



Областное государственное автономное профессиональное  
образовательное учреждение  
«Старооскольский педагогический колледж»  
(ОГАПОУ СПК)

**СБОРНИК ПРАКТИЧЕСКИХ ЗАДАНИЙ  
ДЛЯ СТУДЕНТОВ 4 КУРСА**

Учебная дисциплина **ИНОСТРАННЫЙ ЯЗЫК (АНГЛИЙСКИЙ)**  
Специальность **44.02.03 Педагогика дополнительного образования в области  
музыкальной деятельности**

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### **Пояснительная записка.**

Рабочая тетрадь предназначена для студентов 4 курса.

Рабочая тетрадь включает в себя 8 тематических циклов, в каждый из которых входят текст, лексические и грамматические упражнения. Учебные задания способствуют усвоению и запоминанию специальных терминов по специальности.

В систему упражнений входят как языковые, так и речевые упражнения. Тексты тематически связаны со специальными предметами, изучаемыми на этом курсе, отражают специфику будущей профессии.

### **Темы циклов:**

1. Job hunting.
2. Employment.
3. Interview.
4. Business letter.
5. Resume.
6. Cover letter.
7. Ethics of telephoning.
8. E-mails.

### **Структура цикла:**

1. Тематический текст
2. Список активной лексики
3. Упражнения для развития навыков устной речи и перевода
4. Упражнения по совершенствованию навыков владения грамматическим материалом

# Unit 1

One of the most difficult problems for a young person graduating from a university or any other educational establishment are to make a decision about future occupation, to study the market of the offered vacancies, to present a resume and many other things. So our aim is to help you solve these problems.

## JOB HUNTING

### Choosing an Occupation

One of the most difficult problems a young person faces is deciding what about a career. There are individuals, of course, who from the time they are six years old "know" that they want to be doctors or pilots or fire fighters, but the majority of us do not get around to making a decision about an occupation or career until somebody or something forces us to face the problem.

Choosing an occupation takes time, and there are a lot of things you have to think about as you try to decide what you would like to do. You may find that you will have to take special courses to qualify<sup>1</sup> for a particular kind of work, or may find out that you will need to get some actual work experience to gain enough knowledge to qualify for a particular job.

Fortunately, there are a lot of people you can turn to for advice and help in making your decision. At most schools, there are teachers who are professionally qualified to consult you and to give detailed information about job qualifications. And you can talk over your ideas with family members and friends who are always ready to listen and to offer suggestions. But even if you get other people involved in helping you make a decision, self-evaluation is an important part of the decision-making process.

### *So, You Are Looking for a Job*

#### WHAT MUST YOU BEGIN WITH?

There are several traditional ways of looking for a job.

A civilized and active means of looking for a job is studying the market of the offered vacancies to get an idea of necessary demands and size up your own chances.

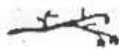
The best way of doing this is to use the help of employment agencies or to independently study the ads of job opportunities being published.

Announcements of job opportunities can be read in different printed publications. But which of them is worth reacting to?

Don't put much trust in ads in the yellow press. Solid companies place ads in prestigious expensive publications with a firm reputation.

The structure of job opportunities ads is usually the same: the name of the vacant position, the list of the candidate's professional duties, the demands made of the candidate, and the system of compensations and benefits. Ads are often published by employment agencies on behalf of their clients. The address of the office is usually not given — it is suggested that the resume should be sent to a P.O. box or else faxed.

**SWEDISH  
Branch Ltd.**



we are leading supplier of  
high quality office furniture  
and industry equipment.

Due to expansion we are  
looking for

**SALES  
REPRESENTATIVES**  
with Sales Manager  
potential

**Requirements:**

- 25-30 years old
- enthusiastic and social
- personality
- good self-confidence &
- service minded
- fluent English

Please send your CV  
with hand-written  
to: Box #S668,  
West Post,  
Nevsky 86, fax 275-0806

Due to planned expansion



**is seeking Young and Energetic  
RESTA MANAGERS**

**We require:**

- ✓ Excellent English and  
Native Russian
- ✓ Higher Education Degrees
- ✓ Permanent Residency in  
St Petersburg
- ✓ No Prior Restaurant  
Experience Necessary

**We offer:**

- 3 months of all expenses  
paid training abroad.
- Convenient work schedule
- Growth potential in a  
prestigious company

**For an interview please come  
to: Pizza Hut, 71/16 Moika  
Nab., St Petersburg  
Tuesday 21 and  
Thursday 23, 5pm-7pm or call  
Svetlana at 312-8135 11am-  
5pm, Mon-Fri**

The St. Petersburg  
Times needs a

**SECRETARY**

**Requirements:**

- Native Russian  
speaker
- Initiative
- Computer skills
- Able to work under  
pressure in a busy office

**Send resumes to:**

Yana, St Petersburg  
Times, 5 Razyezhdaya  
Ulitsa, or by fax to  
314-21-20.

No phone inquiries  
please.



**ASTROS** shipping agency is  
looking for

**WAREHOUSE MANAGER EXPORT  
OPERATIONS MANAGER**

**Requirements:**

English and  
German lang  
Organizational  
Skills

Relevant Experience

**Interested candidates  
should please fax  
their resume to  
(812)252 7304**

The American Consulate General  
is looking for a full-time

**AGRICULTURAL MARKETING ASSISTANT**

to serve as office manager for the Foreign  
Agricultural Service Office in St Petersburg

UNIVERSITY DEGREE, NATIVE RUSSIAN, FLUENT  
ENGLISH, MINIMUM ONE YEAR EXPERIENCE IN  
MARKETING-RELATED ACTIVITIES REQUIRED

*For more information, please call 275-17-01,  
ext.226*

**Task 1. What should you do to find a job? Find the logical sequence of the steps you should take.**

- get an invitation for an interview,
- make an appointment with an employment agency counselor,
- read the classified ads,
- think what kind of job you want ,
- analyse your skills, personality traits and accomplishments,
- get ready for the interview,
- find out what employment agency you can use,
- find out as much as you can about the company.

**Task 2. Send your ad to a chosen newspaper e.g. "Vacancy" (or "Profession").**

*If you would like to place a classified ad in "Vacancy", "Job market" page simply send this coupon:\_\_\_\_\_*

NAME\_\_\_\_\_

TELEPHONE\_\_\_\_\_

METHOD OF PAYMENT\_\_\_\_\_ *free of charge*\_\_\_\_\_

TEXT OF AD AS YOU WANT IT TO APPEAR

**Task 3. Look at the following examples of skills/responsibilities and personality traits and find the ones that apply to you. Write them down.**

Skills/Responsibilities		Personality Traits
acting	making decisions	Use: I am very...
analyzing	meeting people	accurate
assembling	negotiating	adaptable
(putting things together)	(bargaining)	cooperative
	operating machines	creative
building things	organizing	dependable
cooking	persuading people	flexible
dancing	selling	mature
decorating	singing	organized
designing	solving problems	persuasive
driving	speaking	punctual
filing		responsible
growing things		tactful
listening		hard-working (induction)
		tolerable
		serious

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**Task 4.** *You come to an employment agency and have to answer their questionnaire.*

<p style="text-align: center;">"PERSONNEL <b>CoRps</b>" <u>Professional Recruitment &amp; Selection</u> Tel. 275-35-02 Fax 275-36-96</p>
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Questionnaire			
<b>1. Are you seeking</b>		a) meeting people	<input type="checkbox"/> <input type="checkbox"/>
a) full-time employment? <input type="checkbox"/>		b) working alone	<input type="checkbox"/> <input type="checkbox"/>
b) part-time employment ? <input type="checkbox"/>		c) working with	
<b>2. Which of these is most important for you?</b>		other people	<input type="checkbox"/> <input type="checkbox"/>
(Please number 1 -5 in order of importance)		d) being a leader	<input type="checkbox"/> <input type="checkbox"/>
money <input type="checkbox"/>		<b>4. What do you like doing in your free time?</b>	
people <input type="checkbox"/>		a) reading	<input type="checkbox"/>
security <input type="checkbox"/>		b) going to the theatre	
job satisfaction <input type="checkbox"/>		<input type="checkbox"/>	
an interesting job <input type="checkbox"/>		c) travelling	<input type="checkbox"/>
<b>3. Do you like</b>	yes no	d) playing PC games	<input type="checkbox"/>

**Task 5.** *Discuss the following topics.*

1. What are people seeking for when taking a job? (Security, appreciation, money, power, prestige or something else)
2. What hiring criteria are important and why? (Education, experience, intelligence, appearance, being a leader/a team player, marital status, modest payment expectations or something else)
3. What do you think advantages and disadvantages of working from home are? (Feeling isolated, less commuting, not being supervised or something else)
4. What can be the reasons for dismissal? (Personal reasons, being passive, being too initiative, being late or something else)

## GRAMMAR

### System of Tenses

**Exercise 4. Use the appropriate tenses in the sentences.**

1. The lesson ...over recently. (to be)
2. Tom ...up because I told him the truth. (to blow)
3. He is trying to...up his friends at school now. (catch)

4. He...just...out his problem and now he does not know what to do. (to work)
5. He will ...on the lamp tomorrow because now he is busy. (to turn)
6. This district is constantly...out. (to spread)
7. Robert...on his job, but he does not like it. (to keep)
8. We ...already...back our car. (to get)
9. The plain is to...down here. (to come)
10. He ...already...up his contract when he began to work there. (to break)
11. He was...by for two hours yesterday. (to stand)
12. When Nick knew, they...already...away. (to run)
13. Mary...more money in the envelope at the wedding. (to put)
14. Brad and Tom want to...up this idea. (to give)
15. They are constantly...around our school. (to hang)
16. He was ... in this firm. (to check)
17. He ...down and will not go to the picnic now. (to fall)
18. Peter ...in and saw a big nice room. (to come)
19. He was...back for a long time, but he did not see anything. (to look)
20. Ann...on a new TV set in her room. (to put)
21. The car...over, but everybody appears alive. (to turn)
22. The teacher...out all the mistakes but the pupil did not understand anything. (to point)
23. When he...back, tell him my request. (to go)
24. Inna...off her old friends and understood, that she had done bad. (to get)
25. He is always...around without problems. (to hang)
26. The robber...away as fast as he could, and we could not do anything. (to get)
27. When he was asked, he...forward, but did not say anything. (to come)
28. She said that she would ...back, but when it will be, she did not know. (to call)
29. Their plans were...down at all. (to break)
30. Olga...down everybody though she was destroyed herself. (to calm)
31. The taxi...up and the driver is waiting for you. (to pull)
32. The director...out all the parties and he forgot about himself. (to pass)
33. While they were talking, the manager ... down the shop. (shut)
34. John...back and began to sleep. (to sit)
35. We...out and said nothing. (to burst)
36. Sasha was...by at 5 o'clock yesterday, but he did not know that you want to see him. (to go)
37. He has...out recently and I can not refuse him. (to help)
38. I want to...off this friendship, because it does not bring me happiness. (to knock)
39. He ...up his composition for four o'clock tomorrow. (to make)
40. We ...around for three ours and we did not understand where it was. (to go)
41. They...down their requests, but we became to work worse because of bad wages. (to knock)
42. Tom...down and understood what floor he was. (to look)
43. He...forward to The New Year, because he knows that parents will give him good presents. (to look)
44. The grandmother and grandfather....up him for two years. (to grow)
45. The chief will...up this idea and we will do it. (to keep)
46. Fred ...up materials and began to work at a new project. (to pick)

## Unit 2

### EMPLOYMENT

#### Useful vocabulary

1. **employee** – служащий: *"Employee" is a person who is employed.*
2. **employer** – наниматель, работодатель: *The car industry is one of our biggest employers.*
3. **to recruit** – пополнять, привлекать к участию, нанимать: *We are having difficulties in recruiting well-qualified staff.*
4. **to sack** – увольнять: *"To sack" means to dismiss from a job.*
5. **to hire** – брать на работу, нанимать: *We're going to hire a new manager.*
6. **ability** – способность: *I did the work to the best of my ability.*
7. **appearance** – внешний вид: *They changed the appearance of the house just by painting it.*
8. **to connect** – соединять, связывать: *This railway line connects London and Edinburgh.*
9. **connection** – связь, соединение, отношение: *His career was excellent because of his connections with that company.*
10. **background** – социальное, семейное, профессиональное происхождение, образование: *She has a background in a child psychology.*
11. **intelligence** – интеллектуальный, умственный уровень: *Use your intelligence!*  
*IQ – intelligence quotient.*
12. **marital status** – семейное положение: *He is married \ divorced \ single...*
13. **personality** – характер, личность: *He has a strong \ dynamic \ weak personality.*
14. **experience** – опыт, знания: *How many year's experience do you have of teaching English?*
15. **sickness record** – медицинская карта: *There have been a lot of people off work this week because of sickness.*
16. **reference** – отзыв, отношение: *We'll need to have references from your former employers.*
17. **challenging** – соревнующийся, требующий умений и усилий: *She finds her new job very challenging.*
18. **shift** – смена, рабочий день: *The night shift arrives at six o'clock.*
19. **skill** – мастерство, умение: *He handled the negotiations with great skill.*
20. **satisfaction** – удовольствие: *Being able to work with children is one of the greatest satisfactions in this job.*



21. **variety** – разнообразие: *She didn't like the work because there was no variety; she was doing the same things all the time.*

22. **responsibility** – ответственность: *The head of the large company has many responsibilities.*

23. **opportunity** – возможность: *May I take this opportunity of thanking everyone for their hard work on the project?*

24. **to persuade** – убеждать: *Despite all my efforts to persuade him, he wouldn't agree.*

25. **boring** – скучный: *The lecture was deadly boring.*

26. **to select** – выбирать: *He was selected to play for England.*

27. **to avoid** – избежать: *He tried to avoid answering my questions.*

28. **conscientious** – добросовестный, совестливый: *He is a conscientious worker.*

29. **astute** – проницательный: *"Astute" means to be clever and able to see quickly something that is to one's advantage.*

30. **calm** – спокойный: *She calmed the baby by giving him some milk.*

31. **easy-going** – беспечный, беззаботный: *Our teacher is very easy-going: he doesn't mind if we turn up late.*

32. **moody** – неровный, непостоянный: *"Moody" means bad-tempered, angry, displeased or unhappy without good reason.*

33. **quick-tempered** – с быстрой сменой настроения: *"Quick-tempered" means easily showing anger.*

34. **reliable** – надежный: *She may forget to come – she's not very reliable.*

35. **sharp** – резкий, грубый, сообразительный: *He was rather sharp with his secretary when she got back late from lunch. He replied very sharply when I criticized him.*

36. **slow** – медлительный, не сообразительный: *I'm sorry I'm so slow today; I didn't get much sleep last night.*

37. **to upset** – расстраивать, огорчать: *Do what he wants, or you'll upset him.*

38. **to apologize** – извиняться, оправдываться: *She kept us waiting for a whole hour and she didn't even apologize!*

39. **to accept** – принимать, соглашаться: *It is generally accepted that smoking causes bad health.*

40. **to intend** – намереваться: *She intended to catch the early train, but she didn't get up in time.*

41. **to sue** – просить, подавать в суд: *If you don't return our property, we'll sue.*

42. **advertisement** – реклама: *He's not a very good advertisement for the driving school – he's failed his test six times!*

43. **equipment** – оборудование: *Their equipment is of high quality.*

44. **clerk** – клерк, служащий: *Clerk is a person employed to keep records*

or accounts, or to do general office work.

45. **to require** – требовать: *The regulations require that all students attend at least 90 per cent of the lectures.*

46. **immediately** – незамедлительно, сразу же: *Stop that immediately!*

47. **conversation** – разговор: *This is a private conversation, don't interrupt!*

**Starting up:** 1. *In your opinion, which factors below are important for getting a job? Choose the seven most important. Is there anything missing from the list? Think about some other factors.*

age	appearance	astrological sign	contacts and connections
experience	family background	handwriting	hobbies
intelligence	marital status	personality	qualifications
references	sickness record	blood group	

2. *All of the following sentences could be used to describe jobs. Mark each sentence as follows:*

(+) if you think it describes a positive aspect to a job.

(-) if you think it describes a negative aspect to a job.

(?) if it could be either positive or negative.

● It's **well-paid**.

● It's **badly-paid**.

● It's **challenging**.

● It's stressful.

● It's **hard** work physically.

● You work **long hours**.

● You have to **work shifts**.

● You need to be talented.

● You need special **training** and **qualifications**.

● You need good **people skills**.

● There's a lot of **job satisfaction**.

● There's a lot of **variety**.

● There's a lot of **responsibility**.

● There are a lot of **opportunities**.

3. *Work in pairs or groups. Which of the above do you associate with the following jobs: a journalist, a police officer, a concert pianist, a supermarket cashier, an accountant, a train driver, a social worker, a professional footballer? Think of one more job that you can associate with each of the sentences in Exercise 2.*

### **Discussion: Working in something different**

a) *Look at the pictures and discuss the following questions.*

● Do you know anyone who does any of these jobs?

● Are you surprised to see any of these people doing these jobs?

- Which of these jobs would you be suited to / not suited to? Why?



Dave-nursery  
school teacher



Kevin-house  
husband



Pat-bank manager



Debbie-engineer

*b) Read each story and answer the questions.*

"I've been working in a bank for about five years, and actually I wasn't very ambitious or career-minded. Then a new manager came to my branch – he persuaded me to take the job more seriously, so I started studying to become a manager myself. I had to do evening classes for five years to get the qualifications I needed ... but it's been worth it. I enjoy coming to work much more now. Some people think working in a bank is boring, but for me every day is different. It's all about dealing with people ... and that's always a challenge."

"I've been doing the job for about four years now, and I still really enjoy the actual work. There is a lot of satisfaction, just being with the children and watching them develop, and seeing things the way they see them – that's still great. Mind you, a lot of people no idea just how tiring and stressful a day with a class of four-year-olds can be. Some people think it's an easy job, because the holidays are quite long, and everything. The thing I find depressing, though, is that there's no real career structure or chance of promotion in education. I could easily still be doing exactly the same things in twenty years' time!"

"I wasn't really that academic at school, but I was always a lot more interested in science subjects than in languages or history or anything ... so at sixteen I applied for an a engineer with a lot of small companies. I was really shocked to find out that a lot of them only accepted boys! Eventually I was accepted for a course in electronic engineering. I was the only girl out of seventeen students! I'm doing my basic training in the engineering centre here at British Aerospace. The other people who work here are fine to me, it's no problem, but people I meet outside are sometimes very surprised when I tell them what I do, especially older people."

"About six months ago my wife started saying she couldn't stand it at home any more with the children, it was driving her mad, so I said: "Okay then – if you find yourself a job that pays enough, I'll change places with you!" I'm a roofer by trade, mending and building roofs, but I'm self-employed, so I can



please myself how much I work. Anyway, to my surprise she found herself a job in less than a week! So here I am – what they call a “house husband”, I suppose, taking the kids to school and doing the shopping and what have you. The wife didn’t think I’d be able to do it – but actually I’m really enjoying myself. I never used to see that much of the kids, so it’s nice to really spend some time with them, taking them to the park and all that. It’s harder work than you imagine, mind you... I don’t think I’d want to do it for ever.”

**a** How did each person start doing his / her job?

**b** What are the advantages / disadvantages of each job?

**c** Do the speakers make any other interesting points about their jobs?

*c) Discuss the following questions in groups.*

● If you could choose any job in the world, what would you choose?

Why?

● Can you think of any jobs that you would particularly hate to do? Why?

● Which of the following statements do you agree with?

- Men and women are both equally capable of doing any job.

- There are a number of jobs that women are naturally better suited to than men.

- There are a number of jobs that men are naturally better suited to than women.

## Unit 3

### Applying for a Job. Going through an Interview.

#### **An interview**

What is an interview?

An interviewing is a mutual exchange of information. It is an opportunity to give an applicant as much information about the job as possible so that they can decide whether or not they want to take it if it is offered.

An interview can be described as a planned discussion with a specific purpose.

How does a selection interview differ from a conversation, a chat about a job?

A business manager needs to gather information that provides evidence about applicant's ability to do the job, and to fit in with the work team.

A company wants people who accept job to be motivated to work for the business. Treating them with respect is important. It is also important that all applicants see the process handled as legal, fair and just.

### **INTERVIEW DO'S AND DON'TS**

Read the following text and pay attention how to avoid a failure.

#### **DO's**

- Always prepare yourself for the interview.
- Be enthusiastic about the interview and your future company.
- Know as much about the company as any «outsider» can know.
- Dress appropriately for the interview.

- Be sincere, honest and positive.
- Stress things like your skills, abilities, training and work accomplishments.
- Be on time.
- Try to establish rapport\* with the interviewer.

*\*rapport* - friendly agreement and understanding between people

### **DON'Ts**

- Don't be nervous or jittery\*. Visualise your success.
- Don't speak badly of your present or former employer.
- Don't volunteer any negative information about yourself.
- Don't let the interview throw you into a tailspin ('шторм').
- Don't discuss salary until it's brought up.

*\*jittery* - inf. anxious or nervous

You should be aware that:

- Interviews may be conducted by one or by several people; for some jobs there may be more than one interview.
- The interview is the opportunity for the applicant to project his/her personality and to convince the interviewer(s) of his/her suitability for this job.
- If the name of the interviewer does not appear in any correspondence, this should be obtained from the receptionist or secretary. It gives a much better impression if the applicant is able to say "Good morning, Mr. Sergeev" rather than just "Good morning".
- Do not shake hands or bow until the interviewer does so.
- Do not sit down until you are asked to do so.

### **Task 1. Check the reason that an interviewer would like better. Why?**

The pay was too low.

I wanted to work indoors.

I didn't like the hours.

There were family problems, but they are straightened out.

I was fired for missing work.

They wouldn't give me a raise.

I got hurt at the job.

I spend too much time getting to my office.

I wish more prestigious job.

I want to be a leader.

I wanted to improve my skills.

I needed more hours.

I had a car problem but now I have a new car.

I was ready for more responsibility.

### **Task 2. Interview chat.**

**What should you do in a job interview? Check the answers you think are right.**

1. Smile all the time.
2. Ask the permission to smoke.
3. Chew gum if you are nervous.

- 4.Wear a suit and tie (men) or a dress (women).
- 5.Keep quiet if you don't understand a question.
- 6.Feel nervous.
- 7.Ask a lot about money.
- 8.Come on time.
- 9.Refuse to answer a question you don't like.
- 10.Come the last moment.
- 11.Ask about future holidays.
- 12.Think about questions before the interview.
- 13.Ask questions.
- 14.Dress neatly.
- 15.Speak softly.

<u>Always</u>	<u>Sometimes</u>	<u>Never</u>

**Task 4. Study the list of Sample questions, choose five most interesting and five least important ones.**

- 1.Why is this position open?
- 2.How often has it been filled in the past five to ten years?
- 3 What have been the primary reasons for people leaving?
4. Why did the person who held this position most recently leave?
- 5.What are some of the objectives that you would like accomplished in this job?
- 6.What is most pressing? What would you like to have done within the next two or three months?
- 7.What freedom would I have in determining my work objectives, deadlines and methods of measurement?
- 8.What are some of the most difficult problems facing someone in this position? How do you think these could best be handled?
- 9.In what ways has this organization been most successful in terms of products and services over the years?
- 10.What significant changes do you foresee in the near future?
- 11.Where do you see the company (or function) going in the next few years?
- 12.How do you know about winning support from top management for your new projects?
- 13.What are the most important traits you look for in a subordinate?
- 14.How do you like your people to communicate with you? Orally, in writing, informally, in meeting, only when necessary?

## Unit 4

### BUSINESS LETTER PRESENTATION AND STRUCTURE

A **business letter** is a formal means of communication between organizations and their customers, clients and other external parties. The overall style of a letter depends on the relationship between the parties concerned.

There are many different types of business letters such as letters of acknowledgement, adjustment, complaint, enquiry, order, claim, etc.

#### 1.1. BUSINESS LETTER APPEARANCE

Before we begin to discuss business letter *content*, we must examine business letter *appearance* because the physical condition of a letter makes the first impression on your reader. The way you write a letter and the etiquette you employ may have a significant impact on your success or failure in business.

When you have composed the body of your letter and are ready to type, keep in mind three things:

1. **Typing.** Letters should be single-spaced with double-spacing between paragraphs. Print should be clear and dark. Errors should not be erased or corrected after printing.

2. **Paragraphing.** Paragraph breaks should come at logical points in your message and should also result in an even appearance. A one-line paragraph followed by an eight-line paragraph will not look balanced. Paragraphs of approximately the same length will please the eye.

3. **White space.** In addition to the space created by paragraphing, leave space by centering your letter on the page. An ample margin of white space should surround the message, top and bottom as well as both sides. If a letter is brief, avoid beginning to type too high on the page; if a letter is long, do not hesitate to use an additional sheet of paper.

#### Notes:

party – сторона (лицо, учреждение)

content – содержание

appearance – внешний вид

condition – состояние

employ – употреблять, применять

have an impact on – оказывать воздействие

single-spaced – напечатанный через один интервал

double-spacing – двойной интервал

even – равномерный

white space – пустое место на отпечатанном листе

ample margin – достаточное поле

## **1.2. BUSINESS LETTER STRUCTURE**

While the horizontal placement of letter parts may vary, the vertical order of these parts is standard. Refer to the model letter (Figure 1.1) as you study the following list of letter parts.

1. **LETTERHEAD:** Companies usually use printed paper where letterhead is specially designed at the top of the sheet. It bears all the necessary information about the organisation's identity.

2. **DATELINE:** The date on which the letter is being prepared is typed a few lines below the letterhead.

3. **INSIDE ADDRESS:** The address of your reader is typed as it will appear on the envelope.

4. **ATTENTION LINE:** This is not always required. It should be used when the letter is addressed to a company or organization as a whole; but you want it to be handled there by a specific individual. It should be underlined or typed in capitals.

5. **SALUTATION:** You should use an individual's name whenever it is known, preceded by the word "Dear." When the reader's name is not known, the person's title is the next best term in a salutation. "Dear Sir," "Dear Madam or Sir," "Gentlemen," "Gentlemen and Ladies" are acceptable in cases of extreme formality.

6. **SUBJECT LINE:** Like the attention line, this is often omitted, but it is courteous to include it. It identifies the content of your message, so your reader may decide whether the letter requires immediate attention. It should be underlined or typed in capitals.

7. **BODY:** This is the actual message of your letter.

8. **COMPLIMENTARY CLOSING:** This is a polite, formal way to end a letter; standard forms are "Yours truly" or "Truly yours," "Sincerely yours," "Respectfully yours." Excessively familiar closings should be avoided, except in special situations. "Best wishes," for example, could be used when the reader is well known to you. Affectionate expressions, such as "Fondly" or "Love," should, obviously, be reserved for private correspondence.

9. **COMPANY SIGNATURE:** Another item often omitted from less formal correspondence, it should be used when the signer of the letter is writing as a spokesperson for the company, not as an individual. Since this information appears in the letterhead, some companies omit it altogether.

10. **SIGNER'S IDENTIFICATION:** Printed four lines below the previous item to allow space for the signature, this includes the signer's name and any relevant titles.

11. **REFERENCE INITIALS:** Consisting of the signer's initials in capitals followed by a slash or colon followed by the lowercase initials of the person preparing the letter, this item serves as a reminder of who prepared the letter.



12. ENCLOSURE REMINDER: Consisting of the word "enclosure," or the word "enclosure" followed by a list of the enclosed items, this is a practical courtesy to prevent your reader from discarding important matter with the envelope.

13. "CC" NOTATION: Also a courtesy, this tells the reader who has been sent a "carbon" copy (that is, a duplicate copy) of the letter.

**Notes:**

letterhead – шапка на фирменном бланке

underline – подчёркивать

courteous – вежливый, учтивый, любезный

subject line – предметная строка

closing – концовка

signature – подпись

spokesperson – представитель компании

slash – косая черта

colon – двоеточие

lowercase – строчная (буква)

reminder – напоминание

enclosure – вложение

discard – отбрасывать за ненадобностью

**FLANAGAN'S Department Store**

1. 12207 Sunset Strip  
Los Angeles, California 91417

2. June 7, 2009

3. Ketchum Collection Agency  
1267 Hollywood Boulevard  
Los Angeles, California 91401

4. ATTENTION: MS. TERRY ROBERTS

5. Gentlemen and Ladies:

6. *Subject: Mr. Gary Daniels, Account # 69 112 003*

7. We would like to turn over to your services the account of Mr. Gary Daniels, 4441 Natick Avenue, Sherman Oaks, California 91418. The balance on Mr. Daniels' account, \$829.95, is now 120 days past due; although we have sent him four statements and five letters, we have been unable to collect his debt.

Mr. Daniels is employed by West Coast Furniture Showrooms, Inc. He banks at the Natick Avenue branch of Third National City Bank and has been our customer for four years. We have enclosed his file for your reference.	
We are confident that we can rely on Ketchum as we have in the past. Please let us know if there is any further information with which we can furnish you.	
8.	Sincerely yours,
9.	FLANAGAN'S DEPARTMENT STORE
10.	Martha Fayman Credit Manager
11.	MF/wg
12.	Enclosure
13.	Cc Mr. Norman Hyman

**Figure 1.1. Model letter representing the parts of a Business Letter**

**Notes:**

- collection agency – агентство по сбору платежей
- to turn over – передавать
- account – счёт
- past due – просроченный (о платежах)
- to collect debt – взыскать долг
- to bank – держать деньги в банке

**T a s k 1. Restore the logical order of the parts of a business letter. The first has been done for you.**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
b																		

- a) recipient's name;
- b) sender's address;
- c) date;
- d) complimentary closing;
- e) sender's phone;
- f) sender's title;
- g) sender's e-mail;

- h) subject;
- i) recipient's title;
- j) sender's signature;
- k) recipient's company;
- l) enclosures;
- m) recipient's address;
- n) ATTENTION (department/person);
- o) cc;
- p) salutation;
- q) body of the letter;
- r) sender's name;
- s) reference initials.

**Task 2. Study the structure and content of the business letter below and answer the questions.**

**NATIONAL ORGANIZATION OF RETIRED PERSONS  
Freeport High School, Freeport, Vermont 66622**

October 14, 2009

Ms. Iva Stravinsky  
Attorney-at-Law  
200 Center Street  
Freeport, Vermont 66622

Dear Ms. Stravinsky:

*Subject: Guest Lecture*

The members of the Freeport chapter of the National Organization of Retired Persons would indeed be interested in a lecture on "Proposed Changes in the Financing of Medicare". Therefore, with much appreciation, I accept your offer to address our club.

The NORP meets every Tuesday at 8 p.m. in the auditorium of Freeport High School. The programs for our meetings through November 20 have already been established. However, I will call you in a few days to schedule a date for your lecture for the first Tuesday after the 20<sup>th</sup> that meets your convenience.

The membership and I look forward to your lecture on a topic so important to us all.

Sincerely yours,

Henry Purcell  
President

HP/bm

1. What is the name of the company-addresser? Where is it situated? Are any Internet or e-mail details of the company given in the LETTERHEAD?

2. When was the letter prepared?

3. Who is an addressee? What does s/he do? Where does s/he live?

4. Why is the ATTENTION LINE omitted?

5. What does Ms. in a SALUTATION LINE mean?

6. What is the subject of the letter?

7. How many paragraphs are there in a letter?

8. In which paragraph is the reason of the letter formulated? What is it?

9. What details does the second paragraph specify?

10. What information is the letter ended with?

11. What polite expression is used as COMPLIMENTARY CLOSING?

12. Is there COMPANY SIGNATURE in the letter?

13. Who signed the letter? What is his/her title?

14. What do the letters HP/bm in the last line mean?

15. Were any documents enclosed with the letter?

16. Has anyone been sent a copy of the letter?

**Task 3. In the business letter below restore the logical order of its parts. The first has been done for you. Which of the parts (1 – 13) mentioned in Section 1.2. are omitted in the letter?**

1	2	3	4	5	6	7	8	9	10	11	12
b											

a)	Robert Nathan, CPA 222 Bergen Street New Orleans, Louisiana 77221
b)	<b>FRANKLIN AND GORDON OFFICE SUPPLIES, INC.</b> <i>72-01 Lefferts Boulevard, Rego Park, New York, 11206</i>
c)	Dear Mr. Nathan:
d)	September 15, 2008
e)	Because we are the manufacturers of many other fine office supplies, ranging from ballpoint pens to promotional novelties, we have enclosed for your consideration a copy of our current catalog. Should you decide to place an order, you may use the convenient order form in the center of the catalog or call our 24-hour-toll free number (91-800-999-9000).



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## GRAMMAR

# NUMERALS

**Task 1. Write the following cardinal numerals with letters and make the corresponding ordinal numerals.**

1; 2; 3; 4; 5; 11; 12; 14; 15; 21; 25; 28; 30; 52; 67; 74; 83; 99; 100.

**Task 2. Write it in English.**

1. 245; 533; 816.
2. 3,562; 7,324.
3. Сто книг; сотня страниц; сотни людей.
4. Тысяча машин; тысячи людей; миллион книг.
5.  $2+3=5$ ;  $7-4=3$ ;  $3 \times 5=15$ ;  $10:2=5$ .
6. 1 Января; 8 Марта.
7. Глава 5; автобус 6.
8. 3.45; 8.09.
9.  $2/3$ ;  $4/5$ .

**Task 3. Read the date.**

1. in 1965; in 1907; in 1945; in 1998; in 2000; in 2008;
2. at the beginning of 2000; at the end of 1729; by the beginning of 2005; by the end of 2004.
3. May 9, 1945
4. August 24, 1991
5. September 1, 2004
6. December 31, 2005
7. on the 1st of January;
8. on the 23rd of February;
9. on the 8th of March;
10. on the 5th of May.

**Task 4. Write it in English.**

1. 30 марта;
2. 1 ноября;
3. 15 сентября;
4. 2 июля;
5. к 3 августа;
6. к 14 апреля;
7. к 29 ноября;
8. к 24 февраля.

**Task 5. Write it in English.**

1. 25 км; 163 тысячи гривен; 90 картин; 200 миллионов людей; 3500 автомобилей; 4 тысячи машин;
2. сотни автомобилей; десятки журналов; тысячи студентов; миллионы людей.

## **Unit 5**

### **Resume**

An excellent resume may help you get the job of your dreams and a poor resume may mean a lost opportunity.

Since this is the first piece of information a company will receive about you, it is critically important that your resume be well-written.

It should be presented at the beginning of any interview that you have with a company. Ideally, resume should not be longer than one page.

Although resumes are personal documents there are some basic areas of information that most resumes include:

1. Personal information;
2. Job objective;
3. Education;

4. Experience;
5. Activities and/or professional affiliations;
6. Special interests and skills;
7. References.

The resume begins with PERSONAL INFORMATION, name, address, telephone number centered at the top page.

After your address, a statement of intent or JOB OBJECTIVE should be written. This objective should be well thought out from the very beginning since it will influence the way you will write the rest of the resume. It should not be too general, eg: "To obtain a managerial position in a western company."

Think about your job search and career goals carefully, write them down in a way that shows you have given them much thought.

For example: "Objective: To obtain a position in telecommunication that will allow me to use my knowledge of engineering and take advantage of my desire to work in sales".

Never include your desire to have a well-paid job in this statement. A focus on money in your resume's first sentence will not make the best impression anywhere in the world, not just in Russia.

After the statement of intent, describe your EDUCATION.

List the universities, institutes and colleges you have attended in reverse chronological order.

Any studying you have done abroad should be included and courses that you have taken that are relevant.

If you graduated with honors, you should definitely include this. A "red diploma" can be called "graduated with high honors" in English. Do not include your high school.

Your working EXPERIENCE is the next section. List your experience starting with your most recent place of employment, your position, and the name of the company you worked for.

Provide information about your responsibilities, emphasizing important activities by listing the most relevant to your objective. Do not use complete sentences! List your responsibilities in short statements that do not include the words "my" or "I".

Following experience, consider including COMMUNITY, COLLEGE and PROFESSIONAL ACTIVITIES being sure to indicate leadership positions held (i. e. committee chair person, vice president). You might briefly describe major projects undertaken, presentations given or special skills/knowledge you gained from your involvement.

SPECIAL INTERESTS/SKILLS include foreign languages and specific computer knowledge, your favourite leisure activities and travel experiences. They can provide employer with a sense of your personality.



When describing your language abilities, it is best to be honest about assessing your level, “Fluent English,” “native Russian,” “intermediate German”, and “beginning French” are all ways to describe your language abilities.

The last section of your resume is the REFERENCE section. List at least two people, not related to you, who can describe your qualification for the job.

Their names, titles, places of work, and telephone numbers should be included. If you do not have space on your resume for this, write “Available upon request.” You will then be expected to give this information to a prospective employer if it is requested.

The style and format of a resume are extremely important. Your resume must be typed, preferably on a computer in order to format it most effectively. A neat and well-written resume with no spelling mistakes will give an employer the impression that you are accurate and take care of details.

## RESUME

*Name:* Anna Veresova

*Address:* Apt. 23, 27 Kosygin Avenue, St.  
Petersburg 195298 Russia

*Tel.:* +7(812)521 5940

*Date of birth:* 15 July 1989

*Age:* 20

*Marital status:* Single

*Nationality:* Russian

### *Objective*

To secure a part-time position that offers a variety of tasks, in which to use my secretarial skills and knowledge of foreign languages.

### *Education*

*Dates:* 2007-2008

*College:* College of Economics, St.  
Petersburg

*Qualifications:* Secretarial Courses; Shorthand  
Grade 2; Typing Grade 3.

*Dates:* 1996-2007

*School:* School #164; St. Petersburg,

195273, Russia

*Qualifications:* General Certificate of  
Secondary Education

*Employment*

*Dates:* 2008 — to present

*Company:* Philip Wilson Publisher Ltd.

*Position:* Secretary to the Sales Manager.

*Responsibilities:* Taking shorthand; typing and  
maintaining diaries, office  
support, etc.

*Other Skills & Occupations*

I have a clean driver's licence and a good  
knowledge of Spanish and French. My personal  
interests include classical literature reading, inde-  
pendent travel, modern jazz and swimming.

*References*

References are available on request.

**T a s k 1. Decide whether the following statements are true (T) or false (F).**

1. A CV should be word-processed and never handwritten.
2. Your CV should be laid out in reverse chronological order (most recent items first).
3. A bright orange CV will attract attention and improve your chances.
4. CVs should always be accompanied by a covering letter.
5. There are some buzz-words which will make a good impression on employers.
6. If a CV worked for your friend, the same style and layout will work for you.
7. You should avoid putting anything about your political or religious beliefs on a CV.
8. You should always give your tutor as a referee.
9. All you have to do is send a hundred CVs off and then sit back and wait for the job offers to come rolling in!
10. When applying abroad you should prepare your CV in the language of the country in question.

## **Task 2. Select the best answer.**

1. A resume is...
  - a) An autobiography of one's career life and professional experiences in order to secure employment.
  - b) A detailed listing of a job candidate's skills, experiences, responsibilities and achievements as these relate to the position and company being targeted.
  - c) A complete listing of an individual's education, work experience and professional training.
2. The length of a resume must be...
  - a) One or two pages, no longer.
  - b) Three or four pages, no longer.
  - c) Whatever number of pages is necessary to qualify the candidate.
3. It's okay to exaggerate information on my resume when...
  - a) I'm writing about older, less important positions and need to make my career path more logical.
  - b) I was shy of completing a degree by only a few credits – and a degree is a requirement of the position.
  - c) It's never okay to exaggerate information in a resume.
4. When writing my resume, my main focus should be on...
  - a) Who will be reading my resume.
  - b) Presenting my best skills, experiences and achievements in priority.
  - c) The readability and visual presentation of my document.
5. Certain personal information needs to be included in the resume, such as...
  - a) My name and contact information.
  - b) My name, contact information and date of birth.
  - c) My name, contact information, date of birth and number of dependents.

## **Task 3. Complete the sentences with *one* of these words: *as, at, for, from, in, of, on, to*.**

1. With reference ... your advertisement ..... the JobFinders.com website, I am interested ..... applying..... the post of tour leader.
2. I have attached my CV ..... a Word document.
3. I am available ..... interview ..... Naples.
4. I'm working..... a sales representative at the moment.

5. You can email me or telephone me ..... the number given ..... my CV.
6. I look forward ..... hearing ..... you soon.
7. I have a good knowledge ..... business administration. I studied it ..... university.
8. I'm unemployed ..... the moment. I've been out ..... work since the summer.
9. I'm studying ..... a degree ..... Environmental Studies.
10. I hope to follow a career ..... the legal profession.
11. I have been working ..... Telekom for one year.
12. I attach my CV..... requested.

**Task 4. Write your resume.**

[illegible]

[illegible]

# Unit 7

## COVER LETTER

## HOW TO WRITE A COVER LETTER.

Read the text about a supporting letter which should usually accompany your CV or Resume. Pay attention to the differences in the content between the first, two documents and the following one.

When you use a resume to apply for a job,, you also need a short cover letter. The cover letter should not simply repeat information given in the resume; instead, it should begin by identifying the job for which you are applying and telling how you heard about it. You can then add any other information not included in the resume which might be important-for this particular job. Finally, request an interview; include your phone number, and when you can be reached.

Address the letter, to a specific individual whenever possible.

Develop a bridge between yourself and employer at the very beginning -tell how you learned of the vacancy.

Give a brief statement, emphasizing your qualifications for this position.

Use words directly from the job ad to describe what you can do.

Emphasize what you can do for an employer rather than what he can do for you.

Show enthusiasm throughout your letter.

## Sample Cover Letter

753 Westborn Drive  
Ardmore, PA 19361

November 23, 2002

Mr. Arnold Peck  
Director of Personnel  
Lientz Construction, Inc.  
119 Westview Drive  
Willoughby, OH 44094

Dear Mr. Peck:

With a civil engineering degree from Eastern-University and practical experience in the field, I believe I could be of value to Lientz Construction. Would you please consider me for the junior civil engineering position described in the November 22 *New York Times*?

Your notice, calls for a candidate with «business sense». While at Eastern, I took many business, courses, including three advanced seminars. I was intrigued by the sometimes conflicting goals of high profits, and good labour-management relations and did my research on solutions to such problems in the construction industry.

In three summer's work with two construction firms, I saw the practical side of this issue. I began as a laborer, experience which will be of great value to me in my career in construction. I have prepared over three dozen bids and estimates for both residential and commercial customers. In addition, I revised the entire drafting of a 700-unit housing complex in southern New Jersey.

The enclosed resume provides an overview of my skills and experience. Could I meet with you at your convenience to discuss my qualifications for the position? You can leave, a message for me any weekday at (215)525-6681.

Very truly yours,

Kenneth Chaing

Enclosure (1)

### **Клише и выражения сопроводительного письма:**

— *With reference to your advertisement in "Kiev Post" of Tuesday, January 10, I would like to apply for the position of... in your company.* — Ссылаясь на объявление в «Киев-Пост» от 10 января, вторник, я хотел бы претендовать на должность... в вашей фирме.

— *I recently heard from ... that there is a vacancy in your sales department.* — Я недавно услышал от ... о вакансии в вашем торговом отделе.

— *I am used to working on my own.* — Я привык работать самостоятельно.

— *I appreciate the opportunity to work on my own initiative and to take on a certain amount of responsibility.* — Я высоко ценю возможность работать с должной мерой ответственности, проявляя собственную инициативу.

— *During training for my present job I took courses in marketing.* — Во время обучения для получения должности, которую я занимаю в настоящий момент, я закончил курсы маркетинга.

— *Since my present position offers little prospect for advancement, I would prefer to be employed in an expanding organization such as yours.* — Так как моя настоящая должность не дает мне больших возможностей для продвижения, я хотел бы работать в такой перспективной организации, как Ваша.

— *I am at present earning ... per month.* — В настоящее время я получаю ... в месяц.

— *Thank you for offering me the post/position of...* Благодарю Вас за то, что Вы предложили мне должность...

— *I have pleasure in accepting this position.* — С удовольствием принимаю эту должность.

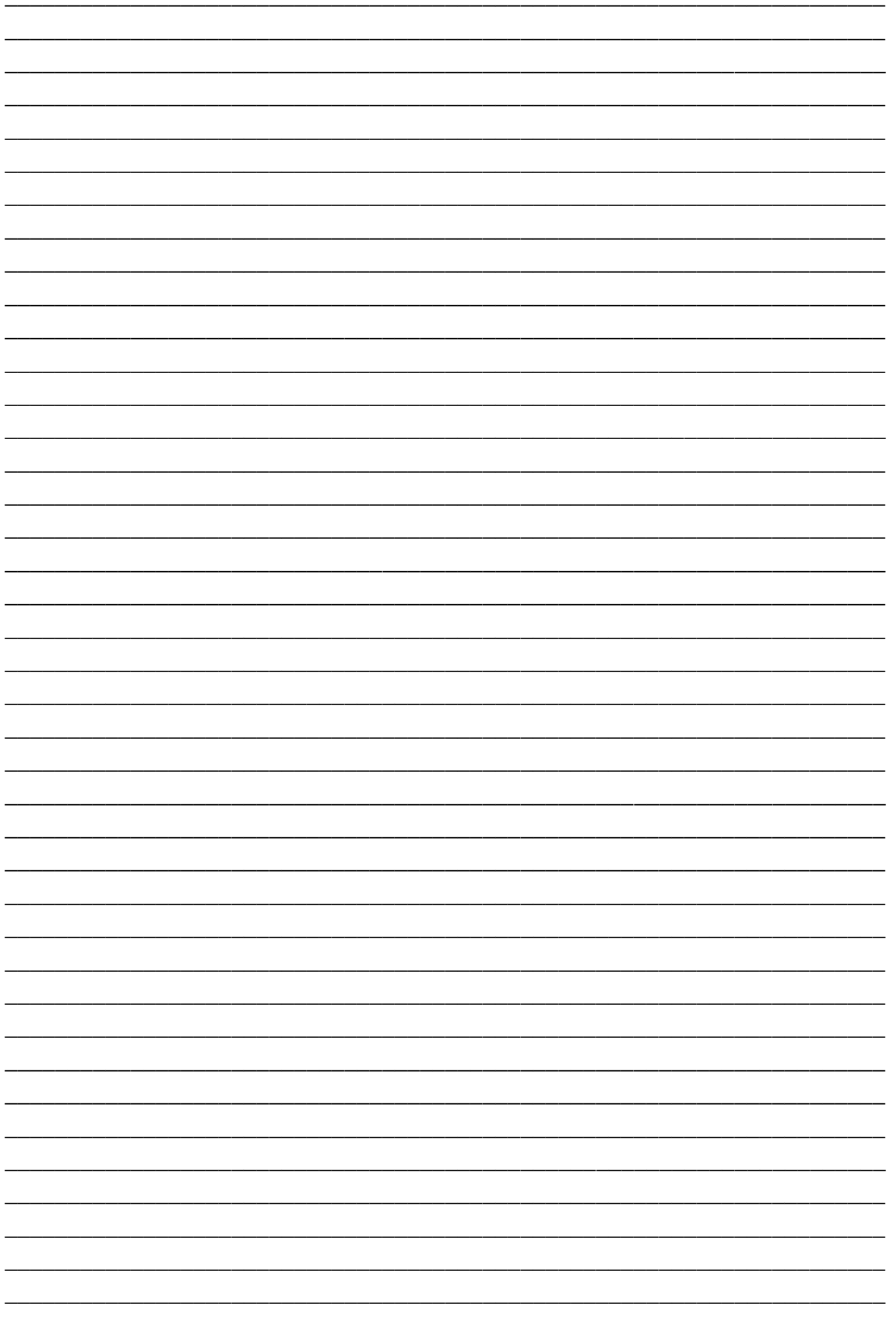
— *I am looking forward to commencing work on September 1.* — С нетерпением жду начала работы 1 сентября.

### **Письменный отказ от предложенной работы:**

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

— *I feel that my experience in this field would not be used to its full capacity in above position. Therefore I have to decline.* — Чувствую, что мой опыт работы в этой области не будет использован в полной мере, поэтому вынужден отклонить предложение.

**Task 1. Write your own cover letter.**





## Unit 8

### ETHICS OF TELEPHONING

#### 1. Read the dialogues.

1

- Hello.
- Gould I speak to Mr Bokov?
- Who's calling, please?
- This is Brown from the Foreign Office.
- Thank you. I'm putting you through.

2

- Five - seven - three, one - nine - oh - four.
- Good evening. Can I speak to Mr Jones, please?
- Sorry. Mr Jones is on the other line. Will you wait, please?
- All right.
- Sorry to have kept you waiting, I'm putting Mr Jones on the line.
- Thank you.

3

- Foreign Office. Good afternoon. Can I help you?
- Good afternoon. I'd like to speak to Mr Blake.
- What extension, please?
- I think it's twenty-three.
- Thank you.

(After a moment). You are through.

4

- Hello. I'd like to speak to Mr Smith.
- I'm afraid you have the wrong number. What number were you calling?
- I was calling 340 - 1098.
- This is 340 - 1098. But there is no one by the name of Smith here. This is a private residence.
- I'm sorry to have bothered you.
- That's quite all right.

5

- Hello. May I speak to Mr Smirnov, please?
- Smirnov speaking.
- Mr Smirnov, this is Mr Blake's secretary. I'm calling to confirm your appointment with Mr Blake for next Tuesday at 5p.m.

- Thank you. I am looking forward to seeing Mr Blake next Tuesday. Will you give him my best regards, please.
- I will. Good-bye, Mr Smirnov.
- Good-bye.

## 2. Make your own dialogues and act out.

# Unit 9

## E-MAILS

In its simplest form, email is an electronic message sent from one device to another. With email, you can send or receive personal and business-related messages with attachments, such as photos or formatted documents. You can also send music, video clips and software programmes (Figure 7.1). Internet email addresses typically have two main parts: **student@university.com**.

First there is the user name (student) that refers to the recipient's mailbox. Then there's an at sign (@). Next comes the host name (university), also called the domain name. This refers to the mail server, the computer where the recipient has an electronic mailbox. It's usually the name of a company or organisation.

The end of the domain name consists of a dot (".") followed by three or more letters (such as **.com** and **.gov**) that indicate the top-level domain (TLD). This part of the domain name indicates the type of organisation or the country where the host server is located.

These top-level domains are currently in use:

- .aero** – for the air-transport industry;
- .com** – for businesses, commercial enterprises, or online services like America Online. Most companies use this extension;
- .edu** – for educational institutions and universities;
- .info** – for all uses;
- .org** – for non-commercial organizations;
- .pro** – for use by professionals, such as attorneys and physicians.

For e-mail addresses outside of the United States, there is often a two letter country code. For instance, **.ca** indicates Canada, **.uk** indicates the United Kingdom and **.mx** indicates Mexico.

Account names can use letters and numbers, such as "student2007," can't contain any spaces, and are limited in length, depending on the service.

Internet e-mail messages consist of two major sections:

- header – structured into fields such as summary, sender, receiver, and other information about the e-mail;
- body – the message itself as unstructured text; sometimes containing a signature block at the end.

The header is separated from the body by a blank line. Messages usually have at least four fields in the header:

1. From: The e-mail address, and optionally name, of the sender of the message.
2. To: The e-mail addresses, and optionally names, of the receiver of the message.
3. Subject: A brief summary of the contents of the message.
4. Date: The local time and date when the message was originally sent

It's so simple... or is it?

**Notes:**

device – устройство

attachment – присоединение (вложение, приложение к письму)

account – учётная запись

host – хост (общий термин, описывающий нечто, содержащее ресурс и предоставляющее к нему доступ)

attorney – адвокат, юрист

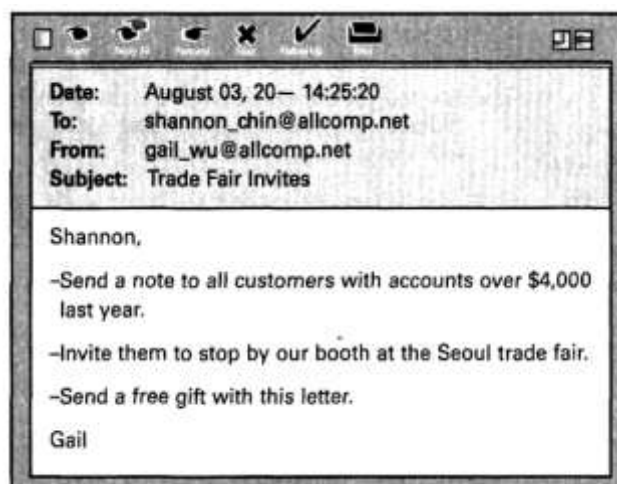
space – пробел, знак пробела

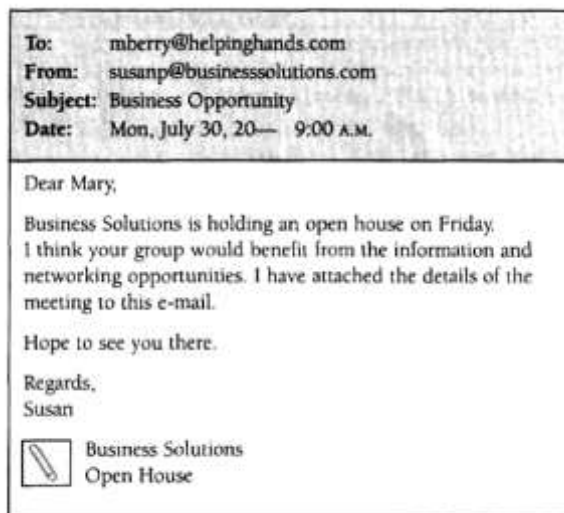
domain name – имя домена (имя, под которым домен известен в сети)

top-level domain (TLD) – домены верхнего уровня

body – основная часть

signature – подпись (в электронной почте – информация в несколько строк, содержащая сведения об отправителе сообщения и добавляемая автоматически в конец исходящего от него сообщения)





**Task 1. Write the parts of this e-mail address in the correct order and explain what these parts mean:**

mail@ru.professor

**Task 2. Choose a subject line for each email. One of the subject lines in the box is not used.**

a) Action re contract; b) Meeting 14/5; c) Re your advertisement; d) Special Offer!; e) Shipping confirmation; f) Regarding your order.

**Email 1**

Subject: .....

*Re your last email*, we are in the process of arranging the meeting scheduled for 14 May, but there are still a few details I need from you. *Do you want me to* book hotel accommodation for you – or will you sort it out at your end? Also, can you send us something about the Barcelona project you were involved in last year? It would be helpful to have something to circulate before the meeting. *Please* send a copy of any relevant reports. *Regards*. Monica.

**Email 2**

Subject: .....

*Sorry for* the delay in replying – I've been out of the country on business. *Unfortunately*, the items you ordered are not in stock, but we're expecting delivery by the end of the week. *I'll get back to you* as soon as they arrive. If you need any more information, please feel free to contact me.

### **Email 3**

Subject: .....

Luisa, I've emailed Michelle and Roberto about the changes to the contract. *Shall I* have a word with Michelle to make sure she understands what's going on? You work with Roberto – *can you* talk to him? *Thanks for your help* – I appreciate it.

### **Email 4**

Subject: .....

*Good news!* Subscribers to our email newsletter can take advantage of fantastic price savings in our January sale. *I've attached* a pdf file that gives full details, or alternatively just click on the link below. You can order over the web or by email – our customer service staff are standing by. *Looking forward* to hearing from you soon.

### **Email 5**

Subject: .....

*Just a short note to let you know that* we received your order. *We can confirm that* the items were sent by mail today. To track your order, click on the link below. *If there's anything else, just let us know.* Best wishes. Pierre.

## **T a s k 4. Put the lines in the emails below into the correct order.**

### **Email 1**

I am writing to thank you .....  
The meetings were very productive, and .....  
As well as the business side of things, .....  
The next time that you are in Munich .....  
Please give my regards .....  
for your hospitality .....  
during my recent trip to Paris .....  
I really appreciated the time you took .....  
I am sure that they lay the basis for .....  
to show me Notre Dame, and .....  
to your colleagues in the Paris office, .....  
the wonderful meal that we had afterwards .....  
a good long-term business relationship .....  
it will be my pleasure to return your kindness .....  
it was a great pleasure to meet them all .....

**Email 2**

Thank you for taking the time to attend .....  
Unfortunately, we have to inform you that .....  
As we mentioned in the interview, we had .....  
While we were impressed with your interview, .....  
We appreciate your interest in .....  
many applicants for this position .....  
your application has not been successful .....  
an interview with us last week .....  
we did not feel .....  
working with us, .....  
that you have the necessary skills .....  
and we would like to take this opportunity .....  
and experience for the position .....  
and the standard of candidates was very high .....  
to wish you every success in the future .....