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УЧРЕЖДЕНИЕ ОБРАЗОВАНИЯ
«БЕЛОРУССКИЙ ТОРГОВО-ЭКОНОМИЧЕСКИЙ
УНИВЕРСИТЕТ ПОТРЕБИТЕЛЬСКОЙ КООПЕРАЦИИ»**

Кафедра иностранных языков

ДЕЛОВОЙ АНГЛИЙСКИЙ ЯЗЫК

**Пособие
для студентов экономических специальностей**

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ПОЯСНИТЕЛЬНАЯ ЗАПИСКА

Представленная в данном пособии тематика пяти уроков (“Resume”, “Applying for a Job”, “Daily Routine”, “Office”, “Holding a Meeting”) в соответствии с целью обучения иностранному языку в неязыковом вузе приближена к профессиональной деятельности будущего специалиста.

Каждый урок содержит монологические или диалогические тексты, словарь и упражнения. Задания развивают познавательную и мыслительную активность студентов, их творческие способности. Некоторые упражнения можно выполнять как под руководством преподавателя, так и самостоятельно.

Пособие также может быть использовано на факультативных занятиях по английскому языку.

UNIT 1. RESUME

Read the text and say what information a resume should include.

Text 1. RESUME

Information, which includes your suitability to the job, should be highlighted. This information is called a resume. If you have had previous experience in various phases of employment, it may be to your advantage to have two-three different resumes, each emphasizing a different area of competence.

It is a standard practice to begin the resume with personal data. Essentials such as your name, address, social insurance number, home phone number and business phone number (recommended only if your present employer is aware of your job search). Facts, such as your date of birth, marital status, and number of dependents, may also be included.

An option, which may be included in your resume, is a brief explanation of your career objective or goals. This is usually included following personal data. If you have only one version of your resume, it may be best to include this section in a covering letter so that you can tailor it to the specific position for which you are applying.

The structure of the next portion of your resume will depend a great deal on the extent of your work history. If you are a recent graduate with limited business experience, begin with your education first. Highlight achievements and honors, and note extracurricular activities. Expend on any courses you took which are relevant to the position you desire, or specialized training you may have participated in. Progress to your part-time or summer employment, and indicate responsibility and achievements.

If you possess a strong background in the work, you should begin with your work experience first. Information provided here will include a job title, name of employer, address, date of employment, and a brief summary of duties. Emphasize responsibilities and highlight personal achievements, advancement and recognition. Your list of position should be in reverse chronological order, so begin with your current employer.

Next, your resume could include a brief section designed to give employers an insight into your leisure and non-work activities. You might include: clubs or professional associations, community volunteer work, sports and hobbies.

Finally you could list references. It has become acceptable practice to write “References: Available upon request” since address, titles, phone numbers are subject to change. Choose references carefully and always get permission to use their names as references.

Thus, a resume must contain a summary of essential facts about your background: personal details, career objective, work experience, education, references.

Vocabulary

apply (for)	подавать заявление, обращаться
suitability	пригодность
highlight	освещать
employment	принятие (наем) на работу
to your advantage	вам на пользу
resume	резюме
competence	компетентность
standard practice	обычная практика
personal data	личные данные
essentials	необходимые данные
employer	работодатель
be aware	знать, сознавать
search	поиск
marital status	семейное положение
dependent	иждивенец
option	необязательный пункт
career objective	желаемая должность

covering letter	сопроводительное письмо
tailor (to)	приспособить, подогнать (к)
specific	конкретный
extent	длительность
work history	трудовая биография
honor	отличие
note	отмечать
extracurricular	общественный, внеаудиторный
expand (on)	рассказать подробно (о)
be relevant (to)	относиться (к)
specialized training	особая подготовка
progress (to)	перейти (к)
part-time	почасовой
background	биография
advancement	продвижение
recognition	признание
reverse	обратный
designed	предназначенный
insight	понимание
reference	рекомендация, поручитель, дающий ре- комендацию
acceptable practice	общепринятая практика
available	предоставляется
upon request	по требованию
subject (to)	подверженные
permission	разрешение
essential fact	основной факт

Exercises

1. Translate these words and word combinations:

job; job search; apply for a job; suitability to a job; highlight; previous experience; employment; phases of employment; employer; resume; area of competence; personal data; home phone number; business phone number; data of birth; marital status; number of dependents; covering letter; specific position; apply for a position; work history; recent graduate; limited business experience; training; part-time employment; background in the work; work experience; job title; data of employment; summary of duties; list of positions; reverse chronological order; current employer; activities; community volunteer work; reference; get a permission; essential facts.

2. Find the English equivalents for the following:

работодатель; принятие (наем) на работу; предыдущий опыт; личные данные; компетентность; семейное положение; число иждивенцев; социальное страхование; дата рождения; карьера; резюме; должность; дата приема на работу; сопроводительное письмо; опыт работы; перечень должностей; поручитель; основные факты; получить разрешение; недавний выпускник.

Read the text. What is the key to writing a successful resume?

Text 2. DESIGNING A RESUME

What should a resume look like? First, it ought to be easy to read: not too long, not too much material crammed on a page, easily visible headings, and if you prefer, short phrases rather than full sentences. Second, it ought to give your vital statistics: your name, address, telephone (fax) number and e-mail address.

The ordering of information is important in the section on qualifications and experience. Generally, you want to put your most relevant and impressive qualifications first. If you have a lot of relevant work experience, you should list that before your educational experience. If you have only a little work experience, you will have to emphasize your education and its special features. What makes you different from any other student with your degree? Have you had any specific research? Do you have a number of honors and extracurricular activities? You might want to highlight them in a separate section titled "Honors and Activities", since such features show that you are organized enough to handle several activities at one time.

Finally, you need a section titled "References", which either states that references are available on request or lists your references' names (and addresses), if these are particularly impressive or if you need to use up some extra space. Before you list someone as a reference, ask the person if he or she is willing to serve in this role. It is

impolite and potentially disastrous to list people without their approval. They may not like being taken for granted, and they may take revenge by writing a less than flattering letter.

One note about the placement of information on the page: try to avoid a lot of empty space at the bottom of the page. Use wide margins if necessary, spread the information out evenly on the page, and give full names and addresses of your references to use up more space.

Read the text and remember how to write a winning resume.

Text 3. HOW TO WRITE A WINNING RESUME

The main purpose of a resume is to convince an employer to grant you an interview. There are two kinds. One is the familiar “tombstone” that lists where you went to school and where you have worked in chronological order. The other is what I call the “functional” resume-descriptive, fun to read, unique to you and much more likely to land you an interview.

It’s handy to have a “tombstone” for certain occasions. But prospective employers throw away most of those unrequested “tombstone” lists, preferring to interview the quick rather than the dead.

Put yourself first. In order to write a resume others will read with enthusiasm, you have to feel important about yourself.

Sell what you can do, not who are you. Practice translating your personality traits, character, accomplishments and achievements into skill areas. There are at least five thousand skill areas in the world of work.

Toot your own horn! Many people clutch when asked to think about their abilities. Some think they have none at all! But everyone does, and one of yours may just be the ticket an employer would be glad to punch if only you show it.

Be specific, be concrete, and be brief!

Turn bad news into good.

Everybody has disappointments in work. If you’re to mention yours, look for the positive side.

Never apologize. If you have returning to the work force after fifteen years as a parent, simply write a short paragraph (summary of background) in place of chronology of experience.

Don’t apologize for working at being a mother; it’s the hardest job of all. If you have no special training or higher education, just don’t mention education.

How to psych yourself up. The secret is to think about the self before you start writing about yourself. Take four or five hours off not necessarily consecutive, and simply write down every accomplishment in your life, on or off the job, that made you feel effective. Don’t worry at first about what it all means. Study the list and try to spot patterns. As you study your list, you will come closer to the meaning: identifying your marketable skills. Once you discover patterns, give names to your cluster of accomplishments (leadership skills, budget management skills, child development skills, etc.) under the same skills heading. Now start writing your resume as if you mattered.

It may take four drafts or more, and several weeks, before you’re ready to show it to a stranger (friends are usually too kind) for a reaction. When you are satisfied, sent it to photocopies. It shows an employer that you regard job hunting as serious work, worth doing right.

Tasks

1. Choose the best answer:

1.1. The author calls one type of resume a “tombstone” because:

- a) it lists your achievements in chronological order;
- b) it lists what you’ve done in the past rather than what you can do in the future.

1.2. “Quick” means:

- a) fast;
- b) efficient;
- c) alive.

1.3. “Toot your own horn!” means:

- a) don’t be modest;
- b) tell the employer what you’ve done in the past.

1.4. “Many people clutch when asked to...” means:

- a) many people panic;
- b) many people underestimate themselves.

1.5. “One of yours may be just the ticket an employer would be glad to punch...” means:

- a) a good indication of your abilities;
- b) something an employer might find interesting;
- c) exactly what is required.

1.6. “How to psych yourself up...” means:

- a) make a list of your abilities before you write your resume;
- b) how to prepare yourself mentally before writing your resume;
- c) what to do.

2. Group the points you have chosen under the following headings:

“Vocational objectives”, “Competitive team skills”, “Money management skills”, “Management skills”, “Summary of background”.

Read the dialogue and make up your own one by analogy.

Text 4. PREPARING A RESUME

- Jack Holden: I’m pleased to meet you, Peter. My sister Linda has often spoken about you.
- Peter Bubinsky: I’m happy to meet you, Jack.
- Jack Holden: So you’re a newcomer from Russia. How long have you been in New York?
- Peter Bubinsky: I have been living here about 10 months.
- Jack Holden: Do you like living here?
- Peter Bubinsky: Yes, I do. New York is a fascinating city.
- Jack Holden: Do you have a job?
- Peter Bubinsky: Yes, I do. But this is a sad story. I’m an electronics engineer without American experience. Now I’m a cab driver.
- Jack Holden: Don’t lose heart. Driving a cab is not what you have dreamed of. But if you have a good professional background, sooner or later you’ll get a job in your special field. Do you have a resume?
- Peter Bubinsky: Yes, I do. I have it with me.
- Jack Holden: Could you show it to me? I happened to work for the personnel department of a large company.
- Peter Bubinsky: Here it is.
- Jack Holden: (reading the resume) That kind of resume won’t get you a high-level job. Major companies receive about 300 resumes a week. They ignore 290 of them.
- Peter Bubinsky: What’s the reason for it?
- Jack Holden: Many job hunters stress details that don’t count.
- Peter Bubinsky: But my resume should reflect my professional experience, shouldn’t it?
- Jack Holden: Yes, of course. You describe yourself as an electronics engineer. That’s not enough. No doubt you have advanced knowledge. But what is your objective? What kind of position do you want? What abilities qualify you for a job as an electronics engineer? You should tell about your strengths and experiences which will let you do that job. Your strengths should be given more space. Other information could be left out.

- Peter Bubinsky: Sometimes it's rather difficult to decide what to stress and what to leave out.
- Jack Holden: An employer's main interest is what you can do for the economy. Include information that shows that you are the right kind of person for the job. Leave out anything that might give an employer reason for passing you by.
- Peter Bubinsky: But what about the lack of American experience? That's a serious obstacle to getting a job.
- Jack Holden: If the employer realizes that you are a right man for a particular position, he will give you an appointment. Write another kind of resume and show it to me.
- Peter Bubinsky: Thank you so much.
- Jack Holden: You are welcome. Call me as soon as your resume is ready.

Exercises

1. Answer the questions:

1. What is a resume?
2. What is a standard practice to begin a resume with?
3. What essentials and facts make up your personal data?
4. What option may be included in your resume after your personal data?
5. What will be the next portion of your resume if you are a recent graduate with limited business experience?
6. What should you highlight in this case?
7. Is this desirable to expend on any courses you took or specialized training you may have participated if they are relevant to the position you want?
8. What should you begin your resume with if you possess a strong background in the work?
9. What will the information include in this case?
10. In what order should you give your list of positions if you possess a strong background in the work?
11. What might you include into a brief section giving an insight into your leisure and non-work activities?
12. What should be the final point of your resume?

2. Working in pairs, discuss with your partner whether you agree with the advice given in the article. Do you think anything has been left out?

3. Prepare any kind of a resume in a written form. It must contain a summary of essential facts about your background:

personal details; career objective; education; work experience; references.

UNIT 2. APPLYING FOR A JOB

Read the text and say what kind of specialists we need nowadays.

Text 1. WE NEED HIGHLY QUALIFIED SPECIALISTS

Now that our country is in a period of qualitative changes in its economy we are badly in need of highly qualified specialists of a new type who would combine a fundamental knowledge of the latest achievements of the scientific and technological revolution with a high professional level and practical training in the specific field of the national economy.

Specialists of a new type cannot be trained apart from modern production, science and technology. Machining is only one part of the overall production process. There are two more basic operations: design and administration. In the future all three of these operations will be done with the help of computers. Swift production automation, the introduction of microprocessors, robotics, rotary and rotary-conveyor lines, flexible readjustable production are vital for this country's industry today.

That's why a far greater emphasis is laid on training highly qualified specialists in electronics, automatic control systems, and the computer processing of information.

The present stage of the country's movement to a market economy, the promotion of entrepreneurship and small business places on the agenda the problems of training and improving the skills of not only engineers but the managerial personnel, managers and businessmen as well.

Today various new forms of international economic and scientific and technical cooperation and profitable business are being developed in the country's economy on the basis of direct ties of large and small enterprises, consortium agreements as well as functioning joint ventures.

Hence a good command of a foreign language, business English and talking shop in English in particular has been made absolutely binding on an up-to-date manager, businessman or engineer. That's why a lot of them attend classes in business English and commercial correspondence.

Read the dialogues and make up your own ones by analogy.

Text 2. INTERVIEWING A JOB APPLICANT

Interviewer: Well, Miss Bingham, I see you're already had quite a lot of experience in the airline industry – with two airlines in fact, Volair and Fleet Air. Could you tell me something about your time with Volair?

Candidate: Yes. I worked with them for 2 years, just after leaving school. I was a check-in agent in Manchester. It was quite a good company to work for. I enjoyed my time with them.

Interviewer: You liked the work.

Candidate: Yes, the work itself wasn't very demanding and the people I worked with were a great crowd.

Interviewer: But they wouldn't have had many check-in staff. I mean, they're quite a small outfit.

Candidate: No, in fact there were only four of us and only three flights a week.

Interviewer: So you weren't exactly overworked.

Candidate: No... well, of course, we had other work to do. In fact I spent about as much time doing secretarial work for the cargo people as I spent at check-in.

Interviewer: How did you feel about that? It wasn't what you joined them to do.

Candidate: No, it was not. Anyway it gave me a chance to keep up my typing... and I knew that would be useful when check-in became computerized.

Interviewer: So you were thinking ahead?

Candidate: Well, yes, I suppose so, but really it was more a case of not wanting to sit around doing nothing.

Interviewer: Was there anything else that you got involved in... apart from your regular duties?

Candidate: Mainly things related to secretarial work... I worked on their stand at the air show. I enjoyed that.

Interviewer: Did you? What did you like about it?

Candidate: Well I did my best. They all got an answer of some kind.

Interviewer: Could you answer them all?

Candidate: Well I did my best. They all got an answer of some kind.

Interviewer: Why would you say you were chosen to work on the stand?

Candidate: It certainly wasn't for my knowledge of the business side of things. I suppose they wanted someone friendly, who could chat to people easily.

Interviewer: You mentioned earlier that you liked the people you worked with. What was it about them that you liked?

Candidate: They were a fairly normal bunch of people. Most of them were older than me. I think it was the way they treated me as an adult. I was only 18 when I joined.

Interviewer: It seems to have been a pleasant place to work. I'm surprised you left.

Candidate: Well, not there 2 years, but there wasn't really any future.

Interviewer: Because they were too small?

Candidate: Well, not just that. They were overstaffed – really, for the amount of work that had to be done, and oil prices were going up. I could see them having to cut back on staff.

Interviewer: And you thought you would be one of the ones to go there.

Candidate: Yes, I was the most junior.

Interviewer: So you went to Fleet Air. Why did you go there?

Candidate: They were a large organization, and they seemed more professional, they also operate out of Manchester.

Interviewer: How did you like them? It must have been quite a change from Volair.

Candidate: It was. It was a big change.

Interviewer: In what way?

Candidate: Well... most of the staff seemed more concerned about being at work on time, completing reports accurately, following the rules exactly, and not accepting passengers less than 20 minutes before departure time, no matter how urgent it was for the passenger to board the flight.

Interviewer: But aren't these things important?

Candidate: Of course they are. Obviously rules have to be followed, but staff there seemed too concerned about not breaking the rules. They were afraid to do anything that involved departing from usual procedure.

Interviewer: Why do you think that was?

Candidate: Well, I think it was because of supervisor's attitude; she was quite strict and people were afraid to do anything they couldn't defend by pointing to the rules.

Interviewer: But you stayed on.

Candidate: Yes. I did my best for the first 6 months to fit with her ways of doing things. Then I couldn't take it anymore. I had a row with her. She reported me to the manager and I told him exactly what I thought.

Interviewer: And what happened?

Candidate: He smoothed things over. Then a couple of months later she was appointed administrative assistant to the station manager. A new supervisor was appointed and shortly afterwards I was promoted to lead agent.

Interviewer: And 6 months later to supervisor?

Candidate: Yes, that's right.

Text 3. A BUSINESS INTERVIEW

Mr. Brown: I should like to speak to Mr. Grey, if he's not engaged.

Secretary: Have you an appointment?

Mr. Brown: No, but here's my visiting card. If you'll be kind enough to take it in, I'm sure he'll see me.

Secretary: He's on the phone just now. Would you mind waiting a few minutes? Come this way, please.

- Mr. Grey: Good morning, Mr. Brown. Take a seat, please. What can I do for you?
- Mr. Brown: Well, as a matter of fact, I have a proposition to put before you. I think you know well the firm I represent.
- Mr. Grey: Oh, yes, but I've never had pleasure of doing any business with your firm.
- Mr. Brown: Well, our company has branches all over Australia and New Zealand. So we'd like to get into touch with a good shipping firm in London, such as yours. The idea is that you should act as our agents and handle all our business on this side.
- Mr. Grey: And what about terms of payment and the other essential conditions?
- Mr. Brown: Well, we propose to allow you a 2% commission on all business transacted. No doubt we shall come to an understanding on that point. You would have to attend to (to take care of) the shipment of all goods and arrange for the prices to include c.i.f. or, in some cases, f.o.b.*. We are accustomed to paying by bills at three months. What do you think about it?
- Mr. Grey: Well, it sounds a promising proposition. I think some such arrangement would suit us very well, but I can't enter into an agreement or make a definite decision without discussing the matter with my partner. I'll just give him a ring.

Text 4. RETIRING

- Ted: I hear you're finally retiring at the end of the year, Bill. What will you do with yourself then?
- Bill: Absolutely nothing. I'll have been working for this company non-stop for forty-years by the end of October, and I reckon I deserve a complete rest.
- Ted: Forty-years! You'll have seen a lot of changes in that time, I imagine.
- Bill: Yes, and most of the changes have only made things worse. I used to be proud of my work: but how can you take a pride in what you're doing when every two or three years they put another manager with new-fangled ideas in charge of the factory – and he tells you what you've been doing is all wrong?
- Ted: Why have you stayed on all these years then, Bill?
- Bill: Well, it's the same thing wherever you go. However well you do your job, you don't get on in any firm unless you're a friend of the manager's and the present manager has certainly been no friend of mine.
- Ted: Nonsense! You're exaggerating, Bill. They don't promote you, whoever you know, if you're unefficient.
- Bill: Rubbish! What about that young chap Dart? He's an assistant manager already and he's completely incompetent. He's only there because he's a relative of the managing director's. They'll probably make him a director soon!
- Ted: By the sound of it you won't be sorry to leave.
- Bill: No, I won't, but it'll be no better at home. Instead of the manager giving me stupid orders, my wife will be telling me off all day long.

* **c.i.f.** (cost, insurance, freight) – цена, включающая стоимость, расходы по страхованию; **f.o.b.** (free on board) – условия погрузки товара, которые обязывают грузоотправителя подать груз на борт судна за свой счет.

Text 5. A JOB VACANCY

Oleg was watching TV when the telephone rang. It was his American friend Dick Jones.

Dick: Oleg! I hope I'm not calling too late?

Oleg: No, Dick, I was watching TV. How are you?

Dick: I'm fine. I'm calling you at such a late hour because there is a good new's for you. An hour ago I spoke to a friend of mine. He's on the Board of Directors at "A and B Instrument Company". They have an immediate opening for a software programmer. They are looking for a specialist in this field. I told my friend about you. He wants to know if you can come tomorrow for an interview. You shouldn't miss this opportunity.

Oleg: Dick, you're absolutely right. I agree with you completely. I realize that I should see the interview; but what about my job at the gas station?

Dick: Oh, come on. Don't tell them where you are going. Just tell your supervisor you have some personal business to attend to. Promise him to make up the time.

Oleg: That makes sence, Dick. But I'm a bit afraid because of my poor English.

Dick: Stop worrying about it. All you have to do is to explain your previous experience. You can do it perfectly well. You've to show your experience but not English stylistic subtleties. Even a few grammatical errors won't harm you. I'm sure you'll feel at ease with the interviewer.

Oleg: I hope so. I've made up my mind and I'm going to see the interviewer.

Dick: Okay. Would you write down the address?

Oleg: All right. I'm listening.

Dick: 620 Broadway, 25th floor. Ask for personnel department. Don't leave home without your resume. Good luck.

Oleg: Thank you, Dick.

Exercises

1. If you want to get a job remember the following:

AT THE INTERVIEW

1. Do arrive early. Phone if you're held up.
2. Do try to smile.
3. Do show interest in the job and ask questions.
4. Do be polite.
5. Don't panic, even if faced by more than one person.
6. Don't slouch around and look bored.
7. Don't smoke or chew.
8. Don't give one word answers or say you don't care what you do.

APPLYING BY LETTER

1. Remember that first impressions are important.
2. Write clearly and neatly on good notepaper, unlined if possible.
3. Check for spelling mistakes, use a dictionary if you are not sure of a word.
4. Describe yourself, your qualifications and your experience clearly.
5. If the advertisement asks you to write for an application form you will not need to give detailed information in your letter.
6. Address the letter and the envelope clearly.

2. Learn to fill in the following form:

CURRICULUM VITAE

Surname...
First name(s)...
D.O.B. (date of birth)...
Marital status (single, married, divorced, separated)...
Children...
Address...
Tel No...

Education and Further Studies:

Dates... Schools (colleges) name and address... Qualifications...

Experience:

Dates... Place of work (with address) ... Job... Pay...
Supplementary Information Sheet...
Hobbies and Interests...

Signature...

3. Learn to write letters of application.

LETTER OF APPLICATION

In some situations it is necessary to write a letter of application. Usually, this would be when it is not convenient for you to contact the company in person. A letter of application should be concise, typewritten, on standard-sized paper and contain the following information:

1. A clear statement regarding the job you are seeking. If possible, give your understanding of the requirements of the job opening for which you are applying.
2. A description of your training and experience. Show how your experience and education fit the job requirements.
3. Names and addresses of references, unless they are included in a data sheet to be enclosed.
4. A brief summary of why you are applying.
5. A specific request for an interview.

4. Study the sample application letter, then find an ad in the newspaper and write one of your own.

SAMPLE JOB APPLICATION LETTER

December 4, 2007

Sound Corporation,
123 Radio Street,
San Diego, CA 92111.

Gentlemen:

Do you want a hardworking and capable electronic assembler? I am very interested in the position for electronic assembler advertised in today's Union.

I have just finished a specialized training program in electronic assembly so I feel well-qualified for the position. Enclosed is my resume giving more details about my education and experience. I would be available to start work immediately.

I enjoy working with other people. It is important for me to do a job right and to finish it.

If it is possible, I would like to make an appointment for a personal interview. Please call me at 222-1234 or write me at the address below.

Thank you,
John Doe,
1234 West Street,
San Francisco, CA 94132.

5. Learn sample interview questions and practice answering them:

1. Do you have any experience in this type of work?
2. Why did you leave your last job? Did you like it?
3. What hours are you available for work?
4. Why do you think you would like to work for this company?
5. Are you looking for a temporary or a permanent job?
6. Why do you think you can handle this job?
7. What are your future career plans?
8. What salary do you expect?
9. Have you had any serious illness or injury?
10. Do you prefer working with others or by yourself?
11. How long did you work for your last employer?
12. What hobbies do you have?
13. Are you willing to work anywhere the company sends you?
14. Are you willing to work overtime?
15. Tell me about yourself.

6. Read the notes of the interviewers made while the applicants for a position of a secretary were answering their questions. Which of them would you give the job to? You should choose the only one.

Shella Simpson. Age 26. Married. Two children. Had two years' experience of work as a secretary with Byrd & Co Ltd. Gave up the job when her second child was born. Doesn't mind if somebody makes inquiries about her at her former place of work. Is fluent in French and German.

Alice Campbell. Age 28. Divorced. No children. Has a job as shop assistant in a department store, but isn't satisfied with it for two reasons:

- a) finds it unpleasant to deal with some of the customers;
- b) lives a long way from the store.

Luce Davies. Age 19. Unmarried. No working experience. Was taught to type and operate a computer at school. An excellent figure and a lovely face! Could be a fashion model, but prefers a secretarial job as a start for her business career. Doesn't mind answering personal questions.

7. Imagine you are being interviewed by a career officer. Complete the conversation.

Career Officer: Please take a seat.
You: ...
Career Officer: Now, what's your name?
You: ...
Career Officer: Fine. What about qualifications...er...exam passes?
You: ...
Career Officer: And your best ones?
You: ...
Career Officer: What subjects didn't you like studying?
You: ...
Career Officer: Why?
You: ...
Career Officer: And hobbies... What do you like doing in your spare time?
You: ...
Career Officer: What sort of job do you want to do?
You: ...
Career Officer: Why do you think you'd like doing that?
You: ...
Career Officer: Well, thank you very much.

8. Discuss the following job interviews, noting what is wrong with the answer, then giving a better answer:

Question: What experience do you have in this type of work?
Answer: Oh, I can do anything. Give me a chance.

Better answer: ...

Question: How did you like your last job and employer?

Answer: My employer was impossible to work for that's why I quit.

Better answer: ...

Question: What salary do you expect?

Answer: I expect at least \$600.

Better answer: ...

Question: Are you looking for permanent employment?

Answer: I just want a summer job. I'm moving out of town in September.

Better answer: ...

Question: Why have you been out of work for a year?

Answer: I just didn't feel like working.

Better answer: ...

Question: What do you think you would like to work for this company?

Answer: Because the pay is good.

Better answer: ...

9. You are interviewed by the representative of the company. Please, answer his questions:

1. Why are you interested in joining our company?
2. What is your professional experience?
3. What do you know about this company?
4. What kind of position do you want?
5. Why do you feel qualified for this job?
6. Have you any American experience?
7. What is your marital status?
8. What are your two main strengths for this job?
9. Will you agree to begin with a part-time job?
10. What is your objective? What kind of position do you want in the future?

10. Translate into English:

1. У них есть вакансии на должность программиста.
2. Они ищут специалиста в этой области.
3. Вы не должны пропустить такую возможность.
4. Вы можете прийти завтра на собеседование.
5. Скажите своему начальнику, что у Вас есть какое-нибудь срочное дело.
6. Обещайте отработать пропущенное время.
7. Спросите отдел кадров.
8. Я ищу работу в качестве инженера-электронщика.
9. У меня хорошая профессиональная подготовка.
10. У меня большой опыт работы по специальности.
11. Мне нужна квалифицированная работа.
12. Многие из тех, кто ищет работу, подчеркивают подробности, не имеющие значения.
13. Вам следует рассказать о своих сильных сторонах и стаже работы по специальности.
14. Начните с общего трудового стажа. Эта информация должна включать название должности, фамилию работодателя, адрес, дату приема на работу и краткое описание обязанностей.
15. Перечень Ваших должностей должен быть в обратном хронологическом порядке.
16. И наконец, Вы можете предъявить список поручителей.

11. Imagine that you have a chance to apply for a summer job of your choice.

Perhaps you'd like to be a cub reporter for a newspaper, an office helper at a TV station, or a batgirl for a baseball team. In your letter, explain why you want the job, describe your previous work experience, and briefly mention why you would be good at the job.

12. Compose dialogues on the following situations:

1. Your friend is telling you about the wonderful new job Peter has.
2. A secretary has brought to a waiting room. You are about to have an important interview for a job. Then your would-be boss comes in.
3. You offer a job in your firm to an excellent candidate. He telephones you and you have a talk.

13. Write:

- a) a paragraph about someone you know who is very good at his or her job;
- b) a short text about the job of your dreams.

UNIT 3. DAILY ROUTINE

Read the text and describe Richard's first day in the accounting department of the shopping company.

Text 1. RICHARD IS BEGINNING TO WORK

Richard remembers very well the first day he began to work in the accounting department of the shopping company.

He opened his eyes at about seven o'clock in the morning and looked at the calendar. "October" it said. And round today's date "Monday 19" was a red ring. It was an important day in his life. "I'm beginning my employment in the office. I'm a businessman now. I'm something in the City", he thought. He knew his parents were proud of him now. They wanted their son to be in one business or another.

After a light breakfast he set off for the City with the morning newspaper, the Times, under his arm and a letter confirming his appointment, in his pocket.

It was Mr. Clifford, one of the accountants, who met Richard in the lobby and took him to the general office. Mr. Clifford asked Richard to help him with the morning mail. Richard opened envelopes, took out letters and stamped them. If he found some cheques or papers with the letters he pinned them to the letters so they did not get lost.

When the working day was over Richard was tired but happy. He realized that the work he did was very monotonous. But he hoped the work of the accountant was certainly different.

Vocabulary

employment	служба, занятость
to set off	отправляться
lobby	вестибюль, приемная
to stamp	ставить штамп, штемпелевать
to pin	прикалывать
to get lost	потеряться, пропасть
today's date	сегодняшнее число

Read the text and speak about your daily program.

Text 2. MY DAILY PROGRAM

On week-days I wake up at 7 a. m., get washed, shave and get dressed. After breakfast I leave for work. I live near my office. It is my custom to walk to work. It takes me only about 10 minutes to get to my office. My working day lasts eight hours. My office hours begin at 9 a. m. sharp. I usually stop work at 6 p. m. I've got a tea-break at 11 a. m. and a midday break (lunch break) at 1 p. m.

When I come to my office in the morning I usually have a look at the diary. My daily engagements and appointments are always fixed in the diary.

During the day I look through the daily mail (business letters, cables and telexes, offers) as well as latest catalogues for goods from various companies which are ready to deal with us.

Every day I receive businessmen, managers and engineers from home and foreign firms and have business talks with them. We discuss a lot of problems with them: prices for different goods, terms of payment, shipment and delivery. I discuss some business matters on the phone every day. Sometimes, however, I am away on business. As a rule my business trips are not too long.

I learn Business English and commercial correspondence. I work hard at my Business English. I have got my classes twice a week after my office hours. Very often I have to get the documents ready for business talks and conferences with British and American businessmen as well as for various scientific and technical seminars and symposiums.

Read and discuss the text.

Text 3. PLANNING ONE'S DAILY ROUND

Have you ever thought that twenty-four hours isn't enough to do all you have to do?

All of us have so many duties and obligations! In addition to the daily routine at offices, schools, hospitals, etc., we have always got some housework to do and shopping, we have to cook the meals, keep the house clean and (last but not least) see to the children.

It's really surprising how much work some people manage to do, and quickly at that! But it often happens that we don't have enough time to do everything, and put it off till "some other time". What do you think is the reason? Why do some people manage and others not?

A lot depends on how you plan your daily round. If you plan day carefully, you'll be able to do more and it'll take you less time. If you ask someone to see you at a definite hour, for instance, the other person will also plan his time accordingly. If you know how long you can keep your visitor, you will try not to waste his time and have everything ready for the talk when he comes.

Your visitor, in his turn, will not keep you longer than necessary and will leave as soon as you've discussed your problem. It doesn't mean that you will interrupt the talk before you finish the discussion. No, you'll go on discussing the matter until you settle every point. But the time limit you set for yourself will help you not to waste time and to speak to the point.

Planning the day is especially necessary for people who want to make time for important things. Many outstanding people say that a daily timetable has helped them greatly to achieve what they have. There are some people, however, who will say that a strict timetable makes life dull and uninteresting. What do you think?

Vocabulary

obligation	обязательство
routine	рутина
one's daily routine	рутинный, обычный, повседневный
routine duties (questions)	повседневные обязанности
last but not least	и наконец... (дословно последний по порядку, но не по важности)
at that	к тому же

Exercises

1. Find in the text English equivalents for the following:

двадцати четырех часов не хватает, чтобы сделать все что надо; повседневная работа; и наконец; просто удивительно, сколько работы некоторым людям удастся сделать, и к тому же быстро; откладываем это "на потом"; как Вы думаете, в чем причина; многое зависит от того, как Вы планируете; дольше, чем нужно; как только Вы обсудите вопрос; регламент, который Вы себе установите; говорить по существу; особенно необходимо.

2. Answer the questions:

1. Do you agree that twenty-four hours isn't enough to do all we have to do?
2. Is it true that everybody has a lot of duties and obligations?
3. What does it depend on?
4. Is the daily routine at offices always necessary, or do we sometimes have to do unnecessary work?
5. How much time do you spend on the daily shopping?

6. How long does it take you to clean the flat and make the meals?
7. Can you say that you manage it all quickly?
8. Do you like putting things off till some other time?
9. Do you often have to do so? Why?
10. Is it true that some people manage better than others? What's the reason? (What does it depend on)?
11. Do you find it necessary to plan your daily round? Give your reasons.
12. Are you good at planning your daily round, or do you find it difficult?
13. Do you manage to keep all the appointments you make?
14. Is it always easy to speak to the point? Do you always manage to speak to the point? What does it depend on?
15. Do you agree that planning the day is especially important for businessmen? Isn't it important for everybody?
16. Can you achieve anything really important if you can't plan your time?
17. Do you find that a strict timetable makes life dull? Give your reasons.

*Read the text and describe the standard working day in the U.K.
and the U.S.A.*

Text 4. BUSINESS HOURS

The standard working day in the United Kingdom and the U.S.A. starts at 9.00. a.m. and lasts till 5 p.m. with lunch time from 1.00 p.m. to 2.00 p.m. Many banks are usually open for customers from 9.30 p.m. to 3.30 p.m. Some businesses and industries traditionally work different hours.

Most employers have a five-day working week, Monday through Friday. The working day is between 35 and 40 hours long. Overtime is quite common and is generally paid, often at a premium to the basic rate of pay. The weekend usually starts on Friday night and lasts till Monday.

Thus on Saturdays and Sundays most businesses are closed. But as to shops they are open on Saturdays and some of them are open on Sundays. In Britain the law does not say what shops can be open on Sundays but it says what goods can be sold on Sundays. They are newspapers, magazines and fresh food. If the law is broken, criminal proceedings may be taken. Many officials and the public demand that the Sunday trading rules should be abolished in the U.K.

Most businesses are closed on public or national holidays. The main public holidays of the U.K. are as follows:

New Year's Day	1 January
Good Friday	in April
Easter	in April
Easter Monday	in April
May Day	in May
Christmas Day	25 December
Boxing Day	26 December

In the United States the following main holidays are celebrated:

New Year's Day	1 January
Washington's Birthday	20 February
Easter	in April
Memorial Day	in May
Independence Day	4 July
Labour Day	in September
Veterans' Day	in November
Thanksgiving Day	in November
Christmas Day	25 December

All the main public or national holidays in the U.S. and the U.K. are bank holidays, which means banks are closed on those days. Besides there are some other bank holidays, when banks and many other businesses are closed.

The bank holidays besides public or national holidays are:

Spring or Summer (Bank) Holiday	in May or June
Autumn (Bank) Holiday	in August or September

It dates back to the nineteenth century when by the Bank Holiday Act and a Supplementary Act these days were constituted bank holidays in the U.K.

Vocabulary

to employ	нанимать
employer	наниматель
employee	служащий
overtime	сверхурочное время
to work overtime	работать сверхурочно
to pay overtime	оплатить за сверхурочное время
law	закон
to break the law	нарушать закон
criminal proceedings	уголовное судебное разбирательство
to take criminal proceedings	начать судебное расследование
to abolish	отменять, упразднять
Easter	Пасха
independence	независимость
to be independent of	быть независимым от
thanksgiving	благодарение
Thanksgiving (Day)	День Благодарения
to date back to...	восходить (к определенной эпохе)
supplement	дополнение
supplementary	дополнительный
Supplementary Act	дополнение к акту, закону, постановлению

Exercises

1. Find the answers to the following questions in the text:

1. When does the standard working day start and finish in the U.K. and the U.S.A.?
2. How long is the working week there?
3. Is overtime allowed and paid?
4. What are the usual working days?
5. What is a weekend?
6. What days are shops open in those two countries?
7. What goods can be sold on Sundays in the U.K.?
8. How do Englishmen treat the Sunday trading rules?
9. Are businesses open on public holidays in those two countries?
10. What public holidays do these two countries have?
11. What is a bank holiday?
12. When do these countries have Spring (Summer) Bank Holiday?
13. When do they have Autumn Bank Holiday?
14. When and how was a bank holiday introduced in Great Britain?

2. Find the English equivalents for the following in the text:

1. Еще в XIX веке законом о банковских праздниках и дополнением к этому закону эти дни были объявлены в Англии банковскими праздниками.
2. Переработка сверх установленных часов – явление распространенное и оплачивается по ставкам выше обычных.
3. Многие официальные лица и общественность требуют, чтобы эти правила торговли по воскресеньям были в Англии отменены.
4. Если существующий закон нарушается, могут возбудить уголовное дело.

3. Sum up what the text says about:

- a) the Sunday trading rules in the U.K.;
- b) Bank holidays;
- c) Public holidays;
- d) working day and week overtime.

4. What would you tell a foreigner about:

- a) our working day and week;
- b) our holidays;
- c) time when our shops are open.

UNIT 4. OFFICE

Read the text and remember duties of office workers.

Text 1. OFFICE WORKERS AND THEIR DUTIES

Office Manager:	oversees office operations; coordinates projects; distributes work; is in charge of personnel; has the responsibility for office supplies and equipment.
Secretary:	screens calls; places calls; gives messages; returns calls; makes appointments; keeps a calendar; schedules meetings; types letters; opens mail.
Typist (Computer Operator):	enters information; edits texts on the display; prints out hard copies (printouts).
Book Keeper:	enters; tallies and balances all financial records in ledger books or on computer spreadsheets.
Mailroom Clerk:	sorts mail; distributes or delivers mail, takes care of outgoing mail.

Most of the office workers in a small business office usually work in cubicles. Most work from 9.00 a. m. to 5.00 p. m., get an hour for lunch and two coffee breaks. Office equipment includes: typewriters, computers with word processors, fax machines, calculators, photocopiers, telephones, telexes. Office supplies include: files (folders), paper clips, staples, message pads, diaries, filing trays, business stationery, staple removers.

Vocabulary

oversee	следить
be in charge of	заведовать, руководить
screen a call	принимать и распределять телефонные звонки
place a call	вызывать по телефону
give a message	передать сообщение
keep a calendar	следить за порядком дня
word processor	текстовый редактор
enter information	вводить информацию
edit	редактировать
print out	распечатывать
tally	подсчитывать, сверять
record	запись
spreadsheet	электронная таблица
outgoing	исходящий
cubicle	небольшая компания
filing tray	лоток для бумаг
file	папка
clip	скрепка (обычная)
staple	скобяная скрепка
stapler	степлер (устройство для сшивания бумаг)
message pad	блокнот (для записи сообщений)
stationery	канцелярские принадлежности

Exercises

1. Translate these words and word combinations:

office workers; manager; secretary; coordinate projects; be in charge of; have a responsibility; place calls; screen calls; make appointments; office equipment; typewriter; type letters; open mail; deliver mail; edit texts on the display; bookkeeper; ledger book; computer spreadsheets; cubicle, coffee break; fax machine; photocopier; paper clip; staple; file; business stationary.

2. Find the English equivalents for the following:

начальник (офиса); секретарь; бухгалтер; служащие офиса; персонал; заведовать; ответственность; планировать (включать в график); заказать телефонный разговор; ответить на вызов; редактировать; распечатывать (на принтере); печатать (на машинке); передать сообщение; распределять; оборудование офиса; пишущая машинка; копировальный аппарат; папка; скрепка (обычная); канцелярские принадлежности.

3. Translate into English:

1. Секретарь принимает телефонные звонки и вызывает по телефону нужного абонента.
2. Она также планирует встречи, печатает письма и вскрывает почту.
3. Менеджер следит за деятельностью офиса и руководит персоналом.
4. Он координирует проекты, распределяет работу и отвечает за снабжение и оборудование.
5. Машинистка вводит информацию в компьютер и делает распечатки.
6. Оборудование офиса включает пишущие машинки, фотокопировальные машины, компьютеры с текстовыми редакторами, факсы, телексы.

Read and translate the text.

Text 2. JANE'S NEW JOB

Jane works in the modern office of a large international company. On her desk she has the usual office equipment, such as a telephone, a typewriter, and filing trays for letters and papers. She uses an electronic typewriter, instead of the manual typewriter she used to have. The company has just bought a computer with a word processor and a printer. With this computer the typist (operator) can type a letter, and then see what she has typed on an electronic screen (display), and correct any mistakes before the printer types the letter. The computer can print many separate copies of a letter and put a different name and address on each one.

If she has to do some calculations, Jane uses an electronic calculator, and there is a photocopier in the office for making copies of letters and other papers.

Jane usually sends letters by post, but if she wants to send a written message quickly she uses the telex. This is a machine like a typewriter: a message is typed, and then another telex machine somewhere else receives the message and types it out again some time later.

A fax machine is more popular now. It makes copies and sends it to any other fax machine you like. Messages can be written by hand or typed, and include drawings. A fax machine is connected or combined with a telephone, that's why it is called telefax. The quickest way of sending photo messages is by e-mail (electronic mail).

Exercises

1. Answer the questions:

1. Where does Jane work?
2. What does she use for typing letters and papers?
3. What is there on her desk?
4. What are the advantages of a computer with a word processor?
5. What kind of office equipment is there in your office?
6. What is telefax?

2. Retell the above text.

Read and translate the text.

Text 3. DIRECTORS AND MANAGERS

As a rule a private company has only one director. A public company must have at least two directors. Usually there is no upper limit on the number of directors a public company may have. The company's note-paper must list either all or none of the names of its directors.

A limited liability company or a corporation is headed by the board of directors elected by shareholders. The directors appoint one of their number to the position of managing director to be in charge of the day-to-day running of the company. In large organizations managing director is often assisted by general managers. Many directors have deputies who are named deputy directors.

Directors need not be shareholders. They are responsible for the management of company's affairs. They are not subject to any residence or nationality restrictions.

Big companies have many managers heading departments. They are all responsible to the managing director. Among various departmental managers the following can be mentioned:

- sales manager;
- personnel manager;
- chief manager;
- district manager;
- sales and marketing manager;
- industrial engineering manager.

Vocabulary

upper limit	верхний предел
to list	вносить в список
to head	возглавлять
Board of directors	совет директоров
to elect	выбирать
to appoint	назначать
to be in charge of smth.	заведовать чем-либо, отвечать за что-либо
to run the company	управлять компанией
to assist	помогать
assistant	помощник
deputy	заместитель
affairs	дела
to be subject to smth.	быть подверженным чему-либо
restriction	ограничение
to be responsible to smb. for smth.	быть ответственным перед кем-либо за что-либо

Exercises

1. Find the answers to the following questions in the text :

1. How many directors can a private company have? And what about a public company?
2. Who heads a limited liability company?
3. How is managing director appointed? What are his duties?
4. Who is general manager?
5. What is assistant general manager?
6. What is deputy manager?
7. What is the status of a director?
8. What do managers usually head?
9. What managers are there in companies?
10. Whose business card was quoted? What information did it give?

2. Translate into Russian:

1. The company's note-paper must list either all or none of the names of its directors.
2. Directors need not be shareholders.
3. They are responsible for the management of company's affairs.
4. They are not subject to any residence or nationality restrictions.

3. Sum up what the text says about:

- a) directors of private companies;
- b) directors of public companies;
- c) directors of limited liability companies, their assistants and deputies;
- d) managers.

4. If you want to become a good manager remember the following:

1. Don't order, ask and be polite. It sounds and works better.
2. Remember that people work with you, not for you. They like to be spoken of as associates.
3. Keep your promises.
4. Criticize, if you must, only in private and do it objectively. Never criticize anyone in public or in anger.

Read and translate the text.

Text 4. A MANAGER GETS THE SECRETARY HE DESERVES

It costs a lot every time a manager loses his secretary. There are tangible costs, like advertising for a new one, training her, etc. And there are intangible costs, such as the effect of the resignation of staff morale, disturbed work and communications, and other things that lower efficiency. This is an advice for managers who want to avoid all this.

First of all, be specific about what you intend to delegate to her –correspondence, supervising the office and so on. She may have heard such phrases before as “satisfying and rewarding job”, “duties depend largely on you”, and so on. In any case, roughly translated all that means just “another boring shorthand, typing and filing job”. Secondly, give her not just the responsibility but the authority as well as to get on with the job. That includes telling your colleagues plainly that she has that authority. Job specifications in writing are essential.

Regular job appraisal is an obvious follow-up. A golden rule here is: do not appraise in secret. She has a right to know the results of the appraisal. If you have set her a task, then tell her when you want it to be done. Do not ask her daily if she has done it yet or if she has forgotten.

A manager's secretary is a member of his executive staff and should be treated like one. Introduce her to your colleagues and the staff.

Whether you call her a “private”, “executive” or “personal” secretary, she must be treated like a “confidential” secretary. Show that you have confidence in her; do not cover up those “top secret” papers every time she walks into the room. Let her know you value her opinion.

You will know within a few weeks of hiring her whether she can be fully trusted. If she cannot be, fire her.

Vocabulary

deserve	заслуживать
it costs a lot	возникают большие издержки
tangible	видимый, осязаемый
intangible	невидимый
resignation	отставка
morale	моральное состояние
disturb	нарушать
specific	конкретный
supervise	следить за
rewarding	вознаграждающий
roughly	грубо
boring	скучный
shorthand	стенография
filing job	ведение документации (сортировка, хранение)
authority	права, полномочия

get on (with) smth.	справляться с чем-либо
plainly	ясно
specifications	конкретизация
overstep	превышать
failing	невозможность
appraisal	оценка
follow-up	развитие успеха
set a task	дать задание
treat	обращаться
make a fool of herself	поставить в глупое положение
executive	исполнительный
confidential	доверенный
confidence	доверие
hire	нанимать
trust	доверять
fire	увольнять

Exercises

1. Answer the questions:

1. What are the tangible and intangible costs when a manager loses his secretary?
2. What is the first advice for managers to avoid this?
3. Is it recommended to give a secretary not just responsibility but the authority as well? Why?
4. Why are job specifications in writing essential?
5. What is a golden rule of regular job appraisals?
6. Is it recommended that a manager should introduce his new secretary to the staff? Why?
7. In what way must a secretary be treated?
8. What does the phrase a “confidential secretary” mean?

2. Do you agree with the following?

1. The surest way to get job done is to give it to the busiest man you know, he will have his secretary do it.
2. Most men need two women in their lives – a secretary to take everything down and a wife to pick everything up.

Read the text and translate it into Russian.

Text 5. SECRETARIES

There are two types of secretaries: company secretaries and private secretaries of executives. Every company, both in Great Britain and the United States, is required, under the law, to have a company secretary.

In the case of private companies the directors are free to appoint any suitable person for this position.

But in case of public companies the company secretary must be a properly qualified person, a member of a recognized institute or association. He or she may be one of the directors of the company. But if the company has only one director, the director cannot also be the secretary.

The company secretary is the chief administrative officer of the company.

The correspondence of the company's secretary is particularly concerned with shareholders' meetings, board meetings and the various forms that must be sent outside. The company secretary may also deal with enquires for information concerning other firms, although the accounting department often handles these matters. Administrative questions come into the sphere of the company secretary, under instructions of the Board of directors.

As to private secretaries of executives they are practically personal assistants of executives. A secretary answers telephone calls, receives messages and makes telephone calls on the instruction of her boss.

A secretary also helps in organization of meetings and conferences, entertainments of visiting customers, suppliers and other associates of the firm. She also deals with all the correspondence of her boss.

Secretaries write letters on making appointments or travel arrangements, letters of introduction, congratulation or condolence, invitations and replies to invitations.

Secretaries use various office equipment, like microcomputers, fax machines, photocopying machines and others.

Vocabulary

executive	руководитель
to suit	устраивать
suitable	подходящий
properly qualified	должным образом квалифицированный
to recognize	признавать
recognized	признанный
to comply with smth	соответствовать чему-либо
to be concerned with smth	быть связанным с чем-либо
to deal with (in) smth	ведать чем-либо
to handle the matter	заниматься данным вопросом
to come into the sphere of smb	попадать в сферу деятельности кого-либо
associate	партнер, компаньон
condolence	соболезнование
in reply to smth	в ответ на что-либо
sales manager	коммерческий директор
managing director	управляющий директор, директор-распорядитель
make an appointment	назначить деловую встречу
personnel department	отдел кадров
personnel manager	начальник отдела кадров
reduce the staff	сократить штат
give (take) a message	передать (принять) сообщение
arrange a meeting	договориться о встрече

Exercises

1. Complete the following sentences as in the text:

1. There are two types of secretaries...
2. Every company, both in Great Britain and the United States...
3. In the case of private companies...
4. But in case of public companies...
5. But if the company has only one director...
6. The company secretary is the chief...
7. The correspondence of the company's secretary is particularly concerned with...
8. The company secretary may also deal with enquires...
9. As to private secretaries of executives...
10. A secretary answers...
11. A secretary also helps in organization...
12. She also deals with all the correspondence...
13. Secretaries write letters...
14. Secretaries use various office equipment, like...

2. Translate into Russian:

1. The company secretary is the chief administrative officer of the company.
2. She is particularly concerned with various forms that must be sent outside.
3. Administrative questions come into the sphere of the company secretary, under instructions of the Board of directors.
4. As to private secretaries of executives they are practically personal assistants of executives.
5. A secretary answers telephone calls, receives messages and makes telephone calls on the instruction of her boss.
6. Secretaries write letters on making appointments or travel arrangements, letters of introduction, congratulation or condolence, invitations and replies to invitations.
7. Secretaries use various office equipment, like microcomputers, fax machines, photocopying machines and others.

3. Translate into English:

1. Офис директора-распорядителя находится на втором этаже.
2. Начальник отдела кадров находится в отпуске.
3. Я договорился о встрече с управляющим директором.
4. Руководитель офиса собирается сократить штат.
5. Деловая встреча назначена на два часа дня.
6. Машинистка пользуется электронной пишущей машинкой вместо механической.
7. Компьютер с текстовым редактором имеет ряд преимуществ.
8. Он на собрании, которое, возможно, продлится до обеда.
9. Гражданин Браун заведует отделом маркетинга.

4. Sum up what the text says about:

- a) company secretaries;
- b) private secretaries.

5. Say:

- a) what you know about the work of secretaries;
- b) what you like and what you dislike in the work of secretaries;
- c) how much they are paid monthly now, as far as you know.

Read the dialogues and translate them.

Text 6. IN THE OFFICE

- Miss Evans: Good morning. Is this Mr. Bailey's office?
- Secretary: Mr. John Bailey?
- Miss Evans: Yes. I was wondering whether Mr. Bailey could see me. My name is Jane Evans.
- Secretary: Oh yes, Miss Evans. Mr. Bailey has a letter from your manager. He said you'd like to have an appointment.
- Miss Evans: I decided to come in instead. I was hoping that perhaps Mr. Bailey would be able to see me this morning.
- Secretary: Oh, I'm very sorry, but I'm afraid that Mr. Bailey has several engagements today. He's at a meeting this morning and he has several other appointments this afternoon.
- Miss Evans: Then would you kindly make an appointment for me?
- Secretary: Yes, certainly. I'll just look at his diary. Now, would Friday at 3.15 suit you?
- Miss Evans: No, I'm afraid I shan't be in town on Friday.
- Secretary: Oh, then would you be able to come on Monday at seven o'clock?
- Miss Evans: Yes, that would be quite all right.
- Secretary: Good.
- Miss Evans: Thank you very much. Good bye.
- Secretary: Good bye, Miss Evans.
- Secretary: Good afternoon, Mr. Craig.

Mr. Craig: Good afternoon, Miss Wild. Have you finished those letters?
Secretary: Yes, sir. I have photo-copied and posted them.

Mr. Craig: Did Mr. Jackson arrive?
Secretary: Yes, sir.

Mr. Craig: What time did he arrive?
Secretary: About two o'clock, sir ... but he didn't stay. He didn't have time.

Mr. Craig: What did he want?
Secretary: Oh, I didn't ask, sir.

Mr. Craig: Er ... Did you telephone Mrs. Craig?
Secretary: Yes, I did. But she wasn't in.

Mr. Craig: Hmm ... And the table at "Mario's" for tonight?
Secretary: Yes, sir. I received a table for two at eight o'clock.

Text 7. MR. WRIGHT'S OFFICE

Secretary: Mr. Wright's office. Miss Brown speaking.

Caller: Is Mr. Wright here, please?
Secretary: Sorry, but he is not available just now. Is there anyone else you'd like to speak to?
Caller: No When could I reach him?
Secretary: He's in a meeting which will probably last until lunch time. May I tell him who called?
Caller: Edward Green, a marketing executive from "ABC Electro-nics".
Secretary: Can I take a message?
Caller: No, thanks. I'll call him back as soon as he is free.

Text 8. I'D LIKE TO SEE THE MANAGER

Caller: I'd like to see the manager.
Secretary: I'm sorry. He's busy right now. He'll be free in a few minutes.
Caller: I'll wait. May I smoke?
Secretary: Yes, and you may also look through those magazines.

Text 9. TUESDAY MORNING IN THE OFFICE

Mr. Dawson: Good morning, Amanda. Could you come in for a moment, please?
Secretary: Good morning, Mr. Dawson. Did you have a good trip?
Mr. Dawson: Yes, thank you. Let's have a look at the diary. What are the engagements for today?
Secretary: Mr. Foster has an appointment for 9. 30. And then there's a conference at two p.m.
Mr. Dawson: Please get the documents ready for the conference. I'm afraid these bills will keep me busy till the lunch break.

Secretary: Shall I arrange for Mr. Foster to come late?

Mr. Dawson: Yes, you'd better phone him straight away, please.

Secretary: Of course, Mr. Dawson.

Mr. Dawson: Were there any messages for me when I was away on business yesterday?

Secretary: Yes, quite a few. Shall I just run through them?

Mr. Dawson: Please.

Secretary: Jenny phoned almost every hour. She said she wouldn't be in till Friday.

Mr. Dawson: Oh. Why's that?

Secretary: She said she had flu. She'd seen the doctor.

Mr. Dawson: Right. Go on.

Secretary: Then Mr. Watkins called. He said he couldn't make the meeting this afternoon but would ring you on Wednesday.

Mr. Dawson: Ok.

Secretary: Godfrey came in looking for you. He said he wanted Friday off.

Mr. Dawson: Did he?

Secretary: Yes. He told me his grandmother had died and he'd have to go to the funeral.

Mr. Dawson: Oh dear, I'd better see him later.

Secretary: And Wadley's Garage called. They said your new car wasn't ready.

Mr. Dawson: Oh, no... Why on earth not?

Secretary: They said there was a strike at the factory yesterday.

Mr. Dawson: Again.

Secretary: After lunch Miss Dobson phoned from Leeds. She said that Western Video Systems had to cancel their last order because their customers had changed their minds.

Mr. Dawson: Pity!

Secretary: Mr. Gonzales called from Argentina to say he might be in London from 21st-25th. He said he wanted to see you then.

Mr. Dawson: Oh, good. I hope he can make it. He should have come a little bit earlier.

Secretary: Then a lady phoned. Samantha Ellis. She asked you to phone her as soon as possible. She said it was urgent.

Mr. Dawson: Ah, Samantha. I wonder what she wants.

Secretary: Oh and just before five, Mr. Berry phoned. He told us not to supply Mason and Co. until further notice. He said it was important and that he would explain later.

Mr. Dawson: Anything else?

Secretary: No. That's it. Coffee?

Mr. Dawson: That would be nice.

UNIT 5. HOLDING A MEETING

Read the text and prove that meetings are one of a manager's most useful means of communication.

Text 1. A MEETING

Meetings are often seen as a waste of time, but they are in fact one of a manager's most useful means of communication. Preparation is essential. Think out your objectives. Why are you holding the meeting? Is it to convey information? To get information? To solve a problem? To initiate some course of action? Identify the specific items that you want the meeting to consider. Arrange them in sequence in the agenda, allocating a certain amount of time to each, and giving priority to those that are important.

As chairman you are concerned with two things. One is the subject that is being discussed; the other is the people who are discussing it. The first requires giving attention to appropriate procedures, the second, using your leadership skills.

Dealing with the subject means, primarily, making sure that the discussion remains relevant to the items being discussed and to the overall purpose of the meeting. Begin the meeting by stating its purpose. Every one should have a clear understanding of why it is being held.

Keep the discussion relevant. Don't allow people to jump ahead to the next item or to go back to points that have already been dealt with. As the meeting progresses, make sure that everyone understands what is being talked about and what is being said about it. After each item has been discussed, briefly summarise the conclusions that have been reached. At the end of the meeting give an overall summary, relating the final conclusions to the initial statement of the purpose of the meeting. Begin the meeting on time. Don't wait for latecomers. When they do arrive briefly tell them what conclusions have been reached. This will encourage them to be more punctual in future. Avoid answering questions. Pass them on to others Respond positively to suggestions. Finally, finish the meeting on time. As the end approaches, remind participants that there is a limited amount of time left and encourage speakers to keep their final contributions as brief as possible.

Exercises

1. Read this information and remember how to report a meeting.

HOW TO REPORT A MEETING

Minutes is a written report on the discussions and the decisions that have been taken at a meeting.

In order to show you how to write minutes, we will imagine that a meeting of the Board of Directors of a limited company is taking place. The Managing Director is in the chair. First the minutes of the previous meeting are read. The meeting then passes on to deal with the agenda.

AGENDA

1. Minutes of the previous meeting.
2. To consider estimate for replacement of the air-conditioning system.
3. To consider appointment of the factory manager.

After the meeting has heard the views of the Managing Director they discuss the estimate for replacement of the air-conditioning system and decide to accept it.

The Managing Director has chosen two candidates for the post of the factory manager. They are invited in turn, and the Board chooses one of them.

Board members have no other matters to discuss, so the meeting ends.

MINUTES

Meeting of the Board of Directors of ... Co.

Ltd, held... (place, time).

Present...

1. Minutes of the previous meeting were read and signed.
2. The Managing Director presented the estimate for replacement of the air-conditioning system. Mr. N. thought that the amount of the estimate was too high; but after an explanation by the Managing Director it was accepted.

3. Two applicants for the post of factory manager were seen by the Board:

Mr. R. – an outside candidate;

Mr. P. – the present assistant factory manager.

It was agreed to appoint Mr. P.

4. There was no other business.

Vocabulary

limited company	акционерная компания с ограниченной ответственностью; ответственность каждого акционера по обязательствам компании ограничена стоимостью его акций
minutes	протокол
Board of directors	совет директоров
managing director	директор-распорядитель
be in the chair	председательствовать
estimate	предварительный подсчет
replacement	замена

2. Answer the questions:

1. How is a meeting reported?
2. Why are minutes of the previous meeting always read at the next meeting?
3. What questions are included in the agenda of a meeting?
4. Are participants of the meeting actively involved in the discussions?
5. Why is it important to have minutes in writing?

Read the dialogues and make up your own ones.

Text 2. AT A JOINT VENTURE MEETING

Chairman: Well, if everybody's here, let's begin. You know, we have invited a team of experts to do some work for us. They've been doing some market research for our company, and today I'm happy to introduce to you Mr. James Bennet who is going to tell us the results. James, let me introduce my colleagues: Nick Petrov, the Finance Director, Boris Nikulin, the Production Manager, Oleg Belov, the Sales Manager, Nina Izvekova, a design expert.

James Bennet: I'm very happy to meet you all. I've heard a lot about you from my chief, now we've met, and I hope what I'm going to say will be of interest to you. So let me begin. Our team got down to work three months ago, and all this time we've been trying to find out, what kind of future this joint venture has. I must admit that before we started our investigation we'd only had a general idea of your economic problems, now it would only be fair to say we have a pretty good idea of your opportunities. I can't say that there aren't going to be any difficulties. On the contrary, a great effort will be required, but the effort's worth making, because there're a lot of chances for someone who wouldn't hesitate to take risks. Let me give you some facts and figures.

Text 3. DURING THE BREAK

A: Well, how did you like the report?

B: I think they've done a wonderful job. They've investigated everything very carefully and quickly! I was impressed.

A: I'm very pleased to hear that I've been working with James for a long time. He's done some very important market research for the world's leading companies.

B: Then the work he's been doing for us isn't of particular interest to him, I suppose.

A: On the contrary, he's very interested. When he was offered to be head of the team, he agreed without any hesitation, because he'd always been interested in investigating the Russian market. By the way, he sounded very optimistic, didn't he?

B: Yes, very encouraging indeed. Oh, the break's nearly over. Let's go back to the conference room, shall we?

A: Yes, let's.

Vocabulary

chairman	председатель, председательствующий
investigation	исследование, расследование, изучение
the matter is under investigation	вопрос (дело) изучается
to investigate	исследовать, расследовать, изучать
to investigate (study) the market	исследовать (изучить) рынок
to investigate the situation	изучить ситуацию
to have general idea of smth.	иметь общее представление о чем-либо
in general	вообще
the contrary	наоборот
encourage	ободрить, поощрить, поддержать

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