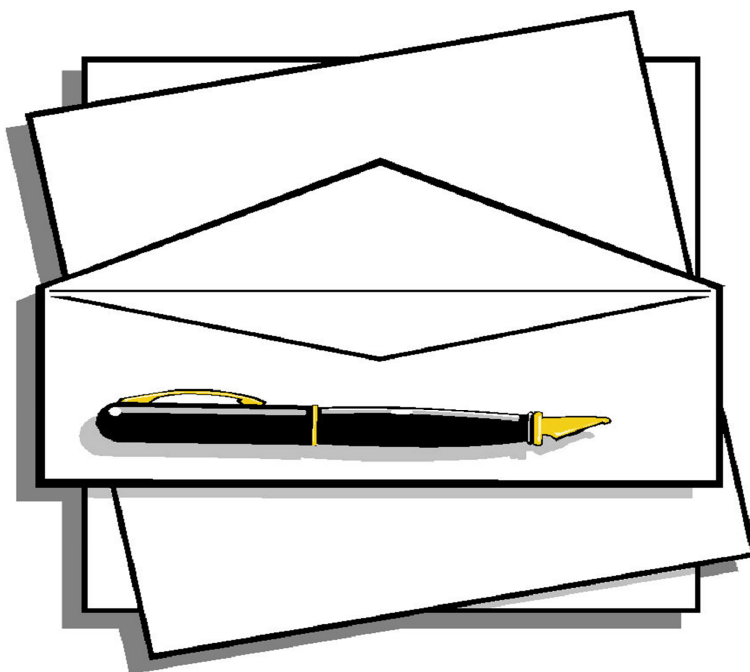


Крячко В.Б., Хван Н. С., Мозговая О. В.

ДЕЛОВАЯ ПЕРЕПИСКА НА ИНОСТРАННОМ ЯЗЫКЕ

/АНГЛИЙСКИЙ ЯЗЫК/



Волгоград

2017

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ ФЕДЕРАЦИИ
ВОЛЖСКИЙ ПОЛИТЕХНИЧЕСКИЙ ИНСТИТУТ (ФИЛИАЛ)
ФЕДЕРАЛЬНОГО ГОСУДАРСТВЕННОГО БЮДЖЕТНОГО ОБРАЗОВАТЕЛЬНОГО
УЧРЕЖДЕНИЯ ВЫСШЕГО ОБРАЗОВАНИЯ
«ВОЛГОГРАДСКИЙ ГОСУДАРСТВЕННЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ»

В. Б. Крячко, Н. С. Хван, О. В. Мозговая

ДЕЛОВАЯ ПЕРЕПИСКА НА ИНОСТРАННОМ ЯЗЫКЕ

/АНГЛИЙСКИЙ ЯЗЫК/

Электронное учебное пособие



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Цель пособия – развитие навыков и умений письменной коммуникации,
необходимых для делового общения на иностранном языке.

Учебное пособие знакомит со структурой делового письма и правилами его
оформления, а также с выражениями, используемыми в деловой переписке. Пособие
снабжено большим количеством образцов оригинальной корреспонденции, а также
упражнениями, направленными на закрепление практических навыков. Учебное
пособие включает приложение с обширным справочным материалом, а также ключи к
упражнениям.

Предназначено для магистров неязыковых вузов, изучающих дисциплину
«Деловой иностранный язык», и может использоваться как для работы в аудитории
под руководством преподавателя, так и для самостоятельной работы.

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Предисловие

В настоящее время Россия настойчиво заявляет о себе как о серьёзном научно-техническом, экономическом и деловом партнёре. Статус России, её авторитет и влияние в мировом сообществе устойчиво возрастает, с каждым годом страна становится все больше «открытой» для международного бизнеса. Растёт и интерес российских компаний к выходу на мировой рынок. Всё это способствует тому, что перед выпускниками российских вузов открываются большие возможности – они могут участвовать в совместных международных проектах в области производства, торговли, науки и культуры, проходить стажировки за рубежом, проводить научные исследования по своей специальности с привлечением зарубежных материалов, обмениваться опытом со специалистами других стран и т.д.

Однако на пути реализации этих возможностей возникают трудности, преодоление которых становится сегодня особенно актуальным. Одной из таких проблем является недостаточная языковая подготовка выпускников неязыковых вузов к осуществлению иноязычного делового общения.

Важность обучения письменному деловому общению на иностранном языке как уникальному, специфическому виду деятельности заключается в том, что сегодня невозможно стать настоящим профессионалом своего дела, если не иметь навыков и умений письменной деловой коммуникации. Для многих специалистов развитие умений письменного делового общения это не только коммуникативная, но и профессиональная компетентность, от развития которой во многом зависит успех и карьера.

Именно поэтому обучение основам письменного делового общения на иностранном языке должно стать неотъемлемым компонентом подготовки магистров к будущей профессиональной деятельности. Развитие в процессе обучения иностранному языку в высшей школе умений письменного делового общения позволит будущим специалистам эффективно взаимодействовать с потенциальными деловыми партнерами, поможет снизить риск возникновения неблагоприятных последствий из-за ошибок в иноязычном профессиональном общении с иностранными коллегами.

Деловой иностранный язык имеет свои особенности. Сегодня в учебных планах подготовки магистров разных направлений он выделяется для изучения как самостоятельная дисциплина.

Данное учебное пособие имеет своей целью развитие навыков и умений письменной коммуникации, необходимых для делового общения на иностранном языке. Учебное пособие знакомит со структурой делового письма и правилами его оформления, а также с выражениями, используемыми в деловой переписке. Пособие снабжено большим количеством образцов оригинальной корреспонденции, а также упражнениями, направленными на закрепление практических навыков.

Учебное пособие состоит из шести разделов, включающих в себя справочный материал, рекомендации, многочисленные образцы написания и ведения

деловой корреспонденции. При отборе материалов деловой переписки учитывалась их актуальность, информационная насыщенность и доступность.

В первом разделе содержатся сведения о структуре делового письма, комментируются национально-культурные особенности написания деловых писем в Великобритании и США.

Во втором разделе рассматриваются документы необходимые при трудоустройстве на работу, такие как «заявление о приеме на работу» и «сопроводительное письмо».

Третий раздел посвящен выработке навыков грамотного написания резюме, приведены примеры его оформления.

В четвертом разделе анализируются такие образцы деловых писем как «письмо-запрос», «письмо-просьба», «письмо-жалоба», «письмо-приглашение», приводятся наиболее употребительные клише, характерные для этих видов писем.

В пятом разделе рассматривается документ, который используется для обмена информацией внутри компании – «меморандум» или «памятная записка».

Шестой раздел посвящен написанию электронных деловых посланий.

К каждому разделу разработана система упражнений. В конце пособия даются ключи к упражнениям для самостоятельной проверки.

Предлагаемые модели писем и упражнения, составленные на оригинальном языковом материале, помогут грамотно оформить и составить деловое письмо.

В пособие входит раздел «Приложения», который включает: правила пунктуации; список наиболее употребительных в деловой переписке аббревиатур; слова и выражения иностранного происхождения, часто встречающиеся в переписке; различия в написании между американским и британским вариантами английского языка; названия стран, народов, столиц; названия штатов США (всего шесть приложений).

Обучение основам письменного делового общения на иностранном языке предлагается строить по следующей схеме:

1 этап – ознакомление и анализ текста-образца (определяется вид делового письма и цели его написания, анализируются отобранные языковые средства для реализации поставленной коммуникативной задачи);

2 этап – выполнение системы упражнений, направленных на формирование умения вести деловую переписку;

3 этап – самостоятельное написание одного из видов деловой корреспонденции.

Учебное пособие предназначено для магистров неязыковых вузов, изучающих дисциплину «Деловой иностранный язык», с целью приобретения навыков письменной речи в сфере делового общения, и может использоваться как для работы в аудитории под руководством преподавателя, так и для самостоятельной работы.

Unit 1. The Layout of the Letter.

Letter writing is an essential part of business communication. Business letters may be divided into official and semi-official. The official letter is a formal communication between people or companies and it is written to conduct some sort of business. But many people want to buy something or to accept an invitation – this is a kind of semi-official letters. The business letters may be subdivided into such groups as: inquires, offers, orders, and so on.

It is important to remember that a business letter is an official document. Of course, there are many other communications between people and companies, for instance telephone conversations, meetings and presentations, but the business letter is the most powerful communications tool for providing structured and considered information in a formal way.

When writing a business letter, you should follow the format of a standard business letter. Keep the letter to one page. Business people are busy and do not appreciate unnecessarily long letters. Most business letters are less than one A4 page long. The typical business letter usually consists of about **7 essential parts**:

1. The Letterhead	Заголовок (включающий место написания письма)
2. The Date	Дата отправления письма
3. The Inside Address	Внутренний адрес
4. The Greeting/Salutation	Обращение/приветствие
5. The Body of the Letter	Содержание письма
6. The Ending/ The Complimentary Close	Заключительная формула вежливости
7. The Signature Block	Блок подписи

and **4 additional parts** of the letter:

1. The Reference Line	Указание на ссылку
2. The Attention Line (if any)	Указание на конкретное лицо (если есть)
3. The Subject Title (if any)	Указание на общее содержание письма(если есть)
4. The Enclosure (if any)	Приложение (если есть)

The heading of the letter contains the full address of the sender. Most companies have letterhead with this information already imprinted. The inside address coincides with the address that appears on the envelope and contains the name, title and address of person to whom you are writing. The salutation should be consistent with the whole tone. The body of the letter is where you write the purpose of the letter. The complimentary close should be relevant to the tone of the letter and the

salutation. And, your signature should be hand written legibly below the complimentary close.

Study the following table:

Item	Notes	Example
<p>1. The Heading or the sender's address (The Return Address) or Letterhead.</p>	<p>The heading of the letter contains the full address of the sender. Most companies have head with this information already imprinted. In correspondence that does not have a printed letterhead; the sender's address is written in the top right corner of the letter (British Style) or in the top left corner of the letter (American Style). In the UK is not usual to write the sender's name before the sender's address.</p>	<p>The sender's address includes Company Name (and logo), Address, Phone/Fax number, E-mail (optional).</p>
<p>2. Date of writing</p>	<p>The date is written below the sender's address, sometimes separated from it by 2 lines below the heading. The date may be written as <i>month-day-year</i> (The US style) or <i>day-month-year</i> (The UK style).</p>	<p>October 19, 2008 (American Style), 19 October 2008 (British Style).</p>
<p>3. The Inside Address</p>	<p>It is written below the sender's address and on the opposite side of the page (UK style) or on the left-hand side of the page (US style). If you know the surname of the person, you write the courtesy title, person's initial and his/her surname. If you don't know the name of the</p>	<p>Mr. A. Harper 'E' Division Headquarters Hessle Police Station Hessle High Road Hull HU4 7BA UK <i>Note : Order of inside address:</i> the recipient, the name of the company, the number of house,</p>

	person, you write the position in the company (The Sales Manager) or the name of company.	the name of street, town/city, the state/county, postcode, the country.
4. The Greeting/ Salutation	It begins with the word "Dear" and always includes the courtesy title and person's last name. Initials or first names are not used in salutations. If you do not know the name or the sex of your receiver addresses it to Dear Madam or Sir (or Dear Sales Manager).	Dear Mr./Ms. Smith: Dear Sir or Madam: <i>After the salutation there is a colon (:)</i> (The US style). Dear Mr./Ms. Smith, Dear Sir or Madam, <i>After the salutation there is a comma (,)</i> (The UK style). Note that in the US a letter to a company opens with <i>Gentlemen</i> .

Ms. [mez] or [miz] – должностное лицо, женщина, чье семейное положение вам не известно. В деловой переписке важно использовать **Ms** вместо Mrs. или Miss. (**Mrs.** – замужняя женщина, **Miss** – незамужняя женщина, **Mr.** [mistə] – обращение к мужчине, **Messrs** [mesəz] –используется при адресации к двум или более мужчинам. **Mmes** [ˈmeɪdəm] – используется при адресации к двум или более женщинам.

Если письмо обращено к должностному лицу, имя которого неизвестно, то название должности пишется с большой буквы и употребляется определенный артикль: The Chairman председателю. Если известны и фамилия и должность адресата, то артикль не ставится. Mr. D. Brown, Chief Executive – мистеру Д. Брауну, исполнительному директору.

5. The Body of the Letter	It's the main part of the business letter. Make sure the receiver knows who you are and why you are writing but try to avoid starting with «I». Use a new paragraph when you wish to introduce a new idea or element into your letter. It is usual to leave a line space between paragraphs in the body	<u>Body Paragraph 1:</u> Explain who you are and why you are writing this letter. <u>Body Paragraph 2:</u> Use facts, details to support your opinion or request. <u>Body Paragraph 3:</u> Tell the reader what you want him to do. <u>Short sentence:</u> End your letter by saying something courteous to
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	of the letter.	your reader.
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Текст большинства писем состоит из трех частей. После приветствия или обращения («Уважаемый г-н ...») следует начало основного текста, где говорится о причинах обращения; в главной части текста сообщается о деталях (подробностях); в завершающей части делаются выводы, сообщается о планах на будущее и т.д.

В первой части могут использоваться следующие фразы:

- ... Мы пишем, чтобы узнать (навести справки) о ... (... We are writing to inquire about...);
- Мы пишем в связи с ... (We are writing in connection on with ...);
- Мы интересуемся (заинтересованы) и хотели бы узнать ... (We are interested in ... and we would like to know ...) и т.п.

Предложение, содержащее основное сообщение, может начинаться такими словами:

- Мы хотим сообщить ... (We would advise ...);
- С удовольствием сообщаю, что ... (It is my pleasure ...);
- Имейте честь сообщить Вам, что ... (We bed to inform you that...) и т.п.

Просьба сообщить необходимую информацию начинается словами:

- Сообщите, пожалуйста, ... (Could you please tell me ...);
- Пожалуйста, сообщите ... (Please let me know if...);
- Я был бы рад узнать ... (I should be glad to know if ...) и т.п.

Письмо-ответ может начинаться с таких фраз:

- Благодарю Вас за письмо от (*дата*) .. (Thank you for your letter of (*date*) ...);
- Мы получили Ваше письмо (*дата*) ... (We have received your letter of (*date*) ...) и т.п.

В деловой переписке используются следующие выражения благодарности и внимания:

- Очень любезно с Вашей стороны ... (It is very kind of you to ...);
- Пишу, чтобы поблагодарить Вас за ... (I am writing to thank you very much indeed for ...);
- Позвольте воспользоваться случаем, чтобы поблагодарить Вас ... (May I take this opportunity of thanking you for ...);
- Благодарим за Ваш большой вклад в ... (Thank you for contributing so much to ...);
- Примите, пожалуйста, мою искреннюю (глубокую) благодарность за Вашу помощь ... (Please, accept me sincere (deep) appreciation for your help ...) и т.п.

Извинения могут начинаться такими словами:

- Мы должны извиниться за ... (We must apologise for...);
- Мы извиняемся за ... (We apologise for ...);
- Мы очень огорчены из-за того, что ... (We are extremely sorry for...);
- Хочу принести свои самые искренние извинения за ... (I wish to offer me sincere apologies for ...) и т.п.

После изложения основной причины письма, деталей и подробностей приводятся **заключительные фразы**:

- Буду ждать Ваш ответ... (I look forward to receiving your soon reply...);
- С нетерпением жду ответа... (Looking forward to hearing from you ...)

В заключительной части может быть дана оценка приведенной в письме информации:

- Надеюсь, что эта информация Вам поможет (I hope that this information will help you);
- Пожалуйста, без колебаний свяжитесь со мной, если Вам нужна более подробная информация (Please, do not hesitate to contact me if you need any further information) и т.п.

<p>6. The Complimentary Close</p>	<p>This short, polite closing ends with a comma. It begins at the same column the heading does.</p>	<p>1. Dear Sir or Madam: (colon or comma) Yours faithfully, (comma) 2. Dear Mr. Last Name/Ms Last Name (no colon or comma) Sincerely (no comma)</p>
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Если Вы в начале письма обращаетесь к адресату по имени, то закончить письмо нужно **Yours sincerely (GB), Sincerely yours (US)**. Если Вы не знаете имени адресата и обращаетесь нейтрально Dear Sir/Madam и т.д., то в конце письма должно стоять **Yours faithfully (US/GB)**.

<p>7. The Signature Block</p>	<p>The signature is the last part of the letter. You should sign your first and last names. Include 4 spaces and type your full name and title, sign the letter between the Complimentary Close and the typed name and title.</p>	<p>1. Sincerely, (Skip four lines to allow space for signing your name) Dennis Jackson Marketing Director Jackson Brothers</p> <p>2. Sincerely yours, (Signature) John Taylor p.p. B. Hanson HR Manager</p>
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При подписании используются такие слова и выражения: For and on behalf of – за и от имени; Per pro. (от per procuration) – по доверенности. Под подписью иногда пишутся слова Authorized Signature – лицо, имеющее право подписи.

The additional parts of the letter:

1. The Reference Line	It is usually below the Letterhead, very often in the top right-hand side of the page. It may be the number of the letter, date of letter or some abbreviation. The Reference Line contains the initials of the sender and the addressee.	Your Ref: 6 May 2007 Our Ref: DA / mr
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DA stands for D. Ashen. Mr. D. Ashen has signed the letter and his initials in capital letters come first in the Reference Line. They are followed by the initials – not necessarily in capital letters – of his secretary or typist (Mary Raynor).

2. The Attention Line	It is written below the inside address to attract the attention of a specific person.	The following various styles of attention lines: Attention: Mr. Edward Brown Attention of the Traffic Manager For the attention of ...
3. Subject Title	Indicates the subject or purpose of the letter. The words “ <u>Subject:</u> ” or “ <u>Re:</u> ” (“regarding”) may be placed before or below the salutation. Remember that the subject line is always underlined in business letters.	<u>HRD Conference</u> <u>Subject: Order for Furniture</u>
4. Enclosures	If you include other material in the letter you write Enc. or Encl. at the bottom of the letter, and if there are a number of documents, these are listed.	Enc.: Letter of guarantee (2 pages) Encl.: Insurance certificate (1 copy) c.c. Mr. Brown

Если вы отправляете копии письма и другим адресатам, тогда в конце письма сделайте соответствующую отметку:

"c.c." – carbon copies (точные копии) или Copy to... .

Иногда вы не хотите, чтобы получатель вашего письма знал, что вы еще кому-то отослали копии. В этом случае внизу писем-копий вы указываете "b.c.c." – blind carbon copies (скрытые копии).

В конце письма, после подписи возможен дополнительный текст, Post Scriptum (P.S.). P.S. состоит из одного предложения.

Look at the letters:

<p>The letterhead</p> <p>The Reference Line</p> <p>Date</p> <p>The Inside Address</p> <p>Attention line</p> <p>The Greeting</p> <p>Subject Title</p> <p>The Body of the letter</p> <p>The Complimentary Close</p> <p>Signature</p> <p>Enclosures</p>	<p>The letterhead</p> <p>The Reference Line</p> <p>Date</p> <p>The Inside Address</p> <p>Attention line</p> <p>The Greeting</p> <p>Subject Title</p> <p>The Body of the letter</p> <p>The Complimentary Close</p> <p>Signature</p> <p>Enclosures</p>
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The UK style of letter

The US style of letter

Practice:

Exercise 1. This is a layout of a letter but the different parts of the letter have been replaced with boxes. You have to decide what should go in each box. Choose from the list. One has been done for you as an example.

	1
2	3
4 Dear	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

Choose from this list:

- A) Opening sentence (reason for writing)
- B) Greeting/ salutation (Dear ...)
- C) Date
- D) Signature
- E) Receiver's name and address
- F) Sender's name
- G) Company logo
- H) I look forward ...
- I) Main body of text
- J) Sender's title
- K) Indication of an attachment
- L) Subject heading
- M) Yours ...
- N) Closing sentence (request for action)

Exercise 2. Look at this business letter and put the following parts of it in the correct order:

The layout of the letter:

- | | | | | | |
|--------|--------|--------|--------|---------|---------|
| 1. ... | 3. ... | 5. ... | 7. ... | 9. ... | 11. ... |
| 2. ... | 4. ... | 6. ... | 8. ... | 10. ... | 12. ... |

Greeting / salutation, sender's address (not name), date, signature, receiver's address, concluding comment, title of subject, main parts of the text, the aim of the letter, the Reference Line, the Attention Line, the Enclosure.

HRD Institute
119 Mill Road Cambridge **1**
GB 12 AZ UK

Our Ref.: DA/st **2**
12 July 2004 **3**

Trade Company **4**
400 S 5th Avenue, Suite # 80
Detroit, MI, 48202-2831
USA

Attention: Mr. Tan **5**

Dear Mr. Tan, **6**

HRD Conference **7**

As a valued member of the HRD Institute, I have pleasure in inviting you to a conference on the future of the HRD a function to be held at Towers Hotel on Thursday and Friday, 7 and 8 October 2004. **8**

Highlights of the conference include:

- HRD Past, Present and Future **9**
- On line training
- Training with The British Council

The seminar is presented by a distinguished panel of professional speakers who will be able to give you expert advice on any area of HRD. I have enclosed a detailed outline of the topics that will be covered; with I am sure you will not want to miss.

If you would like to join us please complete and return the enclosed registration

form to me by 30 September.

I look forward to seeing you at this event.

10

Your sincerely,
(the signature)

11

D. H. Ashen
Manager

Enc

12

Exercise 3. Look at this envelope. Match numbers with letters.

New Jersey Power Company
5695 South 23 Road
(1) Ridgefield, (2) NJ 08887

(3) Mr. Frederick Wolf
Director of Marketing
(4) Smith Printing Company
590 (5) Sixth Avenue
Milwaukee, (6) WI 53216

- A) the addressee's company name
- B) the ZIP Code in the mailing address
- C) the town the letter comes from
- D) the ZIP Code in the return address
- E) the street name in the mailing address
- F) the addressee

Exercise 4. Are these addresses correct? What changes should be made?

10, Garston Road
Worldwide Dealers Ltd.
Mr. R. Stevenson
Australia
Melbourne

Chicago, Illinois,
USA
300, Lincoln Place
The Modern Machine Tool
Corporation

Mathews & Wilson
Ladies' Clothing
General Manager
75, High Street
Glasgow
Scotland

Exercise 5. You also have business partners in different countries who would be glad to get news from you. Write their addresses on the envelope.

A) Export Division Wellhead Builders Ltd., Mr. John K. Style is from England, London, Fen Road, 16.

B) Ms. H. Black lives in the USA (code 10213), in the state of New York, in Brooklyn, the name of the street is Lincoln Drive, 10.

C) Managing Director, USA, Office Equipment Inc., the state of Illinois, Chicago, Rue Road, 344.

D) Write your address to get an answer.

Exercise 6. Match a greeting with a suitable ending.

- | | |
|----------------------|---------------------|
| 1. Dear Sirs | A) Yours sincerely |
| 2. Dear Mr. White | B) Yours faithfully |
| 3. Dear Gentlemen | C) Sincerely yours |
| 4. Dear Ms. White | |
| 5. Dear Sir or Madam | |

Exercise 7. Divide this letter correctly and fill the boxes in the letter below.

Rua Luis de Deus 18, 30 Coimbra, Portugal. 29 March 1991. The Principal, The Oxford English College, 234 Hilton Rd., Eastbourne BN43UA. Dear Sir or Madam, I saw your advertisement for English classes in this month's *English Today* magazine and I am interested in coming to your school this summer. I have studied English for three years but I have never been to England. I would like to improve my pronunciation. Please, could you send me more information about your courses, and an application form? I would also like some information about accommodation. I look forward to hearing from you as soon as possible. Yours faithfully, Ana Maria Fernandes.

	1
	2
3	
4	
5	
6	
7	
8	

Answer the questions:

1. In what other ways can you begin and end formal letters?
2. Where is Ana's address written?
3. Where is the address of the College she's writing to?
4. In what other way can you write the date?
5. Where does Ana sign her name?

Exercise 8. Study the letter and complete it by selecting the correct words:

- | | | |
|-----------------------|------------------------|-----------------------|
| a) Currently seeking, | d) trading, | g) represent us, |
| b) great deal of, | e) based, | h) 'Yours sincerely', |
| c) market, | f) 'Yours faithfully', | i) to speaking. |

Dear Ms White

It was very nice to meet you at the exhibition in Manchester. As I explained at the time, we are (...1...) a UK (...2...) company to (...3...) in Europe.

We require a company to (...4...) our holidays as, after 5 years of successful (...5...), we are now looking to expand our operations worldwide. I understand you have a (...6...) experience in this field.

I look forward (...7...) with you soon on this matter.

(...8...)

Tony Marshall

Exercise 9. All the parts are mixed up in this letter. Put them in order. Rewrite the letter in block style.

Yours sincerely
 Attention: Mr. N. Conshiwan
 Please send us your catalogue with sizes and colors of female and male national clothes of Thailand.
 Re: Enquiry for National Dresses
 We are opening a shop of national Asian dresses and fabrics in one of our hotels.
 International Trading
 Company
 Bangkok
 Thailand
 Dear Mr. N. Conshiwan
 P. Morgan
 Manager
 Intercontinental Hotel Group

3 August, 2003
 Your Ref:
 Our Ref: PM/ma

Telephone: 487-6591
 Telex: 79436 inho
 Telefax: (039) 367

October 23, 2007
 Ken's Cheese House
 34 Chatley Avenue
 Seattle, WA 98765
 Tel: 465-8690

Dear Mr. Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for: 120 x Cheddar Deluxe Ref. No. 856
 The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Fred Flintstone Kenneth Beare
 Sales Manager Director of Ken's Cheese House
 Cheese Specialists Inc.
 456 Rubble Road
 Rockville, IL

Please contact us again if we can help in any way.
 Yours sincerely,

Exercise 10. Now decide whether the following statements are true or false when writing a business letter.

1. It is normal to write Mr. John Tan in the first line of the receiver's address, and underneath to write Dear Mr. Tan without the initial.

2. The subject heading usually comes after Dear Mr. Tan.
3. In a modern business letters Dear Mrs. Lee and Yours sincerely are followed by a comma.
4. Even if you know the person's name, you don't have to use it, you can still use Dear Sir/Madam.
5. Short, simple sentences are better than long complex ones.
6. *Enc* is used when you are sending something in addition to the letter e.g. a cheque.
7. In modern business documents punctuation is not used in the receiver's address.

Exercise 11. Answer the following questions:

1. What are the parts of the Business letter?
2. What is "Letterhead"?
3. What is the difference between the English and American ways of writing the date?
4. What is the way of writing the inside address in English and in Russian?
5. How do the English and the Americans write the opening salutation and the complimentary closing?
6. What is the difference in placing the subject heading in English and in Russian business letter writing?
7. When is the phrase "For the attention of... " used?
8. What is the opening paragraph intended for?
9. What phrases do you know that may be used in the opening paragraph?
10. What is the main principle of dividing the letter into paragraphs?
11. What words are used to fit the paragraphs together smoothly?
12. What is the closing paragraph intended for?
13. What phrases do you know that may be used in closing paragraphs?
14. What should you remember about enclosures and why?
15. If you want a letter addressed to a firm to reach a certain person, how would you indicate this?

Unit 2. Applying For a Job.

There are two types of applications: 1) an unsolicited letter (самостоятельная просьба о приеме на работу) is a letter sent even if a company didn't announce a vacancy; 2) a reply to an advertisement (an ad) for employment appearing in the media. Both types of letters are also called **covering letters for c.v.** (сопроводительные письма).

Generally, the terms *vacancy*, *post*, *position*, or *opening* are used instead of the word *job* in applications.

The aim of a covering letter is to inform an employer **what position** you would like to get and **why** you are applying for this particular vacancy. It is also supposed to give information on qualification, experiences and your present duties relevant to the advertised position.

1. Opening

– *I would like to apply for the position of Programmer advertised in this month's edition of Computer Technics.*

– *I am answering (replying to) your advertisement for the post of Marketing Director which appeared in yesterday's Times.*

– *I am writing to ask you if you might have a vacancy in the (your) general office for a clerical assistant.*

– *I was recommended by ... who is currently working with your firm, to contact you concerning a possible post in the (your) ... department.*

2. Personal Details

If your enquiry is only for an application form, you can give some brief details about yourself, and then ask for the form.

3. Previous experience.

You should give some details about your previous jobs; what you did, what your responsibilities were.

4. Reasons you are applying.

All companies will want to know why you are applying for a particular position. This is not only means explaining why you want the job but why you think your particular skills and experience would be valuable to the firm.

– *I am particularly interested in the position you offer as I know my previous experience and academic background would be valuable in this area of engineering (teaching, accountancy, etc.)*

– *I am sure I would be successful in this post as I have now gained the experience and skills that are required.*

– *As (title of post) I know my background in (area of work) would prove valuable to you, especially as I have been dealing with...*

5. Close.

At the end of the letter, ask for the form, look forward to the interview and offer to supply more information if necessary.

- *Please can you send me an application form and any other relevant details?*
- *I would be grateful if you could send me an application form, and if in the meantime you need any further details about me, I would be happy to supply them.*
- *I look forward to hearing from you. If there's any further information you require, please contact me.*
- *I hope to hear from you in due course. Please let me know if you need other details.*

Practice:

Exercise 1. Study the specimen of an unsolicited letter:

I. Notice how the applicant first mentions how he knows of the company, then gives brief details of his age, education, and his experience, then refers to his Director. Finally, he tells the bank why he wants to join them, and asks for an application form.

II. Answer the following questions:

- 1) How did Mr Bauer hear about the bank he is applying to?
- 2) What does he do in the bank where he now works?
- 3) Why does his bank encourage people to go on overseas courses?
- 4) What does he want the UK bank to send him?
- 5) Which words in the letter correspond to the following: *suggestion; various methods of doing things; particular; getting a qualification?*

110, Virstenweg

D-3000 Hannover

The Manager
Mitchell Hill PLC
Merchant Bank
11-15 Montague Street
London EC1 5DN

21 June 2005

Dear Mr Russel,

I'm writing to you on the recommendation of David McCarran, Assistant Manager in your securities department.

Six months ago Mr McCarran was on a banking course here with me in Hannover, and he suggested that I should contact your company. He told me that you often employ people from other countries on a one-year basis, if they have had banking experience.

I am a 28 year-old employee of the International Bank in Hannover, working in the Overseas securities Department, and have been with this organization for the past two years, since graduating from the University of Munich in 1997 with a degree in Economics.

In my present position as Assistant to the Director of the International Securities Department, I deal with a wide range of investments from companies throughout Europe.

My bank encourages all its staff to spend a year abroad for the experience of working with different systems, and my Director would be willing to give you a reference.

I would like to spend a year or so in the UK to gain experience in securities investment with a British bank, and in exchange, I think my experience in securities and languages would prove useful to your organization. As well as speaking fluent English, I also have a very good working knowledge of French.

If you think it would be possible to offer me a position, please send me an application form where I will be able to give you more specific details about myself.

I look forward to hearing from you in due course.

Yours sincerely,
Marcus Bauer
Marcus Bauer

Exercise 2. Read the covering letter and answer the questions. In which paragraph (1–4) does the write:

- a. *State his enthusiasm and interest?*
- b. *Say that he could be interviewed?*
- c. *Show that he knows something about the organization he wants to work for?*
- d. *Say how he heard about the job and state his interest in it?*
- e. *Describe his practical work experience?*
- f. *Include details of experience or relevant skills?*

Dear Mrs. Proctor

Re: vacancies for Trainee consultants

1. I am writing in response to your advertisement in the September edition of “Telemarketing Magazine” and would like to be considered for one of the post mentioned.

2. As you will see from my enclosed CV, I have recently completed a degree in International Marketing at Clifton University. A six-month company placement in France gave me the opportunity to put some of the theory learned on my course into practice, and to acquire a good working knowledge of French. The post involved helping with the development of telemarketing scripts for sales people. Since then, I have had several months` experience of working in the international section of the Automobile Club`s call centre. This means I have had direct experience of the day-to day realities of communicating with the public.
3. From your corporate website, it appears that working for your organization would offer a stimulating and challenging career within a highly competitive field. I am extremely attracted by this opportunity and feel that I have already acquired some of the skills and awareness necessary to make an effective contribution to the company.
4. I am currently available for interview and would welcome the opportunity to discuss the post in more detail. I look forward to hearing from you.

Yours sincerely
 Signature
 Russell Fleming

Exercise 3. Put the following parts of the covering letter in order:

I.

- 1) As you will see from my form, I have ten years experience with Bates Retail as a Fashion Shop Manager.
 - 2) I would very much welcome an opportunity to discuss my application in greater detail and convince you that I am the right person for the job.
 - 3) Dear Mr. Sorefoot
 - 4) Yours sincerely
 - 5) Please find enclosed my completed application form for the above position.
 - 6) I look forward to hearing from you and hope that you will be able to invite me for an interview.
 - 7) Frances Slimwaist.
- a) ... c) ... e) ... g) ...
 b) ... d) ... f) ...

II.

- 1) Carol Brice (Ms)
- 2) I would like to apply for the position advertised in *The Guardian* on 16 June for an Associate Project Manager.
- 3) Yours sincerely,
- 4) I have four years of experience with Michaels & Wade in Redmond, where I specialized in Management Information Systems. As you update your computer network, you will need expertise in every department of your import business. You will find key information on my experience and education below.

- 5) Dear Mr. Carver,
- 6) Education: Associate's Degree in Computer Science, 2003
- 7) Computer skills: DOS, Lotus, Harvard Graphics, etc.
- 8) 18 January 2007
- 9) Please let me know if there is any further information you require. I look forward to hearing from you.
- 10) Carol Brice
- 11) 25 Westbound Road, Borehamwood, Herts, WD6 1DX
- 12) Communication skills: excellent grammar and usage in writing; good oral presentation and training skill, wrote and delivered annual department report for board of directors.
- 13) Supervisory experience: Assistant to the associate warehouse supervisor at Michaels & Wade for four years.
- 14) Mr. J. Carver, Personnel Officer, Bill & Watson Inc., City Road, London EC3 4HJ.
- 15) Encl. c.v.
- 16) May I arrange a time to meet with you? My daytime phone number is 555-7889. I assure you I will be available immediately.

- | | | | | | |
|--------|--------|--------|--------|--------|--------|
| a. ... | d. ... | g. ... | j. ... | m. ... | p. ... |
| b. ... | e. ... | h. ... | k. ... | n. ... | |
| c. ... | f. ... | i. ... | l. ... | o. ... | |

Exercise 4. Select the correct words in the boxes so that this covering letter is in good English.

Dear Mr. Saleh,

I am writing to 1 (*apply, ask, request*) for the position of Editorial Assistant which was 2 (*shown, advertised, presented*) in the latest edition of Gulf News.

I am currently 3 (*worked, employed, used*) by a Market Research company as a research assistant, but am keen to 4 (*want, pursue, take*) a career in publishing, because I enjoy reading and write my own poetry.

As you will notice on the 5 (*included, mentioned, attached*) CV, I graduated in European Literature. At University I gained considerable 6 (*experiment, expression, experience*) working on the student magazine, so I am 7 (*familiarized, familier, familiar*) with editing techniques. I work well under 8 (*anxiety, demands, pressure*) and enjoy working in a team. In addition, I speak English 9 (*excellently, fluently, strongly*).

I would be *10* (*available, around, accessible*) for interview from next week. Meanwhile, please do not *11* (*hesitate, wait, stop*) to contact me if you require further information.

I look forward to hearing from you.

Yours sincerely,

Margaret Roan

Exercise 5. Here are some common phrases you might use when applying for a job. However, the prepositions are missing – type out the correct ones choosing words from the table below.

to	of	under	in	for
----	----	-------	----	-----

I would like to apply ... (1) the position ... (2)

If you would like to discuss this ... (3) more detail

I enjoy working ... (4) pressure

I was ... (5) charge ... (6)

I was responsible ... (7)

With reference ... (8)

Exercise 6. There are seven mistakes in this letter. Correct the mistakes.

Dear Mr Aziz,

I would like to apply for the job of shop manager which I see advertised in the local paper.

I am twenty years old. I was born in France, but my family moved to England when I was twelve and I am living here ever since. I left school since three years and since then I am having several jobs in shops. For the past six months I am working in Halls Department Store. The manager has been saying that he is willing to give me a reference. I speak French and England fluently. I have also learnt German since I left school, so I speak some German too.

I hope you will consider my application.

Yours sincerely,

Louse Brett

Exercise 7. Look at the following tips for writing covering letters. For each one says if it's true or false

1. The letter should be as friendly and informal as possible.

a) true b) false

2. You should avoid slang and idiomatic language.

a) true b) false

3. Your sentences should be long and complex.

a) true b) false

4. It is fine to use contracted forms (e.g. I'm, It's)
a) true b) false
5. Emotive words (wonderful, great, and terrible) should be avoided.
a) true b) false

Exercise 8. Write the covering letter in reply to this advertisement.

An international hotel group is looking for young graduates with good interpersonal skills to train as managers to work in various branches of its international hotel chain. Graduates of any discipline are welcome to apply although preference may be shown to those with at least one foreign language.

Write to: Joelle Baker, Silver Service
Appointments, 23 Regent Square, London SW1

Exercise 9. Read this advert and write a letter to the employment agency giving them details of your qualifications and asking for further information about these things:

- type of jobs in Florida?
- accommodation?
- cost of flight included?
- work permit?

Go America!

**Offers students exciting summer jobs in the
world's most exciting continent**

Work anywhere in the USA – the choice of location is yours! Experience the wide open spaces “out west”, the bright lights of the city or beach life on east coast resorts. Then take time out and travel.

For more information contact:

Go American!

65 Renard Square
London SE6 WH9

Unit 3. Curriculum Vitae.

Some companies do not send application forms, but prefer applicants to supply curriculum vitae (C.V.) which is **your personal and working history**. CV is a Latin expression meaning 'life story'. The aim of the C.V. or **resume** is to get a potential employer interested in the skills and qualification of an applicant for a particular job in that company.

There should be a covering letter with application forms and CVs, either explaining points that might not be clear, or giving further information to emphasize your suitability for the post.

There are various layouts for a c.v. Some CVs may have a section for supplementary information, where reasons for applying for the position and leaving previous and present employment are included, as well as personal qualities and skills which the candidate feels are relevant to the job.

There exist two types of c.v. They are **chronological** and **functional** CVs. In the most wide-spread chronological resume the applicant has to refer to the workplaces he/she has worked at in the chronological order. The candidate should include the name and address of the companies; the dates of starting and leaving the posts; positions and duties the applicant has been responsible for.

The functional resume is concentrated on the duties and responsibilities not the employers and positions. The candidate shouldn't use this type of the CV if he/she has had a constant workplace.

If you want people to read your CV, your language must be simple and clear:

- ✓ Use short words and short sentences.
 - ✓ Do not use technical vocabulary, unless you are sure that the reader will understand it.
 - ✓ Talk about concrete facts ("I increased sales by 50%"), not abstract ideas (I was responsible for a considerable improvement in our market position").
 - ✓ Use verbs in the active voice ("I organised this exhibition"), not passive voice ("This exhibition was organised by me").

Certain words are used frequently by recruiters in their job descriptions. You can study recruiters' advertisements and job descriptions and try to use these words in your CV and covering letter.

The most powerful words are verbs. And the most powerful verbs are action verbs. (Action verbs describe dynamic activity, not state). So you should use plenty of action verbs matched to your skills, and use them in the active form, not the passive form. Which of these two sentences do you think is the more powerful?

Active form: I increased sales by 100%.

Passive form: Sales were increased by 100%.

Here is a list of typical action verbs categorized by skills:

1. *Communication skills*: address, arbitrate, correspond, draft, edit, lecture, mediate, motivate, negotiate, persuade, present, publicise, reconcile, speak, write.

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

The list of key words to get you started with your resume writing

We advise you to go through the following list of key words commonly searched for by recruiters. By highlighting those words that emphasize your experience, skills and qualities it makes writing your resume that much easier:

A

Accelerated - Accomplished - Accounting - Accredited - Accrued - Achieved - Acquired - Activated - Adapted - Addressed - Administered - Adopted - Advanced - Advertised - Advised - Affiliated - Aided - Aligned - Allocated - Amended - Analyzed - Appointed - Approved - Arbitrated - Arranged - Ascertained - Assembled - Assessed - Assigned - Assisted - Attracted - Audited - Authenticated - Authored - Authorized - Automated - Averted - Awarded

B

Balanced - Bid - Bought - Briefed - Broadcasted - Broadened - Budgeted - Bundled

C

Calculated - Canvassed - Capitalized - Captured - Carried out - Catalogued - Categorized - Centralized - Certified - Chaired - Changed - Channeled - Charted - Closed - Coached - Co Authored - Coded - Co Founded - Cold-called - Collaborated - Collated - Combined - Commanded - Commenced - Commissioned - Communicated - Compacted - Compared - Competed - Compiled - Completed - Complied - Compressed - Comprised - Concentrated - Conceptualized - Concluded - Condensed - Conducted - Connected - Conserved - Consolidated - Constrained - Constructed - Consulted - Contended - Contested - Contracted - Contributed - Controlled - Converted - Conveyed - Convinced - Coordinated - Correlated - Corresponded - Corroborated - Counseled - Created - Critiqued - Cultivated - Curbed - Customized

D

Debated - Debugged - Decentralized - Decided - Deciphered - Declared - Decreased - Deduced - Defeated - Defended - Deferred - Defined - Delegated - Delivered - Demonstrated - Depicted - Depreciated - Described - Designated -

Designed - Detached - Detailed - Detected - Determined - Detoured - Developed - Devised - Devoted - Diagnosed - Diagrammed - Dictated - Differentiated - Diminished - Directed - Disassembled - Discerned - Discharged - Disclosed - Discontinued - Discovered - Dispersed - Displayed - Distinguished - Distributed - Diverged - Diversified - Diverted - Divested - Divided - Divulged - Documented - Dominated - Donated - Doubled - Drafted - Duplicated

E

Earned - Edited - Educated - Elected - Eliminated - Embarked - Emphasized - Empowered - Enacted - Encouraged - Endorsed - Enforced - Engendered - Engineered - Enhanced - Enlisted - Enriched - Enrolled - Ensured - Entailed - Equalized - Equated - Escalated - Established - Estimated - Evaluated - Examined - Exceeded - Excelled - Executed - Exerted - Exhibited - Expanded - Experienced - Experimented - Expert - Explored - Exposed - Expressed - Extracted

F

Fabricated - Facilitated - Familiarized - Featured - Finalized - Financed - Focused - Forecast - Forecasted - Foresaw - Formalized - Formed - Formulated - Fostered - Founded - Fulfilled - Funded - Furnished - Furthered

G

Gained - Gathered - Gauged - Generated - Governed - Graded - Granted - Graphed - Grew - Grossed - Grouped - Guaranteed - Guarded - Guided

H

Handled - Headed - Highlighted - Hosted

I

Identified - Illustrated - Implemented - Improved - Improvised - Included - Incorporated - Increased - Induced - Influenced - Informed - Initiated - Innovated - Inquired - Inspected - Inspired - Installed - Instigated - Instructed - Instrumental - Insured - Integrated - Interacted - Interfaced - Interpreted - Interviewed - Introduced - Invented - Invested - Investigated - Invigorated - Involved - Isolated

J

Judged

K

Knowledgeable

L

Launched - Lectured - Led - Legalized - Leveled - Licensed - Limited - Linked - Liquidated - Listed - Listened - Litigated - Lobbied - Localized - Located - Logged - Lowered

M

Magnified - Maintained - Managed - Maneuvered - Manufactured - Marked - Marketed - Maximized - Measured - Mediated - Mentored - Merchandised - Merged - Minimized - Mobilized - Modeled - Moderated - Modernized - Modified - Molded - Monitored - Motivated - Moved - Multiplied

N

Negated - Negotiated - Netted - Nominated

O

Observed - Obtained - Officiated - Offset - Opened - Operated - Ordered - Organized - Originated - Outlined - Overcame - Overhauled - Oversaw

P

Packaged - Packed - Participated - Passed - Patented - Penetrated - Perceived - Perfected - Performed - Persuaded - Petitioned - Phased out - Photographed - Piloted - Pioneered - Planned - Played - Portrayed - Positioned - Prepared - Presented - Prevented - Priced - Prioritized - Processed - Proclaimed - Procured - Produced - Proficient - Profiled - Profited - Programmed - Progressed - Projected - Prominent - Promised - Promoted - Proofed - Proofread - Propagandized - Proposed - Protected - Proved - Provided - Provoked - Pruned - Publicized - Published - Purchased - Pursued

Q

Qualified - Queried - Questioned - Quoted

R

Raised - Rallied - Ran - Ranked - Rated - Realized - Rearranged - Reassembled - Rebuilt - Recalled - Recommended - Reconciled - Recovered - Recreated - Recruited - Redesigned - Redirected - Reduced - Refined - Regenerated - Registered - Regulated - Rejected - Related - Relocated - Remodeled - Renovated - Reported - Represented - Researched - Resolved - Restored - Restructured - Revamped - Reversed - Reviewed - Revised - Revitalized - Revived - Rewarded - Rewrote

S

Safeguarded - Salvaged - Saved - Scouted - Screened - Secured - Segmented - Set budgets - Shaped - Shipped - Simplified - Sized - Skilled - Sold - Solicited - Spearheaded - Specialized - Stabilized - Staffed - Standardized - Strategized - Streamlined - Strengthened - Structured - Studied - Substantiated - Succeeded - Summarized - Supervised - Supplied - Supported - Surpassed - Surveyed - Sustained - Systematized

T

Tailored - Targeted - Taught - Tendered - Terminated - Tested - Toughened - Traded - Trained - Transferred - Transformed - Translated - Traveled - Tripled - Troubleshoot - Truncated - Tutored

U

Uncovered - Underlined - Undertook - Unmasked - Upgraded - Utilized

V

Validated - Valued - Verified - Visited - Volunteered

W

Won

Practice:

Exercise 1. Study the sample of a functional resume:

Brad Anaheim

45 Beech Avenue
San Jose, CA 938757
Tel. (669) 312-0075

Profession

Systems programmer

Objective

A challenging position in the computer programming field where I can utilize my extensive experience and problem solving skills as a systems programmer.

Experience

Member of MVS/OS395 Parallel Systplexx Conversion Team.

Involvement in high exposure state-of-the-art environment, including OS395 Parallel Systplexx Conversions with full data sharing, Open Edition, and Internet Connection Secure Server.

Solid experience in the installation, maintenance, tuning, and debugging MFFS/ESA (OS395), SMPE, JES3, TSO/ISPF, VTAN, TCP/IP and DB2 and CICS.

Ability to multitask and adaptability to multiple environments, implementing complex systems and network management applications.

Employment history

1993 – present	Sonomax Conversion Systems, San Jose, California
1989 – 1991	ATRAXX Computer Associates, Palo Alto, California
1985 – 1988	Innova Computer Programs, San Francisco, California

Education

Bachelor of Science – Mathematics (1983) University of California at Los Angeles

Master of Science – Computer Science (1985) University of California at Los Angeles.

Exercise 2. Study the sample of a chronological resume:

Curriculum vitae

Date of Birth:	25 February 19...
Name:	Carol Brice
Present address:	25, Westbound Road, Borehamwood, Herts, WDS 1DX
Telephone number:	999-7464-7465
Marital status:	Single
Education and qualifications:	
1980–1985	Mayfield School, Henley Road, Borehamwood, Herts, WD6 1DX GCE in English Language, French; History, Geography; and Art.
1985–1987	Hilltop Further Education College, Kenwood Road, London NW7 3TM Diploma in Business Studies

Work experience: Johnson Bros. Plc, 51-55 Baker Street, London W1A 1AA

Oct '87–Dec '88 **Type of Company:** Retail Chain Stores

Post: Junior Secretary

Responsibilities: Secretarial work including typing; shorthand; correspondence; copying reports and minutes from notes; tabulating data; filing; answering customers' calls; mail distribution; and general office duties.

Jan '89 – present National Auto Importers Ltd., Auto House, Sidmouth Street, London WC1H4GJ

Type of Company: Car importers

Post: Secretary to Assistant Director

Responsibilities: Dealing with all correspondence, taking minutes at meetings and writing up Assistant Directors reports, receiving customers and suppliers; dealing with home and overseas enquires, making decisions on behalf of A.D in his absence, and representing the company at various business functions.

Other information: While working I have attended various evening courses for Italian and French, and have also been on a special Information Technology course at The City College. My interests include tennis, badminton, swimming, and reading.

References: Mr B. Norman, Assistant Director, National Auto Importers Ltd Auto House, Sidmouth Street, London WC1H 4GJ

Current salary: £14,000 per annum

Exercise 3. Although there are different views on how to organize a CV, most prospective employers would expect to see the following headings:

Education	Referees	Personal Details	Profile
Additional Skills	Interests	Professional Experience	

Jasper Bergfeld, a German graduate, is *compiling* his CV. He has collected the *relevant details* but now he must organize them. Look at the following points and decide which heading Jasper should put them under.

Example:

University of Stuttgart – degree in Business Information Management: answer = 'Education'

1. Fluent in English: –
2. Nationality – German: –
3. Concept AG – Assistant Project Manager: –
4. Excellent communication skills: –
5. Full driving license –
6. Diploma in English with Business Studies –
7. Skiing and windsurfing –
8. Computer literate –

9. Able to work on own initiative and under pressure –
 10. Responsible for customer service –
 11. Dr H. Mayer, University of Bath –

Exercise 4. Read Henry's curriculum vitae.

Curriculum Vitae	
Name	Henry George Whitfield
Address	22 Collier Lane Horsham Leeds LS3 6PT
Telephone	0153227963
Date of birth	18 February 1974
Education	
1983 – 1992	Southfield High School, Leeds
1993 – 1996	Nottingham University BA (Hons) English and Sociology
Languages	Fluent French
Computing skills	Microsoft Word
Work experience	
April 1996 to present time	Working with disabled children in Botton Village, a community care centre near York.
1994 – 1995	Secretary of the university climbing club, led a team to the Pyrenees.
July 1992 – May 1993	Lived in Paris. Worked as a porter in a children's hospital. Acquired excellent French language skills.
October 1990 – June 1992	Worked at weekends as an assistant in a chemist's shop.
Interests	Travel, cinema, working with children, climbing.

Complete the questions and answers in the conversation.

I: Where _____ ?

H: In Horsham near Leeds.

I: _____ you _____ to university?

H: Yes, I have. I _____ to Nottingham University from 1993 to 1996.

I: What subjects _____ ?

H: _____ and _____ .

I: _____ any languages?

H: Yes, I do. I _____ fluently.

I: _____ you ever _____ in France?

H: Yes, I ____ . I _____ and _____ in Paris for a year.

I: What kind of work _____ you _____ there?

H: I _____ .
I: What _____ now?
H: I _____ near York.
I: How long _____ there?
H: Since _____ .

Exercise 5. Write the CV of your own according to the sample given above in Exercise 2.

Unit 4. Types of mail.

Every business letter has its own special aim determined by the writer's intention. In an asking letter the intention is not just to express a request; it is mostly to make the recipient respond. Asking letters often sound like "please send me" messages, for they contain a request to send brochures, materials, catalogues and other printed matter. An ordinary request turns into an enquiry if it deals with some commercial information. Asking letters may encourage the recipient to do many other things as well, for example they initiate:

- invitations,
- appointments,
- orders,
- reservations, etc.

When writing an asking letter use the following plan:

- 1) express your intention: requests, enquire, invite, order, etc;
- 2) give your reasons or perhaps offer some appropriate explanations;
- 3) thank your correspondent in advance.

4.1. The request/ The enquiry/ The inquiry letter.

Many business letters request something: a businessman writes to a supplier, asking for a catalogue, a hotel, asking for a reservation; asking for an appointment and so on.

The request can be made by telephone, telegram (cable), telex, fax, or postcard. If you use the postcard, it is not necessary to neither begin with a salutation nor end with a complimentary close. Your address, the date, and reference are sufficient.

If you need to give more information about yourself or ask the supplier for more information, you will need to write a letter.

When writing a request you should:

- 1) state the request;
- 2) state or imply your reasons;
- 3) express the appreciation for the expected cooperation.

Some useful phrases and word combinations:

To begin a request:

- We are interested in ... as advertised recently in ...
- We have received an enquiry for your ...
- I was interested to see your advertisement for ...
- I understand you are manufacturers of (dealers in) ... and would like to receive your current catalogue.

b) To end a request:

- When replying please also include delivery details.

- Please also state whether you can supply the goods from stock as we need them urgently.
- If you can supply suitable goods, we may place regular orders for large quantities.

Practice:

Exercise 1. Look at this letter. In it the customer is replying to an advertisement for cassettes which he saw in a trade journal. The advertiser gave little information, so the writer will have to ask for details.

Disc SA

251 rue des Rainmonieres F-86000 Poitiers Cedex
Tel: (33) 99681031 Telecopie: (33) 102163

Ref: PG/AL 13 May 2003

The sales Dept.
R. G. Electronics AG
Havmart 601
D-5000 Köln

Dear Sirs,
We are a large record store in the centre of Poitiers and would like to know more about the tapes and cassettes you advertised in this month's edition of "Hi Fi News".

Could tell us if the cassettes are leading brand names, or made by small independent companies, and whether they would be suitable for recording classical music or only dictations and messages? It would also be helpful if you could send us some samples and if they are of the standard we require, we will place a substantial order. We would also like to know if you are offering any trade discounts. Thank you.

Yours faithfully,

P. Gerard

Answer the questions:

1. Who sends the letter?
2. Who is it sent to?

3. Why does P. Gerard say they are a “large” record store?
4. Is he interested in high-quality cassettes or low-quality cassettes?
5. What two things does he require before he places an order?
6. How did he hear about the advert?
7. If the letter began Dear Mr. ... what would the complimentary close be?
8. Is Mr. Gerard asking about any special concessions?
9. Which words in the letter correspond to the following: publication; product’s name; vocal instructions; examples; large?

Exercise 2. Read the letter and answer the questions given below:

1. How did Lynch & Co. Get to know about Satex?
2. What market is Lynch & Co. Interested in?
3. How many sweaters are they likely to order?
4. What discounts are they asking for?
5. How will payment be made?
6. What expression does Mr. Grane use to show Lynch is a large firm?
7. Should any references be quoted in reply to this letter?
8. Which words in the letter correspond to the following: shown; group of shops; selection; less; present?

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL
 Telephone No.: 021 236 6571 Fax: 021 236 8592 Telex: 341641

Satex S. P.
 Gerardia di Pietra Papa
 00146 Roma
 Italy

Your ref:
 Our ref: Inq. C351

 6 February 2005

Dear Sirs,

We were impressed by the selection of sweaters that were displayed on your stand at the “Menswear Exhibition” that was held in Hamburg last month.

We are large chain of retailers and are looking for a manufacturer who could supply us with a wide range of sweaters for the teenage market.

As we usually place very large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices, and our terms of payment are normally 30-day bill of exchange, documents against acceptance.

If these conditions interest you, and you can meet orders of over 500 garments at one time, please send us your current catalogue and price-list. We hope to hear

from you soon.

Yours faithfully,

L. Grane
Chief Buyer

Exercise 3. Find in the letter the English equivalents to the following Russian phrases:

1. крупная цепь розничных продавцов
2. производитель, изготовитель, предприниматель
3. подростковый рынок товаров
4. широкий выбор
5. крупные заказы
6. скидка
7. чистые цены по прейскуранту
8. условия платежа

Exercise 4. Find the Russian equivalents:

1. inquiry for delivery
2. We ask you to inform us whether you are able to supply us with ...
3. Please inform us of your possibility to provide us with ...
4. Please send us an offer quoting your best prices and possible discounts.
5. We shall be very grateful if you could send us your quotation as soon as possible.
6. We are in the market for ...
7. We would like to know the lead time of the goods and your payment terms.
8. We would like the delivery to be made not later than October of the current year.

A) запрос о поставке;

B) Просим выслать нам предложение, назначив наиболее выгодные условия и возможные скидки.

C) Мы намереваемся купить...

D) Просим Вас сообщить нам, можете ли Вы поставить нам ...

E) Мы были бы очень признательны, если бы Вы направили нам Ваше предложение как можно скорее.

F) Мы хотели бы знать срок поставки товара и Ваши условия оплаты.

G) Желательно, чтобы поставка была осуществлена не позднее октября этого года.

H) Просим сообщить нам о возможности поставки...

Exercise 5. Write the inquiry letter of your own. You are the electronic distributor. You write a letter to Allwood and Sons Ltd, 22 Highland Way, Ashford, Kent,

asking for full details and price list. You also ask whether they can arrange for their instruction booklets to be translated into Russian. Tell them that you saw their ad in newspaper. Create your own company; use your own name to sign the letter.

4.2. Replies to Enquiry letters/ Inquiry Replies.

All enquiries should be answered, even those that cannot for some reason. An inquiry indicates interest in your company and a potential customer. The inquiry reply should be designed not only to increase that interest, but to inspire the inquirer to action. An inquiry reply should begin by thanking the reader, acknowledging the interest in your company. The substance of an inquiry reply is usually information. You should include not only the specific facts your correspondent requested, but any others that may be of help. If the information requested cannot be provided at all, if it is confidential, you should explain this in your letter.

A reply to an inquiry will generally:

1. Thank the writer of the letter of inquiry;
2. Supply all information requested and refer both to enclosures and to samples, catalogues and other items being sent by separate post;
3. Provide additional information;
4. Conclude with one or two line encouraging the customer to place orders and assuring him/her of good service.

Some useful phrases and word combinations:

Acknowledging receipt of an enquiry/request:

- Thank you for your letter of ... regarding / concerning / in connection with ...
- I refer to your enquiry about / relating to ...
- I have received your letter of ... requesting information about ...

Explaining action taken as a consequence of the enquiry:

- I have (reviewed our available stock) ...
- We held a meeting on 21 January to discuss possible solutions.
- I have checked/looked into/investigated (the possible approaches) ...

Making suggestions / justifying recommendations / pointing out pros and cons / hedging:

- The best choice would be ... since ...
- I highly recommend ... as / due to the fact that ...
- ... would probably be more suitable because ...

- ... seems to suit you better although ...
- Perhaps you should choose ... even though ...
- I suggest that you (should) choose ...
- I recommend this item since ...
- In view of the fact that ..., I would strongly recommend ... as ...

Apologizing and rejecting proposals:

- While I appreciate your firm's need for this information, I regret that ...
- It will not be possible to ... for legal reasons. We are bound to ...
- Your proposal is of interest to us, and we have had consultations about it.
- However, we feel that it will not be in our interests to ... for reasons of (privacy).
- We are concerned that ...

Stipulating action requested or to be taken:

- We shall arrange for ... by ...at the latest.
- I shall see to it that ...
- Our company will arrange for ...

Establishing goodwill and suggesting contact:

- I hope this suggestion/information will be useful to you.
- I hope this information will prove useful to you.
- I hope that this information will help you to make decisions on your order.
- I look forward to hearing from you.
- I look forward to receiving your confirmation of ...
- I look forward to doing business with your company in the future ...
- Please feel free to contact me again if you have any further queries on ...
- Do contact me on 27615432 if you need further information.
- Please do not hesitate to contact me on 27615432 if I can be of further assistance.

Practice:

Exercise 1. Read the reply to enquiry find in it the following extracts:

- the one containing thanks;
- saying that it is necessary to enclose some papers;

- containing detailed information about samples;
- informing us about prices;
- giving details about the advertisements.

Dear Mrs. Harrison

I was very pleased to receive your enquiry of 15 January and enclose our illustrated catalogue and price list giving the details requested.

A full range of samples has also been sent by separate post. When you have had an opportunity to examine them, I feel confident you will agree that the goods are excellent in quality and very reasonable priced.

On regular purchases of quantities of not less than 500 individual items, we would allow a trade discount of 33 %. For payment within 10 days from receipt of invoice, an extra discount of 5% of net price would be allowed.

Polyester cotton products are rapidly becoming popular because they are strong, warm and light. After studying our prices you will not be surprised to learn that we are finding it difficult to meet the demand. However, if you place your order not later than the end of this month, we guarantee delivery within 14 days of receipt.

I am sure you will also be interested to see information on our other products which are shown in our catalogue; if further details are required on any of these please contact me.

I look forward to hearing from you.

Yours sincerely,

Exercise 2. Match the beginnings and ends of these sentences.

1. I was pleased to learn
2. We look forward
3. We shall be pleased
4. Please let me know ...
5. Thank you for ...
6. I hope that this information ...
7. Your proposal is of interest to us,
8. We held a meeting
9. If you require any further information
10. We trust we have supplied sufficient information
11. We kindly ask you

- a) to send you any further information you may need.
- b) to receiving a trial order from you soon.
- c) your enquiry dated ... regarding
- d) that you are interested in our (name of product).
- e) if you need any further details.
- f) to discuss possible solutions.
- g) and we have had consultations about it.
- h) will help you to make decisions on your order.
- i) to confirm the present offer by fax.
- j) we shall be happy to let you have this, on request.
- k) for your requirements.

Exercise 3. Put the sentences of the letter in the correct order.

- a) The terms of payment are the subject of negotiations.
- b) With reference to your enquiry of June 2nd we are pleased to confirm that we manufacture the goods you are interested in.
- c) Yours faithfully, N.V. Popov.
- d) We hope our offer meets your requirements and will result in an appropriate order.
- e) Our current price-list is enclosed herewith. Please note that our price is understood to be FOB London, delivery time: three months after the order received.
- f) Head of Import Dpt.
- g) Dear Sirs:
- h) Your prompt reply will be appreciated.

- | | | | |
|--------|--------|--------|--------|
| 1. ... | 3. ... | 5. ... | 7. ... |
| 2. ... | 4. ... | 6. ... | 8. ... |

Exercise 4. Read the following letter and write your reply to it.

International Student Exchange Foundation
 King's University
 London
 U.K.
 3 Jul 2009

HK Polytechnic University
 Kowloon
 Hong Kong
 Dear Mr.

**Invitation to Join the
 International Student Exchange Foundation**

As Membership Coordinator of the International Student Exchange Foundation, I would like to invite you to become a member of our foundation.

The International Student Exchange Foundation promotes international links between students and arranges student exchanges and work placements abroad.

We try to match students from different countries with each other so that they can go on exchanges to each other's universities, and undertake work placements in each other's countries. We help with finding scholarships, bursaries, grants and low-interest loans to finance these activities.

If you are interested in joining us, please fill in the enclosed application form, and write a short letter stating if you are interested in a student exchange, a work placement or both. Please also state where you would like to go, and for how long. We currently have opportunities in Aruba, Grenada, Mozambique, Taiwan and the Falkland Islands.

I look forward to hearing from you.

Yours sincerely
Jane Smith
Jane Smith
Membership Coordinator
International Student Exchange Foundation

Encl: Application Form

Exercise 5. Write the reply from Allwood and Sons Ltd, 22 Highland Way, Ashford, Kent by saying thank for the inquiry. They enclose the catalogue showing all details of the product you need, the type, the price. They also offer special discount (10%) if the order is more than 500 details. The quality is high and suitable with the market demand. Unfortunately, the booklets only use international language and cannot be translated in your language.

4.3. A Letter of Complaint.

Writing a complaint letter is often an undesirable task, but if it is done well, the end result can be very rewarding. Complaint letters can be used for the purpose of having products replaced or money refunded, for changing company policy or government legislation, for influencing the media, and so forth.

Often a complaint letter is more effective than a simple phone call or e-mail message. Furthermore, in many cases, the formality of a complaint letter can add seriousness to the situation that will bring results.

When writing your complaint letter, identify a definite purpose and outcome that you want to achieve, and indicate those ideas clearly in your letter. There is no need to open your letter by apologizing for the need to complain (“We regret to inform you ...”, “I am sorry to have to write to you about ...”); this weakens your case.

Begin your letter simply:

– *We would like to inform you ...*

– *I am writing to complain ...*

– *I am writing with reference to Order № P56 which we achieved yesterday.*

Generally keep your letter short and concise. Write short paragraphs, and almost always keep your letter to one page. However, do include all important facts. Include important dates or places (for example, when and where you bought the product or received the service), and include any additional relevant information you can (such as the product number or type of service).

While writing your letter, remain diplomatic and courteous at all times. No matter how justified your complaint may be, do not allow your letter to become angry, sarcastic, or threatening. Keep in mind that the person that reads your letter will often not be the person responsible for the problem. Therefore, do not use sentences like “You must correct your mistake as soon as possible” or “You made an error on the statement”.

Use passive and impersonal structures:

– *The mistake must be corrected as soon as possible.*

– *There appears to be an error on the statement.*

– *There seems to be some misunderstanding regarding terms of discount.*

If you think you know how the mistake was made, you may politely point it out to your supplier.

– *Could you tell your dispatch department to take special care when addressing my consignment?*

– *Could you ask your accounts department to check my code carefully in future? My account number is 774-132, and they have been sending me statements coded 132-774.*

If you think you know how the mistake can be corrected, let your supplier know.

– *The best solution would be for me to return the wrong articles to you, postage and packing forward.*

If your complaint letter does not bring about the results that you hoped for, consider writing another letter with a firmer tone, or try writing to someone higher up in the chain of command.

Practice:

Exercise 1. Study this letter about faulty product. Use the words and expressions in the box to improve the style of those parts that are underlined:

I'm afraid
accurate

could send
attached

purchased
found

Sir or Madam

ABC stores Head Office
21 Brick Rd
Swansea SW 1118-67

89 Walpole Rd
Newtown, Big County
NT 444-5

6 March 2008

Dear Mr. or Mrs.

I regret to inform you that the enclosed product doesn't work. It is the third one I've had to return this month (see correspondence in the same envelope).

I bought it from ABC stores at Newtown, Big County on 22 February.

I was careful to follow the instructions for use.

Other than the three I've had to return recently, I've always thought your products to be excellent.

I'd be grateful if you sent a replacement as soon as possible and refund my postage.

I really appreciate your help.

Yours faithfully,

Jane Smith
J Smith (Mrs)

Exercise 2.

1) Read this letter about poor service and complete it with the words and expressions below: *the above address, arranged for, required, unable, compatible, to inform, to ensure, to deal with this, grateful for.*

Managing Director
Master Service Center
54 Riverside, Cardiff CF 280

12 Morgan Street
Cardiff CF 338
Telephone: 49721

31 August 2001

Dear Sir or Madam,

I am writing to you ... that your engineer Mr Johnson called for the third time in the past ten days to repair our washing machine at ... , and I am still without a working machine.

He was ... to carry out the repair once more because the spare part was again not (I attach copies of the service visit reports.)

Your engineers have been excellent as always, but without the correct parts they can't do the job

Can I ask that you to look into this ... that the next service visit, ... 2nd September, resolves the matter.

Please telephone me to let me know how you'd like When the matter is resolved I'd be ... a suitable refund of some of my service contract costs.

I greatly appreciate your help.

Yours sincerely,

Robert Miles

Enc.

2) Read the letter once more and answer the questions:

- a) Why was the engineer unable to repair the machine?
- b) How long does Mr Miles want it repaired?
- c) What date is supposed to be the next service visit?
- d) Does Mr Miles want the Director of the Service Center to repair the machine?
- e) Are there any kinds of documents enclosed with the letter?
- f) What does Mr Miles intend to receive when the matter is resolved?

Exercise 3. Complete the letter of complaint to a television company with the adverbs in the box. Use each adverb once.

a. Entirely	d. freely
b. Seriously	e. sincerely
c. Strongly	f. thoroughly

43 St Helen's Road, Edinburgh EH52 TJN
15th July 2009

Head of Scheduling
LTC Television Centre
London

Dear Sir or Madam,

I feel I must write to you on a matter about which I feel very strongly. I (1) _____ believe that there is far too much sport of all kinds shown on LTC television today. I (2) _____ disapprove of the wall-to-wall coverage, particularly of football, golf, and cricket on all your channels. It really is unacceptable when I turn on the TV on a weekday evening and find football on two of your three channels. I (3) _____ admit that sport plays a major role in our society, but this really is unacceptable. Sundays are already (4) _____ taken up by sport. I also find it absolutely ridiculous that scheduled programmes are cancelled because of Wimbledon or some other tennis tournament.

I (5) _____ hope that you will listen to those of us who are not sports fanatics and provide some entertainment for us too.

Yours faithfully
Kirsty McKenzie (Mrs)

PS I (6) _____ enjoyed your production of “Hamlet” last week. More of that sort of thing, please.

Exercise 4. Look at this annotated advert for a computer game and complete the letter of complaint below.

<p>GAMES WORLD MAGAZINE SILVER CITY COMPUTER GAME This great new game from <i>Futurecom</i> has:</p> <ul style="list-style-type: none">• realistic graphics• 5 levels – <i>only three!</i>• great Soundtrack – <i>quality was bad!</i>• for one, two or four players – <i>only one person could play</i>• free extra game – <i>where?</i> <p>3 February 2001</p> <p>Dear Sir / Madam</p> <p>I am writing to complain about a computer game I ordered from <i>Games World Magazine</i> last month. The game arrived several weeks ago, and since then I have experienced a lot of problems with it.</p> <p>First of all ... (<i>describe first problem; number of levels</i>). Secondly, your advertisement claimed that... (<i>sound quality</i>). However, ... (<i>say what the sound quality was really like</i>). In addition, ... (<i>mention third problem: one person can play</i>) and ... (<i>did you get a free game?</i>).</p> <p>When I phoned customer services, ... (<i>what did they say/do?</i>). That was two weeks ago, and I am still waiting for ... (<i>what?</i>). I am not satisfied with the computer game and ... (<i>what do you want them to do?</i>).</p> <p>Yours faithfully</p>

Exercise 5. Read the transcript of a telephone call in which a woman is complaining about a holiday. Write her letter of complaint, using more formal English. The letter should contain the same information. The beginning has been done for you.

“Good morning. My husband and I have just had a holiday and ... Yes, that’s right, your agency organized it, and I feel I must complain about it. Well, when we arrived at the airport the tour guide ... yes, she was supposed to take us to the hotel, but she wasn’t there. We had to take a taxi. Yes? That’s right. And it cost a lot of money. Now, in the brochure – you sent us a brochure two months ago – it

said our hotel was “a stone’s throw from a golden beach fringed by coconut palms”. This wasn’t true. ...Can I finish, please? In fact it was three miles from the coast. And the “beach” – we went there on our first day – the beach wasn’t sandy at all, but rocky and muddy. ... Yes. And as if that wasn’t bad enough, to get to the beach you had to cross a motorway! And it was full of speeding traffic! And then the hotel. It was dirty and old, and you said it had “all modern conveniences”. When we came to see you, you told us about the wonderful food. You promised it would be of an internationally high standard. Well, dinner was the same every night and they didn’t serve it until 10. I think your company owes us an apology and a refund. ... Well, its motto “We aim to please”. ... How much? Five hundred pounds would be an acceptable amount. That’s half the cost of the holiday.”

31 Marlborough Crescent
Cambridge CB2 4WG

Sunshine Travel
123 Euston Rd
London N2 6TG

31st August

Dear Sir or Madam,

My husband and I have just had a holiday which your agency organized and which ...

4.4. Replying to Letters of Complaint.

Study the tips for writing a response to a letter of complaint:

1. Acknowledge that you have received the complaint, and thank your customer for informing you.

– *Thank you for your letter of 6 August informing us that ...*

– *We would like to thank you for informing us of our accounting error in your letter of the 7 June.*

– *We are replying to your letter of 10 March in which you told us that ...*

2. Sometimes you cannot deal with a complaint immediately, as the matter needs to be looked into. Do not leave your customer waiting, but tell him what you are doing straight away.

– *While we cannot give you an explanation at present, we can promise you that we are looking into the matter and will write to you again shortly.*

– *Would you please return samples of the items you are dissatisfied with, and I will send them to our factory in Berlin for tests.*

3. If the complaint is justified, explain how the mistake occurred but do not blame your staff; you employed them, so you are responsible for their actions.

– *The mistake was due to a fault in one of our machines, which has now been corrected.*

– *There appears to have been some confusion in our addressing system, but this has been adjusted.*

4. Having acknowledged your responsibility and explained what went wrong, you must put matters right as soon as possible and tell your customer that you are doing so.

– *The reason for the weakness on the units you complained about was due to a faulty manufacturing process in production. This is being corrected at the moment and we are sure you will be completely satisfied with the replacement units we will be sending you in the next few weeks.*

– *The paintwork on the body of the cars became discoloured because of a chemical imbalance in the paint used in spraying the vehicles. We have already contacted our suppliers and are waiting for their reply. Meanwhile we are taking these models out of production and calling in all those that have been supplied.*

5. If you think the complaint is unjustified, you can be firm but polite in your answer. But even if you deny responsibility, you should always try to give an explanation of the problem.

– *Our engineer has examined the machine you complained about and in his report tells us that the machine has not been maintained properly. If look at the instruction booklet on maintenance that we sent you, you will see that it is essential to take care of ...*

6. It is useful when closing your letter to mention that this mistake, error, or fault is an exception, and it either rarely or never happens, and of course you should apologize for the inconvenience your customer experienced.

– *In closing we would like to apologize for the inconvenience, and also point out that this type of fault rarely occurs in the Omega 2000.*

– *Finally, may we say that this was an exceptional mistake and is unlikely to occur again. Please accept our apologies for the inconvenience.*

Practice:

Exercise 1. Read this reply to complain of wrong delivery and complete it with the words and expressions below: current, out-of-date, originally, pine-finish, delivery, consignment, cancel.

Homemakers Ltd.
67 - 69 Seaside, Cardiff CF 7 4KL
Telephone: (0222) 49721
Telex: 38217

Registered № C135162

Mr. R. Hughes
R. Hughes & Sons Ltd.
21 Mead Road
Swansea
Glamorgan 3ST 1DR

Dear Mr Hughes,

Thank you for your letter of 3 February in which you said that you had received a wrong ... to your order (№ 1695).

I have looked into this and it appears that you had ordered from an ... catalogue. Our ... winter catalogue lists the dressing tables you wanted under DR 189.

I have instructed one of my drivers to deliver the ... dressing tables tomorrow and pick up the other ... at the same time. Rather than sending a credit note, I will ... invoice № T4451 and include another, № 4467, with the delivery.

There is also a winter catalogue on its way to you in case you have mislaid the one I ... sent you.

Yours sincerely,
R. Cliff
R. Cliff.

Enc. Invoice № T4467

Exercise 2. Read the letter once more and answer the questions:

- 1) Why did Mr Hughes receive a wrong delivery?
- 2) What will Mr Cliff do about this?
- 3) Why is Mr Cliff not going to send a credit note?
- 4) How is Mr Cliff ensuring that Mr Hughes will not make this mistake again?
- 5) Which words in the letter correspond to the following: *investigated, seems, ordered, collect, lost*?

Exercise 3. Write a response letter to a letter of complaint about a bad holiday (see Part I, exercise 3). Use the prompts below:

Dear...

I am writing with reference to ... of (date).

Firstly I apologize for the inconvenience created by our error.

We take great care to ensure

In light of this, we have decided to ..., which we hope will be acceptable to you, and hope also that this will provide a basis for your continued custom.

I will call you soon to check that this meets with your approval.

Yours...

4.5. The Letter of Invitation

An invitation letter is a formal way to invite peers and clients to events which are being hosted by the company and are one of the most popular ways of inviting guests to functions. The professional invitation should be written in a formal tone. The introduction allows the host and sender to introduce themselves, as well as the organization in which they have chosen to represent. A simple background of the individual or company will suffice.

Next, in the body of the letter it is important to outline all of the information about the event. The date and time should be included as well as the theme and purpose for the event. At this point, a date should be mentioned in which guests should provide their reply by, and it may also contain any information regarding special roles played at the event, attire and items required for the guest to bring.

Be sure to mention any specifications about dress code in the invitation letter.

Next, the appreciation for the guest to attend the party should be shown. This can be completed with a formal note, stating that you look forward to seeing the individual at the event. Remember, this needs to keep in tone with the rest of the letter.

The conclusion should contain the sign off and a line that ties the complete letter together, drawing the end of the invitation, with a salutation and a signature. It is very important to send the invitation letters at least two weeks in advance so as to give enough time to the guest for preparing to attend the event.

Practice:

Exercise 1. Study the sample of an invitation letter:

Lockwood Middle School
307 Main Street
Lockwood, NJ 51686

December 10, 2008

Mrs. Jody Coling
President
Lockwood Health Association
23 Main Street
Lockwood, NJ

Dear Mrs. Coling:

My name is Susan Harris and I am writing on behalf of the students at Lockwood Middle School.

A significant amount of the students at the school have been working on a project which relates to the unemployment problem within the youth demographic of Lockwood. You are invited to attend a presentation that will be held within the media room of the school where a variety of proposals that will demonstrate the ability of the community to develop employment opportunities for the youth within the community.

At the presentation, there will be several students receiving awards which will recognize them within the community from the Mayor. Refreshments will also be available at the presentation.

As one of the prominent figures in the community, we would be honored by your attendance. Our special presentation will be held at our school auditorium on January 16th. Please reply by Monday the 9th of January to confirm your attendance to the function.

We look forward to seeing you there,

Sincerely,

Signature

Ms. Susan Harris

Exercise 2: Answer the questions:

- 1) Who is this letter written by?
- 2) Who is being invited and why?
- 3) What details about the event can you learn from the letter?
- 4) What date is the presentation considered to be held?
- 5) Does the addressee have to reply to the invitation?
- 6) How does the letter end?
- 7) What can you say about the tone and the language of the letter?

Exercise 3. Study some more phrases that can be used while writing an invitation:

- *It would give us all great pleasure if you all could accept this invitation to participate in...*
- *We would esteem it an honour if you would be our guest on this occasion.*
- *I extend to you a cordial invitation to participate in ...which is being held on ...at ... am/pm.*
- *The Chairman and Directors of ...request the pleasure of your company at a party to be held at the ... (place) at ... (time).*

Exercise 4. Complete the following letter of invitation with missing words:

assembly, attend, behalf, generous, held, honour, invite, official, pleasure

1997 European Chemical Society Annual Congress,
Stockholm, Sweden,
ZR56876

September, 7-11

Your address

Preliminary Program

Dear Mr.../Ms...:

On 1)... of the European Chemical Society it is an 2)... for us to welcome you and to be your host in Stockholm during the annual ECS congress for 1998.

The ECS annual congress will for the first time be 3)... in Scandinavia and it is a 4) ... for us not only to 5)... you to a conference of the highest scientific standard but also to present Stockholm, and, if you wish, other exciting places in Sweden.

The scientific planning of the congress has resulted in a most exciting program with more than 40 major and 6)... symposia not counting the numerous free communication sessions. The 7) ... program will cover all aspects of modern chemistry.

You are further invited to 8) ... an opening ceremony where the City of Stockholm is our 9) ... host treating all delegates to food and drinks. We are also happy to have arranged a concert to which the delegates are invited to enjoy a party with perfect music.

Welcome,
Jacob Boe
Chairman

Kjell Larsson
Vice-chairman

4.6. Replying to Letters of Invitation

If you would like to accept the invitation:

Always answer a formal invitation promptly with a very brief (one or two sentences) written response which pays careful attention to detail. Keep in mind that the format of the acceptance should mirror that of the invitation. For example, if the invitation is centered on the page, the acceptance should be also. Begin the acceptance by using the third person, unless you are using personal stationery that contains your full name in the letterhead. Then you may begin by using the first person "I". Here are some useful phrases:

– *Thank you for your kind invitation... I confirm that I will be delighted to ...*

- *I appreciate very much your invitation to ... and look forward to being present.*
- *Mr. Z has a pleasure in accepting the invitation.*
- *I am writing to thank you for the invitation to ...*

If you would like to decline the invitation:

An expression of sincere appreciation will help soften your negative response.

- *Unfortunately I cannot accept the invitation owing to prior engagement.*
- *Mr. S. thanks for the invitation to ...to be held ..., but regrets that he is unable to accept it owing to prior engagement on that day.*
- *I would very much like to be able to attend your event, but unfortunately I have inescapable prior commitments which will prevent me from attending.*

Practice:

Exercise 1. Read the invitation and write a reply to it. Firstly, write a letter accepting the invitation. Then reply declining it. Mind the polite tone in each letter of reply.

PJ Party
22 Yew Street, Cambridge, Ontario
Tel: 416-223-8900

April 7th, 2010

Dear Valued Customer:

Our records show that you have been a customer of PJ Party Inc. since our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday. Saturday's sales event is by invitation only. All of our stock, including pajamas and bedding will be marked down from 50-80% off.* Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.

Sincerely,

Linda Lane

Linda Lane
Store Manager

*All sales are final. No exchanges.

Enclosure: Gift Certificate #345 (not redeemable for cash)

Unit 5. A memorandum.

A memorandum (or memo) is a very common form of business letter which is exchanged between members of the same organization. The memo usually focuses on one message or piece of information, and often requests action to be taken. It may be sent to a single person or a group of people.

There are many different techniques used in memo writing, but several basic rules should always be applied:

- Since memos are a little less formal than business letter, it is best to use simple language.
- Keep your memo clear. Use short, simple sentences.
- A memo should not be any longer than one page. Most people do not have time to read long memos.
- The opening and closing formula can be more direct, and less formal than in a letter.

Why write memos?

Memos are useful in situations where e-mails or text messages are not suitable. For example, if you are sending an object, such as a book or a paper that needs to be signed, through internal office mail, you can use a memo as a covering note to explain what the receiver should do.

How to write a memo

Memos should have the following sections and content:

1. A 'To' section containing the name of the receiver. For informal memos, the receiver's given name; e.g. 'To: Andy' is enough. For more formal memos, use the receiver's full name. If the receiver is in another department, use the full name and the department name. It is usually not necessary to use Mr., Mrs., Miss or Ms unless the memo is very formal.
2. A 'From' section containing the name of the sender. For informal memos, the sender's other name; e.g. 'From: Bill' is enough. For more formal memos, use the sender's full name. If the receiver is in another department, use the full name and the department name. It is usually not necessary to use Mr., Mrs., Miss or Ms unless the memo is very formal.
3. A 'Date' section. To avoid confusion between the British and American date systems, write the month as a word or an abbreviation; e.g. 'January' or 'Jan'.
4. A 'Subject' Heading.
5. The message.

Unless the memo is a brief note, a well-organized memo message should contain the following sections:

- A) Situation – an Introduction or the purpose of the memo.
- B) Problem (optional) – for example: "Since the move to the new office in Kowloon Bay, staff has difficulty in finding a nearby place to buy lunch".

C) Solution (optional) – for example: "Providing a microwave oven in the pantry would enable staff to bring in their own lunchboxes and reheat their food".

D) Action – this may be the same as the solution, or be the part of the solution that the receiver needs to carry out; e.g. "we would appreciate it if you could authorize up to \$3,000".

E) Politeness – to avoid the receiver refusing to take the action you want, it is important to end with a polite expression; e.g. "Once again, thank you for your support.", or more informally "Thanks".

6. Signature. (Memos are usually not signed but may be initialed.)

Practice:

Exercise 1. Read memo, and then answer the questions.

MEMO

To: Katherine Chu, Regional Manager

From: Stephen Yu, Sales

Date : 8 July 2009

Subject: My resignation

I am writing to inform you of my intention to resign from G & S Holdings.

I have appreciated very much my four years working for the company. The training has been excellent and I have gained valuable experience working within an efficient and professional team environment. In particular, I have appreciated your personal guidance during these first years of my career.

I feel now that it is time to further develop my knowledge and skills base in a different environment.

I would like to leave, if possible, in a month's time on Saturday, 8 August. This will allow me to complete my current workload. I hope that this suggested arrangement is acceptable to the company.

Once again, thank you for your support.

1. Why is Stephen Yu writing this document?
2. Which part of the memo gives this information?
3. Why has Stephen Yu used a number of polite phrases?
4. What are these phrases?
5. Stephen Yu is tentative (uncertain or not definite) when he informs Katherine Chu about his departure date. Which words indicate this tentativeness?

Exercise 2. Put the words given below in memo.

Date: 9th June

To : Secretarial Supervisor

(1) _____ : Claire McElroy

(2) _____ : Demonstration of new office equipment

The (3) _____ of Smart Equipment will visit us on 28 April to demonstrate their new computer and fax-machine which you are sure to be interested in.

Please arrange the time to meet him so that all your staff could be present.

(4) _____

a) Subject

c) From

b) C.M.

d) Sales Manager

Exercise 3. Put the following sentences of memo in the correct order:

1. I attach the doctor's note.

2. Thank you

3. From: K. K. Wong, Sales

4. To: Julia Wong, Human Resources

5. Date: 8 July 1999

6. Please confirm that the cost of the medicine is covered by the company health scheme.

7. I was sick yesterday, and therefore I couldn't come to work.

8. In order to receive sick pay, I need to send in my doctor's note.

9. Subject: Sick leave certificate.

10. Message:

A. - ...,

C. - ...,

E. - ...,

G. - ...,

I. - ...,

B. - ...,

D. - ...,

F. - ...,

H. - ...,

J. - ...

Exercise 4. Complete the two memos with the adverb collocations:

a. bitterly disappointed

f. accurately predict

b. highly unlikely

g. distinctly remember

c. perfectly clear

h. eagerly await

d. sorely tempted

i. fully understand

e. virtually impossible

j. sincerely hope

MEMO

To: Mike Walters

From: Julia Gough

Date: 17 September

Subject: Letter from Imsyst Inc.

Thanks for forwarding the letter from Imsyst Inc. It is very unfortunate that they can't deliver the imaging machines on time. I (1) _____ that it's difficult to guarantee delivery dates in the current economic climate but I (2) _____ their saying that it wouldn't be at all difficult to meet the deadline we set. In fact I have a written record of it.

What should we do now? It will be (3) _____ for us to meet our customer's deadline if we don't get those machines before the New Year. I (4) _____ that Imsyst can deliver by January and I (5) _____ the outcome of your meeting with

Geoff Lee. If Imsyst can't guarantee new delivery dates, I'm (6) _____ to cancel the contract and find another supplier for the machines.

Regards

Julie

MEMO

To: Julia Gough

From: Mike Walters

Date: 18 September

Subject: Letter from Inc.

Thanks for your memo of 17th September. Like you, I'm (7) _____ that Imsyst have missed the deadline. To be fair to Imsyst, I know they can't always (8) _____ the consequences of economic developments when they plan their deliveries.

Be that as it may, I met Geoff Lee at Imsyst, and it was (9) _____ from what he said that they can and will guarantee delivery by January. I'm going to draw up a new contract, this time with a stiff penalty clause for late delivery, even though this would appear to be (10) _____.

Best wishes

Mike

Exercise 5. Write memo based on this information.

Miss Indira Purewal, senior sales officer at Calibre International Products, is worried that several customers have complained in the past few weeks of incorrect orders having been received. She asks you to write a memo under her to Mrs. Selma Pusao, a supervisor at the Packing Department. You are reminded to be tactful, especially since Mrs. Pusao is usually very efficient, but all the mistakes are in her section. The firm can't have such glaring faults in the system; the customers rightly expect quality in the firm's service. Tell her to let you know if she is having any unusual, short-term difficulties. Something must be causing the inaccuracies.

Exercise 6. Answer the questions.

1. What is a memo?
2. Who and where writes memos?
3. What are the rules of memo-writing?

Unit 6. Email Message.

Electronic mail is a means of sending and receiving messages – internally, nationally, or internationally. Email is relatively low in cost. It is also fast, relatively reliable, and messages can be sent or picked up anywhere in the world, and stored in the mailbox until they are retrieved. This can be particularly advantageous for users who are communicating across international time zones.

Practice:

Exercise 1. Study the specimen email message and answer the questions:

- 1) Who sent the email?
- 2) What does the letter deal with?
- 3) When was the email sent?
- 4) Is there anything enclosed?
- 5) Who replied to the letter?
- 6) What is the purpose of the reply?
- 7) What is the layout of the letter?

To:	M. Ivanov, O. Sidorov, V. Chernov
From:	Alexander Petrov
Posted/Sent:	27-October-2008 9.33
Subject:	FW: Marking of weld plates
Enclosed:	Kennzeichnung Sch.doc

Dear All,

As you may know our company put a new welding machine into operation recently. On this welding machine the weld plates are being marked with the production date which provides a better traceability than in the past.

Please find a photo of a weld plate enclosed showing the explanation of the production date code.

Action Required: reply

Text:

Dear Mr Petrov,

Thank you for your letter regarding the marking of weld plates. We assure you that we've taken into account the information you sent us.

If there are any other changes in the company procedures, please inform us.

Yours faithfully,
Michail Ivanov

send

--sent--

Action Required: delete

Exercise 2. Study the following email. Write a reply to thank the sender for information received.

(*OEM - Original Equipment Manufacturer)

From: Peter Chernov
Sent: 27 October 2008 12:24
To: A. Tonin; B. Kunin
Subject: FW: Marking of Flanges
Enc.: Logo_Links.jpg

Dear All,

This is to inform you that because of traceability reasons and the requirement of some * OEM – customers having various suppliers for the same product we made the decision to mark the flanges in the future as follows:

→ marked “FTS” which stands for the abbreviation for the name of our company.

Action Required: reply

Exercise 3. Here is an email from Woodman Ltd., a manufacturing company, to a customer. Fill in the blanks with words from the box.

1. dispatched, 2. warehouse, 3. shipped, 4. delivery, 5. carrier, 6. packing list, 7. crate, 8. delivery note, 9. consignment

Ref: MS423

Dear Clive

We have just (a) _____ the (b) _____ of goods, order no. MS423, to you. We have used our usual (c) _____, MJ Irving. The chairs have been packed in a wooden (d) _____ and marked WD MS Belfast. I am attaching the (e) _____; the (f) _____ is enclosed with the goods.

The crate should be (g) _____ to Ireland on Thursday and Irving has promised (h) _____ to your (i) _____ in Belfast on Friday morning.

Regards

Barry

Exercise 4. You have a business trip to Rome and need a car during your stay.

a) Using the information below, write an email to your company's usual car hire firm to make the booking.

Car hire firm: Auto Co International
Contract: Francis Baker
Arrival flight: 17 October 8.30 a.m.
Departure flight: 20 October 5.15 p.m.
Car type: 5-door, Ford or Renault
Other requirements: Air conditioning

Useful language:

I am going to (Rome) ...

I arrive at (3.30 p.m.) on (10 January)

I would like to/ I need to ...

Please confirm ...

I would like to book/ reserve/ change my booking ...

I am writing to confirm ...

With reference to your email ...

b) Two days before you leave for Rome, you have to change your trip. Your plan is to drive from Rome to Milan and you want to return the car at Milan airport on 25 October, leaving at 7.00p.m. Send another email to the car hire firm to change your booking and confirm the new price.

Exercise 5. Write an email to a language school (university) asking about details/arrangements of a course. Ideas: ask about cost, dates, accommodation and etc.

Answer Key

Unit 1. The Layout of the Letter.

Exercise 1.

1 – G, 2 – E, 3 – C, 4 – B, 5 – L, 6 – A, 7 – I, 8 – N, 9 – H, 10 – M, 11 – D, 12 – F, 13 – J, 14 – K.

Exercise 2.

- | | |
|---------------------------------|----------------------------|
| 1. sender's address (not name), | 7. title of subject, |
| 2. the Reference Line, | 8. the aim of the letter, |
| 3. date, | 9. main parts of the text, |
| 4. receiver's address, | 10. concluding comment, |
| 5. the Attention Line, | 11. signature, |
| 6. Greeting / salutation, | 12. the Enclosure |

Exercise 3.

- | | |
|------|------|
| 1. C | 4. A |
| 2. D | 5. E |
| 3. F | 6. B |

Exercise 4.

Mr. R. Stevenson
Worldwide Dealers Ltd.
10, Garston Road
Melbourne
Australia

The Modern Machine Tool Corporation
300, Lincoln Place
Chicago, Illinois,
USA

General Manager
75, High Street
Glasgow
Ladies' Clothing Mathews & Wilson
Scotland

Exercise 5.

1) Mr. John K. Style
Export Division Wellhead Builders Ltd.
16, Fen Road
London
England
3) Managing Director
Office Equipment Inc.
344, Rue Road
Chicago, Illinois

2) Ms. H. Black
10, Lincoln Drive
Brooklyn, New York
USA

USA

Exercise 6.

1 – B; 2 – A, C; 3 – B; 4 – A, C; 5 – B.

Exercise 8.

1 – Currently seeking, 2 – Based, 3 – represent us, 4 – market, 5 – trading, 6 – great deal of, 7 – to speaking, 8 – 'Yours sincerely'.

Unit 2. Applying For a Job.

Exercise 3.

- | | | | | | |
|-----------|------|-------|-------|-------|-------|
| I. a) 3 | c) 1 | e) 6 | g) 7 | | |
| b) 5 | d) 2 | f) 4 | | | |
| II. a. 11 | d. 5 | g. 6 | j. 12 | m. 3 | p. 15 |
| b. 8 | e. 2 | h. 13 | k. 16 | n. 10 | |
| c. 14 | f. 4 | i. 7 | l. 9 | o. 1 | |

Exercise 4.

1. apply, 2. advertised, 3. employed, 4. pursue, 5. attached, 6. experience, 7. familiar, 8. pressure, 9. fluently, 10. available, 11. stop.

Exercise 5.

1. for, 2. of, 3. in, 4. under, 5. in, 6. of, 7. for, 8. to.

Exercise 6.

1. ... which I **have seen** advertised in the local paper.
2. I **have lived** here ever since. (or I **have been living** here ever since.)
3. I left school **three years ago**
4. since then I **have had** several jobs
5. For the past six months I **have been working** in Halls Department Store.
6. The manager **has said** that ...
7. I **have also been learning** German since I left school, ...

Unit 3. Curriculum Vitae.

Exercise 3.

- | | |
|----------------------------|-----------------------------|
| 1. Additional Skills | 7. Interests |
| 2. Personal Details | 8. Additional Skills |
| 3. Professional Experience | 9. Profile |
| 4. Profile | 10. Professional Experience |
| 5. Additional Skills | 11. Referees |
| 6. Education | |

Exercise 4.

- | | |
|------------------------|---|
| 1. do you live | 11. lived |
| 2. Have you been | 12. worked |
| 3. went | 13. did you do |
| 4. did you study | 14. worked as a porter in children's hospital |
| 5. English | 15. are you doing |
| 6. Sociology | 16. am working with disabled children in Botton Village |
| 7. Do you speak | 17. have you been working |
| 8. speak French | 18. April 1996 |
| 9. Have you ever lived | |
| 10. have | |

Unit 4. Types of mail.

4.2 Replies to Enquiry letters/ Inquiry Replies.

Exercise 2.

1 d, 2 b, 3 a, 4 e, 5 c, 6 h, 7 g, 8 f, 9 j, 10 k, 11 i.

Exercise 3.

1 g, 2 b, 3 e, 4 a, 5 d, 6 h, 7 c, 8f.

4.3 A Letter of Complaint.

Exercise 3.

1. – b, 2. – c (f would also be possible), 3. –d, 4. – a, 5. – e, 6. – f.

Unit 5. A memorandum.

Exercise 1.

1. Stephen is writing to inform his manager of his resignation.
2. The word resignation in the subject heading 'My resignation' and in the first paragraph, "I am writing to inform you of my intention to resign from G & S Holdings."
3. He used polite phrases for the following reasons:
 - a) He wants to break the news as gently as possible, to avoid annoying the manager. Staff resignations cause trouble for a manager, as the manager then has to recruit another member of staff, which is a time-consuming, expensive and troublesome process.
 - b) He's writing to the Regional Manager, who has a higher status in the company.
 - c) He may want a good reference letter.
 - d) He may want Katherine Chu to be a referee for him in future.
4. The polite phrases are:
"I have appreciated very much my four years..."

"I have gained *valuable* experience working within an *efficient* and *professional* team environment. In particular, I have appreciated *your* personal guidance..."

"Once again, thank you for your support."

5. "I would like to leave, if possible..." This is tentative because it uses a conditional sentence (conditional sentences use 'if' and have a comma in the middle). "I hope that this suggested arrangement is acceptable to the company". This is tentative because of the word 'hope'.

Exercise 2.

1. c, 2. a, 3. d, 4. b.

Exercise 3.

A. - 4, C. - 5, E. - 10, G. - 8, I. - 1,
B. - 3, D. - 9, F. - 7, H. - 6, J. - 2.

Exercise 4.

1. - i, 2. - g, 3. - e, 4. - j, 5. - h, 6. - d, 7. - a, 8. - f, 9. - c, 10. - b.

Unit 6. Email Message.

Exercise 3.

a. - 1, b. - 9, c. - 5, d. - 7, e. - 6, f. - 8, g. - 3, h. - 4, i. - 2.

Appendix 1. Basic English Punctuation Rules

Punctuation rules specify where to use a comma, a period, a colon, a semicolon, capitalization, quotation marks, and other punctuation marks. English rules of punctuation are a little different from Russian rules.

1. The Comma (,)

Commas are used to:

1) separate homogeneous parts of the sentence. A comma is included before the conjunction 'and' which comes before the final element of a list.

*I like reading, listening to music, taking long walks, and playing computer games.
They would like books, magazines, DVDs, video cassettes, and other learning materials for their library.*

2) after introductory words, phrases, or clauses that come **before** the main clause:

***Rushing to catch the flight,** he forgot to take his phone.*

***As the year came to an end,** he realised the days were getting shorter.*

3) to separate sentence adverbs (words like however, unfortunately, surprisingly that modify a whole sentence). It often requires one or two commas, depending on their position in the sentence.

***However,** Anthony did arrive.*

*Anthony, **however,** did arrive.*

*We were, **unfortunately,** too late*

*He had, **not surprisingly,** lost his temper.*

4) An adverbial clause often needs a comma when it comes at the beginning of a sentence (but not at the end of a sentence).

***If I win the lottery,** I will buy a castle.*

*I will buy a castle **if I win the lottery.***

5) to separate parenthetical elements from the main body of the sentence. A "parenthetical element" is any part of a sentence that can be removed without changing the real meaning of the sentence.

*John and Inga, **the couple from next door,** are coming for dinner tonight.*

*The other man, **Gregory Smirnov,** was only sixty-five.*

*These books, **which are only a small part of my collection,** were bought last year in Moscow.*

*For a moment he shivered, **uncertain of everything.***

6) before a coordinating conjunction (**for, and, nor, but, or, yet, so**) to join two independent clauses. If the independent clauses are short and well-balanced, a comma is optional.

He didn't want to go, but he went anyway.
I want to work as an interpreter, so I am studying Russian at university.
She is kind so she helps people.

7) before or after the direct speech. Do not use a comma for reported speech.

He said, "I love you."
"I love you," he said.
He told her that he loved her.

8) for numbers **over 999**. (In English, commas separate thousands and periods separate decimals. Note that some languages use the opposite system.)

1,000 (one thousand)
1,569
\$73,050.75
2,000,000
3,400,500
10.5 (ten and a half) - note the use of the period, not comma

9) for **addresses**, some **dates**, and **titles** following a name.

911 Avenue Mansion, Petchburi Road, Bangkok, 10400, Thailand
Los Angeles, California
November 4, 1948 (but 4 November 1948)
Fred Ling, Professor of English

2. The Semicolon (;)

1) We sometimes use a semi-colon instead of a full stop or period. This is to separate sentences that are grammatically independent but that have closely connected meaning.

Josef likes coffee; Mary likes tea.
Tara is a good speaker; she speaks very clearly.
You did your best; now let's hope you pass the exam.
Ram wants to go out; Anthony wants to stay home.

It is not correct to use a comma instead of the semi-colon in the above examples.

2) We use a semicolon as a kind of "super comma". When we have a list of items, we usually separate the items with commas. If the list is complicated, we may prefer to use semi-colons in some cases.

ABC Investments has offices in five locations: Kensington, London; Brighton & Hove; and Oxford, Cambridge and Manchester.
Rental cars must be returned on time; with a full tank of petrol; in undamaged condition; and at the same location as they were collected from.

3. The Full Stop or Period (.)

A full stop is used:

1) at the end of a sentence:

The man arrived. He sat down.

2) with abbreviations (in an abbreviation the last letter of the word and of the abbreviation are not the same):

Co. (Company)

etc. (et cetera)

M.P. (Member of Parliament)

3) We do not use full stops with contractions (in a contraction the last letter of the word and of the contraction are the same):

Ltd (Limited)

Dr (Doctor)

St (Saint)

4. The Colon (:)

A colon is used:

1) to introduce a list:

*There are three countries in North America: **Mexico, the USA and Canada.***

*We can see many things in the sky at night: **the moon, stars, planets, comets, planes and even satellites.***

2) Actually, you can use a colon to introduce a single item, especially when you want to emphasize that item:

*We were all waiting for the hero of the evening: **John.***

*There is one thing that he will not accept: **stupidity.***

*The job of the colon is simple: **to introduce.***

3) Use a colon to introduce the direct speech or a quotation:

He stood up and said loudly: "Ladies and Gentlemen, please be seated."

John whispered in my ear: "Have you seen Andrea?"

As Confucius once wrote: "When words lose their meaning, people lose their freedom."

4) Use a colon to introduce an explanation:

*We had to cancel the party: **too many people were sick.***

*There is no need to rush: **the meeting will be starting one hour late.***

5) We use a colon to introduce examples.

5. The Hyphen (-)

A hyphen is a very short horizontal line between words. There is a difference between a hyphen (-) and a dash (—), which is longer.

1) We use a hyphen to join words to show that their meaning is linked in some way:

book-case (or bookcase)

race-horse (or racehorse)

pick-me-up

2) Use a hyphen to make compound modifiers before nouns:

a blue-eyed boy (but The boy was blue eyed.)

the well-known actor (but The actor is well known.)

their four-year-old son (but Their son is four years old.)

3) Use a hyphen with certain prefixes. The prefixes all-, ex-, and self- usually need a hyphen:

all-inclusive

ex-wife

self-control

When a prefix comes before a capitalized word, use a hyphen:

non-English

When a prefix is capitalized, use a hyphen:

A-frame

4) We use a hyphen when writing numbers 21 to 99, and fractions:

twenty-one

one hundred and sixty-five

two-thirds

5) Use a hyphen to show that a word has been broken at the end of a line (hyphenation):

The directors requested that a more convenient time be arranged.

6) Use a hyphen with "suspended compounds". When we use several very similar compounds together, it may not be necessary to repeat the last part of the compound:

They need to employ more full- and part-time staff. (not They need to employ more full-time and part-time staff.)

This rule applies only to 12-, 13- and 14-year olds. (not This rule applies only to 12-year olds, 13-year olds and 14-year olds.)

6. The Dash (—)

A dash is a horizontal line that shows a pause or break in meaning, or that represents missing words or letters. Note that dashes are rather informal and should be used carefully in writing. Dashes are often used informally instead of commas, colons and brackets. A dash may or may not have a space on either side of it. Do not confuse a dash (—) with a hyphen (-), which is shorter.

1) Use a dash to show a pause or break in meaning in the middle of a sentence:
My brothers — Richard and John — are visiting Hanoi. (commas could be used.)
In the 15th century — when of course nobody had electricity — water was often pumped by hand. (brackets could be used.)

2) Use a dash to show an afterthought:
The 1st World War was supposed to be the world's last war — the war to end war.
I attached the photo to my email — at least I hope I did!

3) Use a dash like a colon to introduce a list:
There are three places I'll never forget — Paris, Bangkok and Hanoi.
Don't forget to buy some food — eggs, bread, tuna and cheese.

4) Use a dash to show that letters or words are missing:
They are really f—— d up. (Typically used for offensive words.)
I will look —— the children. (Typically used in "missing word" questions.)

7. The Question Mark (?)

A question mark is used:

1) at the end of all direct questions:
What is your name?
How much money did you transfer?

2) after a tag question:
You're French, aren't you?
Snow isn't green, is it

3) to turn a statement into a question:
See you at 9pm?

In the same situation, we may use two or three question marks together to show that they are not sure about something:

I think you said it would cost \$10???

We do not use a question mark:

1) after an indirect or reported question:

The teacher asked them what their names were. (What are your names?)

John asked Mary if she loved him. (Do you love me?)

2) with many polite requests or instructions made in the form of a question. But because they are not really questions, they do not take a question mark:

Could you please send me your catalogue.

Would all first-class and business-class passengers now start boarding.

8. Exclamation Mark (!)

An exclamation mark usually shows strong feeling, such as surprise, anger or joy. Using an exclamation mark when writing is rather like shouting or raising your voice when speaking. Exclamation marks are most commonly used in writing quoted speech. Using exclamation marks in formal writing should be avoided.

We use an exclamation mark:

1) to indicate strong feelings or a raised voice in speech:

She shouted at him, "Go away! I hate you!"

He exclaimed: "What a fantastic house you have!"

"Good heavens!" he said, "Is that true?"

"Help!"

2) with many interjections:

"Hi! What's new?"

"Oh! When are you going?"

"Ouch! That hurt."

3) with a non-question sentence beginning with "what" or "how":

***What** idiots we are! (We are such idiots.)*

***How** pretty she looked in that dress! (She looked very pretty in that dress.)*

4) in very informal writing (personal letter or email), people sometimes use two or more exclamation marks together:

I met John yesterday. He is so handsome!!!

Remember, don't be late!!

I'll never understand this language!!!!

9. Slash (/)

The slash (/) is also known as: forward slash, stroke, oblique. You should use the slash with care in formal writing.

A slash is used:

1) to indicate "or":

Dear Sir/Madam (Sir or Madam)

Please press your browser's Refresh/Reload button. (Refresh or Reload)

The speech will be given by President/Senator Clinton. (President Clinton or Senator Clinton)

2) for fractions:

1/2 (one half)

2/3 (two thirds)

9/10 (nine tenths)

3) to indicate "per" in measurements of speed, prices etc:

The speed limit is 100 km/h. (kilometres per hour)

He can type at 75 w/m. (words per minute)

The eggs cost \$3/dozen. (\$3 per dozen)

They charge €1.50/litre for petrol. (€1.50 per litre)

4) in certain abbreviations:

This is my a/c number. (account)

John Brown, c/o Jane Green (care of)

n/a (not applicable, not available)

w/o (without)

5) in dates to separate day, month and year:

On credit card: Expires end 10/15 (October 2015)

He was born on 30/11/2007. (30th November 2007 - BrE)

It was invented on 11/30/2007. (November 30th, 2007 - AmE)

6) to separate parts of a website address (url) on the Internet, and to separate folders on some computer systems:

<http://www.englishclub.com/writing/punctuation-slash.htm>

<file:///Users/mac/tara/photos/image.jpg>

10. Backslash (\)

The backslash is not really an English punctuation mark. It is a typographical mark used mainly in computing. It is called a "backslash" because it is the reverse of the slash (/) or forward slash.

The backslash is used in several computer systems, and in many programming languages such as C and Perl. It is commonly seen in Windows computers:

C:\Users\Win\Files\jse.doc

11. Quotation Marks (‘ ... ’) (“...”)

We use quotation marks to show (or mark) the beginning and end of a word or phrase that is somehow special or comes from outside the text that we are writing. Quotation marks are also called "quotes" or "inverted commas".

Quotation marks are used:

1) around the title or name of a book, film, ship etc:

*The second most popular book of all time, "**Quotations from the Works of Mao Tse-tung**", has sold over 800,000,000 copies and was formerly known as "**The Red Book**".*

'Titanic' is a 1997 movie directed by James Cameron about the sinking of the ship 'Titanic'.

2) around a piece of text that we are quoting or citing, usually from another source:

*In **The Cambridge Encyclopedia of The English Language**, David Crystal argues that punctuation "**plays a critical role in the modern writing system**".*

3) around dialogue or direct speech:

*Then Mary turned to him and said: "**Do you love me, James?**"*

4) around a word or phrase that we see as slang or jargon:

*The police were called to a "**disturbance**" - which in reality was a pretty big fight.*

5) around a word or phrase that we want to make "special" in some way.

Quotation marks can be double ("-") or single ('-'). If we want to use quotation marks inside quotation marks, then we use single inside double, or double inside single.

He said to her: "I thought 'Titanic' was a good film."

He said to her: 'I thought "Titanic" was a good film.'

12. Apostrophe (')

We use apostrophes:

1) in possessive forms:

the ball of the boy > the boy's ball
Tara's sister
the moon's phases

2) in contracted forms (the apostrophe shows that letters have been left out):

cannot > can't
they have > they've
I would (or I had) > I'd

Certain words are sometimes written with an apostrophe (to show that they are really a shortened form of the original, longer word):

influenza > 'flu (or flu)
telephone > 'phone (or phone)

An apostrophe is used when the first two figures of a year are left out:

1948 > '48

3) to show the plural of letters and numbers:

You should dot your i's and cross your t's.
Do you like music from the 1950's?

13. Underline (_____)

An underline is a horizontal line immediately below a piece of writing. In handwriting, we traditionally use underlining to indicate emphasis:

The meeting will start at 9.30 am exactly. Please, do not arrive late.

With the development of the Internet and world wide web, web pages traditionally use underlining to indicate a link.

14. Underscore (_)

Underscore is a line below text-level, and is typically used in email addresses, filenames and urls, for example:

my_name@example.com
image_123.jpg
http://www.englishclub.com/under_score/

15. Brackets/Round Brackets or Parentheses ()

Round brackets are basically used to add extra information to a sentence:

1) to explain or clarify

Tony Blair (the former British prime minister) resigned from office in 2007.

2) to indicate "plural or singular"

Please leave your mobile telephone(s) at the door.

3) to add a personal comment

Many people love parties (I don't).

4) to define abbreviations

The matter will be decided by the IOC (International Olympic Committee).

The full stop, exclamation mark or question mark goes after the final bracket (unless the brackets contain a complete sentence).

My car is in the drive (with the window open).

I just had an accident with our new car. (Sssh! My husband doesn't know yet.)

The weather is wonderful. (If only it were always like this!)

The party was fantastic (as always)!

Do you remember Johnny (my brother's friend)?

Johnny came too. (Do you remember Johnny?) We had a great time.

16. Square Brackets []

We typically use square brackets when we want to modify another person's words. Here, we want to make it clear that the modification has been made by us, not by the original writer.

1) to add clarification:

*The witness said: "He [**the policeman**] hit me."*

2) to add information:

*The two teams in the finals of the first FIFA Football World Cup were both from South America [**Uruguay and Argentina**].*

3) to add missing words:

*It is [**a**] good question.*

4) to add editorial or authorial comment:

*They will not be present [**my emphasis**].*

We also sometimes use square brackets for nesting, for example:

Square brackets can also be nested (using square brackets [like these] inside round brackets).

17. Ellipsis Mark (...)

The ellipsis mark consists of three dots (periods). We use the ellipsis mark in place of missing words. If we intentionally omit one or more words from an original text, we replace them with an ellipsis mark.

The ellipsis mark is also called a "suspension point" or "dot dot dot".

"The film focussed on three English learners...studying at university."

We sometimes also use an ellipsis mark to indicate a pause when someone is speaking, or an unfinished sentence.

She turned to James and said, "Darling, there is something...I need to tell you. I have never felt like...like this before."

Appendix 2. Abbreviations used when writing letters

Addresses:

Apt Apartment — квартира

Ave. Avenue — авеню

Bldg. Building — здание

Bldv. Boulevard — бульвар

Dr. Drive — проезд

Pkwy. Parkway — широкая улица с элементами садово-парковой архитектуры, по которой обычно запрещен проезд тяжелого транспорта

Pl. Place — 1) площадь; 2) небольшая улица, тупик

P. O. Post Office — почта

P. O. B. Post-Office Box — абонемента́льный ящик

Rd. Road — дорога

Rte. Route — дорога, шоссе

Rw., Rwy. Railway — железная дорога

Sq. Square — площадь

St. Saint — святой

St. Street — улица

Time:

A.D. Anno Domini — нашей эры

B. C. before Christ — до нашей эры

GMT Greenwich Mean Time — время по гринвичскому меридиану

CST Central standard time — центральное поясное время (США)

EST Eastern standard time — восточное поясное время (США)

MST Mountain standard time — горное поясное время (США)

PST Pacific standard time — тихоокеанское поясное время (США)

a. m. ante meridiem — до полудня

p. m. post meridiem — после полудня

Days of the Week:

Mo./ Mon. Monday — понедельник

Tues. Tuesday — вторник

Wed. Wednesday — среда

Thurs. Thursday — четверг

Fri. Friday — пятница

Sat. Saturday — суббота

Sun. Sunday — воскресенье

Months:

Jan. January — январь

Feb. February — февраль

Mar./ M. March — март

Apr. April — апрель

M. May — май

J. June — июнь

Jul. July — июль
Aug. August — август
Sept. September — сентябрь
Oct. October — октябрь
Nov. November — ноябрь
Dec. December — декабрь

Symbols:

\$ dollars — доллары
£ pounds — фунты стерлингов
% percent — процент
number — номер
& (and) — и (союз)
© copyright — авторское право
@ — коммерческое at

Miscellaneous:

a/c account — счет
adsd (addressed) — адресовано
adse (addressee) — получатель
ad (advertisement) — реклама
a.f. (as follows) — как указано далее
Appx (appendix) — приложение
Attn (attention) — вниманию
AOB any other business — любая другая сделка, любой другой вопрос
A/R all risks — любая случайность
B/E (bill of exchange) — переводной вексель
B/L (bill of lading) — коносамент
bbl barrel — баррель (140,6 — 190,9 л)
CEO (chief executive officer) — исполнительный директор
cf (compare) — сравните
cont, contr. (contract) — контракт
cur 1. (currency) — валюта; 2. (current) — текущий
c cents — центы
cc carbon copy — копия
CD cash discount — скидка при оплате наличными
Co. Company — компания
c/o care of — через, по адресу
COD cash on delivery — оплата наложенным платежом
contd. continued — продолжение следует
Corp. Corporation — корпорация
D/A documents attached — документы приложены
dd 1. (dated) — датированный; 2. (delivered) — доставленный
Dept. (department) — 1. — отдел; 2. — министерство
doc, dct (document) — документы (*множ. число* — docs.)
doz., dz (dozen) — дюжина

do. ditto — то же самое
Dr. Doctor — доктор
EAON — если не указано иначе
e.g. exempti gratia (лат.) — например
enc., end. enclosure — приложение
et al et alii (лат.) — и другие
etc et cetera (лат.) — и так далее
exc, excl. (except, excluding, exception, exclusion) — исключая
expn (expiration) — истечение (срока)
FY (fiscal year) — финансовый год
h.a. (hoc anno) — в текущем году
hf (half) — половина
Hp, H.P., h.p., H/P (hire purchase) — покупка в рассрочку
ft foot — фут (30,48 см)
gal gallon — галлон (3,79 л)
HQ headquarters — штаб-квартира
hrs hours — часы
i.e. id est (лат.) — то есть
id. (idem, лат.) — тот же
incl. (including) — включая
inv. (invoice) — счет-фактура
IOU (I owe you) — долговая расписка
iss. (issued) — выпущенный (в обращение)
i/c in charge of — исполняющий обязанности
in inch — дюйм (2,54 см)
Inc. Incorporated — имеющий статус корпорации
int. interest — проценты
intl. international — международный
Lb pound — фунт (453,59 г)
L.a. (letter of advice) — извещение
L/A (l. of authority) — доверенность
L.C., L/C (l. of credit) — аккредитив
LOC — гарантийное письмо
LE latest estimates — последние данные
Ltd. Limited — с ограниченной ответственностью
mdse (merchandise) — товары
M/P (mail payment) — почтовый перевод
M.T. 1. (mail transfer) — почтовый перевод; 2. (metric ton) — метрическая тонна
MV — торговое (моторное) судно
ml mile — миля (1609 м)
M&S marketing & sales — маркетинг и продажи
N/A (not applicable) — не применимо
NB (nota bene) — важное замечание

N/C no charge — без начислений
o/L (our letter) — (ссылаясь на) наше письмо
OH overhead expenses — накладные расходы
oz ounce — унция (28,35 г)
p. page — страница
p.a. per annum (лат.) — в год
PA, P/A, P.A. 1. (personal assistant) — личный секретарь; 2. (power of attorney) — доверенность
par, para (paragraph) — абзац, параграф, пункт
Plc, PLC (public limited company) — открытая акционерная компания с ограниченной ответственностью
pcs pieces — штуки
P&L profits & losses — прибыли и убытки
pt pint — пинта (0,47 л)
P.O. payment order — платежное поручение
pls please — пожалуйста
qt quart — кварта (0,95 л)
qv (quod vide) — смотри (там-то)
R&D (research and development) — научно-исследовательские и опытно-конструкторские работы (НИОКР)
ret, rept (receipt) — расписка, квитанция
re (regarding) — относительно
ref. (reference) — ссылка
RMS (root-mean-square) — средне-квадратический
shipt (shipment) — отгрузка, отправка
sig. (signature) — подпись
tn (ton) — тонна
TM trade mark — торговая марка
urgt (urgent) — срочный
USD United States dollar — доллар США
VAT value added tax — НДС
VP vice president — вице-президент
V.I.P. (very important person) - особо важное лицо
v.s. (vide supra, лат.) — см.выше
vs versus (лат.) — против
v.v. (vice versa, лат.) — наоборот
w/c week commencing — начинающаяся неделя
w/c without charge — без оплаты
w/o (without) — без
yd yard — ярд (91,44 см)

Appendix 3. Borrowed Words and Phrases Used in Modern English

Ad hoc (лат.) – для этого, применительно к этому, на данный случай; кстати
Ad hominen (лат.) – рассчитанный на чувства, а не на разум

Ad honores (лат.) – ради почета или чести; без оплаты, безвозмездно
Adios! (исп.) – до свидания!
Ad lib/ Ad libitum (лат.) – без подготовки, импровизируя; неограниченно, сколько хочется
Ad litteram/ Ad verbum (лат.) – дословно, буквально, слово в слово
Affair d'amour (фр.) – любовная связь, роман
Affair d'honneur (фр.) – дело чести; дуэль
A la (фр.) – вроде, наподобие, на манер
A la carte (фр.) – алякарт, порционно, на заказ (о блюдах в ресторане)
A la fourchette (фр.) – аляфуршет, на скорую руку, не садясь за стол (о закуске, ужине)
Alma mater (лат.) – студенческое название учебного заведения
Alter ego (лат.) – второе я; самый близкий друг и единомышленник; чей-либо двойник
Anno Domini (лат.) – нашей эры
Annus mirabilis (лат.) – год чудес
Ante meridiem (лат.) – до полудня
Après moi/ nous le deluge! (фр.) – После меня/ нас хоть потоп!
A priori (лат.) – априори, заранее, независимо от опыта; умозрительно
A propos (фр.) – кстати, между прочим
Aqua vitae (лат.) – вода жизни, водка
Ars longa, vita brevis (лат.) – Искусство велико, жизнь коротка
A tout prix (фр.) – любой ценой; во что бы то ни стало
Au contraire (фр.) – напротив, наоборот
Auf Wiedersehen! (нем.) – до свидания!
Au naturel (фр.) – в натуральном виде; приготовленный просто; без прикрас; голышом, в чем мать родила; собственной персоной
Aut bene, aut nihil (лат.) – или хорошо, или ничего (говорить)
Aut Caesar, aut nihil (лат.) – или Цезарь, или ничего
Avant-propos (фр.) – дело первой необходимости; предисловие
Ave Maria (лат.) – Аве Мария (молитва Богородице)

Beau geste (фр.) – красивый жест, за которым часто ничего не стоит
Beau monde (фр.) – бомонд, высший свет
Belles-lettres (фр.) – беллетристика, художественная литература
Benevalete! (лат.) – Будьте здоровы!
Bete noire (фр.) – ненавистный, противный человек; предмет ненависти
Bien dit (фр.) – хорошо сказано (об удачном ответе, реплике)
Bona fide (лат.) – добросовестно, честно; чистосердечно
Bon horn me (фр.) – добрый малый; простой человек
Bonjour (фр.) – добрый день
Bon mot (фр.) – меткое слово, острота
Bonne amie (фр.) – подруга; любовница
Bonne nuit (фр.) – доброй ночи

Bonsoir (фр.) – добрый вечер
Bon ton (фр.) – бонтон, светскость; хороший тон, хорошие манеры
Bon vivant (фр.) – бонвиван, человек, любящий жить в свое удовольствие
Bon voyage! (фр.) – доброго пути!

Carpe diem (лат.) – лови день; лови мгновение
Carte blanche (фр.) – карт-бланш, полная свобода действий
Casus (лат.) – случай, происшествие
Chef-d'oeuvre (фр.) – шедевр
Cherchez la femme (фр.) – За всем стоит женщина (букв, Ищите женщину)
Circa (лат.) – около, приблизительно (особенно о датах)
Citius, altius, fortius! (лат.) – Быстрее, выше, сильнее!
Cito (лат.) – быстро, срочно
Comme il faut (фр.) – комильфо, благопристойный; соответствующий правилам светского приличия
Contra (лат.) – против
Coup d'etat (фр.) – государственный переворот; резкое, решительное преобразование

De facto (лат.) – де-факто, на деле, фактически, в действительности
Dei gratia (лат.) – милостью божьей
De jure (лат.) – де-юре, юридически, в силу закона
Demarche (фр.) – демарш, дипломатический шаг
Demode (фр.) – вышедший из моды, устаревший
De mortuis aut bene, aut nihil (лат.) – О мертвых либо хорошо, либо ничего
Deo gratias (лат.) – благодаря Богу, спасибо Богу
Deo volente (лат.) – по воле Бога
Dernier cri (фр.) – последнее слово; последний крик моды
De trop (фр.) – слишком, чересчур
Deus ex machina (лат.) – неожиданное спасение (букв. Бог из машины)
Divide et impera! (лат.) – Разделяй и властвуй!
Dixi (лат.) – я сказал, я высказался; я закончил

Ego (лат.) – я
En avant! (фр.) – Вперед!
Enfant terrible (фр.) – несносный ребенок; человек, ставящий других в неловкое положение
En masse (фр.) – в массе, в целом
En passant (фр.) – мимоходом, между прочим
En rapport (фр.) – в соответствии; в связи, в контакте
En route (фр.) – в пути, по дороге, по пути
Entre nous (фр.) – между нами (говоря)
Ergare humanum est (лат.) – Человеку свойственно ошибаться
Et cetera/ Etc. (лат.) – и так далее; и тому подобное

Excelsior! (лат.) – Вперед и выше!

Ex gratia (лат.) – из милости; добровольно, не по обязанности

Ex libris (лат.) – экслибрис; из книг (такого-то)

Gaudeamus, igitur (лат.) – Итак, будем веселиться!

Gratis (лат.) – бесплатно, безвозмездно

Homo homini lupus est (лат.) – Человек человеку волк

Homo sapiens (лат.) – человек разумный; мыслящий человек; человек как разумное существо

Honoris causa (лат.) – ради почета; за заслуги

Hors-d'oeuvre (фр.) – закуска; что-либо необычное, экстраординарное

Ib/ Ibid/ Ibidem (лат.) – там же, в том же месте

Idee fixe (фр.) – идефикс, навязчивая идея

Id est (лат.) – то есть

Ignorantia non est argumentum (лат.) – Незнание – не довод

Illusions perdues (фр.) – утраченные иллюзии

Imperium in imperio (лат.) – государство в государстве

In memoriam (лат.) – в память (о ком-либо), памяти (кого-либо)

Inter alia (лат.) – в частности; среди прочего; между прочим

In vino veritas (лат.) – Истина в вине

Ipse dixit (лат.) – голословное утверждение (букв. Сам сказал); бездумное преклонение перед чьим-либо авторитетом

Je ne sais quoi (фр.) – Сам(а) не знаю что

Jeunesse doree (фр.) – золотая юность; золотая молодежь

Jour-fixe (фр.) – журфикс, день недели, предназначенный для приема друзей, знакомых

Kaput(t) (нем.) – сломанный, непригодный; разгромленный

Kinder, Kuche, Kleider, Kirche (нем.) – дети, кухня, платья, церковь

Le Diable etait beau quand il etait jeune (фр.) – В молодости и черт был красив.

Le roi est mort, vive le roil (фр.) – Король умер, да здравствует король!

Le roi s'amuse (фр.) – Король забавляется

Le secret de Polichinelle/ Le secret de comedie (фр.) – секрет Полишинеля; мнимый секрет

Liberte, egalite, fraternite (фр.) – свобода, равенство, братство

Magnum opus (лат.) – выдающееся произведение

Maitre (фр.) – метр (почтительное название человека выдающихся дарований)

Manus manum lavat (лат.) – Рука руку моет.
Manage de convenance (фр.) – брак по расчету
Mauvaiston (фр.) – дурной тон, невоспитанность
Medice curat, natura sanat (лат.) – Врач лечит, природа исцеляет
Memento! (лат.) – Помни!
Memento moril (лат.) – Помни о смерти!
Memento viverel (лат.) – Помни о жизни!
Mens sana in corpore sano (лат.) – В здоровом теле – здоровый дух
Merci (фр.) – спасибо
Mesalliance (фр.) – мезальянс, неравный брак
Modus operandi (лат.) – способ действия
Modus vivendi (лат.) – образ жизни, условия существования; временное соглашение
Mon dieu, que les hommes sont bdtesi (фр.) – Боже мой, как глупы люди!
Mot juste (фр.) меткое замечание, слово
Mutatis mutandis (лат.) – с соответствующими необходимыми изменениями; изменить то, что требует изменения

Nego (лат.) – отрицаю
Nemo (лат.) – никто
Nil (лат.) – ничто, ничего
Noblesse oblige (фр.) – Положение обязывает
Nolens volens (лат.) – волей-неволей, в силу необходимости; хочешь не хочешь
Noli me tangere (лат.) – Не тронь меня, не прикасайся ко мне
Nom de guerre (фр.) – псевдоним
Nom de plume (фр.) – псевдоним писателя
Non olet/ Pecunia non olet (лат.) – Не пахнет; Деньги не пахнут
Nota bene/ N. B. (лат.) – нотабене, отметка (букв. Заметь хорошо)
Nouveau riche (фр.) – нувориш, богатый выскочка
Null a dies sine linea (лат.) – Ни одного дня без строчки

Obiit (лат.) – Он/ она умер/ умерла
Omnia mea mecum porto (лат.) – все свое ношу с собой
Omnia vanitas (лат.) – Все – суета
On dit (фр.) – оворят...; слух, сплетня
Ordre du jour (фр.) – распорядок дня; повестка дня
O, sancta simplicitas! (лат.) – О, святая простота!
O temporal o mores! (лат.) – О времена, о нравы!

Panem et circenses (лат.) – Хлеба и зрелищ
Par excellence (фр.) – преимущественно, главным образом
Par exception (фр.) – в виде исключения
Par exemple (фр.) – например

Pari passu (лат.) – равно, наравне и одновременно
Paris vaut bien une messe (фр.) – Париж стоит обедни
Pas (фр.) – шаг; поступок; прецедент
Passim (фр.) – везде, всюду, здесь и там, в разных местах
Per annum (лат.) – ежегодно; в год
Per aspera ad astra (лат.) – Через тернии к звездам.
Per capita (лат.) – на душу (населения), на человека
Per se (лат.) – сам/ само/ сами по себе; в чистом виде, без примесей; по сути; непосредственно
Persona grata (лат.) – персона фата; лицо, пользующееся особым вниманием, желательная личность
P. F. (Pour feliciter) – поздравление по случаю праздника
P. F. N. A. (Pour feliciter A l'occasion Nouvel An) – поздравление по случаю Нового года
P. P. C. (Pour prendre conge) – прощание при окончательном отъезде
P. C. (Pourcondolier) – выражение соболезнования

Appendix 4. British English and American English: Spelling Differences

British English	American English	Translation
aero-	air-	
aeroplane, aerodrome, airport, aeronaut, aerospace, aerosol, aerial	airplane, airdrome, airport, aeronaut, aerospace, aerosol, aerial	самолет, аэродром, аэропорт, аэронавт, воздушно-космическое пространство, аэрозоль, антенна
ae	e, ae	
anaesthetic, archaeology, encyclopaedia,	archeology, archeological, archeologist, encyclopedia	археология, археологический, археолог, энциклопедия
-ction, -xion	-ction	
connection/connexion, inflection/inflexion, reflection/reflexion	connection, inflection, reflection	связь, изгибание/флексия, отражение
-gue	-gue, -g	
analogue, catalogue, dialogue, monologue, pedagogue	analogue/analog, catalogue/catalog, dialogue/dialog, monologue/monolog, pedagogue/pedagog	Аналог, каталог, диалог, монолог, педагог
-ise, -ize	-ize	
apologise, characterise, memorise, normalise, organise, realise, recognise, specialise, symbolise, terrorise, vaporise	apologize, characterize, memorize, normalize, organize, realize, recognize, specialize, symbolize, terrorize, vaporize	извиниться, характеризовать, запоминать, нормализовать, организовать, осуществить/понять, признать/узнать, специализироваться, символизировать, терроризировать, испарять(ся)
-yse	-yze	
analyse, paralyse, catalyse	analyze, paralyze, catalyze	анализировать, парализовать, катализировать
l, ll	l	

cancel-cancelled- cancelling, counsel-counselled- counselling, dial-dialled-dialling, fuel-fuelled-fuelling, label-labelled- labelling, level-levelled-leveling, signal-signalled- signalling, travel-travelled- travelling-traveller, wool-woollen-woolly	cancel-canceled- canceling, counsel-counseled- counseling, dial-dialed-dialing, fuel-fueled-fueling, label-labeled-labeling, level-leveled-leveling, signal-signaled- signaling, travel- traveled- traveling-traveler, wool-woolen-woolly- wooly	отменить-отменил- отмена, советовать(ся) и др. производные, набирать номер и др. производные, заправлять топливом и др. производные, прикреплять ярлык и др. производные выравнивать и др. производные, сигналить и др. производные, путешествовать и др. производные, шерсть-шерстяной - шерстистый
enrol-enrolled- enrolling-enroller- enrolment, fulfil-fulfilled- fulfilling- fulfillment skilful wilful	enroll-enrolled- enrolling-enroller- enrollment, fulfill-fulfilled- fulfilling-fulfillment skillful willful	зачислить в список членов и др. производные выполнить, выполнил и др. производные умелый своевольный
-mme	-m, -mme	
gramme, gram, kilogramme, kilogram to programme- programmed- programming- programmer, a programme	gram, kilogram to program- programmed- programmed- programming- programing- programmer, a program	грамм, килограмм программировать и др. производные; программа
-our	-or	
armour, armoury, armoured behaviour, behavioural colour, coloured, colourful favour, favourite, favourable	armor, armory, armored behavior, behavioral color, colored, colorful favor, favorite, favorable	доспехи, броня, запасы оружия, бронированный поведение, поведенческий цвет, цветной, красочный благосклонность, любезность, излюбленный,

<p>honour, honoured, honourable, honorary labour, laboured, labouring, labourer, laborious neighbour, neighbourhood odour, odourless, deodorant, deodorize</p> <p>parlour rumour saviour vapour, vaporous, vapourous vigour, vigorous</p>	<p>honor, honored, honorable, honorary labor, labored, laboring, laborer, laborious neighbor, neighborhood odor, odorless, deodorant, deodorize</p> <p>parlor rumor savior vapor, vaporous</p> <p>vigor, vigorous</p>	<p>благоприятный честь, заслуженный, почтенный, почетный труд, трудился и др. производные</p> <p>сосед, соседство</p> <p>запах, без запаха, дезодорант, дезодорировать гостиная, салон слух, молва спаситель пар, парообразный</p> <p>сила, энергия, энергичный</p>
-re	-er	
<p>cadastre calibre centre, centres, central</p> <p>fibre, fibrous litre manoeuvre, manoeuvres, manoeuvrability, to manoeuvre meager metre, metric, centimetre, kilometer meter</p> <p>somber theatre, theatrical</p>	<p>cadastre, cadastre caliber center, centers, central</p> <p>fiber, fibrous liter maneuver, maneuvers, maneuverability</p> <p>to maneuver meager meter, metric, centimeter, kilometer meter</p> <p>somber theater, theatrical</p>	<p>кадастр калибр центр, центры, центральный волокно, волокнистый литр маневр, маневры, маневренность</p> <p>маневрировать скудный метр, метрический, сантиметр, километр счетчик, измерительный прибор мрачный, темный театр, театральный</p>
se, ce	se, ce	
<p>defence offence</p> <p>pretence</p> <p>to practise, practised, practising, practiser;</p>	<p>defense offense</p> <p>pretense</p> <p>to practice, practiced, practicing, practicer;</p>	<p>защита, оборона оскорбление, правонарушение притворство, претенциозность практиковать, практиковал (и др.</p>

practice (noun)	practice (noun)	производные); практика (сущ.)
Miscellaneous		Разное
aluminium	aluminum	алюминий
cheque	check	чек
cigarette	cigarette, cigarette	сигарета
cosy	cozy	уютный
draught	draft	сквозняк
grey	gray	серый
kerb, kerbstone	curb, curbstone	край тротуара, бордюрный камень
matt	matte	матовый
mould; mouldy	mold; moldy	лекало, форма; плесень; покрытый плесенью
plough	plow	пахать, плуг
pyjamas	pajamas	пижама
sceptic, sceptical, skepticism	skeptic, skeptical, skepticism	скептик, скептический, скептицизм
speciality	specialty	специальность
storey, storeys; two- storey, two-storeyed	story, stories; two- story, two-storied	этаж, этажи; двухэтажный
tyre	tire	шина, покрышка

Appendix 5. Countries, nationalities, capitals

Afghanistan	Афганистан	Afghan	Kabul
Albania	Албания	Albanian	Tirana
Algeria	Алжир	Algerian	Algiers
Argentina	Аргентина	Argentinian	Buenos Aires
Australia	Австралия	Australian	Canberra
Austria	Австрия	Austrian	Vienna
Bahamas	Багамские о-ва	Bahamian	Nassau
Bahrain	Бахрейн		Manama
Bangladesh	Бангладеш		Dacca
Belgium	Бельгия	Belgian	Brussels
Bermuda Islands	Бермудские о-ва	Bermudian	Hamilton
Bolivia	Боливия	Bolivian	LaPaz
Brazil	Бразилия	Brazilian	Brasilia
Bulgaria	Болгария	Bulgarian	Sofia
Burundi	Бурунди		Bujumbura
Cambodia	Камбоджа	Cambodian	Phompenh
Cameroon	Камерун	Cameroon	Yaounde
Canada	Канада	Canadian	Ottawa
Chile	Чили	Chilean	Santiago
China	Китай	Chinese	Beijing/ Peking
Colombia	Колумбия	Colombian	Bogota
Congo	Конго	Congolese	Brazzaville
Costa Rica	Каста-Рика	Costa Rican	San Jose
Cuba	Куба	Cuban	Havana
Cyprus	Кипр	Cypriot	Nicosia
Czech Republic	Чехия	Czech	Prague
Denmark	Дания	Dane	Copenhagen
Dominican Republic	Доминиканская Республика	Dominican	Santo Domingo
Ecuador	Эквадор	Ecuadorian	Quito
Egypt	Египет	Egyptian	Cairo
El Salvador	Сальвадор	Salvadoran	San Salvador
Ethiopia	Эфиопия	Ethiopean	Addis Ababa
Finland	Финляндия	Finn	Helsinki
France	Франция	Frenchman	Paris
Germany	Германия	German	Bonn
Ghana	Гана	Ghanaian	Accra
Gibraltar	Гибралтар	Gibraltarian	Gibraltar Town

Great Britain/ United Kingdom/ England	Великобрита- ния/ Соединенное королевство/ Англия	British/ Briton/ Englishman	London
Greece	Греция	Greek	Athens
Guinea	Гвинея	Guinean	Conakry
Haiti	Гаити	Haitian	Port-au- Prince
Hawaii	Гавайи	Hawaiian	Honolulu
Honduras	Гондурас	Honduran	Tegucigalpa
Hong Kong	Гонконг		Hong Kong
Hungary	Венгрия	Hungarian	Budapest
Iceland	Исландия	Icelander	Reykjavik
India	Индия	Indian	New Delhi
Indonesia	Индонезия	Indonesian	Jakarta
Iran	Иран	Iranian	Tehran
Iraq	Ирак	Iraqi	Baghdad
Ireland	Ирландия	Irish(man)	Dublin
Israel	Израиль	Israeli	Jerusalem
Italy	Италия	Italian	Rome
Ivory Coast	Берег Слоновой Кости		Abidjan
Jamaica	Ямайка	Jamaican	Kingston
Japen	Япония	Japanese	Tokyo
Kenya	Кения	Kenyan	Nairobi
Kuwait	Кувейт	Kuwaiti	Kuwait City
Lebanon	Ливан	Lebanese	Beirut
Liberia	Либерия	Liberian	Monrovia
Libya	Ливия	Libian	Tripoli
Luxemburg	Люксембург	Luxemburger	Luxemburg
Madagascar	Мадагаскар	Madagascan	Antananarivo
Malawi	Малави		Lilongwe
Malaysia	Малайзия	Malayaian	Kuala Lumpur
Malta	Мальта	Maltese	Valletta
Mexico	Мексика	Mexican	Mexico City
Monaco	Монако	Monegasque	Monaco-Ville
Mongolia	Монголия	Mongol	Ulan-Bator
Morocco	Марокко	Moroccan	Rabat
Nepel	Непал	Nepali	Kathmandu
Netherlands / Holland	Нидерланды / Голландия	Netherlander/ Hollander	Amsterdam
New Zeland	Новая Зеландия	New Zeland	Wellington
Nicaragua	Никарагуа	Nicaraguan	Managua
Nigeria	Нигерия	Nigerian	Lagos

North Korea	Северная Корея	North Korean	Pyongyang
Norway	Норвегия	Norwegian	Oslo
Oman	Оман	Omani	Muscat
Pakistan	Пакистан	Pakistani	Islamabad
Panama	Панама	Panamanian	Panama City
Papua — New Guinea	Папуа — Новая Гвинея	Papuan	Port Moresby
Paraguay	Парагвай	Paraguayan	Asuncion
Peru	Перу	Perugian	Lima
Philippines	Филиппины	Philippian	Manila
Poland	Польша	Pole	Warsaw
Portugal	Португалия	Portuguese	Lisbon
Puerto Rico	Пуэрто-Рико	Puerto Rican	San Juan
Romania	Румыния	Romanian	Bucharest
Russia	Россия	Russian	Moscow
Rwanda	Руанда		Kigali
Saudi Arabia	Саудовская Аравия	Saudi Arabian	Riyadh
Senegal	Сенегал	Senegalese	Dakar
Sierra Leone	Сьерра-Леоне	Sierra Leonean	Freetown
Singapore	Сингапур	Singaporean	Singapore City
Slovakia	Словакия	Slovak	Bratislava
South Africa	Южная Африка	South African	Pretoria
South Korea	Южная Корея	South Korean	Seoul
Spain	Испания	Spaniard	Madrid
Sri Lanka	Шри-Ланка		Colombo
Sudan	Судан	Sudanese	Khartoum
Sweden	Швеция	Swede	Stokholm
Switzerland	Швейцария	Swiss	Berne
Syria	Сирия	Syrian	Damascus
Taiwan	Тайвань	Taiwanese	Taipei
Thailand	Таиланд	Thai/ Thailander	Bangkok
Togo	Того	Togolander	Lome
Tunisia	Тунис	Tunisian	Tunis
Turkey	Турция	Turk	Ancara
Uganda	Уганда	Ugandan	Kampala
United Arab Emirates	Объединенные Арабские Эмираты		Abu Dhabi
United States of America / USA	США	American	Washington
Uruguay	Уругвай	Uruguayan	Montevideo
Venezuela	Венесуэла	Venezuelan	Caracas

Yemen	Йемен	Yemenite	Sana'a
Zaire	Заир		Kinshasa
Zambia	Замбия		Lusaka
Zimbabwe	Зимбабве		Harare

Appendix 6. US States

AL	Alabama	Алабама
AK	Alaska	Аляска
AZ	Arizona	Аризона
AR	Arkansas	Арканзас
CA	California	Калифорния
CO	Colorado	Колорадо
CT	Connecticut	Коннектикут
DE	Delaware	Делавэр
DC	District of Columbia	Округ Колумбия
FL	Florida	Флорида
GA	Georgia	Джорджия
HA	Hawaii	Гавайи
ID	Idaho	Айдахо
IL	Illinois	Иллинойс
IN	Indiana	Индиана
IA	Iowa	Айова
KS	Kansas	Канзас
KY	Kentucky	Кентукки
LA	Louisiana	Луизиана
ME	Maine	Мейн
MD	Maryland	Мэриленд
MA	Massachusetts	Массачусетс
MI	Michigan	Мичиган
MN	Minnesota	Миннесота
MS	Mississippi	Миссисипи
MO	Missouri	Миссури
MT	Montana	Монтана
NE	Nebraska	Небраска
NV	Nevada	Невада
NH	New Hampshire	Нью-Гемпшир
NJ	New Jersey	Нью-Джерси
NM	New Mexico	Нью-Мексико
NY	New York	Нью-Йорк
NC	North Carolina	Северная Каролина
ND	North Dakota	Северная Дакота
OH	Ohio	Огайо
OK	Oklahoma	Оклахома
OR	Oregon	Орегон
PA	Pennsylvania	Пенсильвания
PR	Puerto Rico	Пуэрто-Рико
RI	Rhode Island	Род-Айленд
SC	South Carolina	Южная Каролина

SD	South Dakota	Южная Дакота
TN	Tennessee	Теннеси
TX	Texas	Техас
UT	Utah	Юта
VT	Vermont	Вермонт
VA	Virginia	Вирджиния
WA	Washington	Вашингтон
VW	West Virginia	Западная Вирджиния
WI	Wisconsin	Висконсин
WV	Wyoming	Вайоминг

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