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Филиал ФГБОУ ВО УГНТУ в г. Салавате

Кафедра «Общенаучные дисциплины»

ОСНОВЫ ДЕЛОВОГО АНГЛИЙСКОГО ЯЗЫКА

Учебно-методическое пособие
для практических занятий и самостоятельной работы обучающихся

Уфа

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Данное учебно-методическое пособие предназначено для студентов технических вузов всех специальностей, профилей и направлений подготовки, очной, очно-заочной и заочной форм обучения.

Учебно-методическое пособие содержит: тексты, диалоги, творческие задания, ориентированные на активное усвоение лексики, развитие навыков делового общения на английском языке и может быть использовано как для проведения практических занятий, так и для самостоятельной работы обучающихся.

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ВВЕДЕНИЕ

В настоящее время в связи с развитием международных, экономических и коммерческих отношений знание делового английского языка становится жизненно важной необходимостью для многих специалистов, инженеров, предпринимателей и сотрудников международных компаний. При этом умение общаться и вести деловую переписку на английском языке часто определяет уровень профессионализма и компетентности специалиста, бакалавра, магистра.

Настоящее учебно-методическое пособие предназначено для студентов технических вузов различных направлений и профилей подготовки.

Цель учебно-методического пособия – обучить студентов основам делового общения на английском языке в устной и письменной формах.

Основу учебно-методического пособия составляют диалоги по социально-бытовой и деловой тематике. Тексты диалогов, полезные фразы, рекомендации служат развитию навыков беседы по соответствующей тематике, закреплению лексического материала.

Материал учебно-методического пособия даёт возможность правильно ориентироваться в различных ситуациях, провести ролевые игры, переговоры, побеседовать по телефону с партнёром по бизнесу, правильно составить деловое письмо, резюме, произвести благоприятное впечатление во время собеседования при устройстве на работу.

Данное учебно-методическое пособие по основам делового английского языка имеет коммуникативную направленность. В пособии представлены типичные ситуации, с которыми сталкиваются граждане России, выезжающие за границу, а также образцы диалогов, которые могут вестись в подобных ситуациях, и деловых бесед с представителями зарубежных компаний.

В учебно-методическом пособии рассматриваются основы делового общения в устных и письменных формах. Учебно-методическое пособие содержит информацию, необходимую для деловой поездки в зарубежную страну. Разделы учебно-методического пособия структурированы в соответствии с наиболее важными темами и проблемами, встречающимися на практике.

1 AN AIR TRIP

1.1 Arranging a trip

Read this dialogue and act it out, making some changes. Mr. Petrov is going to London. He prefers to travel by air. He asks his secretary, Miss Ivanova, to make a reservation for him.

Miss Ivanova (speaking over the telephone): Good morning. I want to make a reservation for a non-stop flight to London. Are there any seats available on Monday?

Travel agent: Just a minute... Let me check. What time of day do you want to go?

Miss Ivanova: In the afternoon.

Travel agent: All right. Flight number 2500 is full but there is a space on Pan Am's flight at 3:00. Does that suit you?

Miss Ivanova: The Pan Am suits me perfectly. What time does it get in?

Travel agent: At 5:40 p.m.

Miss Ivanova: That's very convenient. And what's the number of the flight?

Travel agent: 147. May I have your name, please?

Miss Ivanova: I'm making reservation for my chief, Mr. Petrov.

Travel agent: Thank you.

Miss Ivanova: Thank you. You were most helpful.

1.2 Useful phrases

At the airport

Checking in

- I'm sorry, where's the check-in counter for... airlines?
- Have you got any luggage?
- I'm sorry, this suitcase is too large, you'll have to check it in .
- What's the charge for excess luggage?

- This is your boarding card.
- Your flight departs from terminal 1, gate 8.
- It's through concourse 4 on level 2.

Problems

- Your passport / visa is invalid.
- You must fill in an address or a hotel where you'll be staying.
- You haven't filled out the complete form.

Baggage reclaim

- Excuse me, I need a baggage cart / luggage trolley.
- Can you change money; I need coins for the cart.
- You can collect your luggage at carousel 4.
- Your luggage is on the other conveyor belt.
- I think that is my suitcase.
- Could you help me with his suitcase, it's rather heavy.

Problems

- I've lost my suitcase / my suitcase was damaged.

1.3 Role play

Work in pairs. You are at the airport. You would like to check in. Complete the dialogue and then act it out.

You:

Receptionist: Good afternoon. May I have your name, please?

You:

Receptionist: Let me see. Yes, here you are. You should have your luggage registered. Can you put your luggage up here, please?

You:

Receptionist: We allow only three pieces. I'm afraid you'll have to pay an extra charge.

You:

Receptionist: That's 8 dollars.

You:

Receptionist: Thank you. Here is your ticket and your boarding pass. Enjoy your flight!

2 ARRIVAL IN BRITAIN

2.1 At the Customs

Practise this dialogue. You have just arrived in England by plane, and you must go through passport control. This is a man in front of you talking to the passport official.

Passport official: Can I see your passport, please? And have you filled in a landing-card?

Man: No, I haven't. Nobody gave me one.

Passport official: Well, you must fill one in. You can do it on that table over there.

Man: I see. - Now, here's my landing-card.

Passport official: Thank you. What's the purpose of your visit?

Man: I'm visiting my daughter.

Passport official: And how long are you going to stay here?

Man: About a week.

Passport official: All right. I hope you have a pleasant stay in Britain. Now go to Customs, please. Thank you.

Customs Officer: Would you put your bags over here, please? Have you anything to declare?

Man: I don't think so.

Customs Officer: Have you got any spirits or tobacco?

Man: I've got 50 cigars and a bottle of wine.

Customs Officer: That's all right. What's in this bag? Any presents?

Man: Yes, this kitchen clock. It's for my daughter.

Customs Officer: Would you mind showing me your camera, please?

Man: Not at all.

Customs Officer: O. K. That's all then. You can go through.

2.2 Useful phrases

- I have nothing to declare.
- Presents for my English friends.
- Do I have to pay tax on...?

- Have you ever been to... (before)?
- I've never been here before.
- Is this your first visit to the UK?
- Yes, it's my first visit to Britain.
- Is this the first time you've been to London?
- Yes/No, this is the first time I have visited...
- Are you here on business, as a visitor?
- I'm here as a visitor/tourist/on business, vacation.
- I'm staying in England for four days/weeks/months.
- Where are you going to from here?
- Where have you come from (now)?
- What do you want to do after...?
- Do you travel a lot?
- Are you visiting friends?

2.3 Role play

Work in pairs. Complete the dialogue and then act it out.

Passport official: Your passport, please. Have you filled in the landing-card?

You:

Passport official: Is this your first visit to the UK?

You:

Passport official: And how long are you going to stay in London?

You:

Passport official: All right. Now go to Customs, please.

Customs Officer: Have you anything to declare?

You:

Customs Officer: Have you brought any presents for your friends?

You:

Customs Officer: What have you got in your bag?

You:

Customs Officer: Where did you buy two bottles of whisky?

You:

Customs Officer: You'll have to pay tax, you know.

You:

Customs Officer: That's 1, please. Is this all your luggage?

You:

Customs Officer: O.K. That's all, thank you.

3 IN A HOTEL

3.1 At the hotel

Practise this dialogue. You have booked a room together with your flight to London. When you arrive at your hotel, there is a man talking to the receptionist.

Man: I'm Mr. Petrov. I booked a room with bath.

Receptionist: Just a moment, please. Yes, Mr. Petrov, a single room with bath for three days. It's room 410 on the fourth floor. It costs £18 a night.

Man: Is that with breakfast?

Receptionist: No, breakfast is not included. That's £1.20 extra.

Man: Is the room quiet? I don't want to be disturbed by the traffic.

Receptionist: It's very quiet. It's at the back of the house, so you won't hear the traffic. Here's the key.

Man: Thank you very much. When do you serve dinner? I'm very hungry.

Receptionist: Our restaurant is open until midnight. It's on the fifth floor.

Man: Thank you.

Receptionist: I also sell tickets for the theatre, sir. Do you want a ticket for tonight?

Man: No, thank you. I'm too tired. Perhaps tomorrow. Good night.

Receptionist: Good night, sir.

3.2 Useful phrases

Booking a room

- I would like to book / reserve a double room with shower, please.
- I need /require accommodation for the following nights.
- I'd prefer a non-smoking room.
- Have you got any vacancies? / Do you have any rooms available?
- How much is the room per night, with breakfast / half board / full board?

Problems

- We are fully booked.
- We regret to inform you that we have no rooms available.

- We will not be able to accommodate you during that period.
- We can only offer you a continental breakfast.
- Due to renovations our hotel will be closed.
- I'm afraid I've lost my key / key card.
- I can't get the air-conditioning / television to work.
- Could I change rooms? My neighbours are very noisy/loud.
- I can't turn off / on the heating.
- The toilet is blocked / doesn't flush.
- Do you have a hairdryer / extra towels?
- The tap is dripping.
- I'd like to see the manager, please.

At the reception desk

- I've booked a room for 2 nights.
- I'd like to extend my stay for an extra 2 nights, please.
- My wife will be joining me this weekend. Will there be an extra charge?
- Do you offer an overnight laundry (dry-)cleaning service?
- Can I send a fax to my office from here?
- Could you arrange for a taxi at 3 o'clock this afternoon, please?
- Are there any messages for me?

Checking out

- Could I have a late check-out, please?
- I'd like to check out, please.
- We're leaving today. Could you make up my bill / check?
- Can I pay by credit card?
- Could you make a separate bill for my telephone calls, please?

3.3 Role play

Work in pairs. Complete the dialogue and then act it out.

Receptionist: Good afternoon. Can I help you?

You:

Receptionist: Single or double?

You:

Receptionist: With or without bathroom?

You:

Receptionist: How long do you wish to stay?

You:

Receptionist: I could give you a room on the third floor for £20 or one on the fourth floor for £18. Which one would you like?

You:

Receptionist: Right. Would you please fill in this form?

You:

Receptionist: Where do you go from here?

You:

Receptionist: Just write that under "destination" then. And don't forget to sign.

You:

Receptionist: Thank you. Would you like Continental or English breakfast tomorrow morning?

You:

Receptionist: I hope the room will suit you. Here's the key.

You:

4 IN A RESTAURANT

4.1 In an English restaurant

Practise this dialogue. You are in an English restaurant and want to have lunch. You can hear a family talking at the next table.

Boy: I'd like chicken.

Father: What about you, Mary? Would you like a lamb chop?

Mother: Yes, I think I'll take that.

Boy: I'm very hungry. Could we have soup first?

Father: Oh, yes. They've got tomato soup, cucumber soup, hot beef tea.

Boy: I want tomato soup.

Mother: And cucumber soup for me, please.

Father: What would you like to drink, Mary?

Mother: Glass of wine would be nice.

Boy: I'd like a glass of lemonade.

Father: Waiter, can we order now, please?

Waiter: Yes, sir. What would you like?

Father: We'd like two lamb chops and chicken.

Waiter: Sorry, lamb is off.

Mother: I'll take veal cutlet then.

Father: The same for me.

Waiter: All right. Any soup or fruit juice?

Father: Yes, please. A tomato soup and two cucumber soups.

Waiter: Something to drink with your meal?

Father: Yes, we'd like half a bottle of wine and glass of lemonade.

Waiter: Red or white wine?

Father: I think we'll try the red wine.

Waiter: What would you like for dessert?

Boy: Can I have ice-cream, Dad?

Mother: I'd prefer apple pie.

Father: O.K. An ice-cream, and apple pie and fruit salad for me, please.

Waiter: Thank you, sir.

4.2 Useful phrases

- Could I book a table for 4 at 8.30 tonight?
- We'd like three steaks, please.
- We'd like some roast potatoes.
- Would you like anything to start with?
- Yes, I'd like a prawn cocktail.
- Could you pass me the salt, please?
- Could I have a cup of tea?

Problems

- Where's the nearest restaurant?
- Have you a menu in Russian?
- I'm hungry.
- I'm thirsty.
- I haven't ordered this.
- I don't like cereals.
- I'm allergic to cereals.
- What would you recommend?
- How much do I owe you?

4.3 Role play

Work in pairs. Complete the dialogue and then act it out. You can order your meal. Look at the menu and choose what you would really like to have for lunch. Order a starter, a soup, the main course, some vegetables, a dessert, something to drink during and after the meal.

Waiter: Would you like to order now?

You:

Waiter: What would you like to start with?

You:

Waiter: And what would you like to follow?

You:

Waiter: Sorry, we haven't got any more left.

You:

Waiter: All right. What vegetables would you like?

You:

Waiter: Certainly. Any soup or fruit juice?

You:

Waiter: Would you like a sweet? You can choose from our trolley.

You:

Waiter: The fruit salad is very good.

You:

Waiter: Would you like anything to drink with your meal?

You:

Waiter: What about a cup of coffee after your meal?

You:

Waiter: Anything else?

You:

Waiter: Thank you very much.

After the meal, which was excellent, you want to pay.

You:

Waiter: Certainly. Did you enjoy your meal?

You:

Waiter: Here's your bill. Four pounds fifty.

You:

Waiter: Thank you very much.

5 AT A PARTY

5.1 Meeting people

Practise this dialogue.

Ann: Hello, Bob.

Bob: Hi, Ann. Nice to see you.

Ann: How are you?

Bob: Fine, thanks. And how are you?

Ann: Well. I don't feel so well, I'm afraid.

Bob: Why, what's the matter with you?

Ann: I have a bit of a headache.

Bob: Oh, I'm sorry to hear that. I hope you'll feel better soon.

Ann: Thank you very much.

Bob: Oh, Ann, have you met my friend Chris?

Ann: No, I don't think I have, actually.

Bob: Well, this is my friend Chris. Chris, this is Ann.

Ann: Pleased to meet you.

Chris: Nice to meet you, too. I've heard such a lot about you.

Bob: Have a nice time!

Ann: Thanks. Doris is coming with me.

Bob: Give my love to her.

Ann: Thank you. We must all meet up again soon.

Bob: That's a good idea. I'll phone you next week.

Ann: Fine. Well I must be off now. Bye, Bob.

Bob: Cheers.

Chris: Bye-bye.

5.2 Useful phrases

Introducing

- Let me introduce myself.

- My name is.../ I'm ...

- Nice to meet you.
- Nice to meet you too.
- You can call me...
- I'm from..., from a town called....
- It's in the... of....
- I live in...
- It's a city not far from...
- It's a little village near...
- It is situated in the south (north) of...

Asking someone

about his/her name, nationality, where he/she comes from

- What's your name?
- What nationality are you? Are you English/German?
- Do you speak English/German?
- What country do you come from?
- Where are you from?
- Where do you live?
- You don't live in (London), do you?

about his /her job

- What do you do for your /a living? Have you got a job?
- What do you do?
- I am a... What about you?
- What's your job?
- Tell me (something) about (your job).
- Perhaps you can/could tell me (a bit about)...
- What do you have to do in your job?
- In my job I have to...
- Who do you work for?
- I work for... And you?
- I work as an engineer. I often/usually...

about his/her habits, hobbies

-Do you smoke?

-I don't (smoke).

-Do you like/enjoy (travelling)? How do you like...?

-I like/enjoy (travelling) (very much).

-Do you often...?

-What hobbies have you got?

-My hobbies are ...

-...is my favourite hobby.

5.3 Role play

Work in pairs. Complete the dialogue and then act it out. You are at a party in London. Your English friend John Brown is introducing you to his friends.

John: _____, I don't think you've met my friend Jane. Jane, this is _____.

You: _____, Jane.

Jane: Nice to meet you too, _____.

John: _____, have you met Bob?

You: _____

John: Bob, this is _____. I've told you a lot about him/her.

Bob: Pleased to meet you, _____.

You: _____

John: And now I'd like you to meet my mother. Mum, this is _____.

You: _____, Mrs. Brown.

Mrs. Brown: Hello! John has told me a lot about you. I think your English is perfect.

You: _____

6 IN A COMPANY

6.1 Visiting a company

Practise this dialogue. Mr. Petrov, Marketing Director of Techmachimport has come to London to talk to Mr. Brown.

Mr. Petrov: Good morning, my name is Alexander Petrov, Marketing Director of Techmachimport. I have an appointment with Mr. Brown.

Secretary: Good morning, Mr. Petrov. Mr. Brown is waiting for you.

Mr. Brown: Oh, Mr. Petrov, good morning. Please, take a seat.

Mr. Petrov: Thank you.

Mr. Brown: Welcome to Britain. Did you enjoy your flight?

Mr. Petrov: Yes, quite. Thank you, Mr. Brown.

Mr. Brown: I hope you will enjoy your stay in the UK.

Mr. Petrov: I hope so too. Let's get down to business. We are going to place an order with you for 50 machines.

Mr. Brown: Will you take part deliveries in that case?

Mr. Petrov: That'll suit us all right.

Mr. Brown: By the way, Mr. Petrov, we'll be able to let you have our quotations in two or three days only.

Mr. Petrov: That's very good because I'll have to leave for Edinburgh and I'll be back next week.

Mr. Brown: Then we'll send our quotation to your company.

Mr. Petrov: All right. Goodbye.

Mr. Brown: Goodbye.

6.2 Useful phrases

Meeting new colleagues

- Let me / May I introduce / This is ...
- Have you met ... ?
- Yes we have. Nice to see you again.
- How are you?

- What do you do?
- I'm in administration.
- He's in charge of advertising.
- She's responsible for...
- He's my boss /superior.
- I work part-time / full-time.
- He organizes the work shifts.
- That's not my job / work.
- I supervise production.
- He deals with personnel problems.

Questions and answers

- Did you have a good trip / journey?
- Yes, thank you.
- How long have you been here?
- I arrived yesterday.
- How long and where are you staying?
- I'll be staying for 3 more days at the Ritz Hotel.
- Are you satisfied with your hotel?
- Yes, I am. Thanks. / No, I'm afraid I'm not.
- Could we have lunch together?
- Yes. I'd love to. / I'm sorry but I can't.

6.3 Speaking Task

**Meet Mr. Brown at your office. Discuss the offer of the equipment he has made you.
Ask Mr. Brown to give you a discount and discuss the terms of payment.**

7 BUSINESS NEGOTIATIONS

Effective talk requires good preparation. It is to be clearly structured. This simple but very effective plan can help you:

- state what you are going to say and do;
- describe how you are going to do it;
- do it;
- state what you have done.

7.1 Discussing a contract

Read and act the dialogue out. Mr. Brown, Mr. Smith, Mr. Petrov and Mr. Ivanov are discussing a contract.

Mr. Brown: Good afternoon, gentlemen. Mr. Petrov, glad to see you again.

Mr. Petrov: Good afternoon, Mr. Brown. Good afternoon, gentlemen.

Mr. Brown: Well, Mr. Petrov, let's get down to our business.

Mr. Petrov: O.K. You are sure to get acquainted with our draft of the contract for buying your equipment. We'd like to know whether you agree with all the clauses of the contract. As soon as we make the final version of the contract we can sign it and come to practical implementation.

Mr. Brown: I fully agree with you, Mr. Petrov. I and my experts have thoroughly studied the clauses of the contract. Mr. Smith, our sales manager, will speak about our proposals as to some alterations.

Mr. Smith: Thank you. Gentlemen, having analyzed the proposed draft contract and taking into account our methods of work, I'd like to stress the following.

First, the price per unit of equipment also includes the price of all parts providing the efficient functioning of the equipment, as it is pointed out in the appendix to the contract.

Mr. Petrov (looking through the catalogue and appendix):

Well, I think we are not going to have any problems with this.

Mr. Ivanov, buyer's representative: I think the same, but I have a counter offer. As you are so strict on the quality of your equipment, couldn't you prolong the guarantee period from 24 to 36 months?

Mr. Smith: Dear Mr. Ivanov, the matter is that the 24-month period is our confirmed term. However, having analyzed all the data, we decided that we could meet your requirement.

Mr. Ivanov: Thank you.

Mr. Brown: Are there any other points in the contract you'd like to clear up?

Mr. Petrov: No, I think we have settled all the points quite clearly.

Mr. Smith: If we come across any problems later, we shall solve them there and then.

Mr. Petrov: Fine. Then our contract may be prepared for signing. We'll ask our experts and lawyers to do it. I don't think it will take them long to come up with it.

Mr. Brown: All right, let it be so.

7.2 Useful phrases

Making offers

- We were thinking of ... /We suggest...
- The best offer we can make you is ...
- We could offer you a discount of 10%.
- We grant a price reduction of 10%.
- We can deliver the equipment in 2 weeks.
- Our deal includes maintenance.

Rejecting the offer

- I'm afraid we cannot accept that.
- We feel that the price is rather high.
- We cannot agree to what you propose.
- That is not negotiable.
- We had much better offers from other companies.

Conditions

- We accept, on the condition that...
- If you shorten delivery, we could...
- We may be able to ... but only if you...
- Provided you ... we might...

Winning time

- Could you keep that offer open for 2 more weeks?
- That sounds fine but I'll have to confer with my boss first.
- I would like to discuss this proposal with my partner.

Reaching agreements

- I'm pleased to say we agree.
- I think we've finally come to terms.
- This seems a very reasonable offer.
- We can sign the contract.

7.3 Writing practice

Complete these sentences.

- 1 Let's get down to _____.
- 2 Have you got acquainted with _____?
- 3 We'd like to know whether _____.
- 4 As soon as we make the final version _____.
- 5 We have thoroughly studied _____.
- 6 We'd like to _____.
- 7 The price per unit of equipment _____.
- 8 As you are so strict on _____.
- 9 The 24-month period _____.
- 10 We have settled _____.
- 11 This contract may be _____.

8 CONTRACTS

8.1 Clauses of Contract

After talks in London Alexander Petrov has signed the contract between Brown & Co., Ltd. and Techmachimport for the supply of processing equipment. Here are some clauses of this contract.

Contract No. 27/97

London

24 November 2017

Brown & Co., Ltd., London, UK, hereinafter referred to as the “Seller”, on the one hand, and Techmachimport, Moscow, Russia, hereinafter referred to as the “Buyer”, on the other hand, have concluded the present Contract as follows:

1 Subject of the Contract

The Seller has sold and the Buyer has bought the equipment, materials and services as listed in Appendix 1 being an integral part of this Contract.

2 Prices and Total Value of the Contract

2.1 The total value of the equipment, spare parts, technical documentation and services in the volume of the present Contract amounts to...

2.2 The prices as per this Contract have been fixed firmly and are not subject to alteration.

3 Date of Delivery

3.1 The equipment specified in Appendix 1 of the present Contract is to be delivered according to the terms printed in the Specification (See Appendix 1) but not later than twenty (20) days from the date signing of the Contract.

3.2 The delivery date is understood to be the date of the “clean-on-board” Bill of Lading issued in the name of the Buyer.

4 Terms of Payment

The Buyer is obliged to make payment in GB pounds. Hundred (100) per cent value of the Contract is to be paid in advance to the Seller’s Bank in ten (10) days from the date of the Contract’s signing (as indicated in Appendix 1).

Documents required for payment:

- Commercial Invoices (3)
- Original Bill of Lading (1)
- Packing Sheets (3)
- Test and Inspection Certificate (1)
- Copy of the Export Licence (1)
- Insurance Policy (1)

5 Technical Documentation

Within five (5) days from the delivery date two (2) sets of drawings, assembly, operation and maintenance instructions are to be shipped with the equipment.

6 Guarantee of the Quality of the Equipment

6.1 The guarantee period is twenty four (24) months from the date of putting the equipment into operation.

6.2 If the equipment proves to be defective during the guarantee period, the Seller at his cost eliminates defects within the shortest possible time or replaces the defective equipment.

6.3 The guarantee is not applied to damage caused by improper storage or careless maintenance. All other terms are stated in the General Conditions attached hereto.

7. Packing and Marking

Each set of the equipment shall be packed and marked according to the Buyer's inquiry.

Marking Information is the following:

- Contract No.;
- Name of Shipper;
- Name of the Consignee;
- Air Way Bill No.;
- Gross Weight;
- Net Weight;
- Case No.

8 Insurance

The Seller shall insure the equipment to be delivered on CIF terms against usual transport risks in accordance with the Insurance Agreement.

9 Arbitration

All disputes and disagreements which may arise due to this Contract or in connection with it shall be settled through friendly negotiations between the parties. Disputes and disagreements that cannot be settled by parties through negotiations are to be submitted for Arbitration.

10 Other Terms

10.1 All amendments and alterations to this Contract are valid only in written form and should be signed by both parties.

10.2 Upon signing this Contract, all preceding talks and correspondence on it lose their force.

10.3 Neither party is entitled to transfer rights and obligations to any third party without a written consent of the other contracting party.

10.4 The present Contract has been drawn up in two (2) copies; both copies having equal rights.

10.5 Appendix 1. Specifications on 2 pages.

11 Legal Addresses of the Parties

The Buyer:

Company: Brown & Co., Ltd
432 Oxford St.
London, W1 United Kingdom
For and on behalf of the Seller

John Brown
General Manager

The Seller:

Company : Techmachimport
Moscow
Russia

For and on behalf of the Buyer

Alexander Petrov
Marketing Director

8.2 Writing Practice

Complete these sentences.

1 The equipment should be delivered _____.

2 The prices were _____.

- 3 The goods should be delivered not later _____.
- 4 Before accepting the goods the representatives of the Buyer _____.
- 5 The goods should be insured against _____.
- 6 The quality of the delivered goods are guaranteed _____.
- 7 If the equipment proves to be defective _____.
- 8 Disputes that cannot be settled by parties _____.
- 9 After the contract has been signed _____.
- 10 All alterations in this contract are valid _____.

9 TELEPHONE TALK

9.1 Telephoning for an appointment

Practise this dialogue.

Mr. Petrov: Could I speak to Mr. Brown, please?

Secretary: I'm sorry Mr. Brown isn't available. He has gone on business and won't be back until next Tuesday. This is his secretary speaking. Can I help you?

Mr. Petrov: Yes, please. My name is Petrov.

Secretary: I'm sorry, I didn't quite catch your name.

Mr. Petrov: Petrov. P-e-t-r-o-v. I'm from Moscow.

Secretary: Oh, yes, Mr. Petrov, that's right. Mr. Brown expected you to phone him, and he asked our Sales Manager, Mr. Smith, to have a word with you. Now I'm putting you through to Mr. Smith.

Mr. Smith: Good afternoon, Mr. Petrov.

Mr. Petrov: Good afternoon, Mr. Smith. I wonder if I can make arrangements with you about the test of the equipment we are buying from you.

Mr. Smith: Certainly, you can. This is just what Mr. Brown wanted me to talk to you about. When would you like us to make the test?

Mr. Petrov: Well, as soon as possible. If everything is ready for the test let's start it on Monday.

Mr. Smith: Very good. Then we are expecting you at the testing department of our factory on Monday. Goodbye.

Mr. Petrov: Goodbye.

9.2 Useful phrases

Starting the call

-Hello. Could I speak to...?

-Hello. Is that Michael?

-Yes, speaking.

-Hello, this is ...

-Hello, Ivanov speaking.

- Who's calling, please?
- Could you please spell your name?
- May I have a word with...?
- Could you put me through to...?
- I'm calling about / to...
- Where are you calling from?

Making an appointment, arranging a date

- I'd like to make an appointment with ...
- Would the 10th of December suit you /be OK?
- Could we meet on Monday the 10th?
- How about Monday the 10th?
- Could you come to my office on Monday morning?
- Let me consult my schedule.
- I guess Tuesday would be more convenient.

Changing appointments

- I'm afraid that / sorry but...
- I'm afraid he's not in the office at the moment.
- I have to change our appointment.
- I can't make it on Monday.
- Could we arrange another date?
- I'm afraid I have to cancel the meeting.
- I can arrive at your office tomorrow morning.
- Please come at 9.00 a.m. sharp.

Problems

- I'm sorry. The line is busy. Will you hold or call back?
- Hold on one moment, please.
- We have a bad connection.
- Would you speak a little louder /more slowly, please?
- Could you speak up?
- You've got the wrong number.

- I've dialed the wrong number.
- I'm sorry, he's not available, try again later.
- I'm afraid he's busy right now.
- I beg your pardon.
- I didn't catch that, would you repeat that, please?
- Would you like to leave a message?
- Can I take a message?

Closing the call

- Right /Well /OK!
- Thank you for calling/for your help.
- Goodbye!
- I look forward to hearing from you again.
- I'll call back tomorrow.

9.3 Speaking Task

Call Mr. Brown and let him know that you are not pleased with the results of the test. Tell him that your inspectors have found some defects in the machines. Ask him when they will be able to eliminate the defects.

10 ENGLISH BUSINESS LETTERS

10.1 How to write business letters

The principles of good correspondence are writing often and responding quickly. The keys of letter writing art still exist. If you wish to follow them, you will see the improvement in your very next letter.

Begin from the end

Decide what you would like to happen as a result of your letter. To sell something? A promotion? Summarize your letter in a sentence. The best letters have a strong sense of purpose.

Put yourself in your reader's place

Therefore be friendly and nice. Never write in anger. Your anger will evaporate: your letter will remain. Find ways to turn negative statements into positives ones.

Write plainly

Keep your sentences short – one idea in each. Any sentence longer than two typed lines is automatically suspect. Try to write the way you talk.

Decide what information is important and what is irrelevant

Chop out the whole paragraphs if they don't contribute.

Use active verbs

Be brave not to write "Your invoice has been misdirected" instead of "I have misdirected your invoice".

Check your grammar, spelling, punctuation and style

Set up a clean, logical format for your letter. Read the text aloud to yourself, or, better to someone else and ask him or her to look critically at your draft.

End the letter with an action step

The last sentence of your letter should suggest the reader's or your own next move like "If you have any problems, please do not hesitate to call us at..."

10.2 Structure of business letters

Business letters in different countries are identical. As a rule, business letters are written on the form of the firm and consist of 9 elements:

- 1 Sender's address/Date.
- 2 Inside address (recipient's address).
- 3 Salutation.
- 4 Subject of the letter (optional).
- 5 Text of the letter.
- 6 Complimentary close.
- 7 Signature.
- 8 Enclosures.
- 9 Copies.

10.3 Sample of arranging elements of a letter

1 Sender's address/ Date
Techmachimport
Nov. 10, 20...

2 Inside address

Mr. J. Brown
432 Oxford Street
London UK

3 Salutation

Dear Mr. Brown

4 Subject

Re: Offer of the equipment

5 Main body

Thank you very much for your offer of the equipment sent to us. We shall keep you informed as to our decision concerning the terms and conditions of your offer.

6 Yours faithfully/ Yours sincerely/Yours truly

7 Signature

A. Petrov

8 2 Enclosures

9 cc. D. Ivanov

10.4 Useful phrases to be used in business letters

Opening Phrases

- Dear Madam/ Dear Sir/ Dear Sirs/ Dear Mrs. Brown/ Dear Mr. Brown
- We have received your letter of...
- We have the pleasure to inform you...
- In reply to your letter of...
- We apologize for the delay in...

Linking Phrases

- There is no doubt that...
- We would like to draw your attention to the fact...
- In this connection ...
- In connection with your request...
- Otherwise we shall have to...
- In case of delay...
- In case of your refusal...

Closing Phrases

- We are looking forward to receiving your consent/approval/confirmation.
- Your early reply will be appreciated.
- We wish to maintain cooperation with you.
- We are looking forward to hearing from you.
- Yours faithfully / Yours sincerely...

10.5 Writing Practice

Write a letter to the company informing them that the weight of the last consignment of the goods under Contract No. 27/97 does not conform to the weight indicated in the Bill of Lading. Ask them when they are going to ship the short-delivered goods.

11 APPLYING FOR A JOB

11.1 How to write a CV or Resume?

A resume of your career, sometimes called a Curriculum Vitae or CV, informs the employer about the experience and skills you have.

A good resume should:

- 1) attract attention;
- 2) make a positive impression;
- 3) present your skills and qualities clearly and concisely.

The purpose of your resume is to tell the employer why you should be hired. A good resume is the first step to a job interview.

The resume may be photocopied and sent off to many employers. You can change the sections of the content according to the different needs of the organizations.

Some special suggestions will help you write a perfect resume:

- 1 Adapt your resume to the information you have gathered about the employer and the job you want.
- 2 Use concise language. Avoid long sentences and abbreviations.
- 3 Use action verbs, they will bring your resume to life.
- 4 Avoid the pronoun “I”. Describe your skills and capabilities by using as many specific words as possible.
- 5 Place the most important information at the beginning of your resume.
- 6 Minimize or omit everything that is irrelevant.
- 7 There must be no grammatical errors in your resume.
- 8 Highlight your accomplishments and achievements.
- 9 Keep it simple and clear: two pages at most.
- 10 Be truthful. Don't exaggerate or misrepresent yourself. Remember that employers check the information.
- 11 Don't mention salary.
- 12 Let an experienced person read your resume.

11.2 Examples of CV and Resume

CURRICULUM VITAE (CV)

Name: Mary Smith

Date of birth: 22th June 1985

Nationality: British

Marital status: Married

Address: 32 South Dock Drive, London SE3 2KL

Telephone: 0044 324 33458

Education

2003-2005 BA in Economics at Winchester Technical College

Professional experience

2004-2005 Botton Engineering, secretary to Sales Director
That position involved secretarial routine work.

2005-2006 Botton Engineering, office assistant
I was responsible for communications and delivering papers, coordinated visits for our guests and representatives.

2006-present Food Company, Assistant to Export Manager
My work involves giving instructions to junior staff and dealing with clients and suppliers in person and on the telephone.

Skills Windows, MS Office 2010, Excel, Internet

Languages English (native speaker)

French (fluent)

Additional Driving licence

Interests Rollerblading, windsurfing and basketball

RESUME

1 NAME/SURNAME	Marina Petrova
2 DATE OF BIRTH	September 10, 1983
3 MARITAL STATUS	Single
4 CONTACT TELEPHONE	89178013138
5 LANGUAGES	English (fluent), German (basic)
6 EDUCATION	
2001-2006	Ufa State Petroleum Technological University Automation of Production Processes
7 COURSES AND PROFESSIONAL TRAINING	Interpreting courses
8 WORK EXPERIENCE	
2006-present	Agidel-Nefteproduktsservis Co Ltd, Automation Engineer
9 COMPUTER SKILLS	Word , Visio for Windows, Excel, Adobe Photoshop,
10 PREVIOUS EXPERIENCE	1 Oral and written translation 2 Business letters and contracts making 3 Carrying out administrative duties about the office
11 INTERPERSONAL QUALITIES	Good communication skills, well-organised, flexible, friendly, responsible

11.3 Writing Practice

Write a short CV/ Resume for yourself. Use Mary Smith's CV / Marina Petrova's Resume as a model.

11.4 Job Interview

Read and discuss the text "Job Interview".

The job interview is an opportunity to present your talents to a prospective employer. During the interview, the employer judges your qualifications and general fitness for the job. To present your qualifications successfully, you have to prepare for the interview. Your behaviour during the interview is often the most important stage in getting a job. What makes a successful interview? Some guidelines will help you.

1 Good preparation before the interview:

- have an up-to-date CV;
- find out as much as possible about the company where you are going for an interview;
- find out if the interview is with one person or with a group of people, and what their jobs are;
- make a checklist of the questions you want to ask about the company.

2 Some more advice

- sleep well the night before;
- dress smartly: your clothes should meet the requirements of business style;
- never be late: arrive ten minutes early;
- make a good impression: begin the interview with a smile, a firm handshake and a friendly manner.
- try to stay positive and relaxed during the interview;
- don't give only "Yes" or "No" answers: talk freely about yourself, give reasons for your opinions, and explain why you're interested in the job.

11.5 How to be successful in a Job Interview

Complete the list of guidelines on preparing for, and attending an interview .

A. Preparing for the interview

1

2 Find out as much as possible about the company you are going to for an interview.

3

4

5

B. Attending the interview

6

7

8

9

10

11 Don't give only "Yes" or "No" answers. Talk freely, give reasons and opinions, and explain why you are interested in this job.

12

13

14

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