



ДОНСКОЙ ГОСУДАРСТВЕННЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ
УПРАВЛЕНИЕ ДИСТАНЦИОННОГО ОБУЧЕНИЯ И ПОВЫШЕНИЯ
КВАЛИФИКАЦИИ

Кафедра «Лингвистика и иностранные языки»

Учебное пособие
«Английский язык для делового общения»
по дисциплине

«Иностранный язык»

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Аннотация

Учебное пособие включает в себя основные разделы, предусмотренные учебным планом дисциплин «Практикум по культуре речевого общения первого иностранного языка», «Культура речи первого иностранного языка», «Иностранный язык в профессиональной сфере».

Учебное пособие представляет собой поэтапное изучение основных тем, освоение которых необходимо для успешной устной и письменной деловой коммуникации. Пособие направлено на развитие навыков современной деловой речи, усвоение необходимых терминов и клише, в нем имеется достаточное количество упражнений, направленных на коррекцию наиболее типичных для русскоязычных студентов ошибок. Пособие может быть использовано в качестве справочного и практического руководства.

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Оглавление

Unit 1. Applying for a job	5
I. READ AND TRANSLATE	11
II. ANSWER THE QUESTIONS	13
III. TRANSLATE INTO RUSSIAN	13
VI. WRITE THE DIALOGUE IN ENGLISH.....	15
VI. Look at the information below and prepare to interview candidates for the job.	16
unit 2. A resume	16
I. READ AND PAY ATTENTION TO THE STRUCTURE OF THE RESUMES. Try to memorize it.....	19
I. ANSWER THE QUESTIONS	21
III. TRANSLATE INTO RUSSIAN	22
IV. TRANSLATE INTO ENGLISH.....	24
V. WRITE THE RESUME IN ENGLISH	26
Unit 3. TELEPHONING	26
I. READ AND TRANSLATE	35
II. TRANSLATE THE RUSSIAN REMARKS INTO ENGLISH ..	39
III. MAKE THE PHONE CALLS TO CONFIRM YOUR APPOINTMENTS.	40
Unit 4. MEETINGS	41
Writing an Agenda	42
Welcome.....	43
Roll Call/Apologies	43
I. READ AND TRANSLATE	49
II. TRANSLATE INTO RUSSIAN	51
III. TRANSLATE INTO ENGLISH	52
IV. MANAGE A MEETING.....	53
V. WRITE AN AGENDA FOR A MEETING AT YOUR WORKPLACE	54
Unit 5. BUSINESS LETTER	55
We are writing to enquire about.....	59
We would like to inform you	59
I. READ AND TRANSLATE	67
II. ANSWER THE QUESTIONS	70
III. TRANSLATE INTO RUSSIAN	70
IV. TRANSLATE INTO ENGLISH.....	70
V. MAKE UP SENTENCES USING COMPONENT PARTS OF	

EACH COLUMN	71
VI. TRANSLATE THE LETTERS IN ENGLISH.....	72
VI. WRITE A LETTER.....	73
Unit 6. CONTRACTS	74
I. READ AND TRANSLATE	95
II. ANSWER THE QUESTIONS	98
III. TRANSLATE INTO RUSSIAN	98
IV. TRANSLATE INTO ENGLISH.....	98
V. TRANSLATE THE LETTERS IN ENGLISH	98
VI. MAKE UP A TEXT OF A CONTRACT:.....	101

UNIT 1. APPLYING FOR A JOB

Job interviews can take place in person, by phone, or by teleconference. They may last 30 minutes, an hour, or several hours. Sometimes, an initial job interview is followed by a series of additional interviews that can last a half or full day. Often, just one or two people conduct a job interview, but at times a group of four or more might do so. Because it is impossible to know exactly what to expect, it is important that you be well prepared. See also application letters, job search, and resumes.

Before the Interview

The interview is not a one-way communication. It presents you with an opportunity to ask questions of your potential employer. Before the interview, learn everything you can about the organization by answering for yourself such questions as the following:

- What kind of organization (profit, nonprofit, government) is it?

- *How diversified are its activities or branches?*

- *Is it a locally owned business?*

- *Does it provide a product or service? If so, what kind?*

- *How large is the business? How large are its assets?*

- *Is the owner self-employed? Is the company a subsidiary of a larger*

- *operation? Is it expanding?*

- *How long has the company been in business?*

- *Where will I fit in?*

You can obtain information from current employees, the Internet, the company's publications, and the business section of back issues of local newspapers. The company's Web site may help you learn about the company's size, sales volume, product line, credit rating, branch locations, subsidiary companies, new products and services, building programs, and similar information. You may also conduct research using a company's annual reports and other publications, such as Moody's Industrials, Dun and Bradstreet, Standard and Poor's, and Thomas' Register, as well as other business reference sources a librarian might suggest. Ask your interviewer about what you cannot find through your own research. Doing so demonstrates your interest and allows you to learn more about your potential employer.

Try to anticipate the questions your interviewer might ask, and prepare your answers in advance. Be sure you understand a question before answering it, and avoid responding too quickly with a rehearsed answer—be prepared to answer in a natural and relaxed

manner. Interviewers typically ask the following questions:

- *What are your short-term and long-term occupational goals?*
- *Where do you see yourself five years from now?*
- *What are your major strengths and weaknesses?*
- *Do you work better with others or alone?*
- *How do you spend your free time?*
- *What accomplishment are you particularly proud of? Describe*

it.

- *Why are you leaving your current job?*
- *Why do you want to work for this organization?*
- *Why should I hire you?*
- *What salary and benefits do you expect?*

Many employers use behavioral interviews. Rather than traditional, straightforward questions, the behavioral interview focuses on asking the candidate to provide examples or respond to hypothetical situations. Interviewers who use behavior-based questions are looking for specific examples from your experience. Prepare for the behavioral interview by recollecting challenging situations or problems that you successfully resolved. Examples of behavior-based questions include the following:

- *Tell me about a time when you experienced conflict while on a team.*
- *If I were your boss and you disagreed with a decision I made, what would you do?*
- *How have you used your leadership skills to bring about change?*
- *Tell me about a time when you failed and what you learned from the experience.*

Arrive for your interview on time or even 10 or 15 minutes early— you may be asked to fill out an application or other paperwork before you meet your interviewer. Always bring extra copies of your résumé, samples of your work (if applicable), and a list of references and contact information. If you are asked to complete an application form, read it carefully before you write and proofread it when you are finished. The form provides a written record for company files and indicates to the company how well you follow directions and complete a task.

During the Interview

The interview actually begins before you are seated: What you wear and how you act make a first impression. In general, dress simply and conservatively, avoid extremes in fragrance and cosmetics, and be well groomed. Behavior. First, thank the interviewer for his or

her time, express your pleasure at meeting him or her, and remain standing until you are offered a seat. Then sit up straight (good posture suggests self-assurance), look directly at the interviewer, and try to appear relaxed and confident.

During the interview, you may find yourself feeling a little nervous. Use that nervous energy to your advantage by channeling it into the alertness that you will need to listen and respond effectively. Do not attempt to take extensive notes or use a laptop computer during the interview.

You can jot down a few facts and figures on a small pad, but keep your focus on the interviewer.

Responses

When you answer questions, do not ramble or stray from the subject. Say only what you must to answer each question properly and then stop, but avoid giving just yes or no answers—they usually do not allow the interviewer to learn enough about you. Some interviewers allow a silence to fall just to see how you will react. The burden of conducting the interview is the interviewer's, not yours—and he or she may interpret your rush to fill a void in the conversation as a sign of insecurity. If such a silence makes you uncomfortable, be ready to ask an intelligent question about the company. If the interviewer overlooks important points, bring them up. However, let the interviewer mention salary first. Doing so yourself may indicate that you are more interested in the money than the work.

However, make sure you are aware of prevailing salaries and benefits in your field. See salary negotiations. Interviewers look for a degree of self-confidence and an applicant's understanding of the field, as well as genuine interest in the field, the company, and the job. Ask questions to communicate your interest in the job and company. Interviewers respond favorably to applicants who can communicate and present themselves well.

Conclusion

At the conclusion of the interview, thank the interviewer for his or her time. Indicate that you are interested in the job (if true) and try to get an idea of the company's hiring time frame.

After the Interview

After you leave the interview, jot down the pertinent information you obtained, as it may be helpful in comparing job offers. As soon as possible following a job interview, send the interviewer a note of thanks in a brief letter or e-mail. Such notes often include the fol-

lowing:

- *Your thanks for the interview and to individuals or groups that gave you special help or attention during the interview*
- *The name of the specific job for which you interviewed*
- *Your impression that the job is attractive, if true*
- *Your confidence that you can perform the job well*
- *An offer to provide further information or answer further.*

Study speech patterns

I saw your advert in the paper	Я видел ваше объявление в газете.
Could I have an application form?	Могу я получить анкету?
Could you send me an application form?	Могли бы вы прислать мне анкету?
I'm interested in this position	Я заинтересован в этой должности.
I'd like to apply for this job	Я хотел бы устроиться на эту работу.

Как спросить о работе

Is this a temporary or permanent position?	Это временная или постоянная должность?
What are the hours of work?	Какое рабочее время?
Will I have to work on Saturdays?	Должен ли я работать по субботам?
Will I have to work shifts?	Должен ли я буду работать по-сменно?
How much does the job pay?	Какая заработная плата?
£10 anhour	10 фунтов в час
£350 a week	350 фунтов в неделю

Иностранный язык

What's the salary?	Какая заработная плата?
£2,000 a month	2000 фунтов в месяц
£30,000 a year	30 000 фунтов в год
Will I be paid weekly or monthly?	Мне будут платить еженедельно или ежемесячно?
Will I get travelling expenses?	Будут ли покрываться транспортные расходы?
Will I get paid for overtime?	Мне будут платить за сверхурочное время?
Is there ...?	Есть ли ...?
a company car	служебная машина
a staff restaurant	столовая для служащих
a pension scheme	пенсионная схема
free medical insurance	бесплатное медицинское страхование
How many weeks' holiday a year are there?	Сколько недель составляет отпуск?
Who would I report to?	Кому я должен сообщить?
I'd like to take the job	я хотел бы приступить к работе
When do you want me to start?	когда я должен начать?

То, что вы можете услышать

We'd like to invite you for an interview.	Мы хотели бы пригласить вас на собеседование.
This is the job description.	Это – описание работы.

Иностранный язык

Have you got any experience?	У вас есть какой-нибудь опыт?
Have you got any qualifications?	Вы обладаете какими-либо качествами?
We need someone with experience	Нам нужен кто-то с опытом.
We need someone with qualifications	Нам нужен специалист.
What qualifications have you got?	Какими профессиональными качествами вы обладаете?
Have you got a current driving licence?	У вас есть водительские права?
How much were you paid in your last job?	Сколько вы зарабатывали на прежней работе?
Do you need a work permit?	Вам нужно разрешение на работу?
We'd like to offer you the job	Мы бы хотели предложить вам работу.
Whencanyoustart?	Когда вы сможете начать?
How much notice do you have to give?	Как долго вы должны еще оставаться на нынешней работе?
There's a three month trial period	Три месяца — испытательный срок
We'll need to take up references	Нам нужно получить рекомендации
This is your employment contract	Это ваш рабочий договор

Биография

Name	Имя
Address	Адрес
Telephonenumber	Телефонный номер
Emailaddress	Адрес электронной почты
Dateofbirth	Дата рождения
Nationality	Национальность
Maritalstatus	Семейное положение
Careerobjective	Предположительный карьерный рост
Education	Образование
Qualifications	Квалификация
Employmenthistory	История трудоустройства
Leisureinterests	Интересы
Referees	Поручители

EXERCISES

I. READ AND TRANSLATE

Dialogue 1. The successful interview candidate

1

Could you tell me about yourself?

Candidate 1: Well, I'm 32 years old. I was born in Vancouver but my family moved to the US when I was 16, so that's how I ended up in Washington. I really enjoyed math at high school, so I studied that at college as well. I had a great time while I was there, made lots of friends and really enjoyed the course. Then I got my first job when I was...

Candidate 2: I did Business Studies at Princeton and then

joined Kays Brothers where I worked part-time while finishing my accountancy qualifications. I joined my current company five years ago and have worked my way up to audit manager.

2 Why do you want this job?

Candidate 1: I'd like this job because it would give me an opportunity to work for a larger organization than I do currently and so broaden my professional experience.

Candidate 2: Because it pays well.

3 How would your colleagues describe you?

Candidate 1: They'd say that I'm very good at team sports and that I'm always good fun. Just don't ask them what I did after last year's summer conference!

Candidate 2: They'd describe me as a team player, who is always dedicated to getting the job done.

4 How do you cope with working under pressure?

Candidate 1: I don't really like it.

Candidate 2: I try hard not to let pressure get to me and just to concentrate on getting the job done.

5 What is your greatest strength?

Candidate 1: I'm very enthusiastic. I'm always keen to learn new skills and move out of my comfort zone.

Candidate 2: I'm really good at motor car racing.

6 What's your greatest weakness?

Candidate 1: I can be a bit lazy.

Candidate 2: I have a tendency to take on too much, but I'm trying to improve on that by delegating wherever appropriate.

7 Are you a team player?

Candidate 1: Yes, I was part of the team of people who put together a successful pitch for a large multi-national client. We each played our part in putting together a great presentation and we ended up being awarded the contract.

Candidate 2: Not really. I prefer to work by myself.

8 Where do you see yourself in five years?

Candidate 1: I'd like to have retired and be sitting on a beach.

Candidate 2: I like to think that I would still be working here, perhaps as a senior product designer.

Dialogue 2. Successful job interviewer.

Mary: Why do you think you're right for this job?

Yiannis: Well, I think that I'd be suitable for the position be-

Иностранный язык

cause I've had lots of relevant experience in my previous roles. Also, I think I'd be a good fit for the company.

M: What do you know about this company?

Y: Quite a bit. I know that it's the second largest advertising company in the country and that you employ over 500 staff.

M: That's right. Now, tell me a bit about yourself. What are your greatest strengths and weaknesses?

Y: Hmm, interesting question. Well, I'm very hard-working and incredibly creative, as you can see from my portfolio. But, on the downside, I'm also a bit of a perfectionist, so I find it hard to let go of a project sometimes. But I'm working on that!

M: OK. And what has been most rewarding about your current job?

Y: That would have to be when an advertisement that my team developed was nominated for Best Local Ad of the Year. It was great to get some acknowledgement for all our hard work.

M: Uh-huh. So why would you like to leave your current job?

Y: Well, I've enjoyed working for a small company and learnt a lot, but I'd really like the opportunities that are offered by working for a large company, for example, the chance to pitch to big clients.

M: Right, so where do you see yourself in five years' time?

Y: I'd like to be working as a senior advertising executive with a number of great campaigns under my belt.

II. ANSWER THE QUESTIONS

1. *Tell a little about yourself.*
2. *What are your strengths?*
3. *What are your weaknesses?*
4. *If you could change one thing about your personality, what would it be?*
5. *What does success mean to you?*
6. *What does failure mean to you?*
7. *Are you an organized person?*
8. *Do you manage your time well?*
9. *How do you handle change?*
10. *How do you make important decisions?*
11. *Do you work well under pressure?*

III. TRANSLATE INTO RUSSIAN

Conversation 1

George Willis is attending an interview for a sales position

Mr Khan: ... so your online résumé was very interesting and that's why we asked you to come for an interview. I'm responsible for all human resources issues here at Bergerbild and my colleague here, Georgina Harris, is head of the sales department, which is where we currently have a free position.

So Mr Willis, what do you know about our company?

MrWillis: A lot! You're involved in big overseas infrastructure projects in South- East Asia, for example, and among other things you are currently bidding for... and the Kuching metro project was very successful.

Mr Khan: What do you feel has been your biggest achievement to date?

Willis: Well, I introduced a new process for prioritizing customer visiting schedules for our department and in six months, we managed to increase sales by about 22 per cent. My manager was very pleased! Hmm, I can understand why.

Mr Khan: So, why would you like to leave your current job?

MrWillis: Well, the sales position that you are offering would give me opportunities to work internationally. At the moment I'm just based in Seattle.

Mr Khan: I see. But what makes you suitable for this job, do you think?

MrWillis:I've been very successful so far in sales and I think that I can offer a good service to your customers. Interesting point.

Mr Khan: What is good customer service, in your view?

MrWillis: Definitely the most important skill is the ability to listen to what...but of course learning is a never-ending process for anybody in business.

Mr Khan: Very true. Now, what are your weaknesses, would you say?

MrWillis: Well, my mom criticizes my untidiness around the house, but I guess you don't mean that. Hmm, I suppose I'm not very good at making sure all the paperwork involved in sales is completed quickly. You know, I prefer to be out there, going on to the next customer. But of course, I know it has to be done. I'm trying to improve.

Mr Khan: Well, you are quite young, aren't you?

MrWillis: I'm 26.

Mr Khan: Now, what are your goals for the next five years?

MrWillis: I hope that I can also take on responsibility for organizing other salespeople in the future. I see myself in a management

position when I have more experience and can share that experience with other salespeople.

Mr Khan: OK. Now, what are your salary expectations? For this sales position, I mean?

MrWillis: Well, I'm sure that a mixture of...

VI. WRITE THE DIALOGUE IN ENGLISH

Работодатель: Доброе утро! Как Ваши дела?

Кандидат: Отлично, большое спасибо.

Работодатель: Мы назначили эту встречу, чтобы поговорить о Ваших личностных качествах и о Вашей профессиональной квалификации. Пожалуйста, расскажите нам о себе.

Кандидат: Я очень дружелюбный человек. Любовь к людям помогает мне решать разные проблемы. Я ответственный и исполнительный. Я действительно хорошо разбираюсь в персональных компьютерах и очень заинтересован интересуюсь в программировании. Когда я был студентом старших курсов университета, мне дважды присуждали второе место в конкурсе по программированию баз данных.

Работодатель: Вы можете нам объяснить, почему наша компания должна взять Вас на работу?

Кандидат: Я очень хорошо умею работать с другими людьми, поскольку я настоящий командный игрок (умею работать в коллективе). Моя квалификация и мои профессиональные навыки позволяют мне справляться с любой работой.

Работодатель: Вы имеете в виду, что у Вас никогда не возникало конфронтации с Вашими коллегами на прежнем месте работы?

Кандидат: Нет, никогда. Я всегда разрешал сложные проблемы без конфронтации. Я очень упорный в работе человек.

Работодатель: Расскажите нам о Ваших основных отрицательных и положительных качествах характера.

Кандидат: Я открытый и оптимистичный человек. Я люблю людей и с удовольствием нахожусь в их обществе. Что касается моих отрицательных черт характера... Что ж, мне очень нравится обсуждать с моим другом Полом самые последние технические новинки, поскольку они являются важной частью моей жизни. Зачастую мы совершенно забываем о времени и очень расстраиваем этим наших родных.

Работодатель: Возможно, Эта Ваша черта характера оказывает заметное влияние на Вашу частную жизнь, но Ваши профессиональные способности она никак ухудшить не может.

VI. Look at the information below and prepare to interview candidates for the job.

SPARTA ADVENTURES
International Summer Camp
 Group leaders wanted
 Athens, Attica, Greece

1–14 July/ 15–30 July/ 1–15 August

- *Do you speak English?*
- *Do you play sports?*
- *Are you friendly and easy to get on with?*
- *Do you think you would make a good leader?*

The job: to be responsible for a group of 15 children
The salary: 100 euro per week and free food and accommodation
 All applicants must be fit and healthy!

Write to: 5 Zalokosta Street, Athens, Attica, 10671 Greece

UNIT 2. A RESUME

A resume is the key tool of the job search that itemizes your qualifications and serves as a foundation for your application letter (often referred to as a cover letter). A resume should be limited to one page— or two pages if you have substantial experience. On the basis of the information in the résumé and application letter, prospective employers decide whether to ask you to come in for an interview. If you are invited to an interview, the interviewer can base specific questions on the contents of your resume. See also interviewing for a job. Because resumes affect a potential employer’s first impression, make sure that yours is well organized, carefully designed, consistently formatted, easy to read, and free of errors. Consider first an organization that highlights your strengths and fits your goals, as suggested by the examples shown in this entry. Experiment to determine a layout and design that is attractive and uncluttered. Consistency is especially important on a resume. For hard-copy résumés, use a quality printer and high-grade paper. Be truthful. The consequences of giving false information in your resume are serious. In fact, the truthfulness of your resume reflects not only on your own ethical stance but also on the integrity with which you would represent the organization. See also ethics in writing.

Organizing Your Resume (Sections).

A number of different organizational patterns can be used effectively. The following sections are typical—which you choose should depend on your experience and goals, the employer’s needs, and

any standard practices in your profession.

- **Heading (name and contact information)**
- **Job Objective**
- **Qualifications Summary**
- **Education**
- **Employment Experience**
- **Related Skills and Abilities**
- **Honors and Activities**
- **References and Portfolios**

Whether you place “education” before “employment experience” depends on the job you are seeking and on which credentials would strengthen your résumé the most. If you are a recent graduate without much work experience, list education first. If you have years of job experience, including jobs directly related to the kind of position you are seeking, list employment experience first. In your education and employment sections, use a reverse chronological sequence: list the most recent experience first, the next most recent experience second, and so on.

Heading. At the top of your résumé, include your name, address, telephone number (home or cell), and a professional e-mail address. Make sure that your name stands out on the page. If you have both a school address and a permanent home address, place your school address on the left side of the page and your permanent home address on the right side of the page. Place both underneath your name. Indicate the dates you can be reached at each address (but do not date the résumé itself).

Job Objective. Some potential employers prefer to see a clear employment objective in résumés. An objective introduces the material in a résumé and helps the reader quickly understand your goal. If you decide to include an objective, use a heading such as “Objective,” “Employment Objective,” “Career Objective,” or “Job Objective.” State your immediate goal and, if you know that it will give you an advantage, the direction you hope your career will take. Try to write your objective in no more than three lines, and tailor it to the specific job for which you are applying.

Иностранный язык

... (First Name, Surname)

... (Address (Number of your house, Street, City, Region, Country))

... (Date of birth)

Cellular phone: ... (Number), **Home phone:** ... (Number)

E-mail:

Objectives: To obtain a position as ...

Apply my skills as ...

A career in ...

ACCOMPLISHMENTS: ... (sphere of action)

... (accomplishment).

SKILLS: Computer: ... (Name of program)

Languages: ... (Native and foreign)

WORK EXPERIENCE

... (Dates) ... (Position)

... (Title of company)

... (City)

Type of business - ...

Major Duties:

EDUCATION

... (Dates)... (Title of educational institution, Major, Degree)

HONORS ... (Title, Awarding Organization, Date(s))

PERSONAL ... (Hobby etc.)

INFORMATION

REFERENCES Available upon request

STUDYWRITTEN PATTERNS

personal information	персональная информация
career objective/objective	должность, на которую претендуете
summary	сводка, краткое резюме
work experience	опыт работы
education	образование
skills	умения и навыки
references	рекомендации
available upon request	доступен по запросу
accomplishments	достижения
honors	награды

Иностранный язык

heading	«шапка» документа
responsibleforsomething	ответственный за что-либо
customerservice	работа с клиентами
businessstrips	командировки
supervise	осуществлять контроль за...
IT skills	навыки использования информа- ционных технологий
Problem solving and negotiation skills	умение решать проблемы и дого- вариваться
strongteamplayer	Работа в команде
strongleadership	Уверенные лидерские навыки

EXERCISES

I. READ AND PAY ATTENTION TO THE STRUCTURE OF THE RESUMES. Try to memorize it

**Example 1
Resume**

Name: ErickDavidson
Date of Birth: 17 September 1976
Address: 2510 Rabbit Lane,2000 Tetruby, UK
Telephone : +4477564321541
Email: Erick@eunet.uk
Objective: Seeking a sales manager position with a company offering professional growth and future career advancement opportunities.

Qualifications Summary:
1999-2000 London Chamber of Commerce and Industry- Diploma of Business Management
1995-1999- University of London –MBA
Professional Experience
2000-2004- A sales manager, IT Company
Development of a new sales strategy
Domestic and foreign exhibition launch
Jan- Oct 2000 A personal assistant to marketing director of theITCompany
Skills:
IT Office 2004 ,Windows, Excel, Internet, Powerpoint
Languages Fluent French and proficient Spanish
Additional Driving Licence
Activities Diving, travelling,swimming,

**Reference: Professor Hales
London Chamber of Commerce and Industry**

Example 2

Resume

Viktor Vasilev
123 Pushkin Street, Apt. 122
Moscow, Russia
Date of birth: March 10, 1980
Cellular phone: 8(***)111-11-11
E-mail: vasilev_v@mail.ru

OBJECTIVE Apply my skills as a regional sales manager with a company focused on quality, dedication and ingenuity

**WORK
EXPERIENCE**

Regional Sales manager
“Planeta” Limited Liability Company
Moscow
Type of business – the distribution of soft drinks
Major Duties:

2007- to present

- management of 10 sales representatives;
- trade negotiations;
- direction of the sales force in planned selling toward specific goals;
- carrying out of store check.

Accomplishments:

- increased monthly regional volume 25 percent and helped to improve customer-company relations

Иностранный язык

Trade representative
 Limited Liability Company Diary
 Moscow
 Type of business – the sale of writing materials
 Major Duties:

2003-2006

- search of new clients;
- execution of monthly sales plans;
- making of sales forecasts and sales goals reports;
- trade negotiations, presentations of the production.

Accomplishments:

- increased client base by 50 percent;
- increased volume of sales by 200 percent during my tenure.

EDUCATION

Lomonosov Moscow State University
 Master's Degree

1997-2002

Major: management

2007

Training for Sales managers in “Planeta” Limited Liability Company, Moscow
 Computer: MS Word, MS Excel, The Bat

SKILLS

Languages (spoken and written): Russian (native), English (fluent)

REFERENCES

Available upon request

I. ANSWER THE QUESTIONS

1. What makes a good resume?
2. How long should it be?
3. What should it contain?
4. Does it list the experience starting from the present?
5. Is an employer interested in your

- hobbies and interests?
6. Is it right to write in full sentences?

III. TRANSLATE INTO RUSSIAN

Resume 1.

Ivan Petrov

67 ap., 28, Bozhenko Ave., Moscow , Russia

tel. 572-28-36

8 (095) 743-36-65

ivan_petrov@bk.ru

Objective	SalesManager
PersonalDetails	Date of birth: 12 April 1973 Marital status: married Children: son, 10 years old
SummaryofQualification:	6-year experience as a Sales Manager. Sales provision, sales promotion, customers counseling, sales forecasting, new advertising strategies, sales increasing. Proficient with Windows, Microsoft office programs, and use of database programs.
Education	1990–1995 Student Moscow State University
Additional Education	1990–1991 Course of French Moscow school of foreign languages
Professional Experience	2006–present Sales Manager ABC Company, Moscow

Иностранный язык

	<p>Recommended computerized bookkeeping and supervised all data entry, resulting in reduced bookkeeping time, detailed department reports, improved sales projections, and enhanced business advertising and budget planning.</p> <p>Accomplishments: Organized special holiday sales promotion and recommended special holiday gift line, which increased sales by 35%.</p>
	<p>2000–2006 Sales Manager FDG Company, Moscow</p>
	<p>Handled sales of company products. Counseled customers on company products. Forecasted sales revenue, volumes, discounting and profit.</p> <p>Accomplishments: Increased number of customers by 20% in two years. Initiated new advertising strategies, which enhanced customer image of store and increased customer traffic. Recognized as one of company’s top 10 salespeople each year since 1992.</p>
	<p>1996–2000 Manager Assistant JSM Company, Moscow</p>
	<p>Provided customer service via telephone. Ascertained order accuracy. Tracked orders. Cooperatedinteam.</p>
AdditionalSkills	<p>Languages: English – Intermediate Level German – Elementary Level</p>
	<p>Computer skills: Windows, Word for Windows, Excel, Outlook Express, Internet Explorer</p>
	<p>Driving Licence: Category B Driving Licence</p>
References	<p>References are available on request</p>

Resume 2.**Volnova Olga**

Novaya, 1, 11, Moscow

(900) 000-0000**email: vl-olg@gml.com****Personal Data**

Date of birth: 03/01/1985

Marital status: single

Education and Qualifications**2003-2008**

Lomonosov State University Business School

Specialist of Business Administration

Work Experience**September 2010 — Present**

CEO personal assistant

"LKT Group" Ltd.

Responsibilities: conference interpreter, translating services (English and German);

scheduling appointments; preparing contracts and agreements; maintaining manual

payment records, invoicing and performing minor clerical duties.

June 2008 – August 2010

Manager

"Sanches" Ltd.

Responsibilities: ongoing administration of a newly established branch, sales.

June 2006 – June 2008

Freelance translator and project manager

Skills

Languages: English, Chinese

IT skills

Good negotiation and communication skills, organization and multi-tasking

Interests and Activities

Swimming

References

Available on request

IV. TRANSLATE INTO ENGLISH**Иванова Марина Андреевна**

Адрес:

г. Москва, ЮАО

Иностранный язык

Телефон: д.т. 555-5555; моб. 8-903-555-5555

E-mail: mivanova@mail.ru

Дата рождения: 2 апреля 1987 г.

Гражданство: Российская Федерация

Семейное положение: не замужем

Цель: получение работы на должность менедже-
ра

Образование:

2004 - 2009 гг. Финансовый университет (Финансовая академия)
при Правительстве Российской Федерации

Факультет менеджмента

Квалификация – экономист -менеджер

апрель 2008 г. Учебно-методологический центр при ФНС России, г.
Москва

Курсы повышения квалификации «Налогообложение
юридических лиц», сертификат

январь 2009 гг. Московская международная школа переводчиков,
г.Москва

Курсы делового английского языка, сертификат

Опыт работы:

апрель 2010 г. – ЗАО «Мегапроект», г. Москва
наст. время

Менеджер по продажам

сентябрь 2008г. ООО «Эксперт», г. Москва
– март 2010г.

Помощник менеджера по продажам

Дополнительная информация:

Иностранные языки – английский (свободно устно, пись-
менно)

немецкий (базовый)

Персональный компьютер – опытный пользователь (MS Of-
fice, 1С)

Водительские права – категория В

Личные качества:

Коммуникабельность, умение работать в команде, аналити-
ческий склад ума, желание развиваться в профессиональном и

личном плане.

Рекомендации могут быть представлены по требованию.

Дата заполнения резюме: 05 сентября 2011 г.

V. WRITE THE RESUME IN ENGLISH

Write down your own resume due to the position of Executive Secretary to the Managing Director

Job opportunity: Executive Secretary to the Managing Director

Prestigious western financial institution seeks an executive secretary to the managing director to provide full administrative support to the director, to maintain contacts with major clients according to high professional standards, to fulfil secretarial duties and handle PR matters in the office.

Main requirements: fluent English, age 24 – 30, good typing skills, PC literate, solid secretarial experience with top executives for at least 2 years.

Please fax (095 222 22 22) your resume to Mrs. Jane Brown, Personnel Manager.

UNIT 3. TELEPHONING

You are probably used to making informal calls to family and friends. When making calls to companies, however, some special rules and conventions apply. On this page we explain how to call someone in a company that you do not know personally (the most common kind of formal call made by students) and give you some models and language that you can use.

General rules

When making a formal call, three rules should influence your choice of words:

- Be brief. Do not waste the receiver's time.
- Be clear. Explain the background and purpose of your call.
- Be polite. Recognize the receiver's point of view.

These rules can sometimes conflict. If you are too brief, you may confuse the receiver or appear impolite. Try to balance the three rules.

Making a call to someone you do not know

The most difficult calls to make are calls to people that you do not know. Usually, the purpose of your call will be to make a request for information or a meeting. This kind of call can be divided into sections according to the function each serves:

1. Locate the person
2. Make request

3. Make arrangement
4. Close the call

In the following examples, we will imagine that you are calling Mr. Lau to arrange a visit to his office.

1. Locate the person

If the person you want to speak to answers the call, this part is simple. If the receiver gives her name when he answers your call, you can skip to the next stage. If the receiver does not give his name, you can confirm that you have the right person:

Hello, is that Mr Lau?

More often the number that you have will connect you to an operator or secretary. In this case you will have to ask to speak to Mr. Lau:

Hello, I'd like to speak to Mr. Lau Kam-cheong, please.

If Mr. Lau is not available, you will need to find out when you can speak to him:

Could you tell me when he will be available?

If the person you are calling has a busy schedule, you may have to call several times. When you are finally connected, it is best to pretend that this is your first call. Do not mention how difficult it was to make contact!

Sometimes, you will not know the name of the person who might be able to help you. In this case, you can state your request and then say:

Could you put me through to someone who might be able to help me?

Locating someone at a company can be frustrating if you are passed from person to person. Try not to let your frustration show!

2. Make request

Making a request involves three stages: introducing yourself, giving background, and making the request itself.

Introduce yourself by giving your name and explaining who you are:

I'm ..., I'm a first-year student at Hong Kong University....

If you have been given the receiver's name by someone else, you should also mention this:

Mr. Chan from Eurasia Products suggested that I call you....

Give the background to your request by explaining why you are making it:

I'm doing a project on work experience and I need to arrange a visit to a company in your field....

Make your request politely and clearly. Make sure that the receiver knows exactly what agreeing to your request will involve: how much of her time will it involve and what she or her staff will have to do:

I wonder if I could pay a visit to your office for an hour or so sometime in the next two weeks, to talk to one of your staff about....

3. Make arrangement

If the person you are calling agrees to your request, it is important to make a clear arrangement. If you are arranging a meeting, for example, arrange the time and place and make sure you know where to go and what to do when you get there. Make a note of all the information so that you do not need to call back again to find out something you have missed.

If the person you are calling cannot agree to your request, he may modify it. Listen carefully and try to fit in with his schedule.

If the person you are calling cannot agree to your request at all, ask if he knows someone else who can help:

Do you know anyone else who might be able to help me?

Whether the receiver can help you or not, thank her and close the call politely.

4. Close the call

As the caller, it is your job to close the call when you have got the information you need. Unless the receiver shows that he wants to talk, it is not polite to chat once your business is finished. If there is a difficult silence at the end of the call, it is probably because you are not doing your job of closing the call. You can do this by confirming the arrangement:

So, I'll come to your office on Monday at 10....

thanking the receiver,

Thank you very much for your help....

and saying goodbye

Goodbye....

In each case, wait for the receiver's response before you go on to the next stage. Wait until you have heard the receiver say goodbye before you hang up.

USEFUL TIPS: We should normally give telephones by saying each individual number in it:

Our phone number is two six three, three eight four seven. (263-3847)

When there is a zero (0) in our telephone number, we should say O like the name of the letter O.

e.g. 505-1023 = five-O-five, one-O-two-three.

If a phone number contains two of the same numbers together, we should say **double** (number).

If a phone number contains three of the same numbers together, we should say **triple** (number)

e.g. (212-8555) two one two, eight **triple five**.

The above rules for telephone numbers also apply to fax numbers.

To ask for someone's telephone number we should say:

What's your phone number? It's 555-2565.

What is Woodward's phone number? It's 2789-0135.

We shouldn't normally say: What's your telephone number? (Though it is grammatically correct)

When you reply, you can give just your telephone number OR say: It's + (your phone number).

STUDY SPEECH PATTERNS

Представление себя

This is Helen.	Это Елена.
Helen speaking.	Говорит Елена.

Просьба представиться

Can I take your name, please?	Представьтесь, пожалуйста?
Can I ask who is calling, please?	Простите, могу я узнать, кто звонит?

Просьба соединить с кем-либо

Can I have extension 321? (extension – это внутренний номер в компании)	Соедините меня с номером 321.
---	-------------------------------

Could I speak to...? (Can I – менее официальная просьба / May I – более официальная просьба)	Могу я поговорить с ...?
Is Jack in?	Джеквофисе?

Предупреждение о соединении с кем-либо

I'll put you through.	Явассоединяю.
Can you hold the line?	Невешайтетрубку.
Can you hold on a moment?	Не могли бы вы немного ждать?

Если с абонентом нельзя соединить в данный момент

I'm afraid Jack is not available at the moment.	Боюсь, сейчас я не могу вас соединить с Джеком.
The line is busy.	Линия занята.
Mr Jackson isn't in.	Мистера Джексона сейчас нет на месте.
Mr Jackson is out at the moment.	Мистер Джексон вышел.

Предложить оставить информацию

Could (Can, May) I take a message?	Я могу ему что-то передать?
Could (Can, May) I tell him who is calling?	Я могу ему передать, кто звонил?
Would you like to leave a message?	Вы хотели бы оставить информацию?

Как вежливо попросить собеседника говорить медленнее или переспросить?

Could you please repeat that more slowly?	Повторите, пожалуйста, это помедленнее.
Could you say that again, please?	Повторите, пожалуйста, еще раз.
Could you speak more slowly?	Могли бы вы говорить помедленнее?
Sorry, I didn't quite catch that...	Извините, я не совсем понял...
Sorry, I didn't quite understand that ...	Извините, я не совсем понял...
Sorry, I didn't quite understand what you said about ...	Извините, я не совсем понял, что вы сказали о ...

Назначение встречи

<p>I'm calling to fix (arrange / agree) another time.</p>	<p>Я звоню, чтобы назначить (условиться / согласовать) другое время.</p>
<p>Michel and Ana are tied up (busy / unavailable) this week.</p>	<p>Михаил и Анна заняты (заняты / не могут) на этой неделе.</p>
<p>Do you mind if we postpone it (move it back / put it back) to next week?</p>	<p>Не возражаете, если мы отложим это (перенесем / отложим) на следующую неделю?</p>
<p>Which day are you thinking of (do you have in mind / do you want)?</p>	<p>Какой день Вы предлагаете?</p>
<p>Does Wednesday sound good (suit you / look ok) ?</p>	<p>Вам подходит среда?</p>
<p>How about (are you free on / can you make) Thursday?</p>	<p>Как насчет четверга (вы свободны / вас устроит)?</p>
<p>Which would be best (convenient / OK) for you?</p>	<p>Какой день Вам удобен?</p>

We can make it (are free / are available) after lunch.	Мы можем сделать это (свободны / доступны) после обеда.
That sounds fine / great / good.	Отлично.
The appointment is / So that's / We can confirm Thursday at two o'clock.	Итак, мы встречаемся в четверг в 14.00.

Бронирование билетов на транспорт

I'm calling for some information about trains to Atlanta.	Я хотел бы узнать о поездах на Атланту.
Are there any more trains leaving this evening?	Есть ли еще поезда сегодня вечером?
Is there an overnight train?	Есть ли ночной поезд?
How many trains are there tomorrow?	Сколько поездов отходит завтра?
I'd like to book a sleeper ticket.	Я хотел бы забронировать спальное место.
How much does it cost?	Сколько это стоит?

Проблемы с телефонной связью

Иностранный язык

It's really bad line.	Здесь плохая связь.
The line just went dead.	Разъединилось.
This line is so poor.	Очень плохая линия.
This is such a terrible line. I can't hear a thing.	Я ничего не слышу – ужасная связь.
The reception is absolutely terrible from the train.	В поезде ужасный прием.
Sorry, it's too noisy here today.	Извините, здесь сегодня очень шумно.
I can't hear. The traffic is too loud.	Я не слышу, здесь очень шумное движение.
I need to recharge my mobile. My battery's very low.	Мне нужно подзарядить телефон – аккумулятор почти сел.
I must have got the wrong number.	Должно быть я ошибся номером.
Sorry, can you speak up?	Простите, вы могли бы говорить громче?

Let's put the phone down.	Давайте положим трубки.
Try calling again later.	Попробуйте перезвонить позже.
Let me call you back in five minutes.	Давайте я перезвоню вам через 5 минут.
Try on extension 376.	Попробуйте добавочный номер 376.
How about sending me it by email?	Может, пришлете мне это по электронной почте?
Hang up and ring the other number.	Разъединитесь и наберите другой номер.

EXERCISES

I. READ AND TRANSLATE

Example 1

Macey Chance is on the phone, trying to set up meetings to discuss her company's services.

MC: This is Macey Chance from Turner & Young Consultants. Am I speaking to Mr Given?

Speaker 1: No.

Иностранный язык

- Mr H: Trancross Power and Gas, project management office.
- MC: Good morning. Am I speaking to Mr Harvey?
- Mr H: Speaking.
- MC: Oh hello, Mr Harvey. This is Macey Chance from Turner & Young Consultants.
- Mr H: Oh, yes.
- MC: Do you have a moment to speak to me?
- Mr H: Urn... well, yeah.
- MC: Thank you. My company specializes in helping power industry companies manage risk, Mr Harvey.
- Do you think that's something that might be of interest to you?
- Mr H: Er... well, we have risk management plans in place, you know.
- MC: I'm sure! But may I ask you a question, Mr Harvey? Do you have plans in place for handling risks generated by climate change?
- Mr H: Urn, it depends on what you mean exactly. Of course, we have plans in place for damage to our power plants from bad weather.
- MC: Well, managing short-term risk is very important of course. But would you like to find out about ways to manage risk caused by long-term adjustments to weather patterns? I'm talking about global warming and the impact that will have on energy supplies.
- Mr H: Urn, that's very unpredictable, isn't it?
- MC: Yes, you're quite right, Mr Harvey. And very risky. That's why my company specializes in designing plans that minimize the risks for companies like yours. Would it be possible to arrange a meeting where I could explain our services in more detail?

MrH: Well, it could be interesting.

MC: Fine. When's a good time for you, Mr Harvey?

Mr H: Er, let me just check my appointments. Urn, how about Friday this week, 2 p.m.?

Read the following stages of the dialogue and put them into the correct order.

[] She explains what her company specializes in and the reason for her call.

[1] Macey Chance checks that she is speaking to the correct person.

[] She sets up a meeting to discuss the matter further.

[] She introduces herself and says where she works.

[] She asks questions to gauge the person's interest.

[] She checks that the person she is speaking to has time to talk.

Example 2

Robbie Taylor is confirming his appointments for next week.

Conversation A

Sabine G: Sabine Gerland.

Robbie T: Hello, MsGerland. This is Robbie Taylor from Queensfield Ltd.

How are you?

SG: Fine, thanks. And you?

RT: Very well. I'm just ringing to confirm our appointment for Tuesday afternoon at 3 p.m. to discuss our project management services for the Potsdam project.

SG: Yes, that's right. I'm looking forward to it.

RT: Can I just check the address? That's Quiddestrasse 14, isn't it?

SG: Er, no, Quiddestrasse 40.

RT: Right, 40, OK. And could you spell Quidde for me?

Иностранный язык

SG: Of course. That's Q-U-I-D-D-E. If you go to our website, you'll find full directions.

RT: Right. Thanks. So, I look forward to seeing you then.

Conversation B

RT: Queensfield Ltd. Robbie Taylor.

Gerd S: Oh hi, this is Gerd Schmidt calling from Hipax in Berlin.

RT: Oh, hello Mr Schmidt. How are you?

GS: I'm fine, thank you. And you?

RT: I'm well, thanks.

GS: Good. I'm afraid I have to cancel our meeting next Tuesday morning. I'm going to be away visiting one of our key customers.

RT: No problem. Would Wednesday afternoon be more convenient?

GS: Unfortunately not. One colleague I wanted to come to our meeting will be in Paris and I'll be in Munich.

RT: I see. Well, would you like me to arrange a telephone conference instead?

GS: Mmm, that's a good idea. We're both free at 2 p.m. on Wednesday. Will you email me the details?

RT: Of course. Actually, I wanted to call you anyway, Mr Schmidt. Would you or your colleagues be interested in any of our other project management services, like logistics, for example?

Match the sentences on the left with those on the right that have a similar purpose.

- | | |
|--|--|
| 1. I'm just ringing to confirm our appointment for Tuesday afternoon at 3 p.m. | A Could you just confirm where your offices are? |
| 2. Can I just check the address? | B Shall I organize a telephone conference? |

Иностранный язык

3. No problem. Would Tuesday afternoon be more convenient? C I'm just calling to check that it's still convenient for us to meet on Friday at 10 a.m.
4. Would you like me to arrange a telephone conference? D Can I interest you in any other services that we provide?
5. Would you be interested in any of our other services? E That's fine. How about Friday morning instead?

II. TRANSLATE THE RUSSIAN REMARKS INTO ENGLISH

- Is this OAO Victoria?
- Да. Чем могу помочь?
- Put me through to Mr. Vavilov's office, please.
- С Вами говорит секретарь г-на Вавилова.
- My name is Mr. Kelly. I'd like to speak to Mr. Vavilov.
- К сожалению, г-на Вавилова нет на месте. Вы оставите для него сообщение?
- I have an appointment with Mr. Vavilov for 2 o'clock this afternoon, but I am sorry I can't come today. I must go to Paris on business and I'll be back only on Friday morning. Can Mr. Vavilov see me at two o'clock on Friday afternoon instead of today?
- Насколько мне известно, у г-на Вавилова ничего не назначено на пятницу во второй половине дня, но я должна поговорить с

Иностранный язык

ним, прежде чем я дам Вам точный ответ. Вы можете оставить мне свой номер телефона?

- Yes, certainly, I'll leave you the telephone number on which you can contact my secretary. It's London Wall 2230, extension 21.
- Простите, не могли бы Вы произнести по буквам название телефонной станции (theexchange)?
- I'll spell the first three letters that you must dial: L for London, O for orange, N for nobody.
- Большое спасибо г-н Келли. Разрешите, порядка ради, я еще раз произнесу номер: это Lon 2230, добавочный 21. Я свяжусь с Вашим секретарем, когда поговорю с г-ном Вавиловым.
- Thank you. Good-bye.
- До свидания, г-н Келли.

III. MAKE THE PHONE CALLS TO CONFIRM YOUR APPOINTMENTS.

You are the customer relations manager for Marlow construction.

Look at two of your diary entries for next week and then

Wednesday	10 a.m.	Giovanni Fabro, 4 0 Findon Street - discuss Westdene Hospital building contract
Thursday	3 p.m.	Joy Lee, 2 0 South Road - update on Queen's Hotel building project

The call to Giovanni

1 Greet him, say who you are and where you work, and ask how he is.

2 Respond to MrFabro's question and explain the reason for your call.

3 Check that you have the correct address.

4 Ask him to spell it for you and make notes accordingly.

5 Thank him and end the call politely.

The call to Joy

6 Greet her, say who you are and where you work, and ask how she is.

7 Respond to Ms Lee's question and explain the reason for your call.

8 Respond appropriately and suggest an alternative time to meet.

9 Respond appropriately and end the call politely.

UNIT 4. MEETINGS

A successful meeting has no surprises. With proper preparation and careful organization, a meeting can run smoothly. The most typical complaint about meetings is that they run too long. Meetings that run longer than necessary can be very costly to a company or business. As the famous business expression says: *Time is money*. Setting goals and time limits, keeping to the agenda, and knowing how to refocus, are key components of an effective meeting.

Preparing for a Meeting

Calling a Meeting

There are a number of ways that you may call or be called to a meeting. Some meetings are announced by e-mail, and others are posted on bulletin boards.

Sample Email:

To: jane@paristours.com

cc: kana@paristours.com; thomas@paristours.com; nolan@paristours.com

From: pierre@paristours.com

Subject: Meeting

Hi Everyone:

We will be having a meeting next Friday from 2.30pm-4.30pm in Room 3.

All supervisors are expected to attend. The purpose of the meeting is to discuss the upcoming tourist season. As you probably have heard, this could



Иностранный язык

be our busiest season to date. There are already twentybus tours booked from Japan, and fifteen walking tours booked from North America.

We are also expecting Korean and Australian tours in late summer. Please make arrangements to have other staff members cover your duties during the meeting.

Thank you,
Pierre

Sample Notice:

MEETING

LOCATION: Room 3

DATE: Friday, May 5th

TIME: 2:00 PM-4:00 P.M.

FOR: Supervisors only

SUBJECT: Tourist Season

Please note that ATTENDANCE IS MANDATORY!

Writing an Agenda

In order to keep the meeting on task and within the set amount of time, it is important to have an agenda. The agenda should indicate the order of items and an estimated amount of time for each item. If more than one person is going to speak during the meeting, the agenda should indicate whose turn it is to "have the floor".

Sample Agenda:

1. Welcome, Introduction: Pierre and Stella (5 minutes)
2. Minutes from previous meeting: Jane (10 minutes)
3. Japan Tours: Pierre (15 minutes)
4. N.A. Tours: Pierre (15 minutes)

5. Korean Tours: Pierre (15 minutes)
6. Australian Tours: Pierre (if time allows 10 minutes)
7. Feedback from last year: Everyone (15 minutes)
8. Vote on staff picnic: Everyone (15 minutes)
9. Questions/Closing remarks/Reminders: Everyone (5 minutes)

Opening a Meeting

Small Talk

Whether you are holding the meeting or attending the meeting it is polite to make small talk while you wait for the meeting to start. You should discuss things unrelated to the meeting, such as weather, family, or weekend plans.

Welcome

Once everyone has arrived, the chairperson, or whoever is in charge of the meeting should formally welcome everyone to the meeting and thank the attendees for coming.

Well, since everyone is here, we should get started. / Hello, everyone. Thank you for coming today. / I think we'll begin now. First I'd like to welcome you all.

Introductions

If anyone at the meeting is new to the group, or if there is a guest speaker, this is the time when introductions should be made. The person in charge of the meeting can introduce the new person, or ask the person to introduce him or herself.

I'd like to take a moment to introduce our new tour coordinator. / I know most of you, but there are a few unfamiliar faces.

Roll Call/Apologies

If the meeting is a small group, it is probably unnecessary to take at-

tendance out loud. The person who is taking the minutes will know everyone personally and can indicate who is present and who is absent.

It looks like everyone is here today. / If you notice anyone missing, please let Jane know so that she can make a note of it.

Following the Agenda

Taking the Minutes

Anyone, including you, may be assigned to take the minutes at a meeting. Often someone who is not participating in the meeting will be called upon to be the minute-taker. He or she should create an outline before going to the meeting. An outline should include the following:

- A title for the meeting
- The location of the meeting
- A blank spot to write the time the meeting started and ended
- The name of the chairperson
- A list of attendees that can be checked off (or a blank list for attendees to sign)
- A blank spot for any attendees who arrive late or leave early

Sample Minutes Outline: Supervisor's Meeting

Friday, 5th May

Start: _____ Finish: _____

Room 3

Chair: Pierre

Attendees:

1 _____

2 _____

3 _____

4 _____

Иностранный язык

5 _____
Late to arrive: _____
Early to depart: _____

Watching the Time

One of the most difficult things about holding an effective meeting is staying within the time limits. A good chairperson will do his or her best to stay within the limits. Here are some expressions that can be used to keep the meeting flowing at the appropriate pace.

I think we've spent enough time on this topic. / We're running short on time, so let's move on. / We're running behind schedule, so we'll have to skip the next item.

Regaining Focus

It is easy to get off topic when you get a number of people in the same room. It is the chairperson's responsibility to keep the discussion focused. Here are some expressions to keep the meeting centered on the items as they appear on the agenda.

Let's stick to the task at hand, shall we? / I think we're steering off topic a bit with this. / I'm afraid we've strayed from the matter at hand.

Voting

When issues cannot be resolved or decisions cannot be easily made, they are often put to a vote. Most votes occur during meetings. Here are some specific expressions used during open voting:

All in favour? / All opposed?

Comments and Feedback

During the meeting, participants will comment, provide feedback, or ask questions. Here are some ways to do so politely:

If I could just come in here.../I'm afraid I'd have to disagree about that. / Could I just say one thing?

Closing a Meeting

Wrapping Up

There are different reasons why a meeting comes to an end. Time may run out, or all of the items in the agenda may be checked off. Some meetings will end earlier than expected and others will run late. The odd time, a meeting may be cut short due to an unexpected problem or circumstance.

Reminders

There is almost always one last thing to say, even after the closing remarks. A chairperson might close the meeting and then make a last-minute reminder. Instructions for tidying up the room may also be mentioned.

Thank You's and Congratulations

The end of the meeting is also the time to thank anyone who has not been thanked at the beginning of the meeting, or anyone who deserves a second thank you. Here are some expressions to thank the participants:

Before I let you go let's all give a big thank you (everyone claps) to Thomas for baking these delicious cookies. / Again, I want to thank you all for taking time out of your busy schedules to be here today.

Follow Up

In the closing remarks, the chairperson, or participants may want to discuss the date and time for the next meeting, when the minutes will be available, or when a decision should be made by. This is also the time to give

Иностранный язык

contact information, such as how to send a question by e-mail or who to call regarding a certain issue.

We'll meet again on the first of next month. / Next time we meet I'll be sure to have those contacts for you.

STUDY SPEECH PATTERNS
Повесткадня

I would like now to begin by suggesting the following procedure/agenda.	Для начала хочу предложить вам следующую последовательность проведения нашей встречи/регламент.
To start with, I think we should establish the overall procedure.	Думаю, в первую очередь, нам стоит договориться о порядке проведения встречи.

Предложение о сотрудничестве и ответ на него

Our basic position is...	Наша исходная позиция...
There are several options...	Есть несколько возможностей...
Regarding your proposal, our position is...	С учетом вашего предложения наша позиция заключается...
May we offer an alternative? We propose that... (We'd like to make an alternative proposal. We propose that...)	Позвольте предложить альтернативный вариант...
From where we stand, a better solution might be...	Исходя из того, что мы имеем, лучшим решением будет...
Considering that I would like to suggest...	Принимая это во внимание, я хочу предложить...

Согласие или возражение

That's a fair suggestion.	Это справедливое предложение.
You have a strong point there.	Это ваш конек (сильная сторона).
I think we can both agree that...	Думаю, мы обоим согласимся...
I understand where you're coming from; however...	Я понимаю ваши мотивы, однако...
If you look at it from my point of view...	Если вы поставите себя на мое место...
I'd have to disagree with you there.	Мне придется с вами не согласиться.
I'm afraid that doesn't work for me.	К сожалению, это мне не подходит.

Обсуждение компромиссов

How flexible can you be on that?	На какие уступки вы можете пойти в этом вопросе?
I'm ready to sign that if you can...	Я готов это подписать, если вы можете...
We are ready to accept your offer; however, there would be one condition.	Мы готовы принять ваше предложение с одним условием...
We feel there has to be a trade-off here.	Мы считаем, вы должны пойти на уступку.
Would you be willing to accept a compromise?	Вы готовы пойти на компромисс?

Заключительные фразы

I believe we can consider the matter closed.	Я думаю, вопрос можно считать решенным.
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Иностранный язык

All right, I'll get in touch with my friends (colleagues, people) and consult them	Хорошо, я свяжусь со своими коллегами и посоветуюсь с ними.
All right, I'll be expecting to hear from you (your reply, your next visit).	Хорошо, жду от вас известий (вашего ответа, следующего визита).
I'll phone you (ring you up, call you up) today (tomorrow, in the afternoon).	Я позвоню вам сегодня (завтра, во второй половине дня).
Does it suit you? (Is it all right with you?) Yes, quite.	Это вас устраивает? Да, вполне.
My (Our) decision is final.	Мое (Наше) решение окончательное
We'll think your proposal over.	Мы обдумаем ваше предложение.
We'll think it over.	Мы обдумаем это.
We'll be expecting your telegram (confirmation).	Мы будем ждать вашей телеграммы (подтверждения).
In conclusion I'd like to say ...	В заключение хотелось бы сказать...
Let's sum up the discussion. Let's recapitulate what we said.	Подведем итог обсуждению.

EXERCISES
I. READ AND TRANSLATE
Example

Janette is having a meeting with her team - Lucy, Fabian, and Tony - to discuss the rollout of a software program.

Janette: ...and we need to work together with SAP experts on this if we want to get the rollout to work properly, right?

Иностранный язык

Lucy, Fabian, and Tony:

Yeah. Looks like it.

J: So, we need to speak to SAP about running a training program for all the system users. Could you handle that, Lucy?

L: Sure, I'll call Dieter Grossmann.

J: How soon can you finish the complete training program, do you think?

L: To train everybody, we'll need about three months. So, not until the end of September.

J: Great, now the project kick-off meeting. We all agreed to have it on the twentieth of July but nobody has done anything yet, have they? No, I thought not. I know I haven't! Well, we need to move fast on that, so Fabian, could you deal with that? Invitations to start with, refreshments, you know.

F: Of course.

J: When will the invitations be ready, do you think?

F: I'll do them this afternoon.

J: Fine. I'd like to have them out by this evening. Now, next week one of our biggest customers, Dimitri Mischkovic, is coming from Moscow to visit the company. He's arriving on Friday night and is staying here until Wednesday next week. Originally, I was going to take him out in London at the weekend, but my mother is in hospital. So I need somebody to take him out, all expenses paid by the company, of course. Who would like to take responsibility for this?

T: Oh, I don't mind. I mean, if nobody else wants to that is.

F: That's OK with me.

L: I don't think my boyfriend would like me going around London

Иностранный язык

- with somebody else anyway!
- J: Good, I'll send you the details, Tony. Now, item number four on the agenda: we are going to be audited.
- I, F&L: No. Not again! So soon?
- J: Yes. Company policy, I'm afraid. I need somebody to write a report on our business activities over the last twelve months. Is anybody interested in doing that? Tony, how do you feel about taking responsibility for that? You have the most experience.
- T: Well, it's a bit difficult, Janette, you know. I've got the department meeting to organize and then the budget to do and then Mr Mischkovic.
- F: I could look after Mr Mischkovic for you, Tony.
- T: No, I mean, I'm not saying I —
- J: Would you mind prioritizing this, Tony? It's really very important.
- T: Oh. Well, I suppose so.
- J: Thanks. Can you send me the report by Friday midday? Then you can relax over the weekend with Mr Mischkovic!

Make notes about the points agreed upon during the meeting.

Employee	Task(s) allocated	Finish date/time
Tony	<i>Taking care of Dimtri Mischkovic during his stay</i>	<i>This weekend</i>
Lucy		
Fabian		

II. TRANSLATE INTO RUSSIAN

Sample Personal Request:

Pierre: Hi Jane, did you get the email about next week's meeting?

Jane: Yes, I'll be there.

Pierre: Great. I'd like to put you in charge of reviewing the minutes from last meeting for us.

Jane: Sure, I can do that. I think there is a copy of the minutes in my file.

Pierre: Thanks, you'll have ten minutes to remind us of what we discussed last meeting. This will be good for Stella to hear. Stella will be our new private tours coordinator.

Sample Email:

To: jane@paristours.com

From: pierre@paristours.com

Subject: Minutes

Hi Jane,

I just wanted to make sure that you would be available to review last month's minutes and present them at Friday's meeting. We have a new staff member joining us, so I'd like to give her a chance to see where things have been going since the last meeting.

If you have any concerns about this, let me know.

Thanks,

Pierre

III. TRANSLATE INTO ENGLISH

Иностранный язык

МЕМО

Кому: Всем сотрудникам
Дата: 25 сентября 2010 года
От: Тони Браун
Отдел кадров
Внутр. телефон: 5564

Общее собрание

Настоящим сообщаем, что в 10.00 утра 5 октября 2010 года в конференц-зале на седьмом этаже состоится общее собрание. На собрании выступит Пол Пэдингтон, наш генеральный директор, который прибыл к нам с кратким визитом. Более подробная информация будет сообщена на следующей неделе. Сотрудников, которые не смогут присутствовать на собрании, прошу сообщить мне до 4 октября.

Тони Браун
Секретарь

IV. MANAGE A MEETING

You are chairing a meeting with Rita and Paolo to discuss the plans for the upcoming company conference. Here is your agenda. Meeting to discuss upcoming company conference.

Date: 3 March

Time: 10 a.m.

Attendees: You (chair), Rita Kay, Paolo di Franco. Agenda

Point one: Programme for the day

Point two: Possible locations

You start. Begin by chairing the meeting, covering the first three points.

1. Get the meeting started.
2. Go through the agenda for the meeting.
3. Introduce the first point of discussion and ask Rita to contribute.
4. Say that you like Rita's suggestion and ask Paolo what he thinks.
5. Say that you like Paolo's suggestion and ask him to come up with some detailed suggestions on this.
6. Move the meeting onto point two on the agenda and ask Rita to contribute.
7. Get the meeting back on track and ask Rita to continue.
8. Say that you like Rita's idea and ask her to get some prices for you.
9. Summarize the main points of the meeting and the action items and check that they agree.
10. Check if they have anything else to add.
11. Conclude the meeting.

V. WRITE AN AGENDA FOR A MEETING AT YOUR WORKPLACE

How would you start the meeting? Practise aloud and record yourself if possible, for review.

Remember to sound:

- positive
- interested
- keen to hear what other people think.

UNIT 5. BUSINESS LETTER

The style of letter-writing requires certain accepted phrase patterns. You should aim for a neutral tone, avoiding pompous language on the one hand and informal or colloquial language on the other hand. A letter may be given the wrong tone by the use of inappropriate vocabulary, idioms, phrasal verbs, and short forms, among other things.

Contractions of auxiliary verbs are **not allowed** (such as *isn't*, *couldn't*, *can't*, *weren't*, *he'll*, *they're*; *wanna* for *want to*, *gonna* for *going to*, *y'all* for *you all*, *occur chiefly*, *although not exclusively*, in informal speech and writing, particularly American English). Business writing in English is an important key point: modal verbs and conditional mood are widely used. As well as containing the right amount of information, your letter should also make all the necessary points in a logical sequence, with each idea or piece of information linking up with the previous one.

BUSINESS LETTER LAYOUT

The layout of business letters has seven parts:

1) the letterhead;

- 2) the reference and the date;
- 3) the inside address;
- 4) the opening salutation;
- 5) the body of the letter;
- 6) the closing salutation;
- 7) the signature.

1) the letterhead

Business letters are printed on notepaper bearing a specially designed heading which provides the reader of the letter with essential information about the organisation sending it (includes the name, address, telephone and facsimile number, telex code, e-mail address, logotype and some other information about the company).

2) the reference and the date

References are typed below the letterhead or on the same line as the date, but on the left. They are quoted to indicate what the letter refers to («your ref. № ___») and the correspondence to refer to when replying («our ref. № ___»). Give the recipient a reference number from previous correspondence or give a short title to the letter conveying the purpose. Subject line makes easier for the recipient to find out what the letter is about.

The date at the head of the letter is written in the following way: 18th April, 2016, or April 18th, 2016, or 18 March, 2016. Date is written under the references or on the same line, on the right. In the United States they write the month first. That's why complete dates are preferable or

should be written like this:

18 April, 2016

18th April, 2016

April 10, 2016

April 10th, 2016

The numeral figures are written thus: 1st, 21st, 31st; 2nd, 22nd; 3rd, 23rd; 4th, 5th, 6th, etc.

3) the inside address

The recipient's address includes the name, title and full address of the person or group of persons to whom the letter is directed. The name and the address of the firm written to should be typed on the left against the margin. You do not have to indicate the name of the person you are writing to in the inside address.

If the name of the addressee is unknown, the letter should start as follows Dear Sirs, Dear Sir, Madam. If you know the name of the recipient, the following abbreviations are used - Dear Mr, Mrs, Miss or Ms. With regard to women is better to use a reduction «Ms».

The inside address should be written in the following way:

The addressee's name	Mr. A.A. Brown
The name of the firm	Local Lighthouse Corp.

The building number, the name of the street	24 Wall Street
The town or city, post code	London W2M 8RN
Country	Great Britain

4) the opening salutation

The opening salutation is never followed by an exclamation mark or by a dash only. In Great Britain the opening salutation is followed by a comma (Dear Sir,), in the USA - by a colon (Dear Sir:), and sometimes by a colon and dash (Gentlemen: -). The opening salutation is typed against the left-hand margin. There are several types of opening salutation:

Dear Sirs,	– to an institution, organization or business firm
Dear Sir,	– to a man if you do not know his name
Dear Madam,	– to a woman if you do not know her name
Dear Mr. Brown,	– to a man
Dear Mrs Brown,	– to a married woman
Dear Miss Brown,	– to an unmarried woman
Dear Ms Brown,	– to a married or unmarried woman
Gentlemen: -	– the most common salutation in the United States

5) the body of the letter

This three point plan provides a useful but simple framework for structuring all business communications:

1.	Introduction , the subject of the letter and the purpose	introduction by the sender the purpose of sending the letter (for example, refer to a previous letter, contact or document)
2.	Details of the transaction (the main part of your letter)	answers you wish to give, or questions you want to ask (reasons for acceptance or rejection of applications, giving instructions, asking for information, providing all relevant details etc., depending upon the purpose of the letter)
3.	A summary of the letter and makes a clear conclusion	What you expect from the recipient, what action will you take. Encourage further enquiries or correspondence and mention that you look forward to hearing from the recipient.

Written patterns to begin a letter:

Мы обращаемся к Вам, чтобы	I am writing to you to
Мы обращаемся к Вам в связи с...	We are writing in connection with...
Нас интересует информация о...	We are writing to enquire about...
Мы хотели бы сообщить Вам...	We would like to inform you
Мы заинтересованы в... и хотели бы узнать...	We are interested in... and we would like to know...

Иностранный язык

<p>Благодарим Вас за Ваше письмо от...</p> <p>Мы получили Ваше письмо от...</p> <p>в котором была выражена просьба...</p> <p>с вопросом о</p> <p>касающемся...</p>	<p>Thank you for your letter of (date)</p> <p>We have received your letter of (date) asking if...</p> <p>enquiring about...</p> <p>concerning...</p>
<p>В ответ на Ваше письмо (запрос) мы...</p>	<p><i>In reply to your letter dated (date) we...</i></p>
<p>Подтверждаем получение Вашего письма от...</p>	<p><i>We acknowledge receipt of your letter dated (date)...</i></p>

Written patterns to end a letter:

<p>Мы рассчитываем получить от Вас ответ в ближайшее время.</p>	<p>We look forward to hearing from you soon.</p>
<p>С нетерпением ждем (рассчитываем на получение) от Вас</p> <p>ответа/заказа/товаров и т.д.</p>	<p>We look forward to receiving your reply/order/products/etc.</p>
<p>Пожалуйста, подтвердите получение.</p>	<p>Please acknowledge receipt.</p>

Мы будем благодарны за скорейший ответ. Желательно получить Ваш ответ как можно скорее.	Your soonest reply will be appreciated.
Надеемся, что эта информация Вам поможет.	We hope that this information will help you.
Пожалуйста, не стесняйтесь связываться с нами для получения дополнительной информации	Please do not hesitate/feel free to contact us if you need any further information
Надеемся на поучение Вашего скорого ответа. В ожидании Вашего скорого ответа.	We hope to hear from you soon.

6) a complimentary close

This is typed above the name of the firm sending a letter, then the space is left for the signature. A complimentary close (or complimentary closing, closing salutation, subscription) is an expression or phrase that immediately precedes the signature in a letter, email, or other correspondence. Complimentary close depends on opening salutation you used. If the salutation is Dear Sir(s), the complimentary close will read «Yours faithfully» or less commonly «Yours truly». If the correspondent is addressed by his or her name - «Dear Mr Brown» etc. - the complimentary close will take the form «Yours sincerely».

Иностранный язык

Dear Sirs,	Yours faithfully (Faithfully yours)
Gentlemen:	Yours truly,
Dear Madam,	Yours very truly,
Dear Sir,	Kind(est) regards,
Dear Mr. Smith,	Yours sincerely (Sincerely yours)
Dear Mrs. B. Brown,	Yours very sincerely,
Dear Miss C. White	Kind(est) regards,
Dear Ann	Best wishes /Yours sincerely (Sincerely yours)
Dear John	Kind(est) regards,

7) the signature

The signature is written by hand immediately below the subscription. Formal and business letters require the full signature: the first line - the name of the institution (typed), the second line the writer's name and the third line - the writer's title, scientific degree or position (typed):.

Yours sincerely,

The Thompson Institute

(signature)

Director

When the letter is signed on behalf of another, especially an institution, organization or firm, it should have the following signature:

Cornwall Publishers

p.p.* A.B. Smith

Sometimes p.p. or «for» signatures are used. P.P. or «per pro» (*lat. per procurationem*) means «in the place of/for and on behalf of». «p.p.» or «for» should be put immediately before the typed name of the employee responsible for the letter.

If there are any enclosures with the letter they should be mentioned in the body of the letter and should be typed against the left-hand margin at the bottom of the letter.

single enclosure	Enc.
	Encl.
	Enclosure
multiple enclosure	Encs.
	Encls.
	Enclosures

STUDY WRITTEN PATTERNS

Напоминание о прошлой встрече/ предыдущем письме

Спасибо за ваше письмо от (числа)...	Thank you for your letter of (date)...
Благодарим Вас за обращение к нам.	Thank you for contacting us
Отвечая на ваше письмо...	Further to your last letter...
В дополнение к нашей встрече на прошлой неделе...	Further to our meeting last week...

Иностранный язык

Я прошу прощения, что до сих пор не написал вам...

I apologise for not getting in contact with you before now...

Относительно вашего письма от...

With reference to your letter of (date)...

Я бы хотел, чтобы подтвердить основные моменты мы обсуждали во вторник...

I would just like to confirm the main points we discussed on Tuesday...

Причины написания письма

Я пишу Вам, чтобы узнать...

I am writing to enquire about...

Я пишу Вам, чтобы извиниться за...

I am writing to apologise for...

Я пишу Вам, что бы подтвердить...

I am writing to confirm...

Я пишу Вам, чтобы осведомить-ся о...

I am writing to inquire...

Я пишу Вам в связи с...

I am writing in connection with...

Мы хотели бы обратить Ваше внимание на...

We would like to point out that...

Я связался с Вами по следующим причинам...

I am contacting you for the following reason...

Я недавно читал / слышал... и хотел бы знать...

I recently read/heard about... and would like to know...

Мне было бы интересно получить...

I would be interested in (obtaining/receiving) ...

Отвечая на Ваш запрос / сообщение электронной почтой...

Further to your latest request / e-mail...

Относительно / касательно Вашего письма...

With reference to your e-mail...

Выражение просьбы

Иностранный язык

Немогли бы Вы...	Could you possibly...
Я был бы признателен Вам, если бы Вы...	I would be grateful if you could...
Я был бы рад, если бы Вы смогли...	I would be delighted if you could... –
Я бы хотел получить...	I would like to receive...
Не могли бы Вы выслать мне...	Please could you send me...
Мы были бы признательны, если бы Вы...	We would appreciate it if you would...
Кроме того, я хотел бы получить...	In addition, I would like to receive...
Буду признателен Вам за немедленное внимание к этому вопросу...	I would appreciate your immediate attention to this matter...
Пожалуйста, дайте мне знать, какие меры Вы предлагаете принять...	Please let me know what action you propose to take...
Сообщение хороших новостей Мы рады сообщить, что...	We are pleased to announce that...
Я рад сообщить Вам, что...	I am delighted to inform you that...
Вы будете рады узнать, что...	You will be pleased to learn that...

Выражение извинения, сожаления

К сожалению	Unfortunately
Приносим извинения за задержку с ответом...	We are sorry for the delay in replying...
Приносим извинения за доставленные неудобства...	I regret any inconvenience caused... I would like to apologize for (the delay/the inconvenience)...
Еще раз приносим свои извинения за причиненные неудобства...	Once again, I apologise for any inconvenience ...
Боюсь, что...	I am afraid that...

Жалобы

Иностранный язык

Я пишу, чтобы выразить недовольство... I am writing to express my dissatisfaction with...

Я пишу, чтобы пожаловаться на... I am writing to complain about...
Мы с сожалением вынуждены сообщить Вам, что наш заказ № 5 значительно просрочен... We regret to inform you that our order № 5 is now considerably overdue...

Благодарность

Спасибо за Ваше письмо от... Thank you for your letter of...
Спасибо за проявленный интерес... Thank you for enquiring...
Мы хотели бы поблагодарить вас за... We would like to thank you for your letter of...

Предложение помощи

Могу ли я (сделать)...? Would you like me to...?
Если хотите, я с радостью... If you wish, I would be happy to...
Сообщите, если вам понадобится моя помощь... Let me know whether you would like me to...

Дополнительные вопросы

Я не очень уверен в... I am a little unsure about...
Я не совсем понял... I do not fully understand what...

Не могли бы Вы объяснить... Could you possibly explain...
Меня также интересует... I also wonder if...

Напоминание о будущей встрече

Я с нетерпением жду... I look forward to...
когда смогу снова услышать Вас... hearing from you soon...
встречи с Вами в следующий вторник... meeting you next Tuesday...
встречи с Вами в четверг... seeing you next Thursday...

Заключительное слово

Если мы можем предоставить подробную информацию, пожалуйста, сообщите нам... If we can be of any further assistance, please let us know...
Если я могу помочь, в любом случае, пожалуйста, не стесняйтесь обращаться ко мне... If I can help in any way, please do not hesitate to contact me...
Более подробно... For further details...
Мы надеемся, что Вы довольны этой договоренностью... We hope you are happy with this arrangement...
Мы надеемся, что вы можете решить этот вопрос... We hope you can settle this matter...



EXERCISES

I. READ AND TRANSLATE

Example 1.

3519 Front Street
Mount Celebres, CA 65286

October 5, 2004
Ms. Betty Johnson
Accounts Payable
The Cooking Store
765 Berliner Plaza
Industrial Point, CA 68534
Dear Ms. Johnson:

It has come to my attention that your company, The Cooking Store has been late with paying their invoices for the past three months.

In order to encourage our customers to pay for their invoices before the due date, we have implemented a discount model where we'll give you 2% off your invoice if you pay us within 10 days of receiving the invoice.

I hope that everything is going well for you and your company. You are one of our biggest customers, and we appreciate your business. If you have any questions, feel free to contact me at (555) 555-5555.

Sincerely,
Signature
Bob Powers

Example 2.

Mr Nikolay Roshin
ABC-company
Office 2002, Entrance 1B
Tverskaya Street
Moscow
RUSSIA
20 June 2004

Иностранный язык

Dear Nikolay,

I'm writing to you in regard of your enquiry. Please find enclosed our information pack which contains our brochures and general details on our schools and summer centres.

In England we have two schools, Brighton and Bath, both beautiful locations which I am sure you and your students will like. Our schools are located in attractive premises in convenient, central positions. Brighton is a clean and safe town with a beautiful bay and countryside nearby. Bath is one of the most famous historic cities in England, famous for its Georgian architecture and Roman Baths.

Accommodation is provided in host families chosen for the ability to provide comfortable homes, a friendly welcome and a suitable environment, in which students can practice English and enjoy their stay. We have full-time Activities Organisers responsible for sports, cultural activities and weekly excursions. Please complete and return the enclosed registration form in order to receive more brochures and other promotional materials.

I look forward to hearing from you and later hope to welcome your students to our schools and summer centres.

Yours sincerely,
Tomas Green
Managing Director

Example 3.

Dear Bernard Bishop,

This is to acknowledge that we are in receipt of your notice, whereby you informed us that the goods shipped to you on June 25, 2011 did not conform to our agreement dated 16 May, 2011.

We regret this unintentional mistake on our part. In this fault our service department.

Иностранный язык

While we recognize that the time for performing under this agreement has expired, we are requesting that you extend the time to July 20, 2011, in order that we may cure the defect by replacing the shipment with goods that conform to our agreement.

Please accept our apology for this inconvenience. We will be looking forward to your response.

Very truly yours,

Igor Petrov,

Managing Director Ltd.

The company "Center" Tel: +7 912 3829322

Example 4.

Dear Mr. Roger Gill,

Your advertisement in the May issue of Aquarium Plants magazine is of great interest to us.

We would like to know more about your company's products offers and would appreciate receiving your wholesale price list.

It is our desire to offer our customers the widest selection of aquarium plants, and we are herefore interested in new plants.

We will look forward to your prompt response.

Thank you.

Alexander Popov,

Director of the Aqua Ltd.,

Ekaterinburg, Russia
aqva-ekb@email.com

II. ANSWER THE QUESTIONS

What are the integral parts of a business letter?

How long should your letter be?

How much information should you include into your letter?

Why aren't you supposed to abbreviate dates?

What should you do if you are in doubt as to whether the woman you are writing to is single or married?

What is subject line (or attention line) for?

What should your signature tell about you to your addressee?

Why should you put abbreviation "Enc." at the bottom of the letter?

III. TRANSLATE INTO RUSSIAN

1. In reply to your letter dated March 10th I wish to inform you that our Council is willing to discuss your proposal. 2. Further to our letter of March 10 I am happy to inform you that everything has been arranged for the translation of your book. 3. With this letter I am sending you the list of names and the titles of the reports. Please acknowledge receipt. 4. Thank you for your letter of the 19th December and for the material which you enclosed with it. 5. In accordance with your letter we have the pleasure of sending you the material you need. 6. On behalf of our Institute I wish to acknowledge with sincere thanks the receipt of your letter of the 12th May.

IV. TRANSLATE INTO ENGLISH

Я был бы признателен Вам, если бы Вы; боюсь, что; встреча с ва-

ми в следующий вторник; если мы можем предоставить подробную информацию; кроме того, я хотел бы получить; меня также интересует; мы были бы признательны, если бы Вы; мы надеемся, что вы можете решить этот вопрос; мы рады сообщить, что; не могли бы вы выслать мне; не могли бы Вы объяснить; относительно Вашего письма от; я пишу Вам, чтобы узнать; я пишу Вам, чтобы извиниться за; я пишу Вам, что бы подтвердить; я пишу Вам, чтобы осведомиться о; приносим извинения за доставленные неудобства; сообщите, если вам понадобится моя помощь; я бы хотел получить; я не совсем понял; я с нетерпением жду; я связался с Вами по следующим причинам.

V. MAKE UP SENTENCES USING COMPONENT PARTS OF EACH COLUMN

I am happy	for sending me	dated 2nd April
I am looking forward	receipt of	of June 12, 19...
I am sending you	to receive	the data
In reply	to send you	the material
It was a great pleasure	to thanking You for	the reprints
Please acknowledge	to your letter	the results
Thank you	to your request	the samples
With further reference	under separate cover	the tables

VI. TRANSLATE THE LETTERS IN ENGLISH**ПИСЬМО 1.**

*Атташе по экономическим вопросам
Британское посольство
Авеню 30-ого марта
Ариана
Тунис
8 июля, 2012*

Уважаемые господа,

Мисс Кремптшоу из Филиала ExportServices, Министерства торговли, попросила, чтобы я написал Вам лично.

Наша компания специализируется на создании качественного инженерного оборудования. Мы планируем посетить Ариану в течение приблизительно десяти дней в начале ноября, чтобы изучить на месте способы поставок нашей продукции на рынок Туниса.

Мы знаем, что нет никакой ввозной пошлины. Проверка по таможене показала, что мало британского оборудования этого вида когда-либо продавалось в Ариане, и мы представляем, что французские и голландские фирмы были вашими главными поставщиками.

Приложены шесть копий нашего каталога. Мы были бы благодарны, если Вы сможете помочь в планировании маршрута и представить нас потенциальным покупателям и агентам во время этого визита.

*Искренне Ваш,
Мартин Джонсенн
Менеджер по продажам
Engineering & Grant LTD*

ПИСЬМО 2.

Harpere & Grant Ltd.

Грейт Вест-Поуд, Wz 25

Нью-Йорк

США

1 сентября 2012

Уважаемый господин Браун,

Нас интересуют новые шкафы для хранения документов, которые рекламируются Вами в текущем номере журнала "OfficeEquipment", и мы хотели бы получить еще некоторую информацию.

В настоящее время мы используем шкафы для хранения документов кабинетного типа, и интересно, легче ли новая система и более удобна для работы, и сколько файлов может храниться в каждом кабинете, также, мы просим, чтобы Вы сообщили нам вместительность каждого отсека.

Наша офисная мебель - светло-серого цвета, и мы хотели бы подобрать что-то соответствующее ей, максимально близкое по тону. Могли бы Вы предоставить образцы тонов, имеющиеся у Вас в наличии?

Мы были бы рады получить быстрый ответ, так как мы находимся в процессе предварительного оперепланирования системы хранения документов в офисе фирмы.

С уважением,

менеджер по продажам BOGBERRY&SONS

Джеймс Уотткинс

VI. WRITE A LETTER

Situation 1. Напишите письмо благодарности Вашему деловому партнеру Джону Брауну (адрес: 69 Н. Грант Стрит, Мид Лэйк Сити, Калифорния 84301) за отличную работу, сделанную им и его командой по проекту Carpenter. Сообщите, что клиент выразил свое удовольствие в связи с хорошо проведенной презентацией и всем проектом в целом. Укажите, что усилия и дополнительное время, вложенные в Вашу работу, не прошли незамеченными, и самоотверженность мистера Брауна и его команды были высоко оценены.

Situation 2. Напишите письмо миссис Райт за предоставление статистического анализа (адрес 1234, Запад, 67-я улица, г. Карлайл, МА 01741). Укажите, что Вы знаете, что это потребовало сбора и просмотра большого количества информации, и Вы впечатлены тем, что миссис Райт уложились в жесткий крайний срок исполнения. Информация, которая Вам была предоставлена, является жизненно важной для Вашего бизнеса в следующем году, и было существенно, чтобы информация была настолько точной, насколько это возможно. Напишите, что в будущем миссис Райт может без стеснения обращаться к Вам за помощью.

UNIT 6. CONTRACTS

A contract **is an agreement** between two parties that creates an obligation to perform (or not perform) a particular duty, some legal action. A contract is considered valid when two or more parties with capacity make an agreement involving valid consideration to do or to refrain from doing some lawful act. An agreement is formed when one party (the *offeror*) makes an *offer* and the other party (the *offeree*) accepts that offer.

The three basic components of a contract are the offer, the consideration and the acceptance. Besides, object, purpose of a contract must be legal and all parties must have capacity.

An **offer** is a promise that is, by its terms, conditional upon an act, forbearanc

e, or return promise being given in exchange for the promise or its performance. It is a demonstration of willingness to enter into a bargain, made so that another party is justified in understanding that his or her assent to the bargain is invited and will conclude it. Any offer must consist of a statement of present intent to enter a contract; a definite proposal that is certain in its terms; and communication of the offer to the identified, prospective offeree. If any of these elements are missing, there is no offer to form the basis of a contract.

An exchange of **consideration** must be included in any valid contract. Between the parties something of real value must be exchanged, whether it can be cash, tangible objects, the performance of an act, an agreement to refrain from performance of an act that the party has the right to perform or a promise of future consideration. The difference between the exchange of consideration and a unilateral promise is that a promise to do something without an exchange of consideration is not an enforceable contract. For example, if Joe tells Jack that he will give him a ride to work, Joe has made a promise. If, on the other hand, Joe tells Jack he will give him a ride to work in exchange for parking money, consideration has been exchanged.

Acceptance of an offer is an expression of assent to its terms. It must be made by the offeree in a manner requested or authorized by the offeror. An acceptance is valid only if the offeree knows of the offer; the offeree manifests an intention to accept; the acceptance is unequivocal and unconditional; and the acceptance is manifested according to the terms of the offer. The determination of a valid acceptance is governed by whether a promise or an act by the offeree was the bargained-for response. The **object and purpose** must be legal for a contract to be legal. If its purpose is illegal because of statute of common law, the contract may be void. If the formation or the performance of a contract is illegal, resulting in a crime and/or tort, or opposing public

policy or interest, the contract is usually considered void. For example, any contract that involves purchasing a stolen item or an illegal drug, or involves fraud or harming someone would be considered void.

The words contract and agreement are often used to mean the same thing, yet there are unmistakable differences between the two. A contract is a written or verbal agreement that is enforceable by law. An agreement is the same, however it is typically not enforced by the law. A contract is a formal agreement which is legally binding, usually created for business purposes, or to ensure the safety of one's assets. Agreements are informally made with family and friends, they are similar to promises. Contracts involve a universal acceptance of the terms and the stipulations are deemed possible to attain by all parties. Agreements have universal acceptance, however there is no guarantee of attainment by parties and it can be changed at any time by either participant.

The ability to know and understand the terms of contract is known as capacity. For a contract to be valid, all parties must have capacity. Corporations and most adults have capacity. Minors, mentally incompetent persons and those who are intoxicated do not have capacity. Most states consider persons under the age of 18 to be minors. If a person is so mentally incompetent that he or she fails to understand that a contract is being made and further does not understand the terms of the contract, that person is said to lack capacity to enter into a contract. If such a person enters into a contract, the contract may be deemed voidable or possibly void. In the same way, if persons are so intoxicated that they cannot understand that they're entering into a contract, and are so impaired that they fail to understand the terms, they too lack capacity. These contracts can also be considered voidable or void.

When you write a contract, use short, clear sentences broken into short paragraphs. Provide a numbered heading for each paragraph to make references easier. Written contracts vary significantly but there are common ele-

ments in all of them. Here are the most important ones:

- 1. Requisites and dates**
- 2. Subject of the Contract**
- 3. Payment Information**
- 4. Dates of delivery**
- 5. Quality of the goods**
- 6. Packing and Marking**
- 7. Delivery and Acceptance**
- 8. Claims**
- 9. Payment**
- 10. Settlement of Disagreement**
- 11. Force-majeure and other conditions**
- 12. Ending and signature**

1. Requisites and dates

You should to write Name, Address, Phone Numbers and License & Registration Numbers of all parties. Contract should include the business's full legal title. The address should not be a post office box, but a street address. You cannot serve legal papers to a post office box. Start and Completion Dates: establish both in writing. These are very important, as a slow start or drawn out completion can be very aggravating or cost you money or other problems. It is not unusual, however, for the contract to have some language about delays due to "weather, acts of God and material delays" or statements regarding delays caused by other (including you) that are beyond their control.

КОНТРАКТ N		CONTRACT N
Москва		Moscow
" _____ " _____ 20 ____ г.		" _____ " _____
_____ 20 ____		
_____, именуемый		

В дальнейшем Продавец, с одной сто- | hereinafter re-
 referred to as the
 роны, и _____, | Sellers, on
 the one hand and _____
 именуемый в дальнейшем Покупатель, |
 _____, hereinafter
 с другой стороны, заключили настоя- |
 referred to as the Buyers, on the
 щий контрактниже следующем: | other hand
 have concluded the
 _____ | present Con-
 tract as follows:

2. Subject of the Contract

Detailed Description of materials and products: brands, models, colors, etc. should be detailed. The rule of thumb is that the descriptions of the products and materials should be detailed enough to order from. In other words, a description of "Kenmore dishwasher" would not be enough. You need to know which Kenmore dishwasher is to be installed. Stating that the transmission is to be replaced is not adequate. Is it new, rebuilt, or from salvage? Original equipment manufacture (OEM) or replacement.

1. Предмет контракта		1. Subject
of the Contract		
Продавец продал, а Покупатель ку-		The Sellers
have sold and the		
пил на условиях (FOB)		Buyers have
bought on (FOB)		
_____ товаров		

(порт)		(port)
на сумму _____		basis the
goods to the amount of		
в количестве, ассортименте, по це-		
_____ in the		
нам и в соответствии с техническими		quantity,
assortment, at prices and		
условиями, указанными в приложениях		according to
technical conditions		

Иностранный язык

NN 1,2,..., являющихся неотъемлемой | as stated in
 Supplements N 1,2...
 частью настоящего контракта. | which are the
 integral part of the | present Con-
 tract.

3. Payment Information

This is crucial and should include the following: the price, or how the final billing amount will be calculated; the payment schedule; and deposit requirements.

2. Цена общая сумма | 2. Price and
 Total Amount of |
 контракта | the Contract
 Цены на товары устанавливаются | The prices for
 the goods are | fixed in
 _____ |
 _____ (валюта) |
 (currency)
 и понимаются _____ | and are to be
 understood _____
 _____ (ФОВ, СИФ...), |
 _____ (FOB, CIF...) |
 включая стоимость тары, упаковки | packing and mark-
 ing included. |
 маркировки. |
 Общая сумма настоящего контракта | The Total Amount
 of the present |
 составляет _____ . | Contract is
 _____ .

4. Dates of delivery

Delivery is the process of transporting goods from a source location to a predefined destination.

3. Сроки поставки | 3. Dates
 of delivery |
 Поставка товаров по настоящему | Delivery of
 the goods under the

Иностранный язык

контракту должна быть произведена в		present Contract
should be effected		
сроки, указанные в Приложении N ____		within the
dates stipulated in the		
к данному контракту.		Supplement N
____ to the present		
		Contract.
Датой поставки считается дата ко-		The data of
носа мента и/или дата штампа на		and/or the
date of frontier station		
железнодорожной накладной.		stamp of
the Sellers' country		
		stated in
(rail-)way bill to be		
		considered as
the data of delivery.		

5. Quality of the goods

When applicable, the technique as to how materials will be applied should be detailed. For example, a painting contract should state whether the paint will be sprayed or applied with a brush and roller.

4. Качество товара		4. Quality
of the goods		
Качество поставляемых изделий		The quality
of the goods should		
должно соответствовать техническим		conform to the
technical conditions		
условиям, указанным в Приложении		stated in the
Supplement N ____ .		
N ____ .		

6. Packing and Marking

Packing refers to wrapping up of a single item into a casing so that it arrives in the market in a beautiful manner such as toothpaste and crèmes arriving in their packets. Packaging is mostly done by factory owner who have to send products in bulk. Packaging refers to placing inside individual

products into a carton using wrapping materials to protect products from any damage. Marking is a visible indication made on a surface.

5. Упаковка и маркировка and Marking		5. Packing
Тара и внутренняя упаковка должны		Tare and inner packing should
обеспечивать полную сохранность и		secure full
предохранять товар от повреждений		safety of the goods and
при транспортировке всеми видами		protect the
транспорта с учетом перевалок.		goods from any damages
		during transportation by all kinds
		of transportation means taking into
		consideration
transshipments.		

На каждом месте должна быть на-		Each case is
несена несмываемая краской марки-		to be marked with
ровка, содержащая следующие данные:		indelible-
Место N _____		paint as following:
		ровка, содержащая следующие данные:
		Место N _____
		Case N.

Контракт N _____		Contract N.
------------------	--	-------------

Грузоотправитель _____		Consignor
------------------------	--	-----------

Грузополучатель _____		Consignee
-----------------------	--	-----------

Вес брутто _____		Gross weight
------------------	--	--------------

Вес нетто _____		Net weight
-----------------	--	------------

7. Delivery and Acceptance

Acceptance is the act of taking something that is offered.

6. Сдача и приемка		6. Delivery
--------------------	--	-------------

Иностранный язык

and Acceptance		
	товаров	of
Goods		
ТоварсчитаетсяданньМПродавцом		The goods
shall be considered as		
и принятым Покупателем по качеству		deliveredby
the Sellers and		
- согласно качеству, указанному в		
acceptedbytheBuyers:		
сертификатео качестве, выданном		in respect of
quality - according		
Продавцом.		to the Cer-
tificate of Quality		
Поколичеству - согласно коли-		issued by the
Seller; in respect of		
чествуместивесу, указаннымвже-		quantity - ac-
ordingto the number		
лезнодорожнойнакладнойиликоноса-		of cases and
weight as shown in		
менте.		way-bill or
Bill of Lading.		

8. Payment

Payment is the transfer of wealth from one party (such as a person or company) to another.

7. Платеж		7. Payment
Расчетыз а поставленный товар		Payment for
the goods delivered		
производятсяв _____		is effected in
_____ (валюта)		under an
irrevocable, confirmed		
побезотзывному, подтвержденному,		divisible Let-
ter of Credit		
делимомуаккредитиву, открытомуПо-		established by
the Buyer with the		
купателемв _____.		Bank
_____ (банк)		The Letter
of Credit to allow		

Иностранный язык

Ваккредитиве должны быть обуслов- | transshipment
 and partial shipment
 лены перегрузки и частичные отгруз- | and to stipu-
 late that all the
 ки, а также должны быть обусловле- | expenses con-
 nected with the opening
 но, что все расходы, связанные с | and the exten-
 sion of the Letter of
 открытием и продлением аккредитива, | Credit and any
 other bank charges
 и все другие банковские расходы | to be for the
 Buyers' account. The
 должны быть за счет Покупателя. Ак- | Letter of
 Credit is to be valid for
 кредитив действителен в течение | _____ days.
 _____ дней. |

Условия аккредитива должны соот- | The terms and
 conditions of the
 ветствовать условиям контракта; | Letter of
 Credit should correspond
 условия, которые не были включены в | to the terms and
 conditions of the
 контракт, не должны быть включены в | Contract; the
 terms which are not
 аккредитив. | included in
 the Contract to be not
 | inserted in
 the Letter of Credit.

Платеж за аккредитив производится | The Letter
 of Credit to be
 против документов: | available
 against presentation of
 | the following
 documents:

1. Полного комплекта чистых бор- | 1. Full set
 of clean on board
 товых коносаментов, выписанных на | Bills of Lad-
 ing issued in the name
 имя _____ | of

 (покупатель) |
 (Buyer)
 на отгрузку товара в | for ship-
 ment of the goods to
 _____ |

Иностранный язык

(порт назначения) (destinationport)		
2. Счета в 3-х экземплярах. voiceintriplicate;		2. In-
3. Спецификации в 3-хэкземплярах ; суказаниемномера контракта, номе- contract N., Numbers of ров отгруженных ящиков;		3. Specifica- tion in triplicate statingCon- tract N., Numbers of shippedcases;
4. Сертификатаокачествовара, выданногоПродавцомв 2-хэкземпля- duplicate confirming рах, подтверждающего, чтокачество quality of the goods товарасоответствует условиям to the conditions of настоящегоконтракта; Contract;		4. Quality Cer- tificate issued by the Seller in duplicate confirming that the quality of the goods corresponds to the conditions of the present Contract;
5. Расписки капитана в получении для сдачи с грузом в порту назначе- for delivery of 4 ния 4-х копий коносаментана и 4-х ко- negotiablecopies of Bill of пийспецификаций. copies of specifica- with the goods.		5. Mas- ter's Receipt confirming thereceiving non- Lading and 4 tion together
Продавецобязанвышеперечисленные should submit the документыпредъявитьвБанкдляоп- documents to the Bank латывтечение _____ дней within _____ days последогрузкитовара. after loading of the goods.		The Sellers above- said docu- ments for payment after loading of the goods.
Вслучаенарушенияданного усло- Seller fails to do вия, Продавецнесетрасходьпопро- this he is to		Should the this he is to

Иностранный язык

bear the expenses for
лонгацииаккредитива. | prolongation
of the Letter of |
| Credit.

9. Claims

It should be included in the contract that changes from the original contract will be put in writing, with all costs clearly stated.

8. Рекламации | 8. Claims
Рекламации в отношении количества | Claims in re-
spect of the quantity
в случае внутритарной нестачимости | in case of short-
age inside the case
губить заявлены Покупателем Про- | may be submit-
ted by the Buyers to
давцу течение _____ дней | the Sellers not
later than _____
с момента поступления товара в порт | days and
in respect of the quality
назначения. | of the goods
in case of non-con-
| formity
of same to that
| stipulated
by the Contract not
| later than
_____ days after the
| arrival of
the goods at the port of
| destination.
Содержание и обоснование reclama- | Contents and
ground of the claim
ции должно быть подтверждено либо | should be
certified either by
актом экспертизы, либо актом, | Expert's Report
or by a Report made
составленным участием незаинте- | up with the
ресованной организации. | representative
of an uninterested

ganization. | competent or-

Продавец обязан рассмотреть полученную рекламацию в течение _____ | The Sellers should consider the received claim within _____ days | counting the date of its receipt.

по истечении указанного срока, от | In case of no reply from the Продавца не последует ответа, рекламация считается признанной | Sellers after expiration of the the claim will be | said date

Продавцом. | considered as admitted by the | Sellers.

Покупатель имеет право потребовать от Продавца заменить забракованный товар товаром хорошего качества. | The Buyers have the right to return to the Sellers the rejected goods for their replacement by the goods of proper quality.

Все транспортные и другие расходы, связанные с поставкой и возвратом defective goods, оплачиваются Продавцом. | All the expenses connected with delivery and return of defective goods are to be paid by the Sellers.

10. Settlement of Disagreement

The contract should also specify how you and your contractor would settle any major disagreements, be it mediation, arbitration or litigation.

9. Арбитраж | 9. Arbitration

Все споры и разногласия, которые | All disputes and differences

Иностранный язык

могут возникнуть из настоящего | which may arise out of the present
 контракта или в связи с ним, подле- | Contract or in connection with the
 жат рассмотрению, с исключением об- | same are to be settled without
 ращения сторон в общие суды, в ар- | application to State courts by
 битражном суде при Торгово-Промыш- | Arbitration Court at Chamber of
 ленной Палате в г. Москве, в соот- | Commerce, Moscow in accordance with
 ветствии с Правилами производства | the Rules of procedure of the above
 дел в этом суде, решения которого | Court the awards of which are final
 являются окончательными и обяза- | and binding upon both Parties.
 тельными для обеих сторон. |

11. Force-majeure and other conditions

Force-majeure is an unexpected event such as a war, crime, or something, which prevents someone from doing something that is written in a legal agreement:

10. Форс-мажор | 10. Force-majeure

При наступлении обстоятельств не- | Should any circumstances arise
 возможности или частичного исполне- | which prevent complete or partial
 ния любой из сторон обязательств по | fulfilment by any of the Parties of
 настоящему контракту, а именно: по- | their respective obligations under
 жара, стихийных бедствий, войны, | the present Contract, namely: fire,
 военных операций любого характера, | acts of God, war, military
 блокады, запрещений экспорта или | operations of any kind, blockade,
 импорта, или других независимых от | prohibition of export or import or

Иностранный язык

сторонобстоятельств, срокисполне- | any other cir-
 cumstances beyond the
 нияобязательств отодвигается со- | control of
 Parties, the time
 размеровремени, втечениекото- | stipulated for
 the fulfilment of
 гобудут действоватьтакиеобстоя- | such obligations
 shall be extended
 тельства. | for the peri-
 od equal to that during
 | which such
 circumstances will
 | remain in
 force.

Еслиэти обстоятельства будут | Should the
 above circumstances
 продолжатьсяболее _____ месяцев, | continue to
 be in force for more
 каждая из сторон будет иметь право | than _____
 months, eachPartyshall
 отказаться от дальнейшего исполне- | havethe
 right to refuse any
 ния обязательств по контракту, и в |
 furtherfulfilmentof the obliga-
 этом случае ни одна из сторон не | tionsunder
 the Contract and in
 будет иметь права на возмещение | suchcasenei-
 ther of the Parties
 другойсторонойвозможныхубытков. | shall have the
 right to make a
 | demand upon
 the other Party forthe
 | compensation
 of any possible
 | damages.

Сторона, для которой создалась | The Party
 for whom it becomes
 невозможностьисполнения обяза- | impossible to
 meet their obliga-
 тельствпо контракту, должна о | tionsun-
 der the presentContract,
 наступлении и прекращении обстоя- | shallimmedi-
 atelyadvise the other
 тельств, препятствующих исполнению | Party as re-
 regards the beginning and

Иностранный язык

обязательств, немедленно извещать | the cessation
of the circumstances | preventing
другую сторону. |
the fulfilment of their | obligations.

Надлежащим доказательством нали- | The certifi-
cates issued by the |
чия указанных выше обстоятельств и | respective Cham-
ber of Commerce of |
их продолжительности будут служить | the Sellers'
or of the Buyers's |
справки, выдаваемые соответственно |
country shall be sufficient proof |
Торговой Палатой страны Продавца | of such
circumstances and their |
или Покупателя. | durability.

11. Другие условия | 11. Other
Conditions

Всё сборы (включая портовые и до- | All dues (in-
cluding port and dock |
ковые), налоги и таможенные расходы | ones), tax-
es and customs duties | lev-
на территории страны Продавца, свя- |
ied in the territory of the |
занные с выполнением настоящего | Sellers' coun-
try connected with |
контракта, оплачиваются Продавцом | execution-
of the present Contract |
за его счет. | are to be paid
by the Sellers and |
| for their ac-
count.

Получение экспортных лицензий, | The Seller
is bound to obtain |
если таковые потребуются, лежит на |
Export Licenses if such are |
обязанности Продавца. | required.

С момента подписания настоящего |
| From the moment of signing the
контракта все предыдущие переговоры | present Contract
all the previous |
и переписка по нему теряют силу. | negotiations
and correspondence

Иностранный язык

with same are null and | connected

| void.
 Ниоднаизсторонневправепере- | None of the Par-
 тий имеет право | ties has the right

дать свои права и обязательства по |
 toassigntheirright and obliga- |
 контракту без письменного на то | tionsunder
 the present Contract
 согласия другой стороны. | without writ-
 ten consent of the

| other Party.

Всеизменения и дополненияк | Any amend-
 ментам и дополнениям к | ments and supplements to
 настоящему контракту будут действи- | the present Con-
 тельны лишь при условии, если они | tract are valid only
 совершены в письменной форме и под- | if made in writ-
 dulyauthorized representativesof | ing and signed by
 писаны уполномоченными на то лицами | bothParties.
 обеих сторон. |

Настоящий контракт составлен в | The present
 Contract is made up
 двух экземплярах, причем оба эк- | in two copies
 both having the same
 земпляра имеют одинаковую силу. | value.

12. Ending and signature

Reserve the last page for the parties to sign and date the contract. Provide spaces for each name and spaces for the date the contract is signed. Contracts should be dated and signed by both the homeowner and the contractor. If any changes to the contract occur, both parties should initial them.

12. Юридические адреса | 12. Legal
 Addresses of the |
 сторон |
 Parties

STUDY WRITTEN PATTERNS

договор купли-продажи	salecontract
договор разового найма	hirecontract
договор найма	employmentcontract
брачный контракт	marriagecontract
потребительский кредитный договор	consumercreditcontract
договор аренды	rentcontract
кредитный договор на приобретение недвижимости	mortgagecontract
лизинговый контракт	leaseholdcontract
кредитный договор	creditcontract
составление контракта	formationofcontract
содержание контракта	contractcontent
искажениеконтракта	misinterpretation of contract
заключили настоящий контракт о нижеследующем	herebyagreeasfollows
объем полномочий каждой стороны	capacity

незаконность или нелегальность (сознательное нарушение закона или контракта)	illegality
неосознанное нарушение закона или контракта	mistake
цена упаковки	costofpacking
упаковка оплачивается дополнительно	packing (ischarged) extra
упаковка включена в стоимость	packinginclusive
продаваемые товары	goods sold
общие условия	general
описание продаваемых товаров	description of the goods sold
сотрудничество между сторонами	cooperation between the parties
гарантия и гарантийное обслуживание	guarantee and guaranty service
вариант досрочного расторжения	earlyterminationoption
первоначальный срок	initialterm
продление срока действия	renewal
пересмотр условий	renegotiationofterms
вариант досрочного расторжения	earlyterminationoption
объем поставок	volumeofdeliveries
банковские реквизиты сторон	the bank references of the parties

ежемесячный итоговый платеж	monthly true-up payment
налоги	taxes
страхование	insurance
основные страховые требования	basic insurance requirements
дополнительные страховые требования	additional insurance requirements
соответствие применимым правовым нормам	compliance with applicable laws
совместные заверения, гарантии и договоренности	mutual representations, warranties and covenants
окончательные расчеты при прекращении действия соглашения	final settlement at termination
компенсация и претензии	indemnification and claims
ограничение на убытки	limitation on damages
права на аудит	audit rights
конфиденциальность	confidentiality
управляющее право	governing law
передача прав третьим лицам	assignment
уведомления	notices
характер сделки и отношения сторон	nature of the transaction and relationship of parties
в удостоверение чего	inwitnesswhereof
ввод в эксплуатацию	commissioning

Иностранный язык

генеральная импортная лицензия	a general import license
различное оборудование	miscellaneous equipment
в виде компенсации	in consideration of
в счет поставки (платежа)	in consideration of delivery (payment)
взять на себя обязательства	to covenant
настоящим	hereby
вступать в силу	to come into force to become enforceable
инструкция по эксплуатации	operating procedures
являться неотъемлемой частью настоящего контракта	to be deemed to form, read and construe as part of this Contract
силикогель	silica gel
зд.: дефекты и неисправности	defects
гарантийный срок	the defect liability period
тотчас, немедленно	forthwith
устранять дефекты и неисправности	to make good defect
естественный износ	normal wear and tear
техническое обслуживание	maintenance
условия поставки «франко-перевозчик»	FCA (Tree Carrier)
график поставок	a schedule of deliveries
авиатранспортная накладная	AWB (airway bill)

сертификат происхождения	Certificate of Origin
перевозчик (транспортная компания)	a carrier
Правила примирения и арбитража	Rules of Conciliation and Arbitration
зд.: документы, материалы	proceedings
в удостоверение чего	in witness whereof

EXERCISES

I. READ AND TRANSLATE

Example 1.

Sale and Purchase Contract

THIS CONTRACT, made and entered into this _ day of_, 20__, by and between ..., the Seller, and ... the Buyer: 1. The Seller hereby undertakes to transfer and deliver to the Buyer on or before (date), the following described goods: ...

2. The Buyer hereby undertakes to accept the goods and pay for them in accordance with the terms of the Contract. 3. It is agreed that identification shall not be deemed to have been made until both the Buyer and the Seller have agreed that the goods in question are to be appropriated to the performance of the contract with the Buyer.

4. The Buyer shall make payment for the goods at the time when and at the place where the goods are received by him. 5. Goods shall be deemed received by the Buyer when received by him at __.6. The risk of loss from any casualty to the goods regardless of the cause thereof shall be on the Seller until the goods have been accepted by the Buyer.

7. The Seller warrants that the goods are now free and at the time of delivery shall be free from any security interest or other lien or encumbrance.

8. The Seller further warrants that at the time of signing this Contract

Иностранный язык

he neither knows nor has reason to know of the existence of any outstanding title or claim of title hostile to his rights in the goods

9. The Buyer shall have the right to examine the goods on arrival, and within business days after such delivery he must give notice to the Seller of any claim for damages on account of the condition, quality, or grade of the property, and must specify the basis of his claim in detail. The failure of the Buyer to comply with these rules shall constitute irrevocable acceptance of the goods.

10. Executed in duplicate, one copy of which was delivered to and retained by the Buyer, the day and year first above written

Signature.

Example 2.

This Sale Contract of Manufactured Goods ("Contract"), made and effective this XXth of XXX, 200X by and between:

_____, a company organized and existing under the laws of _____, having its registered office at _____; which expression shall include all assigns, assignees and successors in title of the _____ hereinafter referred to as the "Seller" and _____, organized and existing under the laws of the _____, principal place of business _____ which expression shall include all assigns, assignees and successors in title of the _____ hereinafter referred to as the "Buyer". Seller and buyer are referred to hereinafter either individually as party or collectively as parties. WHEREAS, the Seller is the manufacturer of _____, and the Buyer wishes to purchase the _____ for _____ WHEREAS The Parties mutually declare that they have the authority and desire to enter into this Contract; NOW THEREFORE and in consideration of the premises and the mutual covenants set out hereinafter, the Parties agreed as follows:

1. 1 The Seller has sold and the Buyer has bought the _____ in the quan-

Иностранный язык

tity, assortment and prices and according to technical data stated in Annex 1, which are integral part of this Contract ("Goods").

1.2. The Buyer confirms that he is informed of the technical data of the Goods and that can not be reason of dispute of this Contract. 2. Contract Price

2.1. CURRENCY: (EURO)

AMOUNT IN NUMBERS: 00.00,00

AMOUNT IN LETTERS: _____

2.2. The Contract price does not include custom taxes, VAT or other local taxes of _____.

12. Force majeure

12.1. A party is not liable for a failure to perform any of his obligations in so far as he proves:

(a) that the failure was due to an impediment beyond his control, and

(b) that he could not reasonably be expected to have taken into account the impediment and its effects upon his ability to perform at the time of the conclusion of the Contract, and

(c) that he could not reasonably have avoided or overcome it or its effects.

12.2 A party seeking relief shall, as soon as practicable after the impediment and its effects upon his ability to perform become known to him, give notice to the other party of such impediment and its effects on his ability to perform. Notice shall also be given when the ground of relief ceases. Failure to give either notice makes the party thus failing liable in damages for loss which otherwise could have been avoided.

12.3 If the grounds of relief subsist for more than six months, either party shall be entitled to terminate the Contract with notice.

2.3. The Contract price includes freight costs of the Goods to

_____.

Signed _____ for _____ and _____ on behalf of Buyer
_____, /Director General/Date – XX.XX.20XX
(commercial stamp)

II. ANSWER THE QUESTIONS

1. **What is a contract?** Consideration? Offer?
Acceptance? Capacity?
2. Who are the parties involved in this agreement?

III. TRANSLATE INTO RUSSIAN

1. Detailed technical description of the machine. 2. Foundation and installation drawings. 3. Working drawings of the rapidly wearing-out parts of the machine. 4. In addition two copies of the above drawings and technical documents.

IV. TRANSLATE INTO ENGLISH

Продавец продал; покупатель купил, срок поставки; являться неотъемлемой частью настоящего контракта; Продавец и Покупатель заключили настоящий Контракт о нижеследующем...; график поставок; авиатранспортная накладная; правила примирения и арбитража; договор купли-продажи; договор найма; договор аренды; брачный контракт; описание продаваемых товаров; страхование; налоги.

V. TRANSLATE THE LETTERS IN ENGLISH

КОНТРАКТ №

Москва

“ _____ ” _____ 20__ г.
_____, именуемый в дальнейшем Продавец, с одной стороны, и _____, именуемый в дальнейшем Покупатель, с другой стороны, заключили настоящий контракт о нижеследующем:

1. Предмет контракта

Продавец продал, а Покупатель купил на условиях (ФОБ) _____ (порт) товаров на сумму _____ в количестве, ассортименте, по ценам и в соответствии с техническими условиями, указанными в приложениях № 1,2,..., являющихся неотъемлемой частью настоящего контракта.

2. Цена и общая сумма контракта

Цены на товары устанавливаются в _____ (валюта) и понимаются _____ (ФОБ, СИФ...), включая стоимость тары, упаковки _____ и _____ маркировки.
Общая сумма настоящего контракта составляет _____

3. Сроки поставки

Поставка товаров по настоящему контракту будет произведена в сроки, указанные в Приложении № _____ к данному контракту. Датой поставки считается дата коносамента и/или дата штампа на железнодорожной накладной

4. Качество товара

Качество поставляемых изделий будет соответствовать техническим условиям, указанным в Приложении № _____.

5. Упаковка и маркировка Тара и внутренняя упаковка обеспечат полную сохранность и предохранят товар от повреждений при транс-

портировке всеми видами транспорта с учетом перевалок. На каждом месте несмывающейся краской наносится маркировка, содержащая необходимые данные.

6. Сдача и приемка товаров Товар считается сданным Продавцом и принятым Покупателем:

по качеству – согласно качеству, указанному в сертификате о качестве, выданном Продавцом;

по количеству – согласно количеству мест и весу, указанным в железнодорожной накладной или коносаменте.

7. Платеж Расчеты за поставленный товар производятся в _____ (валюта) по безотзывному, подтвержденному, делимому аккредитиву, открытому Покупателем в _____ (банк). В аккредитиве предусматривается возможность перегрузок и частичных отгрузок, а также в него включается условие о том, что все расходы, связанные с открытием и продлением аккредитива, и все другие банковские расходы оплачиваются Покупателем. Аккредитив действителен в течение _____ дней.

Условия аккредитива будут соответствовать условиям контракта; условия, не включенные в контракт, в аккредитив не включаются. Платеж с аккредитива производится против документов:

1. Полного комплекта чистых бортовых коносаментов, выписанных на имя _____ (покупатель) на отгрузку товара в _____ (порт назначения).
2. Счета в 3-х экземплярах.

3. Спецификации в 3-х экземплярах с указанием номера контракта, номеров отгруженных ящиков.
4. Сертификата о качестве товара, выданного Продавцом в 2-х экземплярах, подтверждающего, что качество товара соответствует условиям настоящего контракта.

5. Расписки капитана в получении для сдачи с грузом в порту назначения 4-х копий коносамента и 4-х копий спецификаций. Продавец предъявит вышеперечисленные документы в Банк для оплаты в течение _____ дней после погрузки товара.

В случае нарушения данного условия, Продавец несет расходы по пролонгации аккредитива.

8. Арбитраж

Все споры и разногласия, которые могут возникнуть по настоящему контракту или в связи с ним, разрешаются, с исключением обращения сторон в общие суды, в арбитражном суде при Торгово-Промышленной Палате в г. Москве, в соответствии с Правилами производства дел в этом суде, решения которого будут окончательными и обязательными для обеих сторон.

9. Форс-мажор

При наступлении обстоятельств невозможности полного или частичного исполнения любой из сторон обязательств по настоящему контракту, а именно: пожара, стихийных бедствий, войны, военных операций любого характера, блокады, запретов экспорта или импорта, или других, не зависящих от сторон обстоятельств, срок исполнения обязательств отодвигается соразмерно времени, в течение которого действуют такие обстоятельства.

Если эти обстоятельства продолжаются более _____ месяцев, каждая из сторон имеет право отказаться от дальнейшего исполнения обязательств по контракту, и в этом случае ни одна из сторон не будет иметь права на возмещение другой стороной возможных убытков. Сторона, для которой создалась невозможность исполнения обязательств по контракту, будет немедленно извещать другую сторону о наступлении и прекращении обстоятельств, препятствующих исполнению обязательств. Надлежащим доказательством наличия указанных выше обстоятельств и их продолжительности будут служить справки, выдаваемые соответственно Торговой Палатой страны Продавца или Покупателя.

10. Юридически адрес сторон

VI. MAKE UP A TEXT OF A CONTRACT:

a) in Russian;

b) in English:

Иностранный язык

Место подписания контракта – Милан. *Дата*: 26 января 2017г. *Покупатель*: торговая фирма «Заря». *Продавец*: фирма «Хатсон энд Ко». *Товар* мужские костюмы модели А-480/м. *Количество* 2000. *Цена* 100 долларов США за единицу товара. *Срок поставки*: первый и второй кварталы 2017 г. *Условия поставки*: поставка осуществляется двумя партиями: первая партия в 200 штук — в первом квартале 2017 г., вторая – 800, во втором квартале 2017 г.

Платеж: платеж в долларах США, форма платежа — по безотзывному подтвержденному аккредитиву. Срок открытия аккредитива — 10 дней после получения уведомления о готовности товара к отгрузке. Платеж производится по предъявлении продавцом следующих отгрузочных документов: счет-фактура в трех экземплярах, коносамент, упаковочный лист, заводской сертификат качества. *Поставка*: на условиях СИФ Москва.