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АНГЛИЙСКИЙ ЯЗЫК ДЛЯ ГОСУДАРСТВЕННЫХ СЛУЖАЩИХ (English for Social Servants)

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Пособие составлено в соответствии со стандартами ФГОС 3++ и рабочей программой дисциплины «Иностранный язык в сфере профессиональной деятельности (английский)» для студентов магистратуры первого курса. Состоит из семнадцати уроков, каждый из которых имеет четкую структуру. Упражнения нацелены на отработку навыков говорения, формулирования мыслей и доводов на иностранном языке, установление четких соответствий между английскими и русскими выражениями профессионального характера.

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Предисловие

Цель данного издания – развитие коммуникативных навыков и умений в деловой сфере, а также различных видов речевой деятельности.

Включены тексты, задания и упражнения различного характера: лексические, грамматические, коммуникативные. Практикум предназначен для развития и совершенствования навыков деловой коммуникации, устной и письменной речи студентов.

Работа с материалами сборника предполагает не только развитие навыков чтения, перевода и активизацию словарного запаса студентов, но дает хороший материал для обсуждения, анализа и аннотирования на английском языке. В пособии также представлены тексты, направленные на отработку поискового чтения и интеграцию профессиональных знаний в процесс совершенствования навыков владения иностранным языком.

Некоторые упражнения актуализируют и развивают навыки перевода с русского на иностранный язык.

Большинство заданий в пособии представлены на английском языке, что помогает созданию языковой обстановки на занятиях.

Unit 1

Introduction. Getting acquainted

Task 1. Introduce yourself, answer the following questions.

What is your name and surname?

Where are you from?

Where do you live?

What is your job connected with? What are your duties?

What are your hobbies and interests?

Task 2. Read the dialogue to find information to complete the table below.

1. The topic of the dialogue is.....		
2. The conversation takes place in (location).....		
3. It happens in (city)....., (country)		
	Person A	Person B
Name		
Age		
Occupation		

1. – Hi! My name is Nick. I'm from the United States. – Hi, Nick! I'm Maria. – Pleased to meet you, Maria! – Nick, what are you doing in Tiraspol? – I have just moved to Tiraspol and I am available to teach English.	2. – Hi there! What's up? – Hi! Everything's fine. Have we met before? – I don't think so. I'm Adam. And what's your name? – I'm Jenny, nice to meet you. Do you often come to this cafe, Jenny?
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<p>– Oh, great! Although I'm 18, my English is not very strong. Maybe you can help me to improve my skills?</p> <p>– Of course, I like that idea. Could I take your phone number?</p> <p>– My telephone number is 555-44-33. I will wait for your call.</p> <p>– It's time for me to leave but I hope to meet you again.</p> <p>– Me too!</p>	<p>– Yes, this is my favorite place. And you?</p> <p>– I come here every Wednesday. I just moved here two months ago when I turned 30.</p> <p>– How do you like London?</p> <p>– It's great, thank you. Sorry, I have to go now. See you.</p> <p>– Have a nice evening!</p>
<p>3.</p> <p>– Hey! I'm an exchange student here. My name is Kate. And what's your name?</p> <p>– Hi! I'm Janis. Can I help you?</p> <p>– Actually, yes, I'm looking for a lecture-hall №4.</p> <p>– Are you in professor Dannenberg's class?</p> <p>– I think so.</p> <p>– Great, me too. I'll show you the way. Where are you from?</p> <p>– I'm from Russia.</p> <p>– And when did you arrive?</p> <p>– Just two days ago. I didn't even have time to explore the city a little bit.</p> <p>Your English is very good. Have you been to England before?</p> <p>– Thank you. No, this is my first time.</p> <p>– Hope you'll enjoy your stay!</p>	<p>4.</p> <p>– Hello! I'm Vladimir. What is your name?</p> <p>– I'm Omar. Nice to meet you.</p> <p>– Nice to meet you too. Where are you from?</p> <p>– I'm from Egypt but I have been living in the United States for 4 years. What about you?</p> <p>– I'm from Russia. I've never been to the United States before.</p> <p>– It's really nice here. I like the States much more than Egypt. There are more career opportunities in America, for example.</p> <p>– I see. And what do you do here?</p> <p>– I'm a surgeon. I graduated from University of Texas last year and now assist in hospital.</p> <p>– That's impressive!</p> <p>– And what do you do?</p> <p>– I'm a journalist. I attend a conference on Human Rights here.</p> <p>– Interesting! Sorry I have to go now. Good luck on your conference. Bye!</p> <p>– Bye! Have a nice day!</p>

Task 3. Take a look at the visit card and answer the following questions:

<p style="text-align: center;">BIG BEE Real estate agency.</p> <p style="text-align: right;">JOHN G. SMITH Financial director</p>
<p>9 North Road, Brighton, BN1 5JF, England Phone: (0273) 543359 Fax: (0273) 559364</p>

1. Whose card is this? 2. What is he? 3. What company is he from? 4. What city is he from? 5. What is his telephone number? 6. What is the address of his company?

Make a visit card for yourself. Please keep in mind that the address is written in reverse order in English-speaking countries. The name of the street is indicated in the nominative case (Example: Repin Street, Lenin Street).

Task 4. Describe the picture.



Task 5. Answer the following questions.

1. What place are you from? 2. Are you married or not? 3. How many are you in the family? 4. How old are you? 5. Who is the eldest in your family? 6. What is your occupation? 7. What subjects do you study? 8. Do

you play the piano? 9. What languages do you know? 10. How well do you know French and German? 11. How many children do you have? 12. What colour is your hair? 13. What colour are your eyes? 14. What are you fond of? 15. How many friends do you have? 16. What kind of sport do you go in for? 17. What do you usually do in the evening? 18. Do you have a pet?

Task 6. Read the text and answer questions on it. Retell the text.

THE HOUSE

Mr. and Mrs. Smith have one son and one daughter. The son's name is John. The daughter's name is Sarah. The Smiths live in a house. They have a living room. They watch TV in the living room. The father cooks food in the kitchen. They eat in the dining room. The house has two bedrooms. They sleep in the bedrooms. They keep their clothes in the closet. There is one bathroom. They brush their teeth in the bathroom.

The house has a garden. John and Sarah play in the garden. They have a dog. John and Sarah like to play with the dog.

Questions: 1. How many children do the Smiths have? 2. How many sons do the Smiths have? 3. Do the Smiths have any daughters? 4. What is their son's name? 5. Is their daughter's name Ann or Sarah? 6. Do the Smiths live in a flat? 7. What do they usually do in their living room? 8. Does the father ever cook? 9. Do they usually eat in their kitchen? 10. How many bedrooms are there in the Smith's house? 11. What do they use their closet for? 12. How many bathrooms do they possess? 13. Is there a garden by the house? 14. Who can play in the garden? 15. Do the Smiths have any pets?

Task 7. Study topical vocabulary:

<i>Nice to meet you/ Nice to see you</i>	Рад знакомству с вами!
<i>Welcome!</i>	Добро пожаловать!
<i>Let me introduce myself.</i>	Разрешите представиться.
I am pleased to meet you.	Очень рад встретиться с вами!
<i>Meet my friend, Ms. Hughes!</i>	Познакомьтесь с моей подругой, мисс Хьюз.
I think we've already met.	Полагаю, мы встречались ранее.
I've heard so much about you.	Я наслышан о вас.

Is it your first time in Tiraspol?	Вы впервые в Тирасполе?
You work in sociology, right?	Вы работаете в сфере социологии, верно?
How do you like it here?	И как вам здесь нравится?
How long have you been here?	Как долго вы здесь находитесь?
I'm sorry, I didn't catch your name	Простите, я не расслышал, как вас зовут.
What do you do? / What are you?	Чем Вы занимаетесь (где работаете, какая у вас профессия)?
Where are you from / Where do you come from?	Откуда Вы родом?
Could I take your email address?	Вы не могли бы дать мне свой электронный адрес?

Task 8. Study the following abbreviations, make up sentences with them.





Work & Employment Vocabulary

application



A letter or form with details of your qualifications, skills, experience, ... sent to a firm or company when requesting to be considered for a job or position

background



A person's education, qualifications and/or work experience

bonus



Money added to someone's wages, especially as a reward for good work

employee

Someone who is paid to work for someone else



trainee



A person who is practising the skills of a particular job or profession

hire

Employ someone



interview

An oral examination of a candidate for a job



make redundant

Dismiss because of not being needed

notice



Advance warning of intention to resign

overtime



Work more than the number of hours required by contract

Unit 2

People in business

Task 1. Review useful phrases on the topic “Meeting someone for the first time”

1. Introducing yourself

Let me introduce myself. My name’s ... How do you do?

Pleased to meet you.

Hello. I’m ... Nice to meet you.

2. Introducing another person

Let me introduce you to ... How do you do? or Nice / Pleased to meet you.

This is my colleague ...

Nice to meet you. Nice to meet you too.

3. Other questions

Where are you from? I’m from ... (but I work in ...)

What do you do? I’m a ... What about you?

Who do you work for? I work for ... And you?

Task 2. Describe people on the pictures.



Sally Kent



**Simon
Hastings**



**Alessandra
Boni**



**Akiko
Takajima**

Task 3. Sally Kent is the editor of *Business Monthly* magazine. She introduces Simon Hastings to two other people. Read the dialogue and fill in the gaps in the table below.

A: Alessandra, let me introduce you to my colleague, Simon Hastings.

B: How do you do? Pleased to meet you.

C: How do you do?

B: Do you work here, Alessandra?

C: No, I work for SAP. I'm a consultant. This is my colleague Akiko Takajima.

D: Nice to meet you.

B: Nice to meet you too, Akiko. Where are you from?

D: I'm from Osaka. In Japan.

B: Where do you work?

D: I work for SAP in Frankfurt. I'm a software engineer. And you?

B: I'm a journalist. I work here at *Business Monthly*. Sally's my boss.

A	B	C	D
Sally Kent	Simon Hastings	Alessandra Boni	Akiko Takajima
American	British <i>Italian</i>36
editor147
<i>Business Monthly</i>2 <i>SAP</i>58

Task 4. Piet Smout works for a company which finds jobs for English-speaking people who want to work in other countries. Read the first part of an interview with him, and answer the questions.

A: Where do you send people? All over the world?

B: No, not exactly. Most of our contacts are in Europe, particularly southern Europe. But we're also now developing an activity in South-east Asia, particularly in Japan, Thailand, and China.

A: And do you specialize in particular types of jobs?

B: No, we don't. You see, we always work with big companies, who need new staff in many different areas. So we recruit computer technicians,

teachers, construction workers, project managers, engineers. We've even recruited a personal bodyguard for the President of a European company.

A: That's quite a range. Now, tell me about the work you do.

B: Well, like all the consultants in my firm, I specialize in one particular country. I'm working in Thailand at the moment, one of our new markets. I go there regularly, visit companies, and listen to their needs. I spend at least three days in each company – that's an important point.

A: Why's that?

B: Because we provide a very personalized service. We have to know the company well, and the person who's going to work there. We don't want to recruit someone for Thailand who then leaves after two weeks because he's not happy.

1. In which parts of the world does the company find jobs?
2. What kind of jobs does it find? Give three examples.
3. What does Piet Smout's job consist of?
4. Why is it important to spend a long time in each company?

Task 5. Now read the second part of the interview, and complete the table.

A: I can see you enjoy your job.

B: Yes, very much. I really enjoy learning about new cultures, when I visit companies abroad. I also really like interviewing people for jobs, particularly younger people.

A: Why's that?

B: Because younger people are generally very interested in the country, not only the job, and that's very important.

A: Mm. What about the travelling?

B: Well, I love visiting new countries, but I don't really like taking the plane.

A: You don't like flying. Isn't that rather difficult for someone who works in Thailand?

B: Yes, a little.

A: Is there anything else you don't like?

B: Yes, I hate telling people we can't help them. Sometimes we say no because we feel a person doesn't have the right personal qualities to work in a certain country.

A: What qualities do you think are necessary for someone working abroad?

B: I think there are three. First, they have to be adaptable, ready to change their working habits and their living habits. Secondly, they have to be sensitive people. That means they have to respect the culture of the country they are in. Finally, it's better if they are outgoing. Outgoing people will make friends easily, and learn the local language more quickly.

What he likes about his job	What he dislikes about his job	Necessary qualities for working abroad

Task 6. Read the article to learn more of the vocabulary on the topic “Employment”.

WORK VS JOB: В ЧЕМ РАЗНИЦА?

Оба слова, и *work*, и *job*, означают «работа», чем могут вызвать путаницу. *Work* – понятие более общее и означает деятельность в целом. Мы используем слово *work* и как неисчисляемое существительное, и как глагол. Например: *I work at/for Google.* – Я работаю в компании Google. / *Я работаю на компанию Google.* *I work as a book-keeper.* – Я работаю бухгалтером. *I start work at 10 a.m.* – Я начинаю рабочий день в 10 часов утра. *I have loads of work today.* – У меня сегодня много работы.

Исчисляемое существительное *job* означает профессию, род деятельности (*profession / occupation*), ту работу, за которую мы получаем зарплату. Например: *In the last couple of years, I've had four jobs.* – За последние пару лет у меня было четыре работы. *I have a part-time job.* – У меня работа на неполную ставку.

CAREER LADDER: СЛОВА И ФРАЗЫ О КАРЬЕРЕ

В начале работы новому сотруднику нужно пройти подготовку или тренинг (*job training*), а позже специалисту может понадобиться переподготовка (*retraining*). После этого сотрудник назначается (*to be placed*) в отдел (*department*), подразделение (*division*) или филиал (*branch*). *Before you get down to work, you must undergo a mandatory training.* – Перед тем как приступить к работе, вы должны пройти обязательную подготовку. Карьера складывается по-разному: сотруд-

ник может быть переведен (transferred) в другой отдел, либо получить повышение в должности (promotion) и повышение зарплаты (pay rise / pay raise). After a year or two he was promoted to head of department. – Через год-два работы он получил повышение и возглавил отдел.

YOU'RE FIRED: СЛОВА И ФРАЗЫ ОБ УВОЛЬНЕНИИ

Иногда все идет не по плану: работник может быть понижен (to be demoted) или даже сокращен (to be laid off, to be made redundant). Work hard, or else you will be demoted. – Работай как следует, иначе тебя понизят. В английском языке много слов со значением «уволить». Рассмотрим подробнее, чем они отличаются. To lay off – отстранить от работы большое число сотрудников в связи с тяжелым финансовым положением, например из-за кризиса или падения продаж, а не плохой работы. The company laid off 300 employees, 120 salaried and 180 hourly workers. – Компания уволила 300 сотрудников, из них 120 штатных и 180 с почасовой оплатой труда. Как правило, термин to lay off относится к временному отстранению от работы: при улучшении положения фирмы сотрудников могут «взять» обратно. Если этого не произойдет, специалиста, который был laid off, с большей охотой возьмут на новую работу, чем того, кто был fired или dismissed.

To retrench – отстранить от работы в связи с реорганизацией. Иногда реформы начинаются с сокращения рабочих часов, зарплат, а потом руководству приходится прибегнуть к структурным преобразованиям, ведущим к сокращению рабочих мест. The whole branch was retrenched due to reorganization. – В связи с реорганизацией под сокращение попал целый филиал.

To dismiss – уволить в связи с неудовлетворительной работой. Разговорные варианты – to fire, to sack. Последний используют в основном в Британии. He spent days chatting in social networks and finally was fired. – Он сидел в соцсетях днями напролет и в конце концов был уволен.

Если человек находит себе лучшее место, он может написать заявление об увольнении (letter of resignation) и уволиться (to resign, to quit). She quit a month ago – it seemed that she'd found a better job. – Она уволилась месяц назад – казалось, она нашла работу получше.

В конце концов человек достигает пенсионного возраста (retirement age) и выходит на пенсию (to retire). I admit it, I can't wait to retire. – Признаю, мне не терпится уйти на пенсию.

Источник – Школа английского языка Skyeng: <https://skyeng.ru/articles/karernyj-vopros-daem-otvety/>

Unit 3

Applying for a job

Task 1. Look at this advertisement from a jobs website and answer the questions.

1. What job is it for?
2. Is it well-paid?
3. Where will the person work?
4. What qualifications, experience, and personal qualities will the person need?
5. If you're interested in the position, what do you have to do?

jobs @execnet.com

European Sales Director

Ref: B112

Salary: \$90 – 110k + stock options

Location: Lyon, France

Age range: 35 – 50

Qualifications: Qualified
doctor preferred

Degree in Business

Administration or similar

Good level in three European languages, including English

Are you ambitious, energetic and adaptable? Based in Philadelphia, we are a leading American manufacturer of medical equipment. We are looking for someone with wide experience in the medical or pharmaceutical industry to manage our new European sales operation. You should have at least 10 years in the medical or pharmaceutical industry, of which five years in management. Please e-mail CV and covering letter to jobs@execnet.com.

Task 2. Complete the word-building table with words from the box below, as in the example. In the “person” column, you will sometimes need two words, sometimes none.

employer	interview	interview	applicant	shortlist	employment
application	advertise	employee	advertiser	shortlist	advertisement
interviewer	apply for	resignation	resign	employ	interviewee

Verb	Noun	Person
<i>Interview</i>	<i>interview</i>	<i>interviewer / interviewee</i>

Task 3. Which words in the list in task 2 would you use to complete these sentences? Sometimes you will need to change the form.

1. We have received for this job from 3,000 people.
2. I saw the for this post in the *Sunday Times*.
3. OK, I think we’ve said enough about Mr. Downing. Can you call the next
4. When she was offered the new job, she sent a letter of to her old
5. Were you for the job? No, I didn’t even get a first
6. Nobody in the company for the job, so they had to the post in the newspaper.
7. His recent history of is very strange. He had six jobs between 1990 and 2000, and he from all of them.

Task 4. Luis Antonio de Oliveira is applying for the job advertised in task 1. Read his letter of application below. In what ways is he a good candidate for the post?

Dear Sir or Madam,

I am writing to apply for the post of European Sales Director advertised on your “Execnet” website. I am 48 years old, Brazilian, with a medi-

cal degree from the University of San Paolo (1982), and a Masters in Business Administration from the University of Los Angeles (1988).

I joined my present company, AVRC Pharmaceuticals, in 1997. After two years as Marketing Manager for South America, I moved to Madrid to take up my present position as Regional Director for Southern Europe.

Before joining AVRC I was in charge of clinical trials for new drugs at Medilab, where I spent five years. I also have four years' experience as a research scientist for new drugs. My professional experience also includes four years as a doctor working for a medical charity in Peru, before leaving to start my two-year MBA course.

Concerning my language ability, I am fluent in English and Spanish, and I am currently following an intensive course in French. I am hard-working, creative, and ambitious, and after a number of years with the same company, I would appreciate the opportunity of a new challenge.

I look forward to hearing from you.

Yours faithfully,

Luis Antonio de Oliveira

Task 5. Luis Antonio de Oliveira meets an old friend at Madrid airport. Read their conversation. How do they know each other?

A: Hey, Luis Antonio!

B: Bill Pitt. I don't believe it! Bill, how are you?

A: Just fine. You're looking good, Luis.

B: You too, Bill. It's been a long time.

A: Yes, it has. When did we finish in LA?

B: In 1988. You went to Washington and I went back to Rio.

A: That's right.

B: So what are you doing now, Bill?

A: Well, I'm a Project Director with Sun Microsystems in Silicon Valley.

B: Sun Microsystems. That's great! How long have you worked there?

A: Since 97.

B: And where do you live?

A: In San Francisco. We moved there in 1994.

B: And I guess you are married now.

A: Yes, with three beautiful children. Two sons and a daughter.

B: So, where did you meet your wife?

A: Well, Luis, do you remember a girl on our MBA course in Los Angeles? Her name was Melissa Norton. She always had the best grades.

B: Melissa Norton. Of course I remember.

A: Well, we got married in 1991.

B: Well, congratulations, Bill.

A: Thanks. What about you? Do you have a family now?

B: Well, it's a long story. Do you have time for a drink before your flight?

Task 6. What do we learn about Bill Pitt? Complete these notes. Read again if necessary.

Present employer since

Married to since

First met his wife

Lives in Moved there in

Task 7. Describe the picture.



Task 8. Read the article to learn more of the vocabulary on the topic “Applying for a job”.

Job search: слова и фразы о поиске работы

Когда человек ищет работу (to look for a job / to seek employment), он просматривает объявления работодателей (to look through the job lists) и отвечает на них (to apply for a job). Чаще всего необходимо по-

дать резюме (to submit the resume / CV) и сопроводительное письмо (cover letter). Yes, she is looking for a job and is applying everywhere. – Да, она ищет работу и подает заявки везде и всюду. He applied for a junior manager position a week ago. – Неделю назад он откликнулся на позицию младшего менеджера.

Recruitment: слова и фразы о найме на работу

После получения заявок от кандидатов (candidates' applications), работодатель (employer) приглашает самых перспективных из них на собеседование (job interview), беседует с ними и составляет окончательный список (shortlist). Весь процесс отбора на английском называется shortlisting, а каждый кандидат мечтает попасть в окончательный список (to be shortlisted), получить предложение работы (get a job offer) и стать сотрудником (employee) компании. Alex is lucky enough to be shortlisted in a large IT company. – Алексу повезло – его занесли в окончательный список кандидатов в крупной IT-компании. В итоге компания выбирает кандидата-победителя (successful candidate) и нанимает его на работу (to hire, to recruit). As long as her interview was successful, Natalie was hired. – Поскольку собеседование прошло успешно, Натали взяли на работу.

Источник – Школа английского языка Skyeng: <https://skyeng.ru/articles/karernyj-vopros-daem-otvety/>

Unit 4

Job interview

Task 1. Study the CV (curriculum vitae) of another candidate for the post of European Sales Director. Make a list of questions you have to ask to complete the missing information in files A, B. e.g. When was she born? Find answers to these questions.

File A.

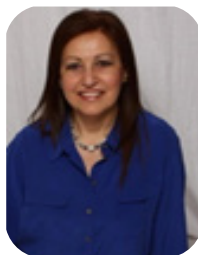
CURRICULUM VITAE

Name: Andrea Paganini

Date of birth:

Nationality: British / Italian

Marital status: Married



QUALIFICATIONS

1987 Obtained Degree in Pharmacology, University of London

1994 Obtained Diploma in Marketing Studies – London Institute
 of Marketing
 (..... – year correspondence course)

PROFESSIONAL EXPERIENCE

19.... – 1989 **University of London Hospital**
 Research scientist in Pharmacology unit

1989 – 1991 **European Commission, Brussels**
 Participated in European Community Drug Deve-
 lopment Programme, coordinating and financing
 projects between hospitals and European phar-
 maceutical companies

1991 – 1998 **AVRC Pharmaceuticals, Milan, Italy**
 As Head of Research (3 years) I was responsible for the development of a new range of anti-depressant drugs. I then worked as Marketing Manager for Italy (..... years).

..... – now **Pharmaline, Paris**
 Pharmaline sells pharmaceutical products over the Internet. I joined the company as a product consultant. Since 2000 I have been for Europe.

LANGUAGES English / Italian (native speaker)
 French (fluent)

INTERESTS Skiing, tennis, Modern European literature, architecture

Task 2. Match the definitions (a–f) with the vocabulary (1–6).

1. ID	a. a job in a company, for example a marketing manager or sales assistant
2. a position	b. a short document that shows your experience and qualifications
3. references	c. letters from people who know you that describe your abilities
4. to reschedule	d. identification; a document with your name, photo and other personal information
5. a CV	e. the place in an office where visitors arrive
6. reception	f. to change the date or time of something

Task 3. Read an e-mail invitation to a job interview and translate the text.

Text: An invitation to a job interview

To: Grace Yang

Date: 6 September

Subject: Invitation to job interview

Dear Grace,

Thank you for your application for the position of sales manager.

We would like to invite you for an interview at 10 a.m. on Monday 21 September at our offices at The Shard, 32 London Bridge Street, London.

You will meet with our head of sales, Susan Park, and the interview will last for about 45 minutes. During this time, you will have the opportunity to find out more about the position and learn more about our company.

Please bring your CV and references to the interview. You will also need to show a form of ID at reception to receive a visitor's pass. Please ask for me as soon as you arrive.

If you have any questions or if you wish to reschedule, please call me on 555-1234 or email me by 12 September.

I look forward to meeting you.

Best regards, Anna Green

Human Resources Assistant

Task 4. Choose the best answer.

1. What job did Grace apply for? a. Head of sales b. Sales manager c. Sales assistant d. Human resource assistant	2. When is the job interview? a. 6 September b. 12 September c. 21 September d. 22 September
3. How long will the interview take? a. Under an hour b. Just over an hour c. Over two hours d. A day	4. What does Grace need to bring to the interview? a. Her CV b. Her references c. Her ID d. All of the above
5. Who should Grace ask for at reception? a. The reception manager b. Susan Park c. Anna Green d. Grace Yang	6. What can Grace do if she wants to change the interview date? a. Go to the reception on 12 September b. Call Anna Green on 10 September

	c. Email Anna Green on 15 September d. Meet Susan Park for a coffee on 21 September
--	---

Task 5. Complete the sentences with words given: sales, last, pass, resources, invite, Shard.

1. The main purpose of the email is to Grace for a job interview.
2. The interview will be at their offices at The
3. Susan Park is their head of
4. Anna Green is their human..... assistant.
5. The job interview willfor about 45 minutes.
6. Grace needs to show her ID to receive a visitor's

Task 6. Get ready to say 5 sentences about the Shard London Bridge.



Task 6. Learn more about CV writing rules examining David Smith's resume.

DAVID SMITH

Personal

Address
71 Cherry Court, Cox Row
Southampton SO53 5PD

Phone number
0100 234 5000

Email
example@cvmaker.uk

Skills

Microsoft Word ●●●●●

CRM software ●●●●●

Microsoft Excel ●●●●●

Self control ●●●●●

Patience ●●●●●

Effective listening ●●●●●

Clear communication ●●●●●

Adaptability ●●●●●

Interests

■ Electronics and computers

Keen customer service representative with over 10 years of experience in the short-term insurance industry servicing both private and business clients. I am a highly skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency. Outstanding organisational skills allows quality service delivery, and I maintain the highest level of integrity to ensure the confidence and security of both client and company. All my short term insurance certifications are up to date. I am a competent team leader who can inspire and be inspired by my team.

Work experience

Customer Service Team Leader

Greenfield Insurance Services, Southampton Jul 2016 - Present

Responsible for managing the day to day functioning of a team of 15 Customer Service Consultants servicing business clients with their short term insurance needs. Duties include -

- Solving escalated queries and speaking to demanding clients
- Monitoring inbound and outbound call ratios per consultant
- Upholding internal targets relating to closed and unresolved tickets
- Following up on unresolved queries with a lead time of more than 24-hours
- Replaying call recordings on unsolved queries and client complaints
- Liaising with team members to understand and resolve issues
- Extensive liaison with internal stakeholders to solve problems effectively
- Managing the team training portfolio and ensuring all members get proper training
- Ensuring all equipment is maintained and in working order
- Motivating, encouraging and supporting team members
- Providing on the job training as required
- Preparing daily, weekly and monthly reports for senior management
- Attending regular management meetings to chart progress and vision
- Organising team rotation schedules, leave applications and absenteeism

Customer Service Advisor

Higos Insurance Services, Southampton Oct 2010 - Jul 2016

Part of a team of advisors servicing personal short term insurance clients. Duties included -

- Taking inbound calls relating to policy queries
- Guiding clients through claim processes
- Helping clients navigate online processes
- Logging all calls on the internal system
- Escalating queries that required input from other departments
- Following up on escalated queries
- Making outbound calls to give feedback
- Giving management feedback on unresolved queries
- Updating clients' personal and banking details
- Following up on lapsed policies
- Making internal applications for policy reinstatements
- Maintaining all paperwork and electronic filing
- Attending regular onsite training sessions to improve skills

Customer Care Consultant

Ageas Insurance, Southampton Mar 2008 - Sep 2010

I was initially appointed as a trainee, and after six months, I was promoted to a consultant role supporting business clients with their short term insurance needs. Combined duties included -

- Taking inbound calls and making outbound calls
- Logging calls on the internal system
- Verifying client details on policy documents
- Obtaining original invoices for items covered in each policy
- Updating client's business and banking details
- Escalating queries to the team leader
- Maintaining all paperwork and electronic filing

Task 7. A candidate is attending a job interview. Match questions 1-4 below with his / her answers.

1. Have you ever had a difficult boss?



2. Have you worked abroad in the last five years?
3. Have you ever managed a team?
4. Have you studied any other languages apart from English?
5. “Yes, I have. I was in charge of ten technicians when I worked for Olivetti”.
6. “No, I haven’t. But I lived in Spain for a year, so I can speak Spanish quite well”.
7. “Yes. I spent six months on a construction project in Delhi”.
8. “Yes. In fact that’s why I resigned from my first job after only six months”.

Unit 5

The first business contacts

Task 1. Topic: Making an appointment

Read and translate the dialogue. Pay attention to the following words: **contact** – контакт, **to make an appointment** – договориться о встрече, **to do business** – вести бизнес, **convenient** – удобный, **to pick smb up** – заехать за кем-либо, **lounge** – холл

Nick: I am very glad to meet you.

Albert: So am I. And I hope we shall do good business together. When can you come to our office tomorrow?

Nick: Will ten o'clock be convenient to you?

Albert: Fine. Then I'll pick you up tomorrow at a quarter to ten in the lounge of the hotel.

Nick: OK. See you tomorrow then.

Albert: Good-bye.

Task 2. Mark the right preposition:

1. When could you come (*in, into, to*) our office next week? 2. Will this time be convenient (*to, with, of*) you? 3. I shall pick you up (*for, during, at*) two in the afternoon. 4. I'll be waiting (*with, for, by*) you near the hotel. 5. I'll be waiting (*in, with, on*) the lounge. 6. The lounge (*at, by, of*) the hotel is very comfortable.

Task 3. Match the Russian and English equivalents:

1. Когда вы могли бы прийти к нам в офис?	a. I shall pick you up at your office.
2. Вас устроит 9 часов утра?	b. Let us meet in the lounge of the hotel.
3. Я заеду за вами в ваш офис.	c. See you tomorrow.
4. Давайте встретимся в вестибюле гостиницы.	d. When could you come to our office?
5. До встречи завтра.	e. Will 9 a.m. be convenient to you?

Task 4. Topic: Arriving at a company

Read and translate the dialogue. Pay attention to the following words: to arrive – прибывать, receptionist – секретарь в приёмной, available – имеющийся в наличии, доступный, to expect – ожидать, lift (Am. elevator) – лифт, the second floor – третий этаж, the ground floor – первый этаж

- Mr Smith: Good morning. My name is Smith.
Receptionist: Good morning. May I help you?
Mr Smith: Yes, I have an appointment with Mr Brown.
Receptionist: What time is your appointment?
Mr Smith: It is ten thirty.
Receptionist: Just a minute. I'll check if Mr Brown is available....
Everything is OK. Mr Brown's secretary is coming down to take you to Mr Brown's office.
Mr Smith: Thank you.
Secretary: Mr Smith? Good morning. Mr Brown is expecting you. Follow me, please. This way ... Here is the lift. We are going up to the second floor. Come in, please.
Mr Smith: Thank you for your help
Secretary: Glad to be of service.

Task 5. Use the right words in the following sentences: Follow, take, check, help, service, minute, time, appointment.

1. May I ... you? 2. I have an ... with Mr Kingslake. 3. What ... is your appointment? 4. Just a ... 5. I shall ... if Mr Kingslake is available. 6. The secretary came down to ... Mr Pike to Mr Kingslake's office. 7. The secretary asked Mr Pike to ... her. 8. Glad to be of ...

Task 6. Match the questions and answers:

1. Who(m) did Mr Smith have an appointment with?	a. Most probably it was the receptionist.
2. What time was the appointment?	b. He had an appointment with Mr Brown.
3. Who was the person Mr Smith met first in the building?	c. They had arranged to meet at ten thirty.
4. Who accompanied Mr Smith to Mr Brown's office?	d. It was Mr Brown's secretary.

Task 7. Translate into English:

1. У меня назначена встреча с г-ном Хиллом. 2. На какое время у вас назначена встреча? 3. Я проверю сейчас, свободен ли г-н Хилл. 4. Сейчас секретарь г-на Хилла спустится и проводит вас в его офис. 5. Г-н Хилл ждёт вас. 6. Проходите, пожалуйста. 7. Вот наш лифт. 8. Нам на третий этаж. 9. Входите, пожалуйста. 10. Рада вам помочь.

Task 8. Topic: Dates and time of the day. Study the information from the table. Pay attention to the words: quarter 1. четверть, 2. квартал (года) , a.m. (ante meridiem Lat.) до полудня, p.m. (post meridiem Lat.) после полудня

(UK) 20.5. 2011	the twentieth of May two thousand and eleven or twenty eleven
(USA) 5.20.2011	-----
<i>Everyday English</i>	<i>Business English</i>
7.00 (seven o'clock in the morning)	07.00 a.m.
7.15 (a quarter past seven)	07.15 a.m. (seven fifteen)
7.20 (twenty past seven)	07.20 a.m. (seven twenty)
7.30 (half past seven)	07.30 a.m. (seven thirty)
7.45 (a quarter to eight)	07.45 a.m. (seven forty-five)
7.50 (ten to eight)	07.50 a.m. (seven fifty)
15.00 (three o'clock in the afternoon)	03.00 p.m.
19.00 (seven o'clock in the evening)	07.00 p.m.

Task 9. Translate into English using these examples: It is half past ten now. He came at a quarter past ten.

1. Сейчас половина второго. 2. Сейчас девять часов вечера. 3. Сейчас десять минут одиннадцатого. 4. Он придёт в половине шестого. 5. Они придут в половине двенадцатого. 6. Она придёт в 10.15.

Task 10. a) *Translate into Russian:*

1) 10.40 a.m. 2) 11.50 a.m. 3) 11.50 p.m. 4) 03.15 p.m.

b) *Write the names of months in full:*

Jan. Feb. Apr. Aug. Sept. Oct. Nov. Dec.

Task 11. a) *Translate into English using these examples: It is the first of April today. He came to Moscow on the second of May.* 1. Сегодня 14 февраля. 2. Они прибыли 7 сентября. 3. Он уехал 23 марта. 4. Это было 21 января. 5. Она приехала в Москву 12 июля.

b) *Write the years in words using these examples: a) 1945 – nineteen forty-five, b) 2011 – two thousand and eleven / twenty eleven.*

1) 2010, 2) 2013, 3) 2020, 4) 1917, 5) 1612

c) *Match the equivalents:*

- | | |
|--------------|--------------------------------|
| 1) 2.11 (UK) | a. the second of November |
| 2) 2.11 (US) | b. the twenty fourth of August |
| 3) 8.24 (US) | c. the twenty fifth of August |
| 4) 25.8 (UK) | d. the eleventh of February |

Task 12. Topic: Introductions. Read and translate the dialogue.
Pay attention to the following words: to take care of – заниматься, заботиться о; I see – Понятно.

Jessica: Nick! Come in, come in. I'd like you to meet Josh Crosby.

Josh: How do you do, Nick?

Nick: How do you do? It's very nice to meet you.

Jessica: Josh is our company lawyer. He is taking care of the contracts.

Nick: I see.

Josh: I hear you are from Canada.

Nick: Yes, that's right.

Josh: How long will you be staying in the States?

Nick: Oh, about three months.

Josh: How do you like it here so far?

Nick: It's great. I'm really enjoying it.

Josh: Well, if you excuse me, I have to go. It was nice meeting you.

Nick: Thanks, nice meeting you, too. Hope to see you again sometime.

Task 13. Mark the true statements (T) and the false ones (F):

1. This talk takes place in the USA. ____
2. Jessica seems to be the master of the situation. ____
3. Nick and Josh have not met before. ____
4. They exchange 'How do you do' greeting each other. ____
5. Josh is the company secretary. ____
6. Nick is from Canada. ____
7. Nick is going to stay in the USA for a month. ____
8. He does not like it in the States very much. ____
9. Nick has to go and after saying a few polite words he leaves.

Task 14. Study the table to review the vocabulary connected with country names. Make sentences with these words.

<i>Country</i>	<i>Capital</i>	<i>Language / Nationality</i>	<i>People</i>
Australia	Canberra	English	(an) Australian (Australians)
Germany	Berlin	German	(a) German (Germans)
China	Beijing/Peking	Chinese	Chinese (the Chinese)
France	Paris	French	a Frenchman (-woman), (the French)
Spain	Madrid	Spanish	a Spaniard (Spaniards, the Spanish)
Japan	Tokyo	Japanese	Japanese (the Japanese)
Sweden	Stockholm	Swedish	a Swede (Swedes, the Swedish)
Italy	Rome	Italian	(an) Italian (Italians)

Task 15. Study topical Vocabulary "First Meetings". Make sentences with 10 of these word combinations.

To exchange business cards	Обмениваться визитными карточками
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Translation services	Переводческие услуги
To introduce smb to smb	Представлять кого-либо кому-либо
To arrange a meeting	Организовывать (договариваться) встречу (собрание, заседание)
To attend smth	Посещать, присутствовать
A wine producer	Производитель вина
To be in the wine (translation...) business	Быть занятым в сфере производства вина (заниматься переводческой деятельностью)
To work for a company / a person	Работать на компанию / человека
To meet smb	Познакомиться с кем-либо
To specialize in smth/ in doing smth	Специализироваться в чём-либо
A wine-producing country	Страна-производитель вина
A key person	Важный человек, ключевая фигура (персона)
Russian cuisine	Русская кухня (кулинарное искусство)
A business trip	Командировка
To run a company (a project...)	Возглавлять компанию (руководить проектом)
To come from	Быть родом из
To commute from...to...	Ездить из пригорода в город на работу
To compete with smb	1. Соревноваться с кем-либо. 2. Конкурировать с кем-либо
To travel on business	Ездить по работе куда-либо
To go out with smb	Гулять с кем-либо
A visitor profile	Информация о посетителе
An employer / an employee	Работодатель / работник, сотрудник
To make a phone call	Сделать звонок
To make an arrangement	Договариваться

To do activities	Заниматься разными видами деятельности
To have a flexitime	Иметь гибкий (скользящий) график работы
To communicate with smb	Общаться с кем-либо
To make an appointment	Назначить (договориться о) встречу
To come to visit smb	Навещать кого-либо
To decrease a risk	Уменьшать(ся) риск
To increase costs	Увеличивать(ся) издержки
To look forward to doing smth	Ждать с нетерпением чего-либо
An experience in smth/ doing smth	Опыт в чём-либо
To attract customers	Привлекать покупателей
To hold an exhibition	Проводить выставку
To take place (a conference, an action...)	Происходить, проходить

Unit 6

Telephoning

Task 1. Topic: Answering the call. Read the dialogue and add 4 more phrases to it.

Words: 1. to answer a call – ответить на звонок, 2. to be in – быть здесь / на месте / у себя, 3. Hold the line – Не вешайте трубку. 4. You are through. – Вы соединены, говорите.

Secretary: Hill and Co. here. Good morning.

Mr Green: Good morning. My name is Henry Green. Could I speak to Mr Hill, please? Is he in?

Secretary: Hold the line, please ... You are through.

Mr Hill:

Mr Green:

Mr Hill:

Mr Green:

Task 2. Use the right words in the following sentences:

in speak through please call (2) calling hold

1. Could I ... to Mr Snow? 2. Is Mr Flinch ...? 3. ... the line, please.
4. Just a minute, ... 5. You are ... 6. It is an important ... 7. It is the secretary who is answering the ...

Task 3. Match the Russian and English equivalents:

1. Я вас соединила, говорите.	a. Hold the line, please.
2. Я хотел бы поговорить с г-жой Миллз.	b. Just a minute.
3. Она на месте?	c. You are through.
4. Не вешайте трубку, подождите.	d. Could I speak to Mrs Mills, please?
5. Одну минуту.	e. Is she in?

Task 4. Topic: Spelling names. Words: 1. to spell (spelt, spelt) – писать или произносить слово по буквам, 2. journal – журнал, газета; дневник, 3. to put through – соединять

Read the dialogue.

- Mr Stockton: Is that the Journal of Commerce?
 Secretary: Yes, that's right. Who's calling, please?
 Mr Stockton: Oh, Stockton's my name. I'd like to speak to Mrs Atkins.
 Secretary: Sorry. Could you repeat your name, please?
 Mr Stockton: John Stockton. S – T – O – C – K – T – O – N.
 Secretary: Just a moment, please, Mr Stockton. I am putting you through to Mrs Atkins.
 Mr Stockton: Is that Mrs Atkins now?
 Mrs Atkins: Atkins speaking.

Task 5. Mark the right answer in accordance with the text:

1. Whom is Mr Stockton calling? a. He is calling Mr Atkins. b. He is calling Miss Atkins c. He is calling Mrs Atkins.	2. Was Mrs Atkins the first person to answer the call? a. No, she was not. b. Yes, she was. c. It is not quite clear.
3. What is Mr Stockton first name? a. Jim. b. John. c. Jack.	4. Did Mrs Atkins answer the call then? a. No, she didn't. b. Yes, she did. c. It is not quite clear.
5. What company is he calling? a. The Commerce newspaper. b. The Commerce magazine. c. The Journal of Commerce.	

Task 6. a) Mark the right word:

- I'd like to speak (*to, at, by*) Mr Austen.
- Could I speak (*for, by, to*) Mrs Meredith?
- I am putting you through (*across, by, to*) Miss James.
- Hold (*a, the, an*) line, please.
- Just (*the, an, a*) moment.
- Is (*that, you, he*) Mrs Atkins?

7. Yes, that's (*right, wrong, no*).

Spell these names: 1. Green 2. Atkins 3. Austen 4. Meredith
5. Marshal

Task 7. Translate into English using the text:

1. Это фирма «Браун и Ко»? 2. Извините, кто говорит?
3. Можно поговорить с г-жой Вейл? 4. Я бы хотел поговорить
с мисс Сноу. 5. Соедините меня, пожалуйста, с г-ном Рид. 6. Чем
могу быть полезна? 7. Соединяю.

Task 8. Topic: The right person is not available. Words: to keep
smb waiting – заставить кого-либо ждать, at the moment – в данный
момент. **Read and translate the dialogue.**

Mr Johnson: This is Michael Johnson speaking. Could I speak
to Mr Bellock, please?

Operator: Well, he's here today, but he may not be in his of-
fice right now.

Mr Johnson: Do you think you could find him for me?

Operator: Can you hold on?

Mr Johnson: OK, operator, if it doesn't take too long.

Operator: Sorry to have kept you waiting, sir. But Mr Bellock
is not available at the moment.

Task 9. Mark the right word:

1. This (*is, be, are*) John Brown speaking.
2. Mr Pollard may not be (*in, within, by*) his office right now.
3. Do you think you could (*to find, find, found*) him for me?
4. Could you hold (*with, on, in*), please?
5. I'll hold on if it (*does, do, did*) not take long.
6. I am sorry to have (*keep, keeps, kept*) you waiting.
7. Mrs Hardy is not available (*in, at, for*) the moment.

Task 10. Translate into English using the text:

1. Извините, что заставила вас долго ждать. 2. Его, возможно,
сейчас нет на месте. 3. Он сегодня на работе. 4. Не могли бы вы
его найти? 5. Он сейчас не может подойти к телефону. 6. Не ве-
шайте трубку. 7. Одну минуту.

Task 11. Topic: Messages. Words: 1. message – сообщение, послание, письмо 2. urgent – срочный, настоятельный. **Read and translate the dialogue.**

- Secretary: Mr Adams is away on business. Can I help you?
Mr Congrad: It's a pity. I have an urgent problem.
Secretary: Would you like to leave any message for him? And he will contact you later.
Mr Congrad: Just tell him I am in London for two days. My telephone number is one double four oh nine double two.
Secretary: May I have your name again, please?
Mr Congrad: C – O – N – G – R – A – D, of Gaskell and Co.
Secretary: Thank you for calling, Mr Congrad.
Mr Conrad: Goodbye.
Secretary: Goodbye.

Task 12. Mark the true statements (T) and the false ones (F):

1. It was Mr Congrad who was telephoning Mr Adams. ____
2. Mr Adams works for Gaskell and Co. ____
3. Mr Adams was away on holiday that day. ____
4. Mr Congrad was very unhappy to hear the news. ____
5. Mr Congrad said he had a lot of serious problems. ____
6. He left a very short message for Mr Adams. ____
7. Mr Congrad was staying in London for a week. ____
8. He gave the secretary his telephone number. ____
9. The secretary asked him to repeat his name. ____
10. She assured Mr Congrad that Mr Adams would phone him later. ____

Task 13. a) Match these telephone numbers and their readings:

- | | |
|------------------|--|
| 1) 8 10 44 00 15 | a. oh one two seven three seven double four |
| 2) 01 273 744 | b. eight one oh double four double oh one five |
| 3) 442 67 73 | c. double four two six double seven three |

b) Write these telephone numbers in words:

- 1) 510 92 34; 2) 8 095 340 22; 3) 81033 277; 4) 779 62354

Unit 7

Written correspondence in English.

Task 1. Topic: Layout of a letter. Read and translate the text from the business letter given bellow. Pay attention to the words.

Words: layout – план, расположение; макет, letterhead – типографский текст верхней части бланка salutation – приветствие, reference – номер для ссылки, body of the letter – текст письма, complimentary close – заключительные слова вежливости, signature – подпись, to extend hospitality – проявлять гостеприимство, opportunity – удобный случай, благоприятная возможность, to appreciate – ценить; понимать, plant – завод, фабрика, оборудование, установка

SYSTEM FURNITURE plc
Brookfield Industrial Estate, Twyford, Westshire TD3 2B3
Tel: 0193 384 1923E-mail: furniture.twi@uk.pwc.com
Fax: 0193 219 6734

Our ref: RPL/PE
11th March, 2021
Mr G.R. Fullbrook
Manager
Drake and Sons Engineering Co. Ltd
14 Russel Square
Bristol 5ZD
England
Dear Sir,

I wish to thank you most warmly for your excellent hospitality extended to me during my visit to your company. The opportunity to meet you and your directors was something I had long looked forward to.

I can only hope now that one day I may be able to receive a visit here from you. I very much appreciated your kindness and that of Mr. James Frobisher in showing me around your new plant. I thank you once again.

Yours faithfully,

John Gibbs

Chairman of the Board of Directors

Task 2. Mark the true statements (T) and the false ones (F):

1. The letterhead is usually written by hand. ____
2. The reference usually follows the address of the receiver as this letter shows. ____
3. The name of the month in the date of the letter is usually written in full as this letter shows. ____
4. The salutation follows the address of the receiver. ____
5. The complimentary close are the words "I thank you again."

6. After the real signature come the name and the title of the sender. ____

Note: **receiver** получатель

Task 3. Use the right variant:

1. I wish to thank you (*to, for, with*) your hospitality.
2. You extended excellent hospitality (*with, by, to*) me during my stay in London.
3. I had long looked forward (*to, on, at*) the opportunity to meet you.
4. I hope that one day you will pay a visit (*at, to, in*) our company.
5. I appreciated Mr Sundler's kindness (*in, on, off*) showing me around your plant.

Task 4. Translate into English using the text:

1. разрешите поблагодарить вас за 2. гостеприимство, которое вы проявили во время 3. возможность встретиться с вами 4. я давно очень хотел иметь такую возможность 5. сейчас я очень надеюсь 6. я смогу принять вас у нас 7. я ценю вашу любезность 8. любезность, которую вы проявили при моём посещении завода

Task 5. Topic: Sending and receiving emails. Complete the sentences with the right word: delete / send / attachment / open / CC / link

1. You can _____ an email to one or more people. When you get an email, you must _____ it before you can read it. With your email, you can include an _____ (like a photo or document).

2. If you do not want to keep an old email, you can _____ it.

3. You can include a _____ to a website in your email. If you are sending someone an email, and you want your manager to see it as well, you can _____ your manager.

Task 6. Complete the sentences with: open / CC / attachment / send / link / delete

1. Hello Sanjay,
Could you please send the schedule to Mr Aziz at Bisco Ltd when it is ready? Please _____ me, so that I have the document as well.

With thanks,

Abdul Qadir

Managing Director

Dear Mr Prabang,

As we agreed, I am sending the contract as an _____.
It is a PDF file.

Please let me know if you have any queries.

Yours,

Andrew Mortimer

Hi Mustafa,

Here's a _____ to something I saw today: <http://learnenglish.british-council.org/en/ielts-interview-skills/dont-get-over-emotional>

Watch it if you can – it's really funny!!!!!!!

Enjoy!

Hans

Dear Mrs Piano,

I am interested in applying for the post as Account Manager (ref. 23JS56).

Could you please _____ me further details?

With thanks,

Zara Hussein

Hello everybody,

I must apologise. I gave you the wrong dates for this year's conference in my email this morning. So please__that email as soon as you can. I will send you the correct dates soon.

Sorry again for the problem.

Pietro

Hello Andy,

My computer is very slow this morning. I'm going through my inbox, but it's taking about one minute just to _____ every email. And attachments are even slower. What can I do?

Regards,

Atul

Task 7. You've received the email below. Read it and answer these questions about it.

Reply | Reply to all | Forward | Delete From: Samir

To: Sales Team

CC: Hatem Trabelsi; Patricia Bartlett

Subject: RE: Meeting next week

Attachments: New proposal.rtf (376KB)

Hello Sales Team,

I've got an idea for next week – see the attached file. I'd like to hear what you think about my suggestion.

I think Hatem and Patricia may be interested, so I've copied them in too. Let's talk more at the meeting next week.

Regards, Samir

1. Who is the email from? a) Samir b) Sales Team c) Hatem Trabelsi	3. What does the writer want you to do? a) contact Hatem and Patricia b) read the attachment c) organise a meeting
2. What is the name of the attachment? a) Sales Team b) Meeting next week c) New proposal	4. Who has received the email? a) only you b) you and everyone in the Sales Team c) you, everyone in the Sales Team, Hatem Trabelsi and Patricia Bartlett

Task 8. Look at the inbox and then choose the correct answers.

		<u>From</u>	<u>Subject</u>	<u>Received</u>
		Samir	RE: Meeting next week	Today 9:21 AM
		Tomoko Nakahata	training course	Today 9:03 AM
		Hashim Saleh	Are you free for lunch tomorrow?	Wednesday 7:12 PM
		Patricia Bartlett	RE: Meeting next week	Wednesday 4:18 PM
		Ali Al-Habsi	FW: payment received	Wednesday 11:45 AM
		Hatem Trabelsi	Meeting next week	Wednesday 9:03 AM
		Youssef Zouaoui	air conditioning in meeting room 32A	Tuesday 4:23 PM
		IT Helpdesk	RE: Computer problem	Tuesday 2:05 PM
		Tomoko Nakahata	minutes from last week's meeting	Tuesday 11:02 AM
		Ali Al-Habsi	Sorry – here's the attachment!	Monday 6:49 PM

1. How many of the emails have you **not** read yet?

- a) 3
- b) 7
- c) 10

2. What was Hatem Trabelsi's email on Wednesday about?

- a) a meeting
- b) a payment
- c) a computer problem

3. Who replied to Hatem Trabelsi's email?

- a) Nobody
- b) Tomoko Nakahata
- c) Patricia Bartlett and Samir

4. How many of the emails have an attachment?

- a) 0
- b) 6
- c) 10

5. Who has sent you an invitation?

- a) Hashim Saleh
- b) Ali Al-Habsi
- c) Youssef Zouaoui

6. When did Ali Al-Habsi send you emails?

- a) Monday and Tuesday
- b) Tuesday and Wednesday
- c) Monday and Wednesday

Task 9. Read the article below and choose the best word in brackets.

Most emails that you get go straight to your (1. Drafts / Inbox / Contacts). This is where you decide which emails to read and which to delete. But if your server doesn't recognise the address of a sender, it will probably put the email in the (2. Deleted / Sent / Junk email) mail folder. This is where all those annoying adverts usually go. But sometimes good emails go there too, so remember to check from time to time. Do you ever worry because you just deleted an email by mistake? Don't worry – just look in the (3. Deleted / Drafts / Contacts) folder. It's probably still there. Sometimes it can be difficult to find an old email. So why not put them into (4. Folders / Junk email / Sent) to make them easy to find? You can do this for any emails you wrote too – you can find them in (5. Inbox / Sent / Deleted). Some people keep hundreds of business cards with people's email address and phone number. You don't need to do this – use your (6. Folders / Contacts / Drafts) as an address book, and it can store all these details for you. Have you ever found it difficult to finish writing an email? Don't worry – just save it under (7. Deleted / Junk email / Drafts) and finish it later!

Task 10. Read the article about e-mail letter writing rules and get ready to speak about it in English.

Как написать идеальный email на английском языке
(<https://www.tandem.net/ru/blog/how-to-write-an-email-in-english>)

Вкратце, структура электронного письма на английском выглядит следующим образом: Приветствие. Small talk (необязательно). Вступление. Основная часть. Заключение.

Приветствие. В рамках неформального общения, когда ты хорошо знаешь человека, письмо может начинаться простым «Hey [имя]» или «Hi [имя]» (Привет, ...). В формальных или деловых письмах на английском языке нужно использовать приветствие «Dear [обращение] [фамилия]» (Уважаемый ...) или «Hello [обращение] [фамилия]» (Здравствуйте, ...). Например, «Dear Mr. Smith» (Уважаемый г-н Смит). Важно: Сразу после имени или фамилии получателя в таких приветствиях нужна запятая.

Если ты не знаешь имени адресата, используй «To Whom It May Concern:» (буквально «тем, кого это касается»). Обрати вни-

мание, что все слова в этой фразе пишутся с заглавной буквы и в конце ставится двоеточие.

Small talk. Small talk – это короткий разговор на общие темы. Обычно он уместен в переписке с хорошим знакомым, особенно в неформальном общении. Эта часть выставляется сразу после приветствия либо перед заключением. В качестве примеров можем привести вопросы о семье, общем друге или хобби, которое вас объединяет.

Вступление. Если пишешь кому-то впервые, лучше четко указать причину. Она должна соответствовать теме письма. Сначала можно кратко представиться, а затем воспользоваться, например, одной из следующих фраз: «I am writing with regard to...» (Я пишу по поводу...), «I am writing to let you know...» (Я пишу, чтобы вам сообщить о...), «I am writing in response to...» (Я пишу в ответ на...).

Основная часть. Не существует единой формулы для основной части, потому что ее содержание целиком зависит от обстоятельств. Здесь важно не растягивать предложения, понятно доносить содержание и делить текст на абзацы.

Заключение. Правильное заключение основано на том, какое действие, по-твоему, должен предпринять получатель письма. Это может быть «I look forward to hearing from you soon» (Я нетерпением жду вашего ответа), «Thank you in advance» (Заранее спасибо) или «For further information, please do not hesitate to contact me» (Не стесняйтесь обращаться ко мне за подробностями). Затем на отдельной строке следует написать «Best regards», «Kind regards» (С наилучшими пожеланиями) или «Yours sincerely» (Искренне ваш), и еще ниже – свои имя и фамилию.

Для неформальных писем правил поменьше. В этом случае подходят фразы «Thanks» (Спасибо), «See you soon!» (До скорого!) или даже короткое предложение, вроде «I'm really looking forward to meeting you in person» (Мне не терпится познакомиться вживую). Подписать можно просто именем, без фамилии.

Unit 8

Preparing a trip

task 1. Review the use of “There is” and “There are” constructions.

1. *Singular*

Is there a swimming pool in the hotel?	Yes, there is.
Is there a health club?	No, there isn't.

2. *Plural*

Are there any restaurants?	Yes, there are.
Are there any conference rooms?	No, there aren't
How many rooms are there?	(There are) 200.

Task 2. You need information about a hotel. What questions can you ask about the following? Use task 1 to help you.

1. business centre
2. conference rooms
3. shuttle bus to the airport

Task 3. Look at the information below about the Century Park hotel (File A) and read about the Royal Princess hotel (File B). Take it in turns to ask and answer 10 questions about these hotels.

e. g. How many rooms are there? There are 170.

Is there a TV in every room? Yes, there is.

File A.



Century Park Hotel

Guest rooms

338 rooms with:

- * refrigerator and mini bar
- * radio
- * television with satellite channels pool

Other facilities

- * two restaurants and a coffee shop
- * 24-hour room service
- * health club
- * outdoor swimming
- * fitness centre
- * sauna

* IDD(International Direct Dial) telephone
 * safe
 * separate bath / shower
 * hairdryer
 * shaver outlet 110/220V

* beauty salon
 * florist shop
 * business centre
 * internet and email service
 * conference rooms
 * shuttle bus to airport

File B.



ROYAL PRINCESS HOTEL

170 rooms all with:

- safe
- minibar and refrigerator
- air conditioning
- TV (cable and satellite channels)
- IDD (International Direct Dial) telephone

Other facilities:

- Meeting and conference rooms
- Business centre with computers, mobile phones, fax machines
- Outdoor swimming pool
- Fitness centre
- Garden
- Specialty shops

Restaurants and cafes:

Mikado – Japanese restaurant

Piccolo – Italian cuisine

The Empress – Cantonese cuisine

Princess Café – Thai and continental cuisine

Task 4. Somebody phones the Royal Princess Hotel to reserve a room. Read their dialogue and complete the information about the caller.

A: Royal Princess Hotel. Good morning.

B: Good morning. Could I reserve a room for next week, for three nights, from Monday the first of November?

A: Certainly, sir. Three nights from Monday the first, you say?

B: Yes, that's right.

A: Single or double room, sir?

B: Single, please.

A: OK. Let me check. Yes, we have a room free. May I have your name, please?

B: It's Gervais. That's G-E-R-V-A-I-S.

A: Sorry, that's G-E-R...

B: ...V-A-I-S. But the reservation is in the name of my company, Cambridge Management Consulting. That's CMC.

A: OK. I've got that. Can you confirm your reservation in writing please, sir?

B: I'm afraid I'm not in my office today. Can I fax you tomorrow?

A: Yes, of course. That's fine.

B: Could you tell me your fax number?

A: Yes, it's 662-238-1999.

B: OK. Thanks. Goodbye.

A: Goodbye.

Name	Date of arrival
Company	Date of departure
Type of room	Confirmation by

Task 5. Who asks these questions, the hotel receptionist (R) or the caller (C)?

1. Could I reserve a room for next week?
2. May I have your name, please?
3. Can you confirm your reservation in writing?
4. Can I fax you tomorrow?
5. Could you tell me your fax number?

Task 6. Review the rule you use when you want to make a polite request

1. If you want to ask to do something, use *could I?* or *may I?* (more formal), or *can I?* (less formal).

Excuse me ... (to get some attention)

Could I have a room for two nights?

May I open the window?

Can I leave the meeting early?

Certainly, sir.

Yes, of course.

I'm sorry, but...

2. If you want another person to do something, use *could you?* (more formal) or *can you?* (less formal).

Could you confirm this in writing? *Yes, of course.*

Can you do that by tomorrow? *I'm afraid I can't, because...*

Task 7. Look at these two conversations between Chris Sutton (S) and a receptionist (R). Use the expressions in task 6 above to help you fill in the gaps.

1. S: (1). Is this Mr. Maleta's office?

R: Yes, it is. (2) help you?

S: Yes, I'm Chris Sutton. I have an appointment to see Mr. Maleta.

R: (3) he's in another meeting at the moment, Mr. Sutton. (4) wait a few minutes?

S: Yes, (5).

2. S: Hello (6) speak to Mario Maleta, please? It's Chris Sutton here.

R: Hello, Mr. Sutton. (7), but Mr. Maleta isn't here today.

S: OK, it doesn't matter (8) ask him to call me back?

R: Yes, (9). Can I have your number?

Answer the question: Which conversation (1 or 2) is on the telephone? And which one is face-to-face?

Task 8. In pairs, practice asking and answering questions. Use the verb in brackets.

e. g. In a restaurant, you want the menu. (bring)

A: Could you bring me the menu, please?

B: Yes, of course, here you are.

1. It's very hot and all the windows are closed. (*open*)

2. You want a cigarette. (*smoke*)

3. You want to know the time. (*tell*)

4. You're in a taxi with a colleague. You don't have your mobile phone. (*use*)

5. In a restaurant, you want a glass of water. (*have*)

6. Ask someone to phone you tomorrow morning. (*call*)

7. You want to read a colleague's newspaper. (*look at*)

8. You want a coffee. Ask your colleague. (*bring*)

Unit 9

Flying out

Task 1. Review the rules to tell the time in English.

There are three different ways of saying the time:

1. In conversation, we use *past* (or in American English *after*) and *to* (or in American English *of*)



five past seven



quarter past seven



twenty past seven



half past seven



twenty five to six



quarter to nine



ten to four



five o'clock

2. Sometimes we use the figures only. Say the figures in the order you see them.

5.05 *five oh five*

5.20 *five twenty*

5.45 *five forty-five*

5.30 *five thirty*

5.15 *five fifteen*

5.35 *five thirty-five*

5.50 *five fifty*

5.55 *five fifty-five*

The office closes at 5.30 p.m. Breakfast is served between 7.00 and 9.00 a.m.

seventeen twenty 22.45

twenty-two forty-five

10.0	04.15	09.20	09.30	03.45	09.50
19.00	15.15	19.20	17.30	14.45	22.50

1. A: Do you have the time, please?

B: Yes, it's quarter past three.

A: What time does the meeting start this afternoon?

B: At half past five. And it finishes at seven o'clock.

2. C: Oh no! It's time to go. It's already twenty past nine.

D: What time's your train?

C: At ten to ten.

Task 4. What time do you do these things? Complete the table.

		You
1.	get up on work days
2.	get up on Sundays
3.	have lunch
4.	have dinner
5.	finish work
6.	watch the news
7.	go to bed

Task 5. Work in pairs. Student A, you want to fly to Warsaw. You want to arrive in Warsaw in the early afternoon or late evening. Go to your travel agent (Student B) to reserve a flight. Begin like this: Good morning. Can I have some information about flights? Student B will perform as the travel agent. Turn to File E.

File E.

You are a travel agent. Look at the information below about flights to Warsaw. Ask your customer when he / she wants to travel, and give the plane times. When the customer makes a decision, note the reservation details (flight time and day, customer name and telephone number).

LONDON HEATHROW TO WARSAW Daily flight schedule			
<i>Departure</i>	<i>Arrival</i>	<i>Flight No.</i>	<i>Airline</i>
07:05	10:30	BA4454	LOT – Polish Airlines
10:35	14:00	BA4450	LOT – Polish Airlines
11:40	15:00	BA850	British Airways
17:30	20:55	BA4452	LOT – Polish Airlines
18:35	21:55	BA852	British Airways

Task 6. Read this conversation between two colleagues about travel and shopping in Warsaw. Complete the notes.

A: How far is it from the city centre to the airport?

B: Not far. About ten kilometers, I think.

A: And what's the best way to get to the centre?

B: Well, airport taxis are quite expensive, so I always take the airport shuttle bus. It's cheap and quick.

A: How long does it take to get there?

B: About twenty-five minutes.

A: And how often does the bus go? My flight's on Sunday.

B: I think there are buses every half an hour at weekends. And they run all day, from about half past five in the morning to eleven at night.

A: OK, I'll take the bus, then. I also want to go shopping in Warsaw, if I've got time. When are the shops and banks open?

B: The banks open at eight or nine in the morning. Shops are usually open from eight to six.

A: From eight o'clock. That's good – I can shop early in the morning, before my meetings.

B: Yes, but be careful. Some specialist boutiques open late, at about eleven in the morning. And if you're there on Saturday, most shops close at two.

A: Right. I'll remember that. Thanks for all your help. I'll send you a postcard.



– City centre to airport: km
– Airport shuttle bus – takes minutes to get to city centre.

– It leaves every (at weekends) from a.m. to p.m.

– Banks open at

– Shops are usually open from to

N.B. Some specialist boutiques open at

N.B. On Saturday shops close at

Task 7. Match the questions on the left with the answers on the right. Then read again to check.

1. How long does it take to get there? a. usually from eight to six
2. How often does the bus go? b. every half hour
3. When are the shops open? c. about ten kilometres
4. What time do the banks open? d. about twenty-five minutes
5. How far is the city centre from the airport? e. at eight or nine in the morning

Task 8. Study the language note on “Time, distance, and frequency”

How far is it?

It's fifty miles away.

How long does it take?

It takes about two hours by plane / train, etc.

How often does it ... (go)?	Every hour / week / month, etc. Once / twice / three times a day / week, etc.
When is it open?	It's open from ten to six.
When does it open?	It opens at 8.00 a.m.

Task 9. An English colleague wants to visit your company from Saturday evening to Wednesday evening. They will have meetings all day on Monday and Tuesday – but is free the rest of the time. What can you tell them about the following?

- nearest international airport
- travel from airport to your home town or company
- shopping hours
- tourist attractions and opening hours
- banks – opening and closing times, cashpoints?
- transport in the town / city
- places to eat
- any other points of interest

Unit 10

Arriving

Task 1. Here is a list of things you do when you travel by plane to another country. Match each phrase with one of the pictures.

1. 	2. 	3. 	4. 
5. 	6. 	7. 	
8. 	9. 	10. 	

- | | |
|-----------------------------------|---------------------------------------|
| a. land | f. buy duty-free |
| b. go to the arrivals halls | g. wait in the departure lounge |
| c. go to the baggage claim | h. go through customs |
| d. get on / board the plane | i. check in |
| e. take off | j. go through passport control |

Task 2. Olivier Miras is on a business trip. Read two conversations at the airport. Where exactly in the airport is he in each conversation?

1. **A:** Good afternoon. Could I see your passport, please?
B: Yes, of course.
A: Thank you. Are you here on business?
B: Yes, I am.
A: How many days are you here for?
B: Just three.
A: And how much money do you have with you?
B: Uhm ... about \$500.
A: OK, thank you. Enjoy your stay.
B: Thank you.
2. **A:** Could you come here, sir?
B: Yes, sure.
A: How much luggage do you have?
B: Just this one bag.
A: Do you have any perfume, cigarettes, tobacco?
B: No, I have some duty-free wine. That's all.
A: How many bottles do you have?
B: Two.
A: Thank you, sir. Could you just open your suitcase for me?
1.
2.
- 3. Now read again, and complete these questions.**
1. How days are you here for?
2. How money do you have with you?
3. How luggage do you have?
4. How bottles do you have?

Task 3. When do we use how much and when do we use how many?
Make up 5 examples.

Task 4. Customs regulations around the world are very different.
Complete the questions below, using much or many.

1. How bottles of perfume can you take into Japan?	2. How fishing rods can you take with you to Iceland?
--	---

3. How beer can you import into Germany?	6. How potatoes can you take into Great Britain?
4. How duty-free gifts or souvenirs can you take into Argentina?	7. How jewellery can you carry with you into Algeria?
5. How butter can you import into Andorra?	8. How wine can you import into France?

Task 5. Now turn to task 4 and match the answers with the questions. The answers are not in the same order as the questions.

a. You can't take any alcohol if you are a Moslem. Non-Moslems can take six bottles.

b. You can't take any plants or vegetables – they carry viruses.

c. 1 kg. This country wants to protect agriculture, its main industry.

d. As many as you want, but they must be disinfected.

e. Two litres, if you live outside the European Community. If you travel from a country inside the EU, you can take up to 90 litres.

f. If your personal jewellery weights more than 100g you must leave it at customs until you leave the country or complete a temporary importation form.

g. As many as you want, but the total value must not be more than US \$300.

h. One bottle of 57 ml.

Task 6. Olivier Miras arrives at a hotel. Read the dialogue and answer the following questions.

1. *Does he have a reservation?* 2. *What type of room does he take?*

A: Good afternoon, sir.

B: Good afternoon. I'd like a single room for tonight, please, if you have one.

A: Have you got a reservation, sir?

B: No, I haven't.

A: Just one moment. Let me check. Yes, we have a single room.

B: Does it have a shower?

A: Yes, it does, sir. It's got a shower and a bath.

B: That's fine. I'll take it.

A: Very good, sir. Could I have your credit card, please?

Task 7. You are at an international business conference. On the first night you go to the hotel bar for a drink. You start talking to a colleague. Look at the examples:

A: *Have you got any customers in England?*

B: *Yes, we have. We've got two or three big customers.*

A: *How many employees does your company have?*

B: *It has 300.*

Now expand the notes below. Then take it in turns to ask and answer the questions with a partner. Talk about yourself and your company, or a company you know well.

1. any customers in the USA?
2. how many employees / your company?
3. any staff in other countries?
4. your company / factories abroad?
5. how many staff / the head office?
6. many competitors?
7. your company / a big market share?
8. research department?

Unit 11

Going out

Task 1. Review the rules of the use of “like” and ‘would like”

1. To talk about your interests in general, use *like* + *ing*.

I like going to the cinema. *He likes watching sport on TV.*

Do you like playing squash? *Does she like walking?*

2. To talk about what you want to do at a specific time, and to make invitations, use *would like to* + *verb*.

I'd like (I would like) to go to the cinema this weekend. They'd like to come to the football match on Saturday. Would you like to play squash this evening? Would your colleague like to come with us?

Task 2. Look at this dialogue. Which question asks about general interests? And which question is an invitation?

A: Do you like volleyball?

B: Yes, I do.

A: Would you like to play this evening?

A: That would be very nice. / Thank you, but I'm afraid I'm not free.

Now have similar conversations with a partner. You can accept or refuse your partner's invitations. Use these prompts: opera, films, football, sightseeing.

Task 3. Monique Dumont works for Execo in France. She wants to speak to David Payton, a customer in Sydney. Read the dialogue and complete the message below.

A: Hello.

B: Hello. Could I speak to David Payton, please?

A: Certainly. Who's calling, please?

B: This is Monique Dumont, from Execo.

A: Hold on one moment, please... Hello, I'm afraid David's in a meeting at the moment. Can I take a message?

B: Yes, could you ask him to call me back? It's about his trip to France.

A: Yes, of course. Could you tell me your number?

B: Yes, it's 33 – that's the code for France – then 2-51-25-89-74.

A: 89-74. OK. I'll give him the message.

B: Thank you for your help. Goodbye.

Monique Dumont called

re*

Can you

On 33-2

* re = "regarding" or "about"

Task 4. Match the sentences in column A with the correct response from column B.

A	B
1. Could I speak to David Payton, please?	a. Thank you for your help. Goodbye.
2. Who's calling, please?	b. Certainly. Hold on one moment, please.
3. Can I take a message?	c. This is Monique Dumont from Execo.
4. I'll give him the message.	d. Yes, could you ask him to call me back?
	e. It's 33 – that's the code for France – then 2 51 25 89 74.

Task 5. David Payton returns Monique's call. He speaks to her assistant. Work with a partner and use the prompts below to help you have the conversation. Then change roles.

David Payton	Assistant
1. Ask to speak to Monique Dupont.	
	2. Ask who the caller is.
3. Give your name.	
	4. Ask caller to wait. Say sorry – Monique is absent. Give a reason.

David Payton	Assistant
5. Ask if Monique can call you back. Give a reason for the call (trip to France).	
	6. Ask for the caller's phone number.
7. Give your number.	
	8. Repeat the number. Ask the caller to spell his / her name.
9. Spell your name.	
	10. Repeat the spelling. Say you will give Monique the message.
11. Say thank you and goodbye.	
	12. Say thank you and goodbye.

Task 6. Monique Dupont wants to invite David Payton to the Loire valley in France. Read the text and discuss with a partner the different activities that you can do there. e. g. You can go wine-tasting; you can have dinner in a chateau.

Four exciting things to do with your clients on a trip to the Loire Valley



- Visit the Renaissance Chateau du Clos-Luce. This castle was the home of Leonardo da Vinci in his final years. See an exhibition of models of da Vinci's machines, reproduced by IBM from original drawings. Enjoy a Renaissance dinner with traditional music and menu.

- Visit the wine-tasting school at Saumur. Learn the secrets of sparkling "champagne method" winemaking, and taste it for yourself.

- Fly in a hot air balloon over magnificent chateaux and sleepy villages. After your 1 ½ hour flight, drink champagne and take time to enjoy the beauty of the French countryside.

- Do our classic car rally. Visit chateaux, vineyards, and other places of interest in a classic Cadillac (with chauffeur), and ask questions as you go. Have fun and learn about the region at the same time.

You are going to the Loire Valley this weekend. Which of the activities listed above would / wouldn't you like to do and why?

E.g. I'd like to learn about winemaking; I'm very interested in wine. I wouldn't like to visit the chateaux because I don't like museums

Task 8. Monique calls David again. Read their dialogue and answer the questions given below.

A: Hello. Is that David?

B: Yes, speaking. Is that Monique?

A: Yes. Hello, David. How are you?

B: I'm fine.

A: It's about your trip to France next week.

B: Yes?

A: Would you like to stay on for the weekend – as a guest of Ex-eco, of course?

B: Well, that's very kind of you, but I'm afraid I have a flight to England on Friday evening.

A: Can you change it?

B: Uhm, yes. I'm sure that's possible. I don't have any meetings at the weekend.

A: Because we'd like to take you to the Loire valley. What do you think?

B: Well, that would be very nice.

A: We can have dinner in a chateau, we can go wine-taking, and... would you like to go ballooning?

B: I'm sorry?

A: The best way to go sightseeing in the Loire is in a hot-air balloon, David.

B: Well, yes, I'd love to.

A: OK, I'll make all the reservations and I'll call you back.

B: Yes, but...

1. Does she want to invite him: A. to dinner in a restaurant? B. to a conference? C. for a weekend of sightseeing?

2. Why does David refuse the first time?

3. What activities from the text does she mention?

Task 9. Read again and complete David's three responses to Monique's invitations.

1. Well, that's, but I'm I have a flight back to England.

2. That be very

3. Well, yes,

Task 10. Work in pairs. An important client is visiting you. Make a list of things to do and places to visit in your town or area. Then phone his / her hotel, and suggest things to do this weekend. Give explanations where necessary. Your partner can accept or refuse your invitations.

e.g. Would you like to visit the Schonbrunn? It's a beautiful castle in Vienna.






That would be very nice / That's very kind of you, but ...

Unit 12

Eating out

Task 1. Look at the menu below. Can you identify the nine countries?

e. g. Nachos with guacamole is a Mexican dish. It comes from Mexico.

<p><i>GLOBAL VILLAGE RESTAURANT</i></p> <p><i>Nine dishes from nine countries. Our menu changes every day. We welcome your suggestions.</i></p>	
	<p>STARTERS</p> <p><i>Nachos with guacamole</i> Tortilla chips served with a spicy sauce made with avocado, tomato, lemon juice, and onion.</p>
	<p><i>Sushi roll</i> A rice roll filled with raw fish, seaweed, and cucumber, served with soy sauce</p>
	<p><i>Onion soup</i> Onions cooked in white wine, topped with slices of bread and grated cheese</p>
	<p>MAIN COURSES</p> <p><i>Paella</i> Rice cooked with fish, shellfish, chicken, and vegetables</p>
	<p><i>Lasagne al forno</i> Strips of pasta cooked in beef and tomato and creamy béchamel sauce</p>

	<i>Green curry</i> Chicken cooked in a fish and coconut sauce with oriental spices. Served with rice.
	DESSERTS <i>Apple Strudel</i> Pastry filled with slices of apple and raisins
	<i>Kulfi</i> Ice cream made with almonds and pistachios
	<i>Strawberries and cream</i> The traditional fruit of Wimbledon, topped with thick Devonshire cream After your meal, why not try our delicious Turkish, Brazilian, or Irish coffees?

Task 2. Here are some words from the menu. Add some words to each group. Use words from the menu and any other words that you know.

1. tomato, lettuce
2. lemon, strawberry
3. rice, pasta
4. cheese, cream
5. chicken, beef

Task 3. For each sentence, circle the ending which isn't possible.

1. The dish is made with ... onions / chicken / menu / rice.
2. The tomato is filled with ... cream / coconuts / sauce / spices.
3. The pastry is topped with ... cheese / red wine / cream / chocolate sauce.
4. It's cooked ... in wine / under the grill / in the oven / in lettuce.
5. It's served ... in the oven / with a salad / raw / with bread.

Task 4. Think of three typical dishes from your country or region. You are in a restaurant with a client who doesn't know these dishes. Describe them, using these phrases: *It's made with ... \ It's filled with ... \ It's topped with ... \ It's cooked in ... \ It's served in / with ...*

Task 5. Two people are discussing the menu at the Global Village restaurant. Read the dialogue. What do they decide to order?

A: What would you like, Katrin?

B: I can't decide. What do you recommend?

A: Well, it's difficult to say. There's a different menu every day, but it's always good. I'll have the green curry myself. I really like Thai food. Do you like spicy dishes?

B: No, not really.

A: Then I suggest you try the lasagna as a main course. Italian dishes are always very good here.

B: OK, I'll have that. Ah, just a second ... there's paella on the menu. That's my favourite. Yes, I'll have the paella.

A: OK, good. And what will you have to start?

B: Well, um, the Japanese and Mexican dishes look very spicy. So I think I'd like the onion soup. What about you?

A: Well, sushi's very nice, but that's rice again. So I'll have the guacamole.

B: Great, so are we ready to order?

A: Yes, I think so. Excuse me, could we order please?

Task 6. Study some of the Restaurant language phrases

1. Recommending and suggesting

What do you recommend? I recommend the sushi.

What do you suggest? I suggest you try the lasagna.

2. Ordering

What would you like? I'd like the onion soup.

What will you have ...

– as a starter / to start? I'll have the guacamole.

– as a main course / to follow? I'd like the paella.

– for dessert / to finish? I think I'll have strawberries and cream.

3. Asking for things

Could you bring me / Could I have some water / another glass / the bill, please?

Task 7. Now you are in the Global Village restaurant with some of your colleagues. Have a conversation about what you want to order.

Task 8. It's the end of the meal. Match a sentence on the left with the response on the right. Then, write who you think is speaking in each case – the waiter (W), the host (H), or the guest (G)?

- | | |
|--|--|
| 1. Would you like some more coffee? | a. Yes, we do. |
| 2. Could I have a receipt? | b. I'm pleased you like it. |
| 3. Do you accept credit cards? | c. You're very welcome. |
| 4. Please, let me get this. | d. Yes, certainly. |
| 5. Thank you for inviting me. | e. No, thanks. |
| 6. Could you bring me the bill, please? | f. Yes, of course. |
| 7. It's an excellent restaurant. | g. No, you're my guest. This is on me. |

Unit 13

Talking about a trip

Task 1. Study the language note on the topic “Meeting People”

1. Meeting someone for the first time

How do you do?

Pleased to meet you.

How do you do?

Nice to meet you too.

2. Meeting someone you know

How's your wife / family etc.?

How are things?

How's business / the job?

Very well / Fine, thank you.

Not so bad / Pretty good.

Not very good, I'm afraid.

3. Responding to news

Good news

*I'm (very) pleased / glad /
happy to hear that*

That's great news!

Bad news

I'm (very) sorry to hear that.

Surprising news

That's incredible! Really?

Task 2. Choose two possible responses for each remark.

1. How's your family?

a. They're all well.

b. Fine, thanks.

c. She's well, thank you.

1. I really like my new job.

a. I'm sorry to hear that.

b. That's great news.

c. I'm glad to hear that.

2. How are you?

a. Pleased to meet you.

b. Not so bad.

c. Fine, thanks.

2. She isn't very well,
I'm afraid.

a. I'm sorry to hear that.

b. Really? I am sorry.

c. I'm happy to hear that.

3. How's business?

a. So-so

b. Pretty good, thanks.

c. Yes, it is.

3. What about you?

a. I'm fine, too.

b. I'm very well, too.

c. I'm sorry to hear that.

Task 3. Here are some answers. What are the questions?

e.g. Not very well. I was ill for several days last week.

Question: How are you?

1. He's fine, thanks, and the children are well too.
2. We're having an excellent year – lots of new contracts.
3. She's very well – she's studying at business school now.
4. Fine, thank you. I really like my new boss.
5. Not so bad.

Task 4. You meet your partner for the first time in three months.

Ask and answer questions about the following:

- your companies
- your jobs
- your families
- your English course

You can tell the truth or invent your answers. Start like this:

(Peter), great to see you again. What a surprise! How are you?

Task 5. Danuta is speaking to a colleague about a trip to New York. Read the conversation. Was Danuta's trip generally a positive or negative experience?

A: Danuta, hi. Welcome back. Did you have a good trip?

B: Yes, thanks, I did. It was great.

A: So, what was New York like?

B: Very noisy, but it's an exciting city to visit.

A: Yes, everybody says that. What was your hotel like?

B: Well, my room was quite small, but the hotel itself was very clean. And really convenient – only two minutes' walk from the conference centre.

A: How was the conference?

B: I loved it. People were really friendly, and I made two or three very useful contacts. I'll tell you about them later.

A: And what were the presentations like?

B: Well, actually, the talks that I went to were a little boring. I fell asleep in one of them.

A: You didn't.

B: Yes, I did. But that was the only negative thing. Generally, it was a fantastic visit. I'd love to go again.

A: No! Next time, I want to go! You can stay here!

Task 6. Review the rules of “What is / was it like?” use

We use the construction *What ... like?* to ask for a general description.

1. Present

What's (what is) the weather like *It's sunny / cloudy, etc. today?*

What are the teachers like? *They are very friendly / interesting, etc.*

2. Past

What was the food like at the *It was very good / fantastic. conference?*

What were the presentations like? *They were very long / boring, etc.*

Task 7. Match the adjectives in A with their opposites in B, as in the example. Which adjectives are generally positive and which ones are negative?

A Adjectives		B Opposites	
1. noisy	6. friendly	a. dirty	f. expensive
2. cheap	7. fantastic	b. short	g. interesting
3. small	8. useful	c. large	h. unfriendly
4. boring	9. clean	d. useless	i. quiet
5. convenient	10. long	e. inconvenient	j. terrible

Task 8. For each category in A below, circle the adjective in B which can't be used. Add two or three adjectives in C which are possible, as in the example.

A	B	C
Towns	noisy/ easy /beautiful/small	..large../..quiet../..modern..
The weather	tiring/changeable/hot/friendly	
People	friendly/inconvenient/boring/quiet	
Hotels	convenient/dirty/old-fashioned/difficult	
Business meetings and trips	long/difficult/clean/dull	
Presentations	terrible/large/short/useful	

Task 9. You and your partner have just returned from business trips. Ask questions about each other's trip e.g. What was your trip like? Which airline did you fly with? Where did you stay? What was the hotel like? etc. You can invent as many extra details about your trip as you like. Use File A. and File B.

File A.

- You went to visit a new supplier in Portugal. Your experience was very positive.
- You flew to Lisbon – the flight was short and you arrived early.
- The weather was hot and sunny. Your hotel was luxurious.
- You visited the factory, and had meetings with a number of the staff. It was very interesting.
- You attended three technical presentations. They were very informative.
- The Managing Director showed you Lisbon by night.
- You ate out in an excellent restaurant. The seafood was delicious.

File B. You went on a sales trip to London. Your experience wasn't very positive.

- Your journey was long and tiring, and your flight was late.
- The weather was cold and windy, your hotel was clean and modern but cold and a long way from the centre.
- You visited three new clients. They were difficult meetings.
- You went to a presentation of the Millennium Dome given for foreign businessmen at the Chamber of Commerce. The cocktail party after was very nice.
- At the weekend you took a boat trip on the River Thames to see the sights of London and went on the London Eye. The view was spectacular.
- You ate out in a restaurant. It wasn't very good. The food was dull and you didn't like it much.

Unit 14

Visiting a company

Task 1. Isaac Cady is on a visit to Milan. Piera Macaluso introduces him to some colleagues. Read the dialogues and write down what jobs they do.

1. PC: Hello, William. Could I introduce you to Isaac Cady from Washington? This is William Bernstein. He's an accountant.

WB: Nice to meet you, Isaac. Do you know Marianna Tardelli? She's our Marketing Director.

MT: How do you do.

IC: How do you do.

2. PC: Hello, Carla. Meet Isaac Cady. This is Carla Dendena. Carla's in charge of Human Resources.

IC: Nice to meet you, Carla. Are you busy at the moment?

CD: Very.

3. PC: Isaac. I'd like you to meet Gianni Baresi, our company lawyer, and Daniel Jones, our Sales Director, who I think you met last year.

GB: Nice to meet you.

IC: Nice to meet you again.

PC: Oh and this is Erica Chang. She's Daniel's Personal Assistant.

EC: How do you do.

4. PC: Can I introduce you to Frank Jensch? Frank here is our Head of Research.

IC: A very important job. Pleased to meet you.

FJ: Pleased to meet you. Come and see my laboratory if you have time.

IC: Thank you. I'd like to.



a.

William Bernstein



b.

Marianna Tardelli



c.

Carla Dendena



d.

Gianni Baresi

.....



e.

Daniel Jones

.....



f.

Erica Chang

.....



g.

Frank Jensch

.....

Task 2. Match the jobs in the box with the descriptions below.

managing director purchasing manager	personal as- sistant laboratory technician	sales represen- tative quality control manager	training officer
---	---	---	------------------

1. I organize training courses for members of staff – languages, computers, etc.
2. I set up the equipment and do experiments and tests.
3. I am the senior executive.
4. I check that products are made to the right standards.
5. I visit customers and try and increase business.
6. I work with the Managing Director. I am responsible for his diary, organize his travel, and take calls for him.
7. I buy everything the company needs, from raw material to stationery.

Task 3. Read the text below about the French company Perrier Vittel and fill in the gaps. Use the words in the box.

product	takeover	subsidiary	market leader
---------	----------	------------	---------------

research centre	turnover	division	brands
customer	market share	production sites	acquisition



Perrier Vittel is a s.....
(1) of the Nestle Group. It has mil-
lions of c..... (2) all over the
world.

It is the water d..... (3) of the
group and has many famous b.....
(4) such as San Pellegrino, Con-
trex, Panna and Aquarel. There
are sixty-seven p.....

s..... (5) producing billions of litres of bottled water. The main
r..... c..... (6) of the Nestle Group is in Lausanne
and there is a network of seventeen other centres on four continents
employing 2,500 staff. This research helps produce safe and afford-
able water for everybody.

A recent new p..... (7) is Nestle Pure Life. The compa-
ny bottles this water locally in developing countries such as Pakistan
and Brazil.

Nestle's interest in water began in 1969 with the a.....
(8) of 30% of Vittel. After the t..... (9) of Perrier in 1992 the
new company Perrier-Vittel became a major part of the Nestle Group.
Today water sales represent 8.8% of the group's t..... (10).
The group is the international m..... l..... (11) for
bottled water with a 15% m..... s..... (12). A new
CEO, Frits van Dijk took over in 2000 and he aims to keep Perrier-Vittel
at the front of the bottled water market in both sales and technology.

**Task 4. Most large companies have different departments: Re-
search and Development, Sales and Marketing, Financial, Legal, Hu-
man Resources, Communication. Where do these people usually
work?**

1. Accountants work in the department.
2. Scientists often work
3. Sales people
4. Lawyers
5. PR people
6. Training Managers

Task 5. At a budget meeting four managers talk about their departments. Read information and complete the grid below.

1. Thank you very much. I would like to talk about the Research Department. As you know there are four scientists in the department plus ten technicians. Our main activity is software research. We have a well-equipped laboratory and four offices. We are not in the main building. We work a lot with computer companies in the USA, so we spend a lot of our budget on travel.

2. I am in charge of the Purchasing Department. There are five managers in the team and seven administrative staff. We are responsible for all purchases, raw material, components, and other supplies. We travel a lot to China, the Philippines, and Korea. We have a large open-plan office on the second floor and two more offices on the top floor. We use fax and e-mail a lot.

3. My department is the Human Resources Department. We are on the first floor of the main building. We are responsible for recruitment and training. As you know, we spend a lot of our budget on computer and language training. There are six of us in the department, plus the Director.

4. Hello. I am the Head of the Communications Department. It's very small. There are three of us in one large open-plan office on the ground floor. We are in charge of internal and external communications and public relations. Our main projects are the company newsletter, which we produce four times a year, and we are also responsible for the publication of the annual report.

	1	2	3	4
Department			<i>Human Resources</i>	
Staff		<i>12 (5+7)</i>		
Office				<i>large, open-plan office-ground floor</i>
Activity	<i>software research</i>			
Other information				

Task 6. Study the language note on the topic “Describing your department”

1. Describing the activity of a department.

My department deals with / is responsible for marketing / administration, etc.

We organize tests / studies / research.

We work with customers / suppliers / subsidiaries / other companies in the group.

2. Describing the staffing of a department.

There are ... people in the department.

Pierre Ducros is in charge of the department.

I am one of the managers / technicians / secretaries / engineers.

3. Describing the equipment / premises of a department.

We have a large office / three laboratories / a small building.

We use computers / fax / e-mail a lot.

We have a well-equipped laboratory / a lot of technical equipment.

Task 7. Think about your department or a department you would like to work in. Draw an organization chart for it. Use the language from task 6 to give a short presentation about your department.

Unit 15

Career of a Public Official

Task 1. Discuss the questions.

1. What jobs can graduates with a degree in public administration do? Choose from the following list: a doctor, a journalist, a budget analyst, a public affairs officer, a safety inspector, a youth worker.
2. What spheres do public administration professionals deal with? Choose from the following list: environmental protection, health care, education, pensions, social security.
3. What qualities are necessary for a public administration professional? Choose from the following list: good communication skills, analytical skills, computer skills, punctuality, patience, courage.
4. What are ethical principles that public administration professionals should follow? Choose from the following list: responsibility, respect, initiative, leadership.

Task 2. NOTE THE DIFFERENCE!

The Russian word политика is translated into English in two ways: policy and politics.

Policy is a set of ideas or a plan of what to do in particular situations that has been agreed on officially by a group of people, business organization or a government.

Politics is the study of the ways a country is governed, or politics are someone's opinion about how a country should be governed.

For example: What's your party's policy on immigration? He is planning to retire from politics next year.

Task 3. Study the vocabulary list below. Use the words and phrases in the sentences of your own.

1) to determine (v.) – устанавливать, определять, determined (adj.) – решительный, целеустремленный, установленный, determination (n.) – решимость, настойчивость

2) to administer (v.) – управлять, вести дела, регулировать, administrative (adj.) – административный, управленческий, administration (n.) – управление, министерство, ведомство

3) to serve (v.) – служить, быть на службе, благоприятствовать service (n.) – служба, услуга, обязанность, to service (v.) – обслуживать

4) to employ (v.) – нанимать на работу, использовать employee (n.) – сотрудник, employer (n.) – работодатель, employment (n.) – прием на работу, трудоустройство unemployed (adj.) – безработный

5) to work for / with (v.) – работать на кого-либо / с кем-либо

6) career (n.) – карьера, профессия, род деятельности

7) local (adj.) – местный

8) to govern (v.) – руководить, направлять government (n.) – правительство, управление, governance (n.) – власть, руководство, общие основы управления

9) public (n.) – публика, общество, public (adj.) – государственный, общественный, публичный

10) policy (n.) – политика, линия политического поведения, курс, стратегия

politics (n.) – политика, политическая деятельность, политическая жизнь, деятельность государства, political (adj.) – политический, связанный с политикой

11) communal (adj.) – общественный, коллективный

12) civil (adj.) – гражданский, вежливый, административный

13) to commit to doing smth. – считать что-либо своим долгом или обязанностью, committed (adj.) – целеустремленный, приверженный, преданный делу commitment (n.) – обязательство, заинтересованность

14) federal (adj.) – федеральный, федеративный, общегосударственный

15) to interact (v.) – взаимодействовать, воздействовать interaction (n.) – общение, взаимодействие, interactive (adj.) – интерактивный, основанный на взаимодействии

16) interest (n.) – интерес, заинтересованность, польза, выгода; процент to interest (v.) – вызывать интерес, привлекать внимание, интересоваться

17) steward (n.) – управляющий хозяйством, добровольный помощник, профсоюзный организатор, stewardship (n.) – ответ-

ственное руководство, курирование, организация планирования и управления

18) ethics (n.) – мораль, нравственность, принятые нормы поведения ethical (adj.) – этический, моральный

19) practice (n.) – занятие, метод работы, установившийся порядок to practise (v.) – применять на практике, тренироваться

20) skill (n.) – мастерство, умение, навык

21) integrity (n.) – честность, принципиальность, верность принципам

22) body (n.) – группа людей, лицо (физическое или юридическое), орган

Task 4. Fill in the table and then complete the sentences with the necessary form of suitable words.

<i>Verb</i>	<i>Noun</i>	<i>Adjective</i>
		determined
to commit		
		federal
	government	
to administer		
	interest	

1. We are _to helping them as much as we can.

2. Those who succeed have _____to improve themselves.

3. _ funded projects have a competitive advantage.

4. People don't have faith in _____but believe in direct action.

5. She writes _____about different phenomena.

6. Public administration professionals should have strong work _____.

7. Tactical skill should be matched with__and organizational ability.

Task 5. Fill in the gaps using the nouns: career, job, profession, occupation.

Keep in mind that: *A career is the job or series of jobs that you do during your working life, especially if you continue to get better jobs. A job is the regular work that you do in order to earn money.*

A profession can refer to: a) a type of work that needs special training or education; b) the people who do a type of work considered as a group. An occupation is a person's job or a regular activity or hobby.

1. She has got a ___ in publishing.
2. He's hoping for a _____ in the police force / as a police officer.
3. He works as a waiter, but he is a teacher by ____.
4. In the space " _____ " she wrote "a doctor".
5. Lifelong _____ are rare today.

Task 6. Fill in the gaps using one of the adjectives local, federal, public, communal, civil.

1. The health ministry has sole ___ responsibility for health care.
2. The subcommittee would be comprised of ___ people who knew the _____ history and area.
3. The new government wants to end privatization and bring services back into ___ ownership.
4. Within a _____ system of government, there is now a national Bill of Rights.
5. Two people shared a room and the entire floor shared a _____ bathroom and shower room.
6. The trust recognized ___ concern but did not have any grounds to object to the trial.
7. The second use of the law concerns ___ matters.
8. But this is a ___ achievement, one that shows us a side of Belfast we never normally see.
9. There were territorial conflicts, wars, ___ disputes and arguments.
10. Decisions should be taken at the _____ level.

Task 7. Read text A and make a summary explaining what public administration is.

Text A.

Public administration is a feature of all nations, whatever their system of government is. Within nations public administration is practiced at the central, intermediate, and local levels. Today public administration is often regarded as including some responsibility for determining the policies and programs of governments. Specifically, it is the planning, organizing, directing, coordinating, and controlling

of government operations. The field of public administration or administrative services focuses on formation and management of public agencies. Public administration careers exist at every level of government.

People in public administration jobs analyze information, oversee expenditures, draft and implement governmental and public policy, manage people and resources, conduct safety inspections, investigate suspected criminal activity, serve as consultants, and in general act as stewards of the public interest.

Many graduates with a degree in public administration work for government agencies and nonprofit groups, but there are also positions available in private business, schools and think tanks. Graduates can work as human health care managers, Human Resources managers or in executive governmental positions such as city managers.

While public service careers span a wide range of organizations and jobs, most public service education includes learning about public policy, organization theory, economics, political science, management, accounting, sociology and psychology.

In the UK jobs directly related to a degree in public administration include those of a charity officer, a civil service administrator, a government social research officer, a health service manager, a housing manager / officer, a youth worker.

In the USA when one thinks of public administration, they often think of a government distributor or manager. And the most likely employer can be the federal government. City managers are public administrators who try to make city governments operate with the efficiency of successful businesses.

Task 8. Provide English equivalents for the Russian phrases.

Планирование, организация, координирование и контроль / выпускники, имеющие высшее образование по специальности ГМУ / градоначальники / работать с эффективностью частных компаний / определяют политику и правительственные программы / сфера государственного и муниципального управления / государственных органов / государственное и муниципальное управление / на федеральном и местном уровнях

Unit 16

Management

1. Read the following memos written by managers and say if they are effective. You may use the following phrases: *To be quite reasonable and wise; to be easy to do; to sound silly / funny; to be impossible; to be unable to perform; to be a joke; the words of a good manager.*

Letter #1

To: All Employees

From: Director, Administrative Services

Subject: Too many absences

Because of too many absences from the office, the following rules and procedures will be put into effect as of yesterday.

SICKNESS: no excuse. We will no longer accept your doctor's statement as proof, as we believe that if you are able to go to the doctor you ARE able to come to work.

DEATH (your own): this will be accepted as an excuse, but we would like a two week notice, as we feel it is your duty to train your successor.

ALSO: too much time is being spent in the restroom. In the future, we will follow the practice of going there in the alphabetical order.

Letter #2

Subject: Boss' Rules

To: All Employees

Effective immediately:

If you can't get your work done in the first 24 hours, work nights.
To err is human; to forgive is not our company policy.

No matter how much you do, you never do enough.

Letter #3

To: All employees

From: CEO

Subject: Idle conversation

Idle conversation and gossip in this office among employees will result in firing.

Don't talk about other people and other things in this office. Do your job and keep your mouth shut!

Task 2. Discuss the questions in pairs / groups.

1. Is management a profession or an activity?
2. What does it mean to be a manager? What do managers do?
3. Are professionals in public administration managers?
4. What qualities and skills do effective managers have?
5. Are good managers born or taught?

Task 3. Study topical vocabulary.

1) to manage (v.) – управлять, руководить, to manage to do (v.) – справиться с чем-либо, management (n.) – управление, руководство, организационно-распорядительная деятельность, manager (n.) – руководитель, администратор, менеджер, директор, managed (adj.) – управляемый, manageable (adj.) – контролируемый, поддающийся управлению, сговорчивый, выполнимый, managerial (adj.) – управленческий, административный

2) to plan (v.) – планировать, проектировать, замыслить, намереваться planning (n.) – планирование, составление плана, planner (n.) – проектировщик, планировщик,

3) to direct (v.) – направлять, управлять, инструктировать, давать распоряжения, director (n.) – директор, руководитель, режиссер, direction (n.) – направление, руководство, распоряжение, правление

4) task (n.) – задача, задание, дело, норма выработки

5) to organize (v.) – организовывать, устроить, выстраивать organizer (n.) – организатор, organization (n.) – организация organized (adj.) – организованный

6) to perform (v.) – исполнять, делать, совершать, performance (n.) – выполнение, исполнение, представление, достижение, свершение, результаты работы

7) to control (v.) – контролировать, регулировать, управлять, controlling (n.) – контроль, controller (n.) – контролер, инспектор, главный бухгалтер компании

8) to achieve (v.) – достигать, добиваться, доводить до конца achiever (n.) – целеустремленный человек, achievement (n.) – достижение, успеваемость to achieve a goal / to accomplish – достичь цели

9) to allocate resources – распределять ресурсы, Human Resources (n.) – кадровый потенциал, трудовые ресурсы

10) to establish a goal – поставить цель, syn. to set, to determine

11) to subordinate (v.) – подчинять, ставить в зависимость subordinate (n.) – подчиненное лицо, subordinate (adj.) – подчиненный

12) superior (n.) – начальник, superior (adj.) – старший по должности

13) to process paperwork – работать с документами

14) to staff (v.) – укомплектовать штаты staff (n.) – сотрудники, staffing – наем персонала, кадровое обеспечение

15) competence (n.) – умение, способность, профессионализм, competent (adj.) – знающий, компетентный, разрешенный

16) to motivate (v.) – мотивировать, служить мотивом, послужить причиной, motivation (n.) – побуждение, мотивация motivational (adj.) – побудительный, мотивационный, motivator (n.) – средство мотивации, движущий мотив, motivated (adj.) – мотивированный

17) responsible (adj.) – ответственный, несущий ответственность, внушающий доверие, responsibility (n.) – ответственность

18) to lead (v.) – возглавить, руководить, показывать путь, leader (n.) – глава, руководитель, лидер, leadership (n.) – управление, предводительство, руководящий центр

Task 4. Fill in the table and then complete the sentences with the necessary form of the suitable words.

<i>Verb</i>	<i>Noun</i>	<i>Adjective</i>
		manageable
to direct		
		leading
	achievement	
to perform		
		unplanned

1. The government is unable to reduce ____ taxation.
2. It is an ambitious goal but it is ____.
3. I have my duties to ____.
4. The central aim of our work is to make people live ____.

Task 5. Read text A and complete the summary explaining the notion management.

Management is _____ that _____. Managers can be _____ and _____. There are _____.

Text A.

Management is a universal phenomenon. All organizations – business, political, cultural or social are involved in management because it is the management that helps to direct the various efforts towards a definite purpose. Management involves creating an internal environment: it is the management which puts into use the various factors of production. Therefore, it is the responsibility of management to create such conditions which are conducive to maximum efforts so that people are able to perform their task efficiently and effectively. It includes ensuring availability of raw materials, determination of wages and salaries, formulation of rules & regulations.

Therefore, we can say that good management includes both being effective and efficient. Being effective means doing the appropriate task. Being efficient means doing the task correctly at least possible cost with minimum wastage of resources.

As a process, management refers to a series of interrelated functions. According to George R. Terry, “Management is a distinct process consisting of planning, organizing, actuating and controlling, performed to determine and accomplish stated objectives by the use of human beings and other resources.” Peter Drucker added a fifth function that of developing.

Task 6. Read text B and match the following functions to their descriptions.

Functions: controlling, directing, planning, developing, organizing

Text B.

1. _____ involves determining overall company objectives and deciding how these goals can best be achieved.

2. _____ involves allocating resources, especially human resources, so that the overall objectives can be attained. In this phase managers decide on the positions to be created and determine the associated duties and responsibilities. Staffing, choosing the right person for the right job, may also be included as part of this function.

Third is the day-to-day 3 _____ and supervision of employees. At this stage managers guide, teach, and motivate workers so that they reach their potential abilities and at the same time achieve the company's goals that were established in the planning process.

In 4 _____, managers evaluate how well company objectives are being met. In order to complete this evaluation, managers must look at the objectives established in the planning phase and at how well the tasks assigned in the directing phase are being completed. If major problems exist and goals are not being achieved, then changes need to be made in the company's organizational or managerial structure. In making changes, managers might have to go back and replan, reorganize and redirect. Examples include use of financial control, policies and procedures, performance management processes, measures to avoid risk, etc.

Finally, in 5 _____ a manager develops people, including themselves. They rely on others to get the job done and achieve the objectives. So they have the responsibility to help the group members and to take them forward.

Task 7. Read text C and underline the word combinations that describe the activities and competences of a manager.

Text C.

Management as an activity includes a number of activities. A manager is involved in informational activities. In the functioning of a business enterprise, the manager constantly has to receive and give information orally or in written. A communication link has to be maintained with subordinates as well as superiors for effective functioning of an enterprise.

Another type of activities a manager is involved in is decisional activities as practically all types of managerial activities are based on one or other types of decisions. Therefore, managers are continuously involved in decisions of different kinds since the decision made by one manager becomes the basis of action to be taken by other managers.

Inter-personal activities involve achieving goals through people. Therefore, managers have to interact with superiors as well as subordinates (e.g. bonuses to be given to the subordinates). Communication activity consists in exchanging routine information and processing paperwork.

Human resource management activity consists in motivating, disciplining, managing conflict, staffing, and training. Networking activity involves socializing, politicking, and interacting with outsiders.

Many skills are required to master the challenging nature of managerial work. The most important skills and competencies are those that allow managers to assist others in becoming more effective and productive in their work. The relative importance of managerial skills varies by level of managerial responsibility. There are some personal competencies that are critical for managerial success and urged by business schools to be acquired: leadership, self-objectivity, analytical thinking, behavioral flexibility, oral communications, written communications, personal impact, resistance to stress and tolerance for uncertainty.

Task 8. Discuss the following questions: 1. Do you think you can be a good manager? 2. Which managerial function seems the most difficult to perform for you? 3. Which skills and competences do you lack to be a manager?

You may use the expressions: • *I think that because ...* • *As far as I'm concerned ...* • *due to ...* • *Speaking for myself ...* • *In my opinion ...* • *as ...* • *Personally, I think ...* • *I'd say that ...* • *I'd like to point out that ...* • *I believe that ...* • *What I mean is ...*

Task 9. Read the texts (A, B, C) once again and answer the questions.

1. Why is management a universal phenomenon?
2. What is the responsibility of management?
3. What is the difference between the words effective and efficient?
4. What are the functions of managers? Explain each of them.
5. What activities do managers do?
6. What does human resource activity consist in?
7. What skills and competences should a manager have?

Unit 17

Agile working

Task 1. *What is agile working and why is it important? Read about how new ways of working are helping companies adapt to change. Before reading do the preparation task. Then read the article and do the exercises. Match the definitions (a – h) with the vocabulary (1 -8).*

1. agile	a. a thing that limits something
2. to clarify	b. able to move quickly and easily
3. globalization	c. to come together in a group
4. rain or shine	d. the rate at which a person, company, etc. does useful work
5. a constraint	e. to make something clear or easier to understand
6. one size fits all	f. the development of closer economic, political and cultural relations between all the countries of the world because of travel and communication becoming easier
7. to gather	g. suitable for use in all circumstances or situations
8. productivity	h. no matter what happens

Task 2. Read and translate. Make a vocabulary of 20 words to this text.

Text. Agile working

The world we live in is changing and it is changing rapidly. Whether this is driven by technology, globalisation or in response to specific crises, there is no doubt that the workplace of today needs to constantly adapt to ongoing changes in order to remain efficient and competitive.

In more traditional work settings, the definition of a good employee was someone who came to the office on time at 9 a.m., sat at their desk and worked hard, taking direction from their managers and following the rules. This model employee would be there rain or shine, always appearing busy until it was time to go home at 6 p.m. But with the development of smartphones and internet technologies, many companies are starting to form virtual teams with team members living in different time zones, and employees are now finding themselves answering emails, attending meetings and working on reports from home outside their usual working hours. People now need to work smarter and not just harder.

It is not only the time and location of the modern workplace that is changing. The role of the manager is evolving too. Many organisations are moving away from an approach where managers constantly supervise their staff and tell people exactly what is to be done. Instead, they are adopting a more project-based approach, where managers have the responsibility of clarifying project goals and enabling teamwork and collaboration. The roles that the individuals play might differ from project to project, and agile managers can serve to support team members in adapting the way they contribute to a team.

These changes in modern work practices mean that organisations need to adopt agile working approaches so that they can find the most appropriate and efficient way of getting things done. The consumer goods company Unilever describes agile working as ‘an approach to getting work done with maximum flexibility and minimum constraints’.

Agile working is not just about allowing employees to work from home and decide their own working hours. Another example of agile working might be workspaces designed to suit the different kinds of work taking place. This is an environment that helps people to be at their best and most productive. An agile workspace might include open areas with small tables for people to gather and work together and standing desks to improve energy levels and productivity. It might include quiet zones for a bit of thinking time and social areas for staff to chat and relax together. Like most things with agile working, there is no one-size-fits-all approach. Agile workspaces have to be adapted to the individuals and their roles in the company because agile working is about valuing people and their activities and not having them limited by the physical workplace.

Basically, agile working is about being ready to change the way we work – whether it be our working hours, our physical workplace, the technology we use, the nature of our roles and the way we work together, or the way our work is done. By encouraging such agility and flexibility, we can adapt to the ever-changing world around us, while creating a more dynamic workforce and improving our performance and productivity.

Task 3. Choose one to three correct answers for each question.

1. In more traditional workplaces, employees are expected to ... a. have fixed working hours. b. attend meetings at weekends. c. be present at the office. d. look as if they're always busy.

2. More and more people are working outside their normal working hours because ... a. they want to show that they are always busy. b. they work virtually with colleagues in different time zones. c. they have the technology to work from home. d. they work too slowly in the office.

3. The role of the agile manager is to ... a. make sure their employees understand their roles and their goals. b. watch what their employees are doing closely. c. help their employees adapt to the different projects and teams. d. tell their team members exactly what to do.

4. Organisations that adopt agile working approaches ... a. allow their employees flexible working hours. b. allow workers to choose where they prefer to work from. c. are good at adapting to change. d. insist that employees work from their own desks.

5. Agile workspaces ... a. all have a similar design. b. encourage employees to stand at their desks. c. must have social spaces. d. are all different, depending on the needs of their employees.

6. By working in an agile way, companies can ... a. improve performance. b. increase productivity. c. ensure that employees follow the rules. d. focus on the people.

Task 4. Complete the sentences with the following words: *employees, employers, valuing, enable, adapt, limiting, adopt, clarify*

1. Companies need to to the changing world we live in.

2. Companies should agile approaches to find the most appropriate and efficient ways of working.

3. Many can now work from home.
4. More agile allow their workers more flexibility.
5. One of the roles of the manager is to goals and collaboration.
6. Agile working is about people instead of them.

Task 5. Make up a story of 7 sentences to answer the following question: What's your experience of agile working?

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