of your job descriptions to see if you have the skills they need. The design of your CV must do it for them.
2. **Match your headings to the job:** use a job title and skill headings that match the job you want. If you use unrelated job titles or skills, employers will automatically think that you are not right for the job in question.
3. **Write convincing content:** good design will get an employer's attention. But after that, you must concentrate on the content of your CV, the actual descriptions of your skills and abilities.
4. **Use "power words":** to control the image that an employer has of you, use power words that match the position you want. If, for example, you are applying for a financial post, you should use as many financial skills power words as possible
5. **Use 0123456789:** people react to numbers! Numbers are dynamic and powerful. They create vivid images in our minds. General statements are easy to ignore. Be specific and use numbers when describing your duties and achievements. Don't talk about "managing a major turnover". Talk about "managing a \$27,000,000 turnover".
6. **Put important information first:** list important information at the beginning of your job description. Put statements in your CV in order of importance, impressiveness and relevance to the job you want. A powerful statement with numbers and power words influences every statement that follows.
7. **Find key words from the job description:** let an employer do your work for you! Employers spend much time and money writing job advertisements and descriptions that contain key words for the position offered. Read these descriptions carefully to find the key words. Then use the same key words in your CV and cover letter.
8. **Sell benefits, not skills:** holiday companies do not sell holidays. They sell relaxation, adventure, sun, sea and sand (the benefits of a holiday)! You should not sell your skills (many other people have the same skills). You should sell the benefits of your skills. When you write your skills and past duties, be careful to explain their benefits to the employer.
9. **Create the right image for the salary:** use language that creates the right image for the level of job and salary you want. Position yourself at the appropriate level. The language you use will immediately influence an employer's perception of you.
10. **Target the job:** you will have more success if you adjust your CV and cover letter for the specific skills an employer is seeking. This means that you would write one CV for one particular job and a different, modified, CV for another job. You "re-package" yourself. In that way, an employer will see immediately that you correspond to the job description. It is not dishonest to "re-package" yourself. You are simply presenting yourself/ your skills in the best light for a particular employer.

11. **Solve your employer's (hidden) needs:** your CV and cover letter should show how you can solve the employer's problems and needs. And in addition to the skills or needs shown in a job advertisement, an employer may have other needs. You should identify these additional needs and show how you can satisfy them too. But concentrate first on the needs listed in the job description.

LETTER OF RECOMENDATION

To be sure he/she is going to employ the right person and to have some information from people have known you earlier you may be asked to present together with all other documents 1 or 2 Letters of Recommendation. Here you have some samples.

1. **Use standard formal letter writing conventions.** A letter of recommendation is like any other professional communication, and follows the same general rules and guidelines.

- Place your address on the top right, followed by the date – spelled out.
- Below that, on the left, place the recipient's name (if known) and address.
- Open the letter with a formal business greeting. Ex:
- *Dear Ms. Smith,*
- *Dear Sir or Madam,* (if you don't know the recipient's name)

2. **Write the letter of recommendation.** First, give a summary of your recommendation, how you met, and describe how well you know the person. State your own qualifications, as well. If the recipient knows that you're the head of the department, that will carry more weight than if you are a peer of the candidate.

- For example, "I am pleased to recommend Michael for the position of Director of Development at XYX Corporation. As VP of Application Development, I was Michael's direct supervisor from 2009 through 2012. We worked closely together on several key projects, and I got to know him very well during this time.

3. **Be specific about the candidate's qualifications.** Describe what the person has done using specific instances and examples, rather than generalities.

- For example, don't say "Michael did a great job, and made life easier for everybody." Say instead, "Michael's sophisticated grasp of database architecture, combined with an innate feel for UX design and a warm, personal approach to his in-company client base dramatically improved the productivity of our company's merchandizing, creative, and editorial departments. His approach to managing application support, maintenance, and training was highly professional and greatly respected, both by end users and by the executive team."

4. **Make comparisons.** To put the candidate's accomplishments into perspective, include comparisons so that the recipient will have some basis to understand why you are recommending this person.

- For example, "Michael's output of completed projects has exceeded the combined results of all other development efforts I've witnessed during my 8 years at UVW Company."

5. **Don't exaggerate.** Don't put the candidate on a pedestal. Not only does it not look plausible, it will also set expectations for them that will be next to impossible to meet. If they have an Achille's heel, don't exaggerate it, but don't hide it, either.

- For example, if Michael was lax about commenting code or writing up procedures, don't say, "Michael's biggest weakness is that it was hard to get him to write things up." Say instead, "Michael has worked hard to improve his documentation and commenting of scripts and processes, making it easier for those filling his shoes in the future to work effectively." Of course, only say this if it's true!

6. **Don't be vague about your recommendation.** Being clear and direct will go a long way to showing the recipient the authenticity of your recommendation, and make your letter much more effective.

- For example, don't say, "Michael is definitely qualified for your company or position, and will make a fine addition to your staff." This comes across like a form letter, which will actually work against the candidate. Say instead, "Michael has the skill set, accomplishments, and drive that will help XYZ Corporation exceed its goals."

7. **Don't be too brief.** If the recipient sees a quick note of one or two short paragraphs, they'll think that you really do not have much to say about the candidate – either because it seems you don't really know them, or because you don't have much good to say about them. Don't ramble, but do flesh out your key points. Try to keep it at one page, too.

8. **Keep it active.** Begin each paragraph with a punchy, active affirmation of the candidate's qualities or character.

- For example, don't say "Over the course of the last couple years, I have been pleased to watch the ongoing development of Michael's talents." Say instead, "Michael's skills have grown rapidly in the last couple years."

9. **Close the letter affirmatively.** Reiterate your recommendation of the candidate and, if appropriate, invite the recipient to contact you.

- For example, say, "For all of these reasons, I think Michael will make a fine addition to your team. Should you have any questions, I invite you to contact me at the number or address, above."

10. **Use a business closing and sign your name.**

- *Sincerely,*
- *Best regards,*
- *Thank you,*

11. **Get feedback.** If you're not sure of your letter-writing skills, or if your letter will carry a great deal of weight for the candidate's application, ask for feedback from a trusted colleague who may also know the candidate. If you are putting your reputation on the line for this person, you want to put your best foot forward with this letter.

Here you have some tips for writing.

- Be complimentary and positive, but be honest.
- The first time you name the candidate who is the subject of the letter, use his or her full name. After that, use either the first name or a title (Ms., Mr., Dr.) and the last name, depending on how formal you want to be. Whichever you choose, be consistent.
- Keep the tone and the content factual, businesslike, and specific throughout.
- If you ask a candidate to write their own letter of recommendation, recognize that many people find it difficult to write about themselves in this way. Read the letter and make sure that you agree with what they have written before you sign it.
- Type the letter. It is more formal and businesslike—and your recipient won't have to decode your handwriting.
- If you are put in the position of writing your own letter of recommendation, perhaps for somebody else to sign, be honest and specific. Try to write as you would write about a candidate with your qualifications. Get help from a friend or colleague seeing yourself as others see you. Ask your friend to tell you how your letter comes across.

THE INTERVIEW

Interview is an occasion when a person is asked questions by one or more people to decide whether he or she is a suitable person to be given a job. So, remember, that any employer is taking a risk when hiring someone. That's why candidates have to be able to sell themselves. Your appearance and manners are really meaningful. A candidate should also know who is interviewing him. For example, a potential boss would be interested in your professional skills and knowledge. And a human resources manager would like to hear more general information without specific words and topics. In most cases it's really so. Besides, you should be active - show interest and ask questions. Don't be nervous, just relax, slow down and answer the questions.

Read the questions, write answers and go over them just before you go into the interview.

- What do I do well?
- What are my good points?
- Why would I like this job?
- Hobbies? Interests?
- What do I like doing and why?
- What don't I like doing and why?
- School activities? School subjects?
- Previous job?
- Part-time work?

You will want to ask questions about:

- the job itself
- training
- prospects for advancement

- educational opportunities
- working place
- hours
- money
- conditions.

DOs & DON'Ts

Before the interview

1. Find out all you can about the company.
2. Find out the interviewer's name and office phone number.
3. Find out where the interview is.
4. Find out how to get there and how long it will take you to get there.
5. Make sure you know what the job involves.
6. Dress to look clean and neat.

At the interview

DOs

1. Arrive early. Call ahead if you're delayed.
2. Shake hand firmly.
3. Try to smile and show confidence.
4. Ask questions and show interest in the job.
5. Be polite, listen carefully, and speak clearly.

DON'Ts

1. Don't panic. (Breathe deeply and remember your good points.)
2. Don't slouch or look bored. (Stand and sit straight; make eye contact.)
3. Don't smoke or chew gum.
4. Don't give one-word answer or say you don't care what you do.

How to answer the interviewer's "difficult" questions

"What are your weaknesses?"

Experts advise telling only about those weaknesses that can be presented in a favourable light. Depending on the situation, some positive weaknesses might be: "I can't share my duties with someone else" or "I'm too open and want to help everyone, which can distract me from doing my own work".

"Why couldn't you find a job for some time?"

The answers may be:

- I decided to take a break and carefully think about my career.
- Previous job offers didn't suit me.

"Why did you leave your previous job?"

The answers may be:

- I had a different strategy.
- I had a different vision of the case.

"Why do you think that you fit this position?"

Remember that many employers respect individuality!

PRACTISING DIALOGUES.**Job Interview**

OKFurniture was looking for candidates for the position of Commercial Director. Mr Bond applicant came for an interview after he had submitted his CV. Here is the interview with him.

Mr Bond: Good morning, sir.

Mr Smith: Good morning. Come in. You are Mr Bond, aren't you? Have a seat. I have your application form and curriculum vitae here. I see your present position is with Alpha, isn't it?

Mr Bond: Yes, that's right. But I'm quitting soon. The firm is moving to Leeds and my family's here.

Mr Smith: OK. I understand. As you know, Mr Bond, we are forestry products company in Britain. We are planning to expand our activities into foreign markets. We need a team of creative people to make our company competitive in the world.

Mr Bond: I hope I can be useful part of the plans for your company. Could you please, tell me what my responsibilities would be during the first year?

Mr Smith: Well, first of all, you would be negotiating with our partners for new contracts. The job involves a great deal of travel. We expect a trade fair in Kyiv soon, which we hope, you will be able to attend.

Mr Bond: Yes, I see.

Mr Smith: So tell me, what you feel your three main strengths are.

Mr Bond: I think they are: reliability, loyalty, and energy.

Mr Smith: OK. Do you work well under pressure?

Mr Bond: Yes, I often work under pressure.

Mr Smith: Do you think you are a good leader?

Mr Bond: Yes. I think so. 25 people worked under me in my job with Alpha.

Mr Smith: All right, Mr Bond. I am impressed with your qualifications. Besides you have excellent references from your previous job. We are ready to hire you for the position of the Commercial Director. You'll start at 3500 euros per month and if you do well we'll consider a raise in three months. The working hours are from nine to five thirty, an hour for lunch and a fortnight's holiday. Does that suit you?

Mr Bond: Yes, everything sounds very good. When do you want me to start?

Mr Smith: In a week, if possible.

Mr Bond: Yes, certainly. It was nice meeting you. Thank you very much. Goodbye.

Mr Smith: Goodbye.

EXERCISES***1. Fill in the gaps. The first letter of each missing word is given.***

There is a lot of (1) u..... nowadays so it is getting more and more difficult to get the kind of (2) j..... you really want. Then you have to decide what is more important to you – how much you (3) e..... or job satisfaction? Do you want to work with your hands (called (4) m..... work) or do you prefer to work in an office (called clerical work)? Do you prefer to work indoors or (5) o.....? Whatever you decide, when you are thinking about a career, or applying for a job, you will find the following vocabulary useful:

- *apply for a job*
- *make an application*
- *to earn a good wage*
- *to make a lot of money*
- *to have a large income*
- *to belong to a union*
- *to join a union*
- *to hand in one's resignation*
- *to retire from work*
- *to dismiss someone from a job*
- *to employ someone*
- *to give someone a job.*

2. Look at the list of the questions you might be asked at the interview. What would your answer to each of them?

- What do you think are your strengths and weaknesses?
- We have a lot of applicants for this job, why should we appoint you?
- Which is more important to you: status or money?
- How long do you think you'd stay with us if you were appointed?
- What would you like to be doing ten years from now?
- What is your worst fault and what is your best quality?
- Don't you think you are a little young/old for this job?
- What are you most proud of having done recently?
- What are your long-range goals?
- How would you rate your present boss?

3. Fill in the gaps with the words in the box, which are all to do with getting a job.

applications; apply; interview; appoint; hire; employees; employers

The ABC company is one of the Southtown's biggest (1) ... , with 1500 (2) ... , but because it is expanding, it needs to (3) ... 30 new people. It advertises the posts and hundreds of people (4) ... for them. The managers look at the (5) ... and choose the best to invite for (6) After that they decide which of the applicants to (7)

4. Complete the questions with "do" or "make" and then give your answers.

1. What would you like to ... for a living?
2. Is ... a lot of money important to you?
3. What would you wear to ... a good impression at a job interview?
4. Would you accept a well-paid job if it ... harm to your health?
5. Does it ... a difference to you if your boss is a man or woman?
6. Would you ... a job which involves responsibility for people's lives?

5. Complete the conversation. Use the words in the box.

application; candidates; curriculum vitae; experience; fringe benefits; salary; job advertisement; job offer; job title; interview; interviewers; job description; qualifications; short list; personal details

George: Good news about your new job, Tony.

Tony: Yes. I saw a 1) ... in the newspaper. The 2) ... seemed just right for me.

George: What about the money?

Tony: The 3) ... was good too. So I sent in a letter of 4) ... along with my 5) 3 weeks later they said I was on their 6) ... of six 7) ... for the job. They asked me to go for an 8) There were four 9) ... and they asked hundreds of questions.

FACTFILE**Name:** Jackie Brainshow**Education:** Norwich School: 3 “A” level: Economics (A), Maths (B), History (C); A in Business Studies at Chelsea School of Business**Experience:** Sales Assistant**Interests / hobbies:** charity work with disadvantaged children; likes dancing**Character:** flexible, hard-working, with a good sense of humour, sociable.**Interviewer:** Good morning. I hope you know that our firm deals in medical equipment. It is the most important supplier in the UK.**Miss Brainshaw:** _____**Interviewer:** Very good. We would like to offer you the position of a sales manager. But first of all I'd like to verify some information.**Miss Brainshaw:** _____**Interviewer:** You have graduated from Chelsea School of Business, haven't you?**Miss Brainshaw:** _____**Interviewer:** Did you study well there? Did you get any rewards?**Miss Brainshaw:** _____**Interviewer:** That's good! Now let us get down to your work experience. You had a job of a sales assistant. What were your duties?**Miss Brainshaw:** _____**Interviewer:** OK. Miss Brainshaw why did you choose our firm?**Miss Brainshaw:** _____**Interviewer:** Do you have some interests and hobbies?**Miss Brainshaw:** _____**Interviewer:** What do you look for in this job – good money, the freedom to be creative, a chance to work with people?**Miss Brainshaw:** _____**Interviewer:** Thank you very much. We will get in touch with you and inform about our decision. Have a nice day, Miss Brainshaw.**Miss Brainshaw:** _____**B. Now you are an Interviewer. Complete the dialogue.****Interviewer:** _____**Mr Petrenko:** Hello, it's nice to meet you.**Interviewer:** _____**Mr Petrenko:** I'm a final-year student at the Faculty of Economics. I hope to get some experience in banking, especially currency transactions.**Interviewer:** _____**Mr Petrenko:** I have known about the vacancy from the Internet.**Interviewer:** _____**Mr Petrenko:** I don't have any work experience, but I attended business school.**Interviewer:** _____**Mr Petrenko:** I'm flexible, attentive and neat, also very hard-working.**Interviewer:** _____

Mr Petrenko: I like football and computer games. But it doesn't distract me from my duties. I don't get used to waste my time.

Interviewer: _____

Mr Petrenko: I believe I can work both with documentation and clients – it's not a problem for me to choose. So, if you hire me, I'll show my knowledge and talents.

Interviewer: _____

Mr Petrenko: Thank you very much. I'll be waiting for you to call.

10. Look at this application letter.

Dear Mr Fox,

Work in Bermuda

I noted with interest your advertisement in today's Daily Planet.

You will see from the enclosed CV that I have three years experience in marketing. My responsibilities have included all types of administrative work, product development, arranging and attending presentations, working with clients and solving problems that arise.

Although I have an excellent relationship with my present employers, I feel that my prospects with them are limited and that there would be more scope for my talents with a larger, more dynamic company.

If you consider that my qualifications and experience are suitable, I should be available for interview at any time.

Yours sincerely,

Arthur Dent

Imagine that you want to apply for the job. Write a CV and a covering letter, following these guidelines:

1. Introduce yourself: name, age, nationality, etc.
2. State when you are available.
3. Describe your relevant experience – or justify your lack of experience.
4. Describe your skills in your own language, English and other languages.
5. Describe how you meet the requirements of the job.
6. Say when you are available for interview.

11. Compare the sample resumes.

- *What information is missing from the second and is given in the third one?*
- *What is John Bridges' professional objective?*
- *Which is more important in John Smith's resume, education or professional experience? How is this information organized? Would you make any changes?*
- *What is the chronological order of "employment history" information?*
- *What would you change in "sample 1"? Is there any irrelevant information? If yes, which one?*
- *What are Jon Doe's objectives?*
- *What descriptions can you use while evaluating your language proficiency?*
- *What are John Bridges' personal strengths e.g. transferable skills?*
- *Applicant no. 2 does not mention his high school education. Is it OK?*

Sample 1

John Smith
18 Becksde, Christminster
Wessex, CH99 OAZ, England
jsmith23@yahoo.co.uk

EDUCATION 3 'A' levels at high school. Received a Bachelor of Arts degree from the University of Manchester, April 2009

Major: English

Minor: History

International Tesol Certificate, 2010

EXPERIENCE

Study skills tutor

Sept 2015 – Sept 2018

At University I taught study skills to students who needed help with their English grammar.

University Golf society Coach

Jan 2013 – Sept 2015

I was an assistant coach for the golf society at my university. I mainly taught 19-35 year olds, but also children from 10 upwards. I was responsible for...

Clothing Salesperson

Nov 2011 – Dec 2012

I worked independently at a clothing shop. The work included being kind and amusing. I worked with lots of children and ...

INTERESTS

My interests include:

Camping and hiking

Playing golf

Reading novels

Travelling

REFERENCES

Jack Jones (Former Teacher) - Christminster (44) 09178 101010

Jane Mortimer (Former Boss) - Manchester (44) 99287 283746

Sample 2

JOHN BRIDGES
97 Foothill Lane
Berkeley CA 94705
(510) 123-4567

Objective: Research Associate position with a biotechnology firm / basic research lab focusing on immunology and product development.

QUALIFICATION HIGHLIGHTS

- Highly inquisitive, creative and resourceful.
- Excellent skills in communication and collaboration.
- Skilled in all phases of hybridoma production.
- Good working knowledge of immunology.
- Excited by the challenge of research and experimentation

ACCOMPLISHMENTS

- Successfully developed new antibodies for use in breast cancer research & therapy: – experimented with antigen preparation and immunization routines, resulting in the desired immune response; – carefully monitored the antisera to ensure presence of desired B-cell population; – tailored screening strategies using ELISA, RIA and immunoblot techniques, to effectively isolate the desired hybridomas.
- Developed, in collaboration with others, a novel assay which identifies the antibodies' ability to bind to live, intact tumor cells.
- Delivered periodic presentations of results and works in progress, to staff of Cancer Research Institute

EMPLOYMENT HISTORY


- 2014-present Lab Technician SCHILLING CANCER RESEARCH INST., Berkeley
- 2008-12 Research Asst. UC Santa Barbara Biology Dept.
- 2007 Youth Counselor RAINBOW RIVER DAY CARE PROGRAM, Los Angeles
- 2006 Emergency Med Tech SEALS AMBULANCE, Costa Mesa

EDUCATION

- B.A., Cell Biology & Physiology – UNIVERSITY OF CALIFORNIA, SANTA BARBARA, 1988

Related coursework: Immunology & Lab, Biochemistry, Virology, Microbiology

Sample 3

Your name First name Surname (e.g., John Brown)	 Include a good photo if you want or if requested	
Address	17 Any Road, ANYTOWN, Anycountry	
Telephone	+44 171 123 4567	
Fax	+44 171 123 4567	
Email	myname@anydomain.net	
Personal Information	Marital status:	<ul style="list-style-type: none"> – single – married – divorced – separated – widowed
	Nationality:	French
	Date of birth:	State your date of birth in the form 1 January 1975 or January 1st, 1975
	Age:	28
	Place of birth:	Town, Country
Objective	State the position or opportunity that you are looking for. (This must be short . One or two lines only.)	
Summary of qualifications	Make a short list of the qualifications you have for this job. (This should be short . Your full qualifications will appear later under 'Education').	
Professional experience	List your jobs in reverse chronological order (last is first).	
Education	List your university/school in reverse chronological order (last is first).	
Specialized skills	Any additional special abilities you have (e.g., computer programming) that may be of interest to the employer.	
Patents and publications	List any relevant inventions you have made or books, articles and papers you have published.	
Additional professional activities	List any relevant work activities not listed elsewhere.	
Professional memberships	List any relevant professional associations or clubs of which you are a member.	
Extracurricular activities	List any relevant activities that you have outside work.	
Volunteer experience	List any relevant activities (present or past) that you have done <i>unpaid</i> .	
Awards received	List any relevant awards or prizes.	
Accreditations	List any official recognition of you by a relevant organization.	

Security clearance	For certain jobs with government or companies contracted by government, it may be necessary to state your level of authorization to work on classified or confidential projects.	
Civil service grades	If relevant , list your grades or levels as a civil servant (state employee).	
Community activities	List anything you do for your local community (for example church or school) if it is important or relevant for this job.	
Languages	If necessary, list the languages you can speak. You can use the following descriptions:	<ul style="list-style-type: none"> – mother tongue – fluent – excellent good – some knowledge – can understand with a dictionary
Travel	Details of travel and exposure to cultural experiences that may support your application.	
Interests and activities	List things that you like or like doing (for example governor of local school, going to opera, drama or tennis).	
Hobbies	List your favourite leisure-time activities (for example, stamp-collecting). You should include this only if you think it will be interesting for the employer. You may prefer to include this under 'Interests and activities'.	
Additional information	Add any additional information that is necessary and relevant for a particular job.	
References	If required, give the names and addresses of (two) people who can give you a reference. Alternatively, you can state 'Available on request.'	

Sample 4

<p>John Doe Address: 60 Rostella road, London, SW1 0DD Cell: 079393100000 Res: 079393100000 E-mail: JohnDoe@example.com</p> <p>OBJECTIVE: To seek a challenging and career oriented position in a dynamic organization to enhance my knowledge, skills and contribute towards the success of organization.</p> <p>EXPERINCE:</p> <ul style="list-style-type: none"> • Software Engineer Goolge inc, London • Software Engineer Goolge inc, London
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ACADEMIC QUALIFICATION:

- BS (Computer Sciences)
University Of Westminster, London (2009)
- A Level
Hackney College , London (2004)
- GCSE
Hackney College, London (2002)

MAJORS:

- Software Quality Assurance and Management
- Object-Oriented Analysis and Design
- Component Base Software Engineering
- Machine Learning
- Web Programming

PROJECTS:

- Service POS and Reporting Software
- Student Information System
- Spell Vision Loan Management and Reporting Software
- Tennis Game in J2SE as well as in J2ME
- Chess Game in J2SE
- Online Shopping Application using JSP and Servlets
- Library Management System in J2SE

TOOLS / LANGUAGES:

Can work in Asp .Net C#, JAVA, PHP, HTML, CorelDraw, Adobe Photoshop, OpenGL, MATLAB, Rational Rose, MS Visio, Microsoft Project, Arc View (GIS), MySQL, Dream Weaver, Load Runner.

HOBBIES:

Reading, Writing articles, surfing.

REFERENCES:

Would be furnished upon request

Sample 5**CURRICULUM VITAE****James Bond****Mailing Address:**

60 rostellia road , Chelsea, London. SW1 2EE

Mobile #: 020070070070**Email:** example@example.com**OBJECTIVE:**

To pursue a challenging & career oriented position in the field of IT/Web Designing, which offers immense opportunities based on skills, professional expertise, target achievements and cope to the challenges through dedication and commitment

ACADEMIC QUALIFICATION:

- **Multimedia Web Development (M.W.E)**
(A Grade, Session=2009, *from* Hackney Computer College London)
- **Bachelor of Commerce (B.Com).**
(2nd Division, Session=2006, *from* University of Westminster London)
- **Intermediate in Commerce (I.Com).**
(1st Division, Session=2004, *from* Hackney College London)
- **Matriculation.**
(1st Division, Session=2003, *from* Hackney College London)

JOB EXPERIENCE:

- 03 months work experience as “Data Entry Office” in **Combined (Pvt.) Ltd.**
- One and a half year working as an “Auto Cad /Computer Operator” in **Powerline Company (Pvt.) Ltd.**
- Currently working as an “Accounts and Admin Office” in **Connections”** a Telecom Subcontractor from year 2007.
- Part time working as a Graphic/Web Designer in PC Softs.

JOB RESPONSIBILITIES:

- Maintain financial records and monitoring systems to record and reconcile payments statements, and other data for day-to-day transactions and reports.
- Handling payments / Receipts, Auto Cad Drafting.
- Preparation of Quotations, Invoices and Purchase Orders.
- Salaries of the Staff and Statement of Advances.
- All Email Correspondence.

Responsibilities in Part Time Job

Web Site Layout Designing, 3D Object/Logo making, Web Development, Custom Graphics i.e. Buttons, Banners, Folders etc.

COMPETENCIES / COMPUTER SKILLS:

1. Proficiency in Microsoft Office 2010 automation, Adobe Photoshop CS4, Flash

- CS4, Dreamweaver CS4, Illustrator CS4, Coral Draw and Auto Cad 2009.
2. Professional Web Graphic Designing.
 3. Ability to install almost all software's to make computer in running position.
 4. Efficient Use of Internet. (Emailing, Browsing & Searching etc.)
 5. Well Conversant in Communication, Coordination with Analytical & Interpersonal Skills

PERSONEL INFORMATION:

Marital Status: Single

DOB: 1 Jan 2010

CO-CURRICULAR ACTIVITIES:

- Working in Adobe Photoshop to create eye catching graphics. Getting Information from Internet in spare time, watching movies, playing video games.

REFERENCE:

Will be furnished on demand.

Sample 6 - International Education

Kata Foster

Santa Maria N 818 Villa

Fundadores, Curauma, Placilla, Valparaiso

Phone: 1-111-4765

E-mail: abc@wyz.com

Objective: To obtain an entry-level position with opportunity to utilize valuable liberal arts education, TEFL Certificate, Spanish conversational skills, and/or auto loan finance experience.

Education

University of California-Irvine with Universidad de Andrès Bello

TEFL Certificate (Teaching English as a Foreign Language) Santiago, Chile

August 2005 - December 2005

University of Minnesota-Morris Morris, MN

B.A. Sociology, 3.8 G.P.A

1998 - 2002

English Language Teaching Assistant Program

Chile, South America, Spring 2002

Awards Received

- Dean's List, Junior and Senior year at U of M, Morris
- Freshman Academic Scholarship/Top 10% of High School Class
- Honors Classes (high school) and National Honor Society

Interests and Activities

- Gymnastics (Varsity letter-winner and co-captain in high school)
- Students Against Destructive Decisions, Vice-President, Treasurer
- Converse in Spanish and teach English to Spanish-speakers

Languages

- English, Spanish

Work Experience**Colegio Umbral de Curauma Valparaiso, Chile, South America**

English as Foreign Language Teachers Assistant

2006 - present

Private English as Foreign Language Teacher, Valparaiso Chile

2006 - present

CEIAT Centro Educacion Intregada de Adultos Talagante, Talagante, Chile, South America

English as Foreign Language Teacher -Substitute/Volunteer

2006

Arcadia Financial (Citifinancial Auto) Bloomington, MN

Bilingual Customer Service Representative

- Answer customers' questions at national auto-loan servicing center
- Explain simple-interest and compound-interest loans
- Assist customers with phone payments, address updates
- Converse in Spanish and English
- Transfer customers to appropriate departments
- Communicate effectively with other departments, employees, customers, and auto-dealers

Rogers Super Target Rogers, MN

Research/Sales Associate and Target Protection Specialist

2002 – 2003

Samples of letters of recommendation

Sample 1

To Whom it May Concern,

I am privileged to write in support of my dear friend and student, Dan Peel. Dan studied in my classroom and laboratory program for close to three years, during which time I witnessed his tremendous growth and development. This development came not only in the area of business achievement and leadership, but in maturity and character as well.

Dan entered Whitman at the young age of 16, a precocious high school graduate. At first, he had difficulty accepting his place as a young, less experienced lab member. But soon, he learned the valuable trait of humility, and enjoyed the opportunity to learn from his older peers and his professors.

Dan quickly learned to manage his time, work in group situations under strict deadlines, and to recognize the importance of a strong work ethic, persistence, and intellectual integrity. He has long since become the most valuable member of my student-lab team, and a role model for his newer classmates.

I recommend Dan to your fellowship program with absolute confidence. He has made me proud, as his teacher and friend, and I am sure will continue to do so as he grows in your business program and beyond.

Thank you for the opportunity of correspondence,

Sincerely,

Dr. Amy Beck,

Professor, Whitman

Sample 2

I have had the distinct pleasure of having Kaya Stone as a student in my debate classes and on my debate team for three years at Eastern Little Hope High School. Kaya has been more than the ideal student. In order to achieve the highest grades and my deepest respect, she has demonstrated outstanding leadership and maintained a clear sense of purpose.

The academics at Eastern Little Hope are most challenging, and Kaya fulfilled all the requirements with the added challenge of honors and advanced courses. Kaya is an outstanding extemporaneous speaker and debater. She has won many awards on the speech and debate circuits, and qualified for national tournaments. Success in these interscholastic activities requires extensive research and persuasive skills. Kaya also holds the degree of Special Distinction, as a member of the National Forensic League.

Due to its nature of metro, state, and national interscholastic competition, the successful high school forensics student serves by not only representing his or her school but also by representing his or her community as well. One of the requirements in my advanced class is to prepare lectures and guidance for the beginners. With Kaya's superior knowledge and involvement in the political sciences, she developed a strong sense of confidence with a charming attitude. Therefore, I could always depend on her to set the best example as an instructor. Because of her natural leadership abilities, Kaya was selected as our Debate Captain. On account of her mature approach to her responsibilities, I often thought of Kaya as a colleague.

Since her classmates, my fellow teachers, and I will always hold her in the highest esteem, I sincerely recommend Kaya Stone as the ideal candidate for matriculation at Eastern Little Hope State.

Respectfully submitted,

Dan Peel, Ph.D.

Sample 3

Admissions Office
University of Florida
P.O. Box 118400
Gainesville, FL 32611

November 15, 2007

Subject: Recommendation Letter for Matthew Cogen

Dear Sir/Madam:

I am writing in support of Matthew Cogen's application to the School of Journalism at the University of Florida. I have been a teacher at Southwest Consolidated High School for 15 years. Classes I have taught include Media Studies, Advanced English Literature, and Marketing Techniques. During my time there, I have had the opportunity to supervise the school newspaper as well as to coach the school's soccer and basketball teams.

I first had the pleasure of meeting Mr. Cogen in 2004 when he was a student in my Advanced English Literature class. I soon discovered his natural affinity and passion for writing. These talents, combined with Matthew's diligent efforts in undertaking class assignments, allowed him to quickly rise to the top of his class. Matthew is a conscientious student who is able to quickly grasp new concepts and apply them in a variety of situations.

Matthew has been writing pieces for our school newspaper, *The Southwest Times*, since 2005. As the faculty member in charge of supervising the paper's operations, I can tell you that Mr. Cogen stood out from the rest of the group as being a true professional. All of his pieces were well-researched, provided a balanced perspective, and incorporated quotes from people directly involved in the situation. Mr. Cogen consistently met deadlines, even when they were extremely tight. In particular, his piece "Where Have All the Good Teachers Gone?" exhibited all the hallmarks of great journalism. Focusing on the fact that top teachers in our school were being lured by the salaries and benefits offered by some private schools, this piece presented this important issue in a way that made sense and provided insight into a common educational problem.

As the current editor of *The Southwest Times*, Matthew has shown he is not only a great writer, but possesses excellent people skills as well. He consistently treats all staff writers with the utmost respect, and is always willing to lend a helping hand to his less-experienced colleagues. When making editorial decisions, he considers everyone's opinions, but is ultimately strong enough to go in the direction he feels is best.

I have no doubt Matthew Cogen will have a long and illustrious career as a journalist, and I think he would be a strong asset to your program. I ask that you consider his application carefully.

Sincerely yours,

Kent Blake

Faculty, Southwest Consolidated High School
1029 1st Street
Detroit, Michigan 56542
(999)-999-9999

9. Choose the correct words.

1. When applying for a job, you should include a CV and a
a) introduction letter b) cover letter c) sales letter
2. British people call it a CV, while in the United States, it's often called a
a) your history b) CEO c) resume
3. You should always make the employer feel like you have
a) much to five b) a lot to offer c) to offer
4. If an employer wants to talk about your “background”, he is interested in your
a) work-related history b) life story c) activities
5. When an employer asks you how you see yourself five years from now he wants to know about your
a) work ideas b) working goals c) career goals
6. Do you prefer working alone or ...?
a) in team b) with team c) in a team
7. What were some of your ... at your last position?
a) responsables b) responds c)responsibilities
8. What was your ... at your last job? – It was 2500 euros per month.
a) wage b)salary c)money
9. He was in ... of the entire marketing department.
a) work b) charge c) responsible
10. I'm sorry but you're just not ... Enough for this position.
a) qualified b) qualification c) quality
11. John was ... for stealing something from the office.
a) fired b) fire c) laid off

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