



ДОНСКОЙ ГОСУДАРСТВЕННЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ
УПРАВЛЕНИЕ ДИСТАНЦИОННОГО ОБУЧЕНИЯ И ПОВЫШЕНИЯ
КВАЛИФИКАЦИИ

Кафедра «Научно-технический перевод и профессиональная
коммуникация»

Учебное пособие

Деловое общение на английском языке

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Ростов-на-Дону, 2014





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UNIT I

MAKING CONTACT. TELEPHONE CALLS.

I Helpful phrases:

1) Can I help you?

How can I help you?

What can I do for you?

Speaking.

2) Who's that, please?

Who's speaking?

Who's calling?

Can I tell him who's calling?

Is that Mr. Popov?

3) Can I have a word with him/her?

4) Trying to connect you.

Putting you through.

5) Could you speak up? I can hardly hear you.

Can you give me a better line, please? We had a very bad connection.

6) I'm sorry, we were cut off.

I'm sorry, we have been disconnected.

7) I'm sorry?

Pardon?

Sorry! I don't understand!

Sorry! I didn't quite catch that!

What was that again?

Could you spell out your name?

(Never Speak: «Please repeat!»)

8) You've got the wrong number.

Sorry, you must have the wrong number.

It's the wrong number.

9) I'm afraid he's out at the moment.



I'm afraid he's not available.
 I'm afraid he isn't in.
 I don't expect him in until Tuesday afternoon.
 Mr. Brown is in conference now.
 He is in a meeting at the moment.

10) Can I take a message?
 Will you have a message?
 Is there any message?
 11) Could you take a message?
 Could I leave a message?
 Could you tell him Mr. Smirnov phoned?

Ex.1 Translate the helpful phrases. Explain in what situations they can be used.

Ex.2 Translate the dialogue using helpful phrases:

Секретарь г-на Белова- Что вы хотите?
 Г-н. Петров - Не могу ли я поговорить с г-ном. Беловым?
 Секретарь - Боюсь, что г-н. Белов разговаривает сейчас по другому телефону. Вы подождете?
 Г-н Петров - Да, подожду.
 Секретарь - Алло, теперь я вас соединяю.
 Г-н Петров- Гн. Белов? Алло...алло. Я ничего не слышу. Связь очень плохая.
 Секретарь - Вы разговариваете?
 Г-н Петров - Нет, не было слышно ни слова. Не могли бы вы соединить меня еще раз?
 Секретарь - Теперь лучше?
 Г-н. Петров – Да, спасибо. Доброе утро, г-н Белов. Говорит г-н Петров.

II. Read these dialogues in pairs.

1.

- Good morning! Mr.Chernov's office. I How can help you?	-Доброе утро! Кабинет г-на Чернова. чем могу помочь?
- Can I speak to Mr.Chernov?	- Могу я поговорить с г-ном Черновым?



Деловое общение на английском языке

- Who's calling? - Кто звонит?
- It's Mr.Petrov. - Звонит г-н Петров.
- Pardon? Could you spell out your name? - Как вы сказали? Не могли бы вы назвать по буквам ваше имя?
- P-E-T-R-O-V. - П-Е-Т-Р-О-В.
- Mr. Petrov? - Гн. Петров?
- That's right. - Правильно.
- Putting you through. Go ahead, please. - Соединяю. Разговаривайте.

2.

- Hello. Mr. Lutz's office. What can I do for you? - Алло. Кабинет г-на Лутца.
Что вы хотите?
- I'd like to speak to Mr.Sidorov. - Я бы хотел поговорить с г-ном Сидоровым.
- Sorry. Wrong number. I don't know anyone by that name here. - Извините. Это не тот номер. У нас таких нет.
- I'm very sorry. - Простите, пожалуйста.

3.

- "Harrison & Co". Who's calling? - Фирма « Харрисон и Ко».
Кто говорит?
- This is Mr. Petrov. Could you put me through to Mr.Harrison, please? - Это г-н Петров. Соедините меня, пожалуйста, с г-ном Харрисом.
- I'm afraid, Mr. Harrison is not at the office at the moment. - К сожалению, г-на Харрисона сейчас на месте нет
- When do you think he will be back? - Когда, по-вашему, он вернется?



Деловое общение на английском языке

- | | |
|---|---|
| <p>- Not until Monday, I'm afraid. Can I give him-
a message?</p> <p>- No, thank you. I'll phone him then again.
Goodbye.</p> | <p>- Боюсь, не раньше
понедельника. Ему передать
что-нибудь?</p> <p>– Нет, спасибо. Я позвоню
ему еще раз тогда.
До свидания.</p> |
|---|---|

III. Making Appointments.

Helpful phrases:

1) Назначение встречи:

Could you come over to my office at 2 p.m.?
I'll be expecting you on Tuesday at 10 o'clock.
Yes, I'm sure that'll be fine.
Well, I think that will be all right.
Yes, that's all right with me.
I think that will be OK.

2) Подтверждение встречи:

I'm ringing to confirm our meeting tomorrow.
10 a.m. at your office, as arranged?
10 a.m. at your office, as we agreed?
10 a.m. at your office, as we said?
Good. I look forward to seeing you.

3) Изменение времени встречи:

I'm afraid I can't manage Monday morning.
I'm sorry but I have to go away and I won't be able to manage Friday after-
noon.
Could I suggest Thursday instead?
What about Thursday morning?
Perhaps we could meet on Monday instead?



Practise the dialogues.

1.

Mr.B - Is Mr.Ivanov in, please?

S.- Yes, Who's calling

Mr.B -This is Mr.Belov. Good morning.

S - Oh, good morning, Mr.Belov. Go ahead, please.

Mr.B - Mr.Ivanov?

Mr.I - Speaking. Good morning, Mr.Belov.

Mr.B – Good morning. Could we meet tomorrow morning, Mr.Belov?

Mr.I – Just a minute. (to his secretary) Is there any engagement for 11 o'clock tomorrow morning? Good.

What about 11 a.m., Mr. Belov?

Mr.B – It's all right with me.

Mr.I – See you at 11 then. Goodbye.

Mr.B – I'm looking forward to meeting you. Goodbye.

2.

S – Hello, can I speak to Mr.Ivanov, please?

Mr.I – Mr.Ivanov speaking. Good afternoon.

S – Good afternoon. I'm Mr.Serov's secretary. I'm phoning you to confirm your appointment for Friday

Morning 10 o'clock.

Mr.I – Thank you. I'll be there. My best regards to Mr.Serov. Goodbye.

3.

Mr.C – Is that Mr.Brown's office?

S – Yes.

Mr.C – My surname's Clayton. I have an appointment with Mr.Brown for tomorrow afternoon, but

something urgent has turned up and I have to leave London for a couple of days. Could you put

it off till Thursday afternoon same time?

S – All right. I'll find out and confirm it today. Goodbye.



4.

S1 – Hello, is that Mr. Brown's secretary?

S2 – Yes, speaking.

S1 – Mr. Clayton's secretary calling. I understand they have an appointment for this afternoon.

Unfortunately Mr. Clayton can't keep it. He had to leave London late last night and won't be back

until Tuesday or Wednesday next week. He makes his apologies to Mr. Brown.

S2 – I'll pass it on him. Shall I make another appointment?

S1. – No, thank you. We'll leave it at that until he's back.

S2 – OK. Goodbye.

S1 – Goodbye.

IV. Making a call.

1. A few common expressions are enough for most telephone conversations. Practise these telephone expressions by completing the following dialogue using the words listed below.

Switchboard – Conglomerate Group, can I help you?

You – Could IMr.Pardee, please?

Switchboard – Putting you

Secretary – Hello, Mr.Pardee'sI help you?

You -, can you hear me? It's a line. Could you speak up, please?

Secretary – Is that better? Who's, please?

You – (your name) from (your company).

Secretary – Oh, hello! How nice to hear from you again. We haven't seen you for ages. How are you?

You – Fine, thanks. Could you me to Mr.Pardee, please?



Деловое общение на английском языке

Secretary - the line a moment. I'll see if he's in. I'm sorry, I'm afraid he's not in the

..... at the Could you give me your and I'll ask him toyou.....?

You – I'm 3478621. That's London.

Secretary – Would you like to leave any for him?

You – No, thank you. Just tell him I

Secretary – Certainly. Nice to hear from you again.

You – I'll expect him to me this afternoon, then. Thanks.

Secretary – You're welcome. Goodbye.

On, speak to, message, bad, put through, number, call back, ring, secretary, through, office, speak, speaking, can, hello, rang, hold, moment, through.

2. Helpful phrases:

The line

He's on the other line. - Он разговаривает по другому телефону.

Would you like to hold the line? - Не вешайте трубку, пожалуйста.

The line is engaged - Линия занята.

The line is busy. - Линия занята.

The operator

Dial 100 for the operator. - Наберите номер 100, чтобы связаться с телефонистом.

I'd like to make a collect call. - Мне бы хотелось сделать звонок за счет получателя.

Can I tell him who called? - Мне передать ему, кто звонил?

Can I give her a message? - Что-нибудь передать?

Could I take your number? - Не могли бы вы оставить свой номер?



The phonebook

Look up the number in the phone book (or directory). - Поищите номер в телефонной книге.

The number is ex-directory - Номер недоступен.

The number is unlisted - Номер недоступен.

I'll ring Directory Enquiries for the number. - Я позвоню в справочное, чтобы узнать номер.

3. Insert the missing words.

a) Look it in the directory.

b) He's the other line.

c) Listen to the dialing tone.

d) He's tied

e) She'll ring

4. Compose the dialogues to the following situations.

1. Your client is making a long distance call to discuss the prices.

2. Phone your business partner to call off an appointment. Arrange a new one suitable for both.

3. Your secretary gives you a message. Ring back to get necessary information.

4. The Head of the Department you want to talk with is non-available. Give the message to the secretary.

**UNIT II*****I. DOs and DON'Ts For Job Seekers.***

Read these rules and try to remember them. Write down new words and learn them by heart:

1. Do learn ahead of time about the company and its product.
2. Do apply for a job in person.
3. Do let as many people as possible know you are 'job hunting'.
4. Do recount experience you have had which would fit you for the job.
5. Do indicate where possible, your stability, attendance record and good safety experience.
6. Do approach the employer with respectful dignity.
7. Do try to be optimistic in your attitude.
8. Do maintain your poise and self-control.
9. Do try to overcome nervousness and shortness of breath.
10. Do hold yourself erect.
11. Do answer questions honestly and with straightforwardness.
12. Do have a good resume.
13. Do recognize your limitations.
14. Do indicate your flexibility and readiness to learn.
15. Do be well-groomed and appropriately dressed.
16. Don't keep stressing your need for a job.
17. Don't discuss your past experience which has no application to the job situation.
18. Don't apologize for your age.
19. Don't be untidy in appearance.
20. Don't display "cocksureness".
21. Don't cringe or beg for consideration.
22. Don't speak with muffled voice or indistinctly.
23. Don't be one of those who can do anything.
24. Don't express your ideas on compensation, hours, etc. early in the interview.
25. Don't hesitate to fill out applications, give references, take physical examination or tests on requests.
26. Don't arrive late and breathless for an interview.
27. Don't be a "know it all" or a person who can't take instructions.
28. Don't feel that the world owes you for a living.



II. Covering Letter (Сопроводительное письмо).

1) Read and translate. Then make up your own covering letter:

20 December 2014

Clive Harris
Bibury Systems
39 City Road
London E.C. 2
England

Dear Mr. Harris

I'm 26. With the reference to your advertisement in the 'Times' of Monday, December 12, I would like to apply for the position of a manager in your company.

I read that you wish to work with a young intelligent woman, who knows English well and who can work with a computer.

I've graduated from Moscow University as a programmer, so I know the computer as well as mathematics. During training for my present job I took courses of management. I have, in particular, worked as a manager and programmer.

I appreciate the opportunity to work on my own initiative and take on a certain amount of responsibility.

Since my present position offers little prospect for advancement I would prefer to be employed in expanding organization such as yours.

I have enclosed a copy of my resume. If my background and qualifications are of interest to you, please, telephone me at (8632)66-98-33. I would like to meet with you to discuss further the possibility of such a job.

Sincerely yours,
Alexandra Azarova

2) Read and memorize these phrases:

a) I recently heard from ... that there is a vacancy in your sales department.

b) With reference to your advertisement in ... of Monday, December 12, I would like to apply for the position of ... in your company.



- c) I am used to working on my own.
- d) I appreciate the opportunity to work on my own initiative and to take on a certain amount of responsibility.
- e) During training for my present job I took courses in marketing.
- f) Since my present position offers little prospect for advancement, I would prefer to be employed in an expanding organization such as yours.
- g) I am at present earning ... per month.

III. Resume.

Translate this resume and make up another one about yourself:

David Right
77 Park Avenue, Ap. 22
New York, N.Y. 11290
Tel. (312) 312-36-58

OBJECTIVE	A position as a bookkeeper.
SUMMARY	12 years of experience in every routine work in this field. Perfect knowledge of computers and statistics.
QUALIFICATIONS	Make up all kinds of financial reports, balances and production planning.
EXPERIENCE (1997-2002)	Frisco Docks, Inc. San Francisco, California. Deputy chief of planning, commerce Dpt. In charge of account books, statements, new ideas in planning.
(1987-1997)	SAKHA Co, Ltd. New York. Accountant. Prepared accounts balance sheets of every kind.
EDUCATION	London School of Economics. London, Great Britain, Bachelor (Ec.)



PERSONAL	Arrived in the United States January, 1987. British subject. Married, two children.
REFERENCES	Available upon request.

IV. Interview.

1). Practice the following interview (собеседование).

- Good morning, sir.

- Good morning. Come in. Mr.Rakitin, isn't it? Please, take a seat. You will have to excuse me a moment while I'll finish signing these letters. Meanwhile, please, fill in the application form. ... There, that'll do. Now I can concentrate on you, Mr. Rakitin. Tell me, how long were you in your last job with Alpha (Дельта).

- Five years. I am only leaving because the firm is leaving to another city, but I think the change will do me good.

- What do you know about our company? Do you have any questions to me?

- I know that this is a very promising company, so I'd like you to inform me what will be the major focus of efforts in the next few years?

- We plan to expand our activity on English-speaking countries, mainly on England, to buy equipment and technologies from them and run training programs here. We need a team of creative people to make our company competitive in the world market.

- What responsibilities and obligations do you suggest during the first year?

- Well, first of all to be to be responsible for our contacts with English partners, to buy good equipment

And generally to be skillful in negotiations. You will have to travel very much. Besides, we are expecting a new fair in London soon and maybe you will have a chance to go there.



- Yes, I see.
- So tell me what are your three main strengths?
- I think they are: reliability, loyalty, energy.
- OK. How do you relieve everyday tensions?
- I am accustomed to work under pressure.
- Are you a leader, an entrepreneur by nature?
- Yes, I think so, because I make contacts with people easily.
- All right. Now, Mr.Rakitin, I am quite prepared to offer you a job with us. You have excellent references from your previous job. What do you find a fair salary?
- Equivalent of \$ 1500.
- I think we'll begin you from \$ 1000 for experimental period and if you do well we'll review it by the end of three months. Hours are from nine to five thirty, with an hour for lunch and a fortnight's holiday.
Does that suit you? Any questions?
- What about travel: length, where?
- Mostly to England for not more than a month.
- All right. I suppose supportive environment here. When do you want me to start, sir?
- In a week if possible.
- I am afraid I can begin working only since October 10.
- No problem. We'll be seeing you on the tenth then?
- Yes, certainly. Thank you very much. Goodbye.
- Goodbye.

2) A list of questions for the inter- view:



1. Tell me about yourself.
2. Do you have any actual work experience?
3. How would you describe your ideal job?
4. Why did you choose this career?
5. What goals do you have in your career?
6. How do you plan to achieve these goals?
7. What motivates you?
8. How do you evaluate success?
9. Describe a situation in which you were successful.
10. What accomplishments have given you the most satisfaction in your life?
11. If you had to live your life over again, what would you change?
12. Would you rather work with information or with people?
13. Are you a team player?
14. Why should I hire you?
15. Are you a goal-oriented person?
16. Tell me about some of your recent goals and what you did to achieve them.
17. What are your short-term goals?
18. What is your long-range objective?
19. What do you see yourself doing five years from now?
20. Do you handle conflict well?
21. Have you ever had a conflict with a boss? How did you resolve it?
22. What major problem have you had to deal with recently?
23. Do you handle pressure well?
24. What is your greatest strength?
25. What is your greatest weakness?
26. Why did you choose to attend your college?
27. How has your education prepared you for your career?
28. What were your favorite classes? Why?
29. Why are your marks not higher?
30. Do you have any plans for further education?
31. How much training do you think you'll need to become a productive employee?
32. What qualities do you feel a successful manager should have?
33. Why do you want to work in the ... industry?
34. What do you know about our company?
35. What position would you like to take?
36. Is it possible to you to work overtime?
37. Are you willing to travel? How much?
38. Do you have any location preferences?
39. Is money important to you?



40. What kind of salary are you looking for?
 41. How much money do you need to make to be happy?

V. Application Form (Анкета)

PERSONAL NAME.	Anton Platonov.
ADDRESS	12 Sadovaya St., Ap. 8 Phone 244633(home)
DO YOU HAVE A VALID DRIVER'S LICENCE	<u>Yes/</u> No
MARITAL STATUS	married
OF DEPENDENTS	two daughters
EDUCATION	higher
NAME OF SCHOOL	Rostov State University
YEAR GRADUATED	2010
COURSE TAKEN OR DEGREE	M. Sc. In Economics
LANGUAGES (MARK)	English (<u>excellent</u> / good / fair)
EXPERIENCE (Give present or last position first)	
COMPANY	Alpha
ADDRESS	20 Dovatora St.
TYPE OF BUSINESS INDUSTRY	Information technologies
EMPLOYED (Month & Year)	from April 2011 to June 2013
POSITION (S) HELD	manager
SUPERVISOR'S NAME	Ivan Azarov
DESCRIBE YOUR DUTIES	negotiations, purchase of equipment



WHY DID YOU LEAVE

the company has moved to another city.

VI. Letter of Recommendation. Offer of Employment. Refusal from an offered work.

- 1) Letter of Recommendation.
Read and translate.

Dear Sirs,

Mr. ... who has been with us for tow and a half years as ... occupation is most anxious to enter (the sphere of activity) and it occurs to me that you may be able to help him, either by considering his capabilities if you happen to have a suitable vacancy in your own firm, or by advising him as to the best method of obtaining the kind of work which he is looking for.

Needless to say, I shall be very pleased if you can do anything for Mr. ...; during his service with us he has been perfectly satisfactory.

Yours Faithfully,

- 2) Offer of Employment.
Read and traslate.

10 January 2013

Dear Mr. G. Brown,

We are glad to offer you the post of secretary in the sales department with effect from Monday 10 February . The position is subject to a probationary period of one month in which you will undergo two-week's training followed by a trial period. Following the successful outcome of the probationary period, you will be offered a permanent post.

During the first month you will be paid a weekly wage of \$ 120. After the post is confirmed you will go on to a monthly salary.

We look forward to seeing you on Monday 10 February at 9 a. m.

Yours faithfully
Personal Manager
Andrew Pop.



3) Refusal from an offered work.

Read and remember.

a) I regret to inform you that I am unable to accept the position, since I have received another, more attractive one. - С сожалением сообщая вам, что не могу занять эту должность, так как получил другое, более привлекательное предложение.

b) I feel that my experience in this field would not be used to its full capacity in above position.

Therefore I have to decline. - Чувствую, что мой опыт работы в этой области не будет использован в полной мере, поэтому вынужден отклонить предложение.



UNIT III

I. Contracts.

1) A contract.

Ottawa 14 December, 2013

GLC Electronics Ltd.

hereinafter referred to as the "Seller" on the one part and Florida Soft Ltd. hereinafter referred to as the "Buyer" on the other part, have concluded the present Contract for the following:

Subject of the Contract.

The Seller has sold and the Buyer has bought on conditions C. I. F. Lincoln, Florida, the following equipment: 5 PIECES OF H 24 MODEL 3/61G in full conformity with the technical characteristics and in complete scope of supply specified in Appendix N 1 -----.

Prices and Total Value

The total value of the equipment, spare parts, tools, technical documentation and services in the volume of the present Contract amounts to USD 35,270 (say thirty five thousand two and seventy).

The prices per item are specified in Appendix Nos. 2, 3.

The prices are firm and subject to no alteration.

The prices are understood C. I. F. Lincoln, Florida or in accordance with other basis conditions of delivery including the cost of packing, marking and other delivery expenses.

Vocabulary

hereinafter – здесь и далее

referred to as – именуемый (в дальнейшем)

on the one (other) part – с одной (другой) стороны

conclude – заключить (контракт)

for the following – о ниже следующем

conform – соответствовать

conformity – соответствие

complete – полный, завершённый

scope – объём

supply – поставки, предложения

scope of supply – комплектация



spare parts – запасные части
 tool – инструмент
 per item – по позициям
 firm – твердый
 alter – изменять
 alternation – изменения
 basis – базис, базисный
 deliver – поставлять
 delivery – поставка
 marking – маркировка
 expenses – расходы

2) Answer the following questions:

1. What company is referred to as "Seller"?
2. Who is the "Buyer"?
3. What is the subject of the contract?
4. On what conditions did Florida Soft buy equipment?
5. What is Florida Soft buying?
6. What documents are added to the contract?
7. What data is specified in Appendix 1?
8. What information is given in Appendix 2 and 3?
9. What does the total value of the contract amount to?
10. Can the prices be altered?
11. How are the prices understood?

3) Choose the sentences on the right which have the same meaning as the ones on the left.

условиями поставки.

- | | |
|--|---|
| <p>а. В соответствии с другими базисными условиями поставки.</p> | <p>1. The prices per item are specified in Appendix 1.</p> |
| <p>б. Именуемая в дальнейшем</p> | <p>2. In full conformity with the technical characteristics ...</p> |
| <p>в. Общая стоимость оборудования, запасных частей, инструмента ...</p> | <p>3. In accordance with other basic conditions of delivery...</p> |



- | | |
|---|---|
| г. в комплектации | 4. referred to as ... |
| д. Цены твердые и не подлежат изменению | 5. in complete scope of supply |
| е. Цены по позициям указаны в приложении 1 | 6. The total value of the equipment, spare parts, tools ... |
| ж. заключили настоящий контракт о следующем ... | 7. The prices are firm and subject to no alternation. |
| з. В полном соответствии с технической характеристикой. | 8. have concluded the present contract for the following |

4) Terms of Payment.

Payments at the rate of 85 % of the volume of the delivered equipment are to be effected in USD (currency) within 60 days of the date of receipt by the Buyers of the following documents for collection:

1. Seller's specified invoice (one in the original and 2 copies) where Contract number is to be indicated.
2. Full set of clean on board bills of landing issued destination Lincoln, Florida, USA in the name of John Barley, Florida Soft.

15 per cent of value of the delivered equipment are to be paid upon expiration of the guarantee period provided the equipment corresponds to the qualitative and quantitative indices stipulated in the Contract.

Payment of this amount is to be effected upon expiration of the guarantee period provided there are no grounded claims from the Buyers.

All bank expenses for collection are to be paid as follows:

- all expenses of the bank of the Seller's country to be borne by the Sellers.
- all expenses of the bank of the Buyer's country to be borne by the Buyers.

Vocabulary

at the rate – по ставке, здесь: в размере

are to be effected – должны быть произведены

within 60 days – в течение 60 дней

receipt – здесь: получение

collection – инкассо

in the original – в оригинале

copy – копия



in the name of – на имя
 expire – истекать (о сроках)
 expiration – истечение (срока)
 upon expiration – по истечении
 guarantee period – гарантийный период
 provided – здесь: при условии
 correspond – соответствовать
 quantity – количество
 quantitative – количественное
 quality – качество
 qualitative – качественные
 index – индекс, показатель; мн ч. – indices
 stipulate – обуславливать
 grounded – обоснованный
 claim – требование, здесь: претензии
 to be borne – должны быть отнесены (на счет)

5) Answer the following questions.

1. In what currency is the payment to be effected?
2. When is the payment to be effected
3. What papers will the Buyer receive for documentary collection?
4. How much will the Seller receive upon shipment of the equipment?
5. How much will he get upon expiration of the guarantee period?
6. In what case might the Seller not receive 15 % of the total amount?
7. Who is to cover the expenses of the Buyer's and Seller's Banks?

6) Choose the sentences on the right which have the same meaning as the ones on the left.

- | | |
|--|--|
| <p>a. Оборудование соответствует качественным показателям, обусловленным контрактом.</p> | <p>1. All the expenses of the Seller's Bank are covered by the Seller.</p> |
| <p>б. У покупателя нет обоснованных претензий</p> | <p>2. Within 60 days of the date of receipt of the documents for collection.</p> |
| <p>в. 15% стоимости поставленного оборудования должны быть выплачены по истечении</p> | <p>3. The Buyers don't have any grounded claims.</p> |



гарантийного периода.

- | | |
|---|---|
| г. В течение 60 дней со дня получения документов на инкассо | 4. Fifteen per cent of value of the delivered equipment are to be paid upon expiration of the guarantee period. |
| д. Все расходы банка продавца оплачивает продавец. | 5. The equipment corresponds to the qualitative index stipulated in the Contract. |

7) Time of Delivery

The delivery under the present Contract is to be effected not late than March 1, 2011

The date of delivery is considered the date of clean on board bill of lading

Packing and Marking

The equipment is to be shipped in export packing corresponding to the nature of each particular type of equipment.

The packing is to secure the full safety of the goods from any kind of damage and corrosion during its transportation.

The goods are to be packed so as not to allow for their free movement inside the package when it changes its position.

The Sellers shall be responsible to the Buyers for any damage to the goods owing to the improper packing.

The marking shall be clearly made with indelible paint stating as follows:

Contract N

Trans N

Case N

Net weight

Gross weight

Dimensions in cubic metres

(length, width, height)

The packages for which special handling is required shall have marking:



"Handle with care", "Top", "Do not turn over".

The Sellers are responsible for additional transport and storage charges incurred due to the dispatch to a wrong address caused by improper or incorrect marking.

Vocabulary

package – упаковка

owing to – проистекающие из, вызванные (тем-то и тем-то)

proper – правильный, аккуратный, тщательный

improper - неправильный, неаккуратный

clearly – ясно, четко

indelible- несмываемая (краска)

paint – краска

state – утверждать, указывать

trans – транс

case – ящик

net weight – вес нетто

gross weight – вес брутто

dimensions – размеры, измерения

length – длина

width – ширина

height – высота

handle – иметь дело, управлять(ся), обращаться

handling – обращение (с кем-либо)

care – забота; здесь: осторожность

turn – поворачивать

turn over – переворачивать

additional – дополнительный

storage – хранение

charges – здесь: издержки

incurred due to... - вызванные вследствие

dispatch – отправка, засылка

8) Answer the following questions:

1. When is the delivery to be effected?

2. What is considered to be the date of delivery?

3. What kind of packing is the equipment to be shipped in?



4. What must packing correspond to?
5. What is packing to secure the goods from?
6. What must the package prevent goods from in case it changes its position?
7. Who is responsible for the damage caused by improper packing?
8. What sort of paint is to be used in marking?
9. What information does the marking include?

9) Choose the sentences on the right which have the same meaning as ones on the left.

- | | |
|---|--|
| а. Эта упаковка нуждается и особом обращении. | 1. The delivery is to be effected not later than ... |
| б. Продавец несет ответственность за любое повреждение, вызванное неправильной упаковкой. | 2. The goods are to be shipped in export packing corresponding to the type of each item. |
| в. Товары должны отгружаться в экспортной упаковке, соответствующей типу каждого вида товара. | 3. The packing is to secure the safety of the goods from any damage. |
| г. Из-за отправки не по адресу вследствие неправильной маркировки. | 4. Prevent free movement of the goods inside the package. |
| д. Предотвратите свободное перемещение товаров внутри упаковки. | 5. The Seller is responsible for any damage to the goods caused by improper packing. |
| е. Поставка должна быть произведена не позднее ... | 6. The marking shall be made with indelible paint. |
| ж. Упаковка должна обеспечивать защиту товаров от любых повреждений. | 7. This package requires special handling |
| 3. Маркировка должна быть сделана несмываемой краской. | 8. ... due to dispatch to a wrong address owing to the incorrect marking. |



10) Make up a text of contract in English:

Место подписания – Нью-Йорк

Дата: 20 марта 2010 г.

Покупатель – торговая фирма «Весна»

Товар – мужские костюмы модели А 380 м

Продавец – фирма «Хатсон и Ко»

Количество – 1000 штук

Цена – 80 долларов

Срок поставки: первый и второй кварталы 2011 года

Условия поставки: поставка осуществляется тремя партиями

Оплата: Оплата в долларах США. Форма оплаты: по безотзывному подтвержденному аккредитиву. Срок открытия аккредитива – 10 дней после получения извещения о готовности партии к отгрузке. Оплата производится после предоставления продавцом следующих документов: счет в трех экземплярах, коносамент, заводской сертификат качества.

Доставка морем на условиях сиф Санкт – Петербург.

II. Sanctions.

1) A sanction.

In the event of the Seller's delay in the supply against the dates stipulated in the Contract the Seller is to pay to the Buyer penalty at the rate of 0,5% of the value of goods not delivered in due time for every week of the delay within the first four weeks and 1% for every subsequent week but not more than 10% of the value of the equipment not delivered in due time.

The penalties will be paid by the Buyer. In case the Buyer for any reason does not deduct the penalty when paying the Seller's invoice the latter is obliged to pay the penalty at the first request of the Buyer.

Should the delay in delivery exceed four months the Buyer shall have the right to cancel the Contract or a part thereof.

Should the shipment of the equipment not be notified or be notified with delay, the Seller is to pay to the

Buyer penalty at the rate of 0,1% of the value of the equipment already shipped.

Vocabulary

event – событие, случай

in the event – в случае (чего-либо)

delay – задержка



delay against the dates – опоздание против срока
 penalty – штраф, пеня
 in due time – в установленное время
 subsequent – последующая
 deduct – вычитать, удерживать (пени)
 reason – причина
 for any reason – по какой-либо причине
 is obliged – обязан
 request – требование
 at the request – по требованию
 exceed – превышать, выходить за рамки
 should the delay exceed ... - в случае, если опоздание превысит ...
 cancel – отказываться, снимать, отменять, аннулировать
 the right to cancel – право отказаться
 thereof – его
 a part thereof – его части

2) Answer the following questions.

1. In what case is the Seller to pay a penalty of 0,5% of the value of the goods?
2. For how long is the Seller to pay 0.5% of the value of the goods not delivered in due time?
3. What penalty will the Seller pay on the fifth week of a delay?
4. What percent of the value of the goods must the penalty not exceed?
5. Where will the penalties be deducted from?
6. When will the penalties be deducted?
7. When is the Seller obliged to pay the penalties if they have not been deducted from the Seller's invoice in due time?
8. What right does the Buyer have if the delay is more than four months?
9. What happens if the Seller does not notify the Buyer about the shipment of equipment?

3) Fill in the blanks where necessary.

1. In case of delay ... supply against the dates we pay ... the Buyer the penalty ... the rate ... 0.5% of the value of the goods not delivered ... due time.
2. We pay these 0.5% ... every week of the delay ... the first four weeks.
3. You can't pay more than 10% ... the value of the equipment as a penalty.



4. The penalties are deducted ... the Seller's invoices when they are paid ... the Buyer.
5. The Seller must pay penalty ... the first request of the Buyer.
6. The shipment was notified ... delay.

4) Guarantee.

The Seller guarantees:

That the equipment to be supplied has been manufactured in full conformity with description, technical specification and with the conditions of the Contract.

The period of guarantee of the trouble-free operation of the equipment is to be 12 months from the date of putting it into operation but not later than 18 months from the date of shipment. The above period will be accordingly extended if start-up of the equipment is deferred or the operation of the equipment is stopped.

If the defects cannot be eliminated, the Buyer has the right to reject the defective equipment or to request a corresponding reduction from its price. In case the Buyer rejects the equipment it is returned to the Seller for the latter's account and the Seller is to pay the sums paid by the Buyer with 8% interest per annum.

If during the guarantee period the equipment proves to be incomplete or/and defective or/and not in conformity with the Contract conditions, the Seller is to eliminate the the detected defects immediatly at the Buyer's request by means of repairing or replacing the defective equipment or parts thereof with new ones of good quality.

In this case the Buyer is entitled to demand from the Seller payment of penalty as for delay in delivery at the rare and in accordance with the procedure stipulated in Clause 6 of the present Contract beginning from the date when the claim has been made till the date of delivery of new equipment.

All the trasport charges and other expenses connected with the return or/and replacement of the defective equipment are to be borne by the Seller.

Vocabulary.

trouble – неприятность, беспокойство

trouble – free – здесь; бесперебойная

operation – здесь; работа, функционирование

put into operation – ввести в действие, запустить (оборудование)

the above period – вышеозначенный период

accordingly – соответственно



extend – расширять, вытягивать, продолжить
 start – начало, начинать
 start-up – пуск (оборудования)
 defer – задерживать, создавать препятствия
 defect – дефект, неисправность
 eliminate – уничтожать, исправлять (недостатки)
 reject – отвергать, отказывать
 reduction – сокращение, здесь; уценка, скидка
 for the latter's account – за счет последнего
 repay – оплачивать, возместить (расходы, убытки)
 sum – сумма
 interest – интерес, здесь; проценты, процентная ставка
 annum – лат. год
 interest per annum – проценты годовых
 to prove to be – оказываться
 incomplete – неполный, неукomплектованный
 detect – обнаруживать
 detected defects – обнаруженные недостатки

5) Answer the following questions.

1. What does the Seller guarantee?
2. What is the guarantee period for the trouble-free operation of the delivered equipment?
3. In what case can the guarantee period be extended?
4. What can the Buyer do if the detected defects cannot be eliminated?
5. For whose account is the equipment returned to the Seller if the Buyer rejects it?
6. What is the interest rate the Seller has to pay the Buyer if the latter returns the equipment?
7. How can the Seller eliminate the defects?
8. What is the Buyer entitled to demand from the Seller if there is a delay in delivery of new equipment of good quality?

6) Fill in the blanks where necessary.

1. The equipment has been manufactured ... full conformity with the conditions of the Contract.
2. The period ... guarantee ... the trouble-free operation is 12 months.
3. The Buyer has to request a reduc- tion ... the price of the equipment.



4. The defective equipment was returned .. the Seller ... his account.
5. The Seller has to repay the sums paid ... the Buyer.
6. The Seller has to eliminate the defects ... the Buyer's request.
7. The parts are ... good quality.
8. I am entitled to demand ... the Seller payment of penalty.
9. He paid penalty beginning ... the date when the claim has been made.
10. The charges are to be borne ... the Seller.



UNIT IV

I. Force Majeure.

1) Force Majeure.

The Parties are released from responsibility for partial or complete non-fulfillment of their liabilities under the present Contract, if this non-fulfillment was caused by circumstances of Force Majeure, namely: fire, flood, earthquake, war, provided these circumstances have directly affected the execution of the present Contract.

In this case the time of fulfillment of the Contract obligations is extended for the period equal to that during which such circumstances last.

The Party, for which it became impossible to meet obligations under the Contract, is to notify the other Party of the above circumstances immediately, but not later than ten days of the moment of their beginning.

The written evidence issued by the respective Chamber of Commerce will be a proof of the above indicated circumstances.

If these circumstances last longer than 6 months, then each Party will be entitled to cancel the whole Contract or any part of it. In this case neither Party shall have the right to demand any compensation from the other Party. The Seller undertakes in this case immediately to reimburse the Buyer for all the advanced amounts paid by the latter under the present Contract.

Vocabulary.

majeure (Fr.) – главный, основной, высший

force majeure – обстоятельство непреодолимой силы, форс-мажор

release – освободить

partial – частичный

fulfil – выполнять

fulfillment – выполнение

non-fulfillment – невыполнение

liability – обязательство

was caused – были вызваны

circumstances – обстоятельства

namely – а именно

fire – пожар

flood – наводнение



earthquake – землетрясение
 reimburse – возмещать
 advanced – авансированный
 provided – при условии
 execution – исполнение
 obligations – обязательства
 equal – равный
 last – тянуться, происходить, длиться
 impossible – невозможный
 evidence - свидетельство
 respective – соответствующая
 proof – доказательство
 neither – ни одна из
 compensation – компенсация
 undertake – предпринимать (что-либо), браться (за что-либо)

2) Answer the following questions.

1. What are the parties released from in case of Force- Majeure?
2. What may cause the non-fulfillment of the Parties' liabilities under the Contract?
3. For how long is the time of the Contract extended in the event of Force-Majeure?
4. Which party is to notify the other Party in case of Force-Majeure?
5. How can the Force-Majeure circumstances last longer than six months?

3) Fill in the blanks where necessary

1. IBM was released ... responsibility for non-fulfillment ... its obligations.
2. The losses were caused ... circumstances of Force-Majeure.
3. The time of fulfillment of the Contract is extended ... the period ... three months.
4. It became impossible ... our party to meet all obligations ... this Contract.
5. The evidence was issued ... the National Chamber of Commerce.
6. We have no right to demand any compensation ... your company.
7. You have to reimburse us ... all the losses we had this year.



II. Arbitration.

1) Arbitration.

All disputes which may arise in connection with the present Contract will be settled as far as possible by means of negotiations between the Parties. If the Parties do not come to an agreement, the matter is to be submitted for settlement to Arbitration, with its seat in Stockholm, Sweden.

The Party which wishes to refer the dispute to Arbitration shall notify the other Party by a registered letter stating there the name and the address of the arbitrator as well as the subject of the dispute, date and number of the Contract. Within 30 days of receipt of the above letter the other party shall choose its arbitration, and inform the first Party of it by a registered letter stating the name and the address of the arbitrator chosen.

If the Party notified of the dispute being submitted to arbitration fails to choose its arbitrator the latter will be appointed within 30 days by the President of the Chamber of Commerce in Stockholm, Sweden.

The award is to be issued by a majority of votes in accordance with the terms and conditions of the present Contract, and also the rules of Swedish Material Law.

Vocabulary

Party – юр. сторона

arbitration - арбитраж

arbitrator – арбитр

dispute – здесь; спорный вопрос

arise – возникать, подниматься

settle – решать, разрешать (вопрос)

settlement – здесь; решение (дела)

as far as possible – насколько возможно

fail – терпеть неудачу

appoint – здесь; назначать

Umpire – Суперарбитр

to agree upon – прийти к соглашению

award – здесь; решение арбитража

majority – большинство

submit – представлять, передавать

seat – здесь; место пребывания

refer – относить, передавать



register – регистрировать
registered letter – заказное
vote – голос (в голосовании)
majority of votes – большинство голосов
rules – правила, нормы

2) Answer the following questions.

1. How can the disputes between the Parties be settled?
2. Where is the matter submitted to if the Parties come to no agreement?
3. How shall the Party which wishes to refer the dispute to Arbitration notify the other Party about its decision?
4. What information does the registered letter contain?
5. How long does it take the other Party to choose its arbitrator?
6. What happens if the other Party fails to choose its arbitrator?

3) Fill in the blanks where necessary.

1. The disputes which arise ... connection with this Contract will be settled.
2. We'll settle this dispute ... means ... negotiations.
3. The Parties did not come ... an agreement.
4. The matter was submitted ... settlement to the Chamber of Commerce.
5. You have to notify us ... a registered letter.
6. You have to state the name ... the arbitrator in the letter.
7. The arbitrator will be appointed ... days after the receipt of the letter.
8. The arbitrator failed to agree ... the choice of the Umpire.
9. The award was issued ... accordance with the rules of the Swedish Law.



UNIT V

I. Commercial letter and its parts.

1) Letter's parts.

Обычно английское деловое письмо содержит следующие 7 частей:

1. The Heading (including Place and Date) Заголовок (включающий время и место написания письма)

Если письмо – на специальном бланке, он может содержать название фирмы, ее адрес, телекс и другие детали. Под заголовком, на той же строке, что и дата, но в левой части страницы, находится ссылка (Reference). Это может быть номер делового письма или какая-либо аббревиатура.

2. The Inside Address. Внутренний адрес.

Это адрес, куда направляется письмо. Он повторяет адрес на конверте. Часто на внутреннем адресе номер дома и название улицы опускаются.

3. The Greeting. Обращение.

Наиболее распространенные обращения:

Dear Sir, - к мужчине

Dear Sirs, - к фирме

Dear Madame, - к незамужней женщине

Dear Mesdames – мн. число

Обращение не должно опускаться. После обращения ставится запятая в Англии и двоеточие – в США.

4. The Body of the Letter. Содержание письма.

Текст письма следует разбивать на абзацы таким образом, чтобы каждый абзац содержал особую тему, требующую отдельного внимания.

С левой стороны следует оставить поле как минимум три сантиметра.

Суммы денег, упоминаемые в письме, можно писать с новой строки, или подчеркивать.

Часто перед текстом письма, после обращения, появляется особая строка (ссылка), указывающая на то, о чем это письмо. Эта ссылка нужна для того, чтобы привлечь внимание разбирающего почту.



Например:

Dear Sirs,
Re: Letter of Credit No ...

Уважаемые господа!
Касательно : Аккредитив № ...

Dear Sirs,
Subject: **Your order No. 2323 of 18 December 2013.**

5. The Ending. Заключение.

Традиционная форма вежливости, например:

Yours faithfully,
Yours truly,
Yours sincerely,

Искренне Ваш(и),

Ниже этой формулы обычно повторяется название фирмы, затем оставляется место для подписи.

6. The Signature. Подпись.

Под подписью печатается имя подписавшего письмо человека, его должность в фирме. В

Современных письмах подпись сдвинута к левому краю.

Если письмо подписывает не тот, чье имя напечатано внизу, а другой человек, то перед напечатанным внизу письма именем ставят слово for или буквы p.p.

7. The Reference to Enclosures (if any). Приложение (если есть)

Приложения упоминаются в нижней левой части страницы, ниже подписи. Например:

3 Enclosures:
Bill of Landing
Certificate of Quality
Invoice

Приложение:
коносамент
сертификат качества
счет



2).An example.

Clarke & Sims Ltd.
High Street,
Ellingham,
Suffolk
Telephone Ellingham 6622
FH/MC

14 February, 20..

The Sales Manager,
Motorheat Ltd.,
Walker Road,
Coventry

Dear Sir,

We are interested in increasing our range of car heaters and should like to receive information about the various models you are at present producing.

We should be obliged if you would send us your latest catalogue and price list, together with details of the CX4 heater advertised in the current issue of the Motoring Monthly.

Yours faithfully,
Clarke & Sims Ltd.
F. Henley
Manager

II. Enquiries. (Запросы)

1). The expressions most commonly used in letters of enquiries:

We noticed an advertisement describing

Мы увидели рекламу, где
говорится ...

We are very interested in ...

Мы очень заинтересованы в ...

We should be glad to receive ...

Будем рады получить ...

We may be able to place large orders

Возможно, мы сможем дать



with your Company

вашей компании большие заказы

The catalogue is of considerable interest to us

Каталог нас очень заинтересовал

We shall appreciate it if you will us a more detailed description of ...

Мы будем благодарны, если вы send вышлете нам более детальное описание ...

Please send us samples of ...

Пожалуйста, вышлите нам образцы ...

2) Read and translate the enquiries.

1. Dear Sirs,

We have learned that you are producing for export handmade shoes and gloves in pure hide and other natural materials.

There is a steady demand here for highclass goods of this type, especially in the brighter colours. Sales are not high, but a good price can be obtained for fashionable design.

Will you please send us your catalogue and full details of your export prices and terms of payment, together with any samples you can let us have.

We look forward to hearing from you.

Yours faithfully,

2. Dear Sirs,

We have seen your advertisement in "The Metal Worker" and are interested in aluminium screws and fittings of all kinds.

Please quote us for the supply of the items listed on the enclosed enquiry form, giving your prices

C.I.F. Odessa. Will you please also state your earliest delivery date, your terms of payment, and discounts for regular purchases.

As our annual requirements in metal fittings of all kinds are considerable, perhaps you would also sent us your catalogue and details of your specifications.

Yours faithfully,

3. Dear Sirs,

Your name was given to us by Massrs. ... Ltd., who have been regu-



lar customers of yours for some years. We asked them if they knew of a manufacturer who would be able to supply immediately the goods specified on the enclosed list.

We would explain in confidence that our usual supplier has rather let us down this year on delivery dates and quantities, and we are in danger of getting into arrears with one or two of our contracts.

If you can supply the goods required, please accept this as our official order: payment will be made on any basis acceptable to yourselves.

We hope you will be able to meet our requirements in this instance, and would add that if your products are satisfactory and terms competitive we should be interested in a longterm connection between us.

We should appreciate a prompt reply.

Yours faithfully,

4. Уважаемые господа,

Мы получили запрос от фирмы, имеющей в собственности несколько первоклассных отелей в нашей стране. Они открывают новую гостиницу и обратились к нам с просьбой дать им расценки на мебель и соответствующее оборудование по прилагаемому списку.

Мебель и оборудование должны соответствовать самым современным моделям, и все должно быть поставлено к открытию гостиницы в октябре. Поэтому не могли бы вы сообщить нам, имеется ли товар у вас в наличии и сколько времени вам потребуется, чтобы закончить поставку указанного товара. Мы также были бы вам благодарны, если бы вы сообщили сколько на это потребуется упаковочных ящиков и стоимость упаковки.

Сегодня мы послали вам телекс, текст которого идентичен прилагаемой копии. Мы были бы вам благодарны, если бы вы ответили нам по телефону или по факсу.

С уважением,

3) Read and translate replies to enquiries and offers.

1. Dear Sirs,

Thank you for your enquiry of April 18th concerning elastic wire. We are glad to say that we can supply any quantity of wire from stock to the exact specification of your sample. You may be sure of immediate attention to your order, which we look forward to receiving.

Yours faithfully,



2. Dear Sirs,

Your enquire of October 12th, which we welcome, is receiving our attention, and we thank you for your interest in our products.

A copy of our illustrated export catalogue will be sent to you today, together with a range of samples of the various skins used in the manufacture of our gloves and shoes. We think the colours will be just what you want for the fashionable trade, and the beauty and elegance of our designs, coupled with the superb workmanship, should appeal to the discriminating buyer.

Our representative, Mr J., will be in your city next week and he will be pleased to call on you with a full range of samples of our handmade lines. He is authorized to discuss the terms of an order with you or to negotiate a contract.

It will be pleasure to serve you.

Yours faithfully,

3. Dear Sirs,

We thank you for your enquiry of June 25th and are interested to hear that you saw our advertisement in "The Metal Worker". No doubt you also read the report, on page 22 of this journal, of tests carried out on our aluminium screws.

To save time, we enclose a proforma invoice for the items listed in your enquiry, as all of these are in stock at all times. Thus, should you wish to place a firm order, all you need do is arrange for settlement of the invoice by draft through your Bank, and advice us at the same time. We guarantee delivery within 4 weeks of receiving your instructions.

You may be interested to know that we are opening a new agency early next you for the greater convenience of our customers. Meanwhile we shall give your orders our immediate attention.

Yours faithfully,

4. Уважаемые господа,

Благодарим за ваше письмо от 1 марта и прилагаем наши каталоги. Мы будем рады выполнить ваш заказ на наших обычных условиях – 2,5% при оплате в течение месяца или 3,5% при оплате сразу же наличными. Мы верим, что это только начало наших долгосрочных и взаимовыгодных отношений.

Мы готовы всячески помогать своим клиентам и надеемся, что вы без промедления сообщите нам, можем ли мы быть вам полезны.

С уважением,



III. Orders. (Заказы)

1) Read and translate orders.

1. Dear Sirs,

Many thanks for your prompt reply of 20th April to our enquiry for Bell-Wire. We enclose our official order for 15000 meters, which we understand you can supply from stock.

As indicated in our first enquiry, the quality must be up to the sample we sent you, and colour of the insulation identical to that of sample. Our order is placed on this condition.

Yours faithfully,

2. Dear Sirs,

We were very glad to receive your order for 2 Horizontal Drilling Machines to be supplied to your own specification.

As we mention in our previous letter, delivery of the machines made to supplied specifications is not normally possible in less than 3 months, but we should like to help you and are giving your order priority. You may be sure that your machines will be ready for shipment by April 1st.

We will advise you when your order is ready for collection and shall be pleased to assist you to the best of our ability at all times.

Yours faithfully,

3. Dear Sirs,

We shall be glad to have lowest price for supplying 5000 booklets similar to the enclosed, to be made from sketches supplied by us. We shall want delivery certain by July 10th.

Yours faithfully,

4. Уважаемые господа,

Мы очень сожалеем, что вынуждены сообщить вам о задержке исполнения вашего заказа № ...

от ...



Как вам, возможно, известно, правительство наложило эмбарго на беспошлинный экспорт некоторых материалов, и мы должны получить специальную лицензию на продолжение выполнения вашего заказа. Мы полагаем, что задержка составит не более 2-3 недель, и ваш заказ будет первоочередным, как только нам будет дано разрешение на продолжение экспортных сделок. Примите, пожалуйста, наши извинения за причиненные неудобства.

С уважением,

2) Общие и вступительные фразы:

- We enclose our official Order No ...
- Our Indent No. 26 is enclosed ...
- We have pleasure in sending you an order for ...
- Please supply the following ...
- Thank you for your offer of July 1st, which we accept on the terms quoted.
- Will you please arrange early shipment of ...
- Thank you for letting us have samples of We should be glad if you would send us ...
- The quality must be up to same ...
- There is no market here for the higher-priced cameras. Please send only models in the medium price-range.
- If you have similar article but of better quality, please supply it instead, provided the price is not more than 10% higher.
- We are prepared to pay up to \$800, but only for a first-class article. Please send us details of other makes, if you cannot supply at or below this price.

3) Отказ принять товар, заказ.



- We shall be unable to accept any more orders for this item until further notice.

- Regarding item No. 6 order, we regret that we do not manufacture this in stainless steel.

- In this instance we are unable to accept your order, as we cannot match your pattern.

- Supplies of raw materials are becoming difficult to obtain and we have no alternative but to decline your order.

- As our factory is at present fully occupied with contract orders, we regret having to decline your order.

- Production difficulties force us to decline further orders for this model for the time being.

- We are at present supplying only to wholesalers, and therefore refer you to Messrs. ..., who would be pleased to supply your needs.

- We fear we cannot turn out brushes of reasonable quality at the price you ask.

- As we should be unable to promise delivery before next Spring, we feel we must return your order, with our apologies and best thanks.

- We have a waiting list of several hundred for these machines and can give no guarantee of delivery this year.

IV.Complaints (Рекламации)

1) Read and translate complaints.

1. Dear Sirs,

We duly received the documents and took delivery of the goods.

We are much obliged to you for the prompt execution of this order. Everything appears to be correct and in good condition except in case No ...

Unfortunately when we opened this case we found it contained completely



different articles, and we can only presume that a mistake was made and the contents of this case were for another order.

As we need the articles we ordered to complete deliveries to our own customers, we must ask to arrange for the despatch of replacements at once. We attach a list of the contents of case No ... , and shall be glad if you will check this with our Order and your copy of your invoice.

In the meantime we are holding the above mentioned case at your disposal; please let us know what you wish us to do with it.

Yours faithfully,

2. Dear Sirs,

Thank you for your letter dated We were glad to know that the consignment was delivered promptly, but it was with great regret that we heard case No ... did not contain the goods you ordered.

On going into the matter we find that a mistake was indeed made in the packing.

We shall be much obliged if you will keep case No ... and contents until called for by our agent whom we have instructed accordingly.

Please accept our many apologies for the trouble caused to you by the error.

Yours faithfully,

3. Dear Sirs,

It is with great regret that we have to inform you that your last delivery is not up to your usual standard. The material seems to be too loosely woven and is inclined to pull out of shape. By separate mail we have sent you a cutting from this material, also one from cloth of an early consignment in texture.

We have always been able to reply on the high quality of the materials you sent us and we all the more disappointed in this case because we supplied the cloth to new customers. As we shall have to take it back we must ask you to let us know, without delay, what you can do to help us in getting over this difficulty.

Yours faithfully,

4. Уважаемые господа,

Мы получили ваше письмо от 12 июня, и в полной растерянности от



вашей претензии относительно качества поставленного вам товара. Это товар, который мы в течение многих лет продавали и не получали никаких претензий от других клиентов. Товар производится на наших собственных фабриках из одного и того же сырья. Мы полагаем, что вы просто заблуждаетесь, думая, что качество этого товара ниже того, что вы получали раньше. Тем не менее, мы направляем своего агента для инспекции товара и позднее, когда получим его доклад, свяжемся с вами.

С уважением,

2) Задержка выполнения заказа.

1. Much to our regret, your order has been held up at the docks.
2. Owing to delays in the delivery of raw materials, we fear we may be unable to execute your order before Jan. 23rd. Please accept our apologies for the inconvenience caused – we are working day and night to catch up with schedule.
3. The recent exceptional demand for this line makes it impossible to promise delivery of any further orders before June 15th.
4. We think it fair to point out that recent changes in import quotas may cause us difficulty in executing contract orders and that some delays inevitable.

3) Претензии

1. You have supplied goods below the standard we expected from the samples.
2. The bulk of goods delivered is not up to sample.
3. Unfortunately, we find you have sent us the wrong goods.
4. We cannot accept these containers as they are not the size and shape we ordered.
5. On checking the goods received we find that several items on your



invoice have not been included; we enclose a list of the missing articles.

6. Unfortunately you have not sent us all the goods we ordered; the following are missing: ...

7. We regret to have to tell you that case 20 contains only 10 Plastic Bowls instead of 12 entered on the packing list and also on the invoice. The case shows no sign of pilferage and we shall be glad if you will check up with your packers before we make a claim.

8. We much regret that we have to complain about the way in which the consignment just received has been packed.

9. We must ask you to carry out our orders more carefully in future.

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

V. Bank Transactions.

1. Dear Sirs,

Please open a current account for us in the name of We enclose specimen signatures of the partners, either of whom may sign cheques on our behalf.

Yours faithfully,

2. Dear Sirs,

With reference to your invoice No.21025 of July 3rd, we have to point out that you have made an error in your total. We calculate the correct figure at \$240,000, not \$243,000 as given by you.

Our cheque for the former amount is enclosed and we should be obliged if you would amend the invoice or pass the necessary credit.

Yours faithfully,

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3. Dear Sirs,

Your Statement of Account for the December quarter has been found in order but we think you have made an error in the special discount shown. In your letter of September 12th last you agreed to allow us 5% extra in quarterly transactions...(so many roubles). The amount of the statement in question is ... so many roubles), but you have shown discount at only 2,5%.

Will you kindly adjust this, after which we shall be pleased to pass the account for payment.

Yours faithfully,

4. Уважаемые господа,

Благодарим вас за перевод на ... руб., который был получен нашим банком. Прилагаем нашу официально оформленную расписку.

Сумма данной выписки из счета составляет ... долл., и так как вы не указываете это в своих последних сообщениях, мы хотели бы знать, не является ли это ошибкой вашей карцелярии. Хотим надеяться, что вы переведете остаток в сумме ... долл., в течение нескольких ближайших дней.

С уважением,

5. Открытие счета.

a. We enclose a cheque on the W. Central Bank for \$...

b. Kindly open the account in my name. I am instructing my bankers to transfer the equivalent of ... (so many roubles or dollars) for this purpose.

c. Please advise us present interest rate on deposit accounts and approximately what balance you require us to keep on our current account to eliminate charges.

d. Kindly effect the following payments for us: ...

e. Please transfer the sterling equivalent of DM 1250 to ... in favour of Gebrueder Mueller, Hamburg, Hohestr. 1122. This sum represents payment for costs incurred by that firm on our behalf.



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