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Методические указания нацелены на развитие и совершенствование общих и предметных компетенций при изучении делового английского языка.

Могут быть использованы для магистрантов и аспирантов экономических направлений подготовки. Предназначены для широкого круга лиц, совершенствующихся в английском языке.

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ADVERTISEMENTS

You are dreaming of a job that must, of course, correspond to your education, professional experience and interest. No doubt, the salary is not the last question too. You are eager to fulfill this dream, but you don't know how to go about it. Don't worry. Just take into account the following advice.

At first, you must investigate carefully the advertisements printed in special magazines and newspapers. Pay attention to the vocabulary of the advertisements:

1. The well-known words have specific meanings. E.g. head – director, headquarters – administration, sound – reasonable, aggressive – energetic, key – essential, drive – energy, team – staff, etc.

2. The use of idiomatic expressions e.g. be plus; get one's hand on; get the job done; etc.

3. Many abbreviations, e.g. ad – advertisement; CV – curriculum vitae; Q – question; inc. – including, income: PC – personal computer; etc.

Here are a few examples of advertisements:

Tourist Services Manager

The city of Cambridge is the home of one of Britain's oldest universities. We have a new position managing visitors' facilities. The successful applicant will have responsibility for:

- improving and updating facilities for visitors;
- managing a team of 20 employees;
- promoting the city, both in the UK and abroad.

Apply in writing, with CV, to:

Director of Leisure Services, City of Cambridge.

Sunny Travel

wants a Marketing Information Manager to work in their new offices in Munich.

Responsibilities include:

- maintaining good relationships with customers;
- managing large marketing campaigns;
- training staff in offices all over the world.

Apply to: Sunny Travel Group, 45 Queer Victoria Street, London EC4.

The Olympic Committee is looking for dedicated, enthusiastic and energetic people to work in different areas for the forthcoming Olympic Games.

There are vacancies in the following areas:

- Administration;
- Translation and language services;
- Hospitality and catering;
- Medical support.

All applicants must be appropriately qualified and a good level of English is essential. Send your CV and a covering letter (in English) to:

Job applications: The Olympic Committee, PO Box 2456.

EXERCISES

1. Read the advertisements and try to understand them. Tell the main idea of each advertisement.

2. Write down the unknown words from all the advertisements. Find the meanings of these words in the vocabulary, learn them.

3. Discuss the qualifications and experience applicants need.

4. Here is a fragment of an advertisement. Fill in the blanks using the following words: *programs, skills, experience, company, salary, benefits, individual*.

Leading food processing ... is looking for an ... who has... in Microsoft Word and Excel –PC based Must have good accounting math Excellent ... and ... include medical, dental, visual ins. – tuition and health club benefits.

5. Put in the necessary preposition:

a) TS shares dropped _____ 10% this afternoon.

a) to b) by c) on d) with

b) The advantage _____ direct marketing is that it enables us to cut out the middleman.

a) on b) from c) for d) of

c) The government spent less _____ defence last year.

a) to b) on c) for d) at

6. Fill in the gaps in the sentences below using other forms of the underlined words:

economy

- a) What were your marks in
- b) Leading can predict the country's rate of inflation.
- c) The new Honda does fifty miles per gallon. It is very to run.

produce

- a) During his work at the planet he became a very manager.
- b) Since we bought the computer, has increased by 15%.
- c) Henry Ford began the mass of automobiles.

advertise

- a) We can't publish this material since our don't like it.
- b) Put an in the paper concerning your job.
- c) I prefer working for different agencies.

7. Match the words from the left column with ones from the right column. Complete the sentences using these expressions:

Look	<i>a company</i>
Have	<i>venture</i>
Get	<i>mistakes</i>
With	<i>forward</i>
Joint	<i>a quick word</i>
Run	<i>something clear</i>
Accept	<i>in touch</i>
Make	<i>reference to</i>

- a) May I _____ with Mr. Harrison?
- b) _____ your letter we agreed to give you a discount.
- c) Our partners and I decided to establish a _____?
- d) I would like to _____ about our Draft Contract.
- e) We _____ to your prompt reply.
- f) He wishes to _____ with our guests as soon as possible.
- g) I don't like the way they _____.
- h) He is so quick-tempered, he cannot _____.

8. Complete the sentences with the necessary words: **company/campaign**.

- a) This _____ was established 2 years ago.
- b) It is very important to conduct political _____ honestly.

c) he has been with this _____ for a long time and contributed a lot in _____ for diversification of goods.

d) This public _____ is devoted to him.

e) Our _____ is almost always successful in business.

9. Translate:

a) Потребители хотят покупать лучший товар по самой низкой цене.

б) Спрос на товар очень чувствителен к изменению цены.

в) Деятельность бизнесменов направлена на продвижение товаров и услуг к потребителю.

г) Все люди реагируют на рекламу.

д) Товары этой фирмы пользуются большим спросом на мировом рынке.

е) Все товары и услуги имеют свою цену.

CAREER HISTORIES

Suppose in the course of your investigations you came across an advertisement that stirred up your imagination. You are willing to apply for a certain position.

What do you do in this case?

1. First of all write an application letter in which you must enlighten the following points:

– The source of information about the post you're applying for.

– Your age and education. How many languages do you know (if necessary)?

– Where have you been working? Why are you looking for a new job?

– When could you start a new post?

Here is an example of an *application letter*:

Mark Diamond 4701 Pine Street, K-13

Philadelphia, PA 19143

Tel. 1-(215)-748-3037

April 2, 2016

Dear Mr. Marinichenko:

I am a first-year student in the M.B.A. program at the Wharton Business School in Philadelphia.

I understand that you are heading the independent Ukrainian airline. I have heard from my friend Mr. Bill Eastmann, a student at Duke University's Fuqua School of Business, that you might wish to have an American M.B.A. student work with your airline this summer as an intern. I am very interested in the possibility of such an internship during the summer of 2015.

My professional experience has given me an in-depth knowledge of the air transportation industry. I have, in particular, worked for American Airlines, the Federal Aviation Administration, and Kurth & Company, Inc., an aviation consulting firm where I was Manager of Airline Analysis. My responsibilities included the study of schedules, fares, equipment selection, and financial results. Notably, I prepared numerous feasibility studies for both jet and turboprop routes, including passenger and cargo flights, for proposed transatlantic and transpacific services.

I wish to place this experience at the disposal of your airline. I believe strongly that my knowledge of the deregulated air transportation industry in the United States could be quite beneficial to your carrier.

I have enclosed a copy of my resume. If my background and qualifications are of interest to you, please telephone me on (215) 748-3037. I would be interested in meeting you in mid-April in New York to discuss further the possibility of such a summer position, and your requirements.

I look forward to hearing from you soon.

*Yours sincerely,
Mark Diamond*

2. Don't hurry to send your letter. Write down your CV, enclose it and then post your message.

CV is abbreviation for two Latin words – *CURRICULUM VITAE* that means a brief account of the main events of a person's life. Sometimes in the US it's called *RESUME*.

Here is an example of such.

CURRICULUM VITAE

Name	John Edward HARVEY
Address	27 South Street, Stoke Ripton Birnshire, XY 19 5 LM
Telephone No.	(49675)223926
Date of birth.	7 August 1968
Place of birth.	Bath
Marital Status	Single/divorced (married, three daughters, aged 8,9,12)

Education: 1979-1987 1987-1988 Examination passed: 1985 1987 1988	Ripton Country School Grant College of Further Education "O" Level in Mathematics, English Language, French, German, History, Music "A" Level in French, German, History Certificate in Business Studies
Languages	Fluent French, German
Experience 1987 and 1988	Summer job working at a local Supermarket
Interests	Swimming, tennis, hockey, music

EXERCISES

1. Read the covering letter. Circle the more formal phrase in each pair.

Alper Apt. Daire 3
Turgut Ozal Caddesi Seyhan, Adana
30th April

Olympic Committee

PO Box 2456

Dear Sir / Madam,

1) I am writing / I'm writing to apply for a job with the medical support staff in the forthcoming Olympic Games.

I am a qualified physiotherapist and **2) I've been working / I have been working** at a Rehabilitation Centre here since January 2006. I have a good level of English, and **3) my German is great / I speak German fluently**.

4) I enclose / I'm sending you my CV as requested.

5) Hope to hear from you soon. / I look forward to hearing from you.

6) Best wishes / Yours faithfully

Mehmet Bolat

2. Complete the CV (Curriculum Vitae) with a heading from the list:

Additional information

Career history

Computer skills

Education Languages

Personal information

Mehmet Bolat

1) Personal information

Address Alper Apt. Daire 3 Turgut Ozal Caddesi Seyhan, Adana
Telephone mobile: 0090 535 9428190
Nationality Turkish
Marital status Single
Date of birth 12th September 1982
Email bolamehmet@superonline.com.tr

2) _____

2006 - Junior physiotherapist at Rehabilitation Centre, Balcal: University Hospital, Adana

I work mainly with patients who need rehabilitation after operation. In my free time, I also work as a physiotherapist a local basketball team.

3) _____

2001-2005 Degree in physiotherapy, University of Gaziantep
1997-2001 Ataturk High School, Adana

4) _____

English (CEF level B2). I have a good level of written I spoken English. I have been studying English at a private language school for the last three years.

German (fluent). My mother is German.

5) _____

Windows XP

6) _____

Full driving licence

Member of the university basketball team

3. Work in pairs. Look at these 'rules' for writing a CV. Which ones do you agree with? Why?

- Make sure your CV is well-organized.
- Include a lot of detail - a good CV is long.
- List your education and work experience in reverse order - start with your most recent job.

- Include additional information that you think could help your application: for example, travel experience, or voluntary work.
- Don't send a covering letter - no one reads it.

4. Write your CV for a job of your choice (say what it is). Use your own details and add qualifications and work experience which you hope to get in the future.

INTERVIEWS

FIRST INTERVIEW

Interviewer: Good morning, Miss...

Miss Jones: Miss Jones.

- Miss Jones, yes, right. Um... now, you'd like to join our team, I gather.

- Yes, I would like.

- That's very good. Er... I'd like to know a little bit about you. Perhaps you could tell me ... perhaps we could start ... if you could tell me a little bit about your education.

- Oh, yes, right. Well, I left school at 18 and for the first two years I went to Gibson, you might know them, they're an engineering firm. Um... and after that, I wanted to do a course, so I'd ... I did a one-year full-time as a PA (personal assistant) to Gibsons. I was PA to the Export Director. I stayed there for two years ... and then moved on to my present company. Um ... that's Europe Marketing Director, offered me a job because Gibson had ... had worked quite a lot with Europe Marketing. And I've been with them for three years now first working with the Marketing Director and... and now I'm with the Sales Director.

- That's all very interesting, Miss Jones. Um ... I ... I'd like to know, what did you enjoy most at school? What was the course that you enjoyed most?

- Ah ... foreign language I liked best. We did French and German. Yes.

- Mhm. And are you quite fluent in those now or ...?

- Yes, a bit rusty now, but ... um ... obviously the more travel I can do the more I can use language and I'd like to learn another language. I'd like to add Italian as well.

- Italian?

- Yes.

- Very good, that ... that might be very useful. Now ... er... tell me a bit about ... er ... the work you're doing at present.

- Um ... well ... er ... Europe Marketing is a marketing and public relation company and they consultancy work for companies operating in the UK and European markets. Er ... our clients come from all over the world ... um ... we deal with some of them by ... post, but most of them come to our offices and at least once during a project. I assist the Sales Director to arranging these visits, setting up meetings and presentations and I ... I deal with correspondence. I've not been able to go with her on any ... on any of her trips abroad. But ... I've been to firms in this country, several times on my own ... um ... to make these arrangements.

- It sounds as if you're very happy there, Miss Jones. I'm curious why you'd like to leave them and join our company.

- Well, um ... I know the reputation of Anglo-European Co and it has a very good reputation. And I felt that I would have more scope and opportunity in your company and that the work will be more challenging for me. I might be able to possibly travel and use my languages because at the moment most of my work is ... is rather routine secretarial – type work and I like the idea of more ... um ... challenges in my life really.

SECOND INTERVIEW

Interviewer: ... yes, well, your cv seems pretty well up to scratch. Now, i wonder, can you tell me about yourself.

Candidate: um ... well, i ...

- Yes?

- I ... I'm ... I think I'm serious ... serious –minded, I ... calm ...

- You're calm?

- Yes, well, yes, I like a joke, though, good sense of humour. I don't panic in a crises and I ... I enjoy working with all kinds of people. I ... I even like ... um ... p ... people who are, you know, bad tempered or something like that.

- Yes, but wh ... where do you see yourself in, let's say, five years' time?

- Um.. well, I ...sort of a long – range thing. Well, I see myself in the public relations and ... er .. one day I must admit I would rather like to open my own consultancy in my home town.

- Mhm, what is specifically about Anglo-European PR (public relations) that attracted you?

- Can I just ask you this question, cough , excuse me ... I'd like to

know if I get this job with Anglo-European, would I be able to .. um ... work abroad in one of your overseas branches?

- Oh yes, certainly. Um .. our staff regularly do six-month placements in other branches. So I'm sure you might...

- Six ... oh well, that's good .. um... that's what I'm interested in.

- Mhm... can I... d... I know we're all human beings here and I'd like to know wh... what you consider your strengths and weaknesses.

- Um... strengths and weaknesses. Haha. Well, I . .. mentioned before, I think my sense of humour ... er... and my ability to work with all types of people is a particular strength.

- Yes.

- My weakness? I don't know, I suppose I'm a bit of a perfectionist ... I ... I'm quite often dissatisfied with what I've done. I always think I can do it better or, you know, in a different way.

- Now... um... is there anything else you'd like to ask me?

- Aha ... yes, if I can just get down to the nitty-gritty: would the salary be reviewed at the end of the year?

- Yes, the salary would be reviewed every six months. And after six months you'd also be eligible to share in the company's bonus scheme.

- Oh, I didn't know that. Oh, that's good, yes.

- Right, well ... um ... time is pressing on, I'm afraid, so thank you very much for coming to see me and we'll be in touch you with you before the end of the week.

- Good. Well, thank you for seeing me.

- Goodbye.

- Goodbye.

EXERCISES

1. Read the interviews and try to understand them. Underline the new words and remember them.

2. Write down the most interesting and important questions from both interviews. Answer them concerning your activity.

3. Role-play: play the roles of interviewers or candidates.

4. Answer the following questions:

- Is it important to answer the questions on the form truthfully? Why/why not?

- Do you like filling in forms? Why/why not?

- Do you think it's right that employers should ask such personal questions?
- Which question do you dislike?
- Do you think application forms are a good idea?

TEST

I. Fill the gaps with the words or word combinations from the list below.

1. Our company offers a stimulating and..... atmosphere where you'll have a real.....to influence our day - to - day business.
2. If you want to apply you'll have to send your..... and an..... .
3. Applicants are invited with a proven..... of making things happen, analytical thinking and decision - making ability.
4. Both roles offer a..... and a highly attractive package including performance related bonus.
5. Emphasis will be put on presentation and.....; knowledge of two or more languages is advantageous.
6. As an applicant I would be grateful if you send me..... .
 - *Interview*
 - *CV*
 - *challenging*
 - *application letter*
 - *a job description outline*
 - *experience*
 - *good salary*
 - *chance*

II. Two partners take part in the conversation. Choose the correct reaction (sentences) to the first partner's question. For example: 1-E.

1. How do you do? My name's John Black.
 - A. I'm a sales manager.
 2. Who do you work for?
 - B. My firm must be doing well.
 3. Where are you based?
 - D. Fairly long, I've worked for them for five years now.
 4. Have you been with your company long?
 - E. How do you do? I'm Jim Martim.
 5. Your company is pretty big, isn't it?

F. I work for a firm of computer design, we install computers.

6. How about staff?

G. I'd say so. We've got a work – force of over 1000, we are big.

7. Is your firm a success?

H. Our head office is in Colchester. We've got branch offices all over the country.

8. What are you?

C. Full – time staff, we are a private company, by the way. Still family owned.

III. Match the English words and expressions with their Russian equivalents.

Advertisement	собеседование
Applicant	опыт
Application letter	семейное положение
CV	заявление о поступлении на работу
Education	представление
Employment	место
Experience	образование
Interview	реклама
Manager	кандидат
Marital Status	штат
Outline	заработная плата
Position	очертание, набросок
Presentation	управляющий
Salary	работа, служба
Staff	автобиография

JOKES

Employment

Finally Jack managed to get a job interview in the meat department of grocery store. However, the personnel director nearly fell off his chair when Jack told him he wanted a thousand dollars a week to trim the fat off beef.

“You're nuts!” screamed the director. “You have absolutely no experience.”

“That's right,” Jack agreed, “and job will be harder that way.”

* * *

Unemployment

The Smiths were so poor, in fact, that when a burglar broke into their home all he got was practice.

MONEY — BUYING, SELLING AND PAYING

PERSONAL FINANCE

Sometimes in a shop they ask you: 'How do you want to pay?'

You can answer: '**Cash/ By cheque / By credit card.**' In a bank you usually have a **current account**, which is one where you pay in your salary and then **withdraw** money to pay your everyday bills. The bank sends you a regular **bank statement** telling you how much money is in your account. You may also have a **savings account** where you **deposit** any extra money that you have and only take money out when you want to spend it on something special. You usually try to avoid having **an overdraft** or you end up paying a lot of **interest**. If your account is overdrawn, you can be said to be **in the red** (as opposed to **in the black or in credit**).

Sometimes the bank may lend you money - this is called a **bank loan**. If the bank (or building society) lends you money to buy a house, that money is called a **mortgage**.

When you buy (or, more formally, **purchase**) something in a shop, you usually pay for it outright but sometimes you buy on credit. Sometimes you may be offered a discount or a reduction on something you buy at a shop. This means that you get, say, **£10 off** perhaps because you are a student.

You are often offered a **discount** if you buy **in bulk**. It is not usual to haggle about prices in a British shop, as it is in, say, a Turkish market. If you want to return something which you have bought to a shop, you may be given a **refund**, i.e. your money will be returned, provided you have a receipt.

The money that you pay for services, e.g. to a school or a lawyer, is usually called **a fee or fees**; the money paid for a journey is **a fare**.

If you buy something that you feel was very good value, it's a **bargain**. If you feel that it is definitely not worth what you paid for it, then you can call it **a rip-off** (very colloquial).

PUBLIC FINANCE

The government collects money from citizens through **taxes**. **Income tax** is the tax collected on wages and salaries. **Inheritance tax** is collected on what people inherit from others. **Customs or excise duties** have to be

paid on goods imported from other countries. **VAT or value added tax** is a tax paid on most goods and services when they are bought or purchased. Companies pay **corporation tax** on their profits. If you pay too much tax, you should be given some money back, a **tax rebate**.

The government also sometimes pays out money to people in need, e.g. **unemployment benefit** (also known informally as **the dole**) **disability allowances** and **student grants** (to help pay for studying). Recipients **draw a pension / unemployment benefit** or are **on the dole** or **on social security**.

Every country has its own special **currency**. Every day **the rates of exchange** are published and you can discover, for example, how many dollars there are currently to the pound sterling.

A company may sell **shares** to members of the public who are then said to have invested that company. They should be paid a regular dividend on their investment, depending on the profit or loss made by the company.

EXERCISES

I. Answer the following money quiz.

1. What currencies are used in Japan, Australia, India and Russia?
2. What does the expression, 'hard currency', mean?
3. Name two credit cards which are usable world-wide.
4. Give an example of something that is priceless and something that is valueless.
5. Name the coins and banknotes used in your country and one other country.

II. Match the words on the left with their definitions on the right.

interest	a bank account with minus money in it
mortgage	money paid towards the cost of raising a family.
an overdrawn account	money given by the government for education, welfare, etc.
savings account	an account that is used mainly for keeping money
current account	money paid to people after a certain age
pension	an account that cheques are drawn on for day-to-day use
disability allowance	money chargeable on a loan
child benefit	money paid to people with a handicap
grant	a loan to purchase property

III. Is the ordinary 'person-in-the-street' pleased to see these newspaper headlines or not?

Mortgage rate goes up
Wages to be frozen
Pension age raised!
NUMBER ON DOLE RISES
Interest rates down
VAT to be reduced

IV. To improve your financial vocabulary, read articles on business in any English newspaper. Write down any new words or expressions that you come across.

FORMAL AND INFORMAL LETTERS

There are various types of letters such as: letters of complaint, letters asking for/giving information, letters of request, letters asking for/ giving advice, letters of invitation, letters accepting/refusing an invitation, letters expressing congratulations/thanks/regret/sympathy, letters of application for a job.

A good letter should consist of:

- **An appropriate greeting** (Dear Peter, Dear Mr. Ford, Dear Sir/ Madam);
- **An introduction** clearly stating the reason you are writing;
- **A main body** in which the subject is developed. Begin a new paragraph for each main point;
- **A final paragraph** in which you sum up the topic or express your wish for something to be done; and
- **An appropriate ending** (Yours/Best wishes, + first name, Yours sincerely, / Yours faithfully, + full name).

STYLE IN LETTERS

Formal style:

- the greeting (Dear Mrs. Lee, Dear Sir)
- frequent use of the passive
- formal language (complex sentences, non-colloquial English)
- no abbreviated forms
- the ending (Yours sincerely,/Yours faithfully, Jason McNeil)

Informal style:

- the greeting (Dear Alex, Dear Dad)
- informal language and style (idioms, colloquial English)
- abbreviated forms, pronouns omitted
- the ending (Yours/Love/best wishes/regards, Anthony)

NOTES

Informal (friendly) letters have only one address (yours) whereas formal letters have two (yours and receptionist's). Friendly letters begin with **Dear + first name** and end with **Love / Yours / Best wishes + first name**. Formal letters begin with a) **Dear Sir/Madam** and end with **Yours faithfully + full name** or b) **Dear Mr./Mrs. + surname** and end with **Yours sincerely + full name**.

EXERCISES

1. Match the beginnings with the endings, then identify the style of each pair.

BEGINNINGS...

1. I am writing with regard to your recent correspondence. We regret to inform you that there are no place left on the accountancy course...

2. Thanks so much for your thoughtful gift. The jumper fits perfectly. It will really come in handy this winter when I go skiing...

3. I just received your letter and I'm sorry to hear that you're having trouble...

4. Sorry I can't make it to your parents' 25th anniversary party, but I'll be away on the day of the celebration...

5. I am writing to inquire about the special weekend trips...

6. I am writing with regard to your advertisement in the *Daily News* of May 2nd. I would like to apply for the teaching position at Beacon Street School...

7. I just wanted to let you know that I'd love to come to your party on the 24th.

8. It is with great pleasure that I am writing to congratulate you on your promotion.

...ENDINGS

A. Anyway, wish them a happy anniversary from me. I'm looking forward to hearing about how it went.

B. Let me know if my advice was of any help. I hope everything turns out fine.

C. Should you need any information about courses which will be held next term, I would be happy to assist you.

D. I look forward to meeting you to discuss the possibility of employment. Please contact me regarding any queries you may have.

E. I look forward to receiving the information and would appreciate it if you could send it as soon as possible.

F. Thanks again for the gift and please give my regards to your family.

G. Anyway, thanks again for the invitation. I'll see you then.

H. I am confident that you will carry out your new duties with your usual conscientiousness and dedication.

2. Read the following sentences. Which are formal and which are informal? Which sentences are beginnings and which are endings of a letter?

1. We would be honored if you could attend a reception for Ambassador Sarah Jacobs.

2. I am writing to inform you about some changes in the schedule for next term's courses.

3. We're organizing a party and would be really glad if you could come.

4. I am writing to complain about the products I received from your company.

5. Your thoughtful gift was greatly appreciated. Once again, thank you for your generosity.

6. I'm so happy for you! Write back soon and tell me all about your new job.

7. Hope this advice helps.

3. Here is a letter of application for a job. There are no grammatical mistakes, but there are mistakes of other kinds:

- the punctuation is wrong
- the style is too informal
- some of the information is irrelevant.

Rewrite the letter correctly.

Dear P. Bradley

I was reading a magazine the other day – I think it was the February edition of sunshine holydays, and I saw your advertisement for travel couriers, and I thought I'd really like a job like that.

You see, I've got a degree in modern languages from Bristol university, and I speak lots of languages – french german spanish and just a little bit of greek too. I've been to all sorts of places in europe.

Last year me and my friend Paul went camping in France and Italy, and we saw the museums and all the places like that. I think I'd be really good at showing people round these places, well I'd really like the chance to try anyway. I'm not doing anything at the moment, so I could come and see you anytime.

Just give me a ring – 3958834.

I'm looking forward to meeting you.

Yours James Henderson

DOs and DON'Ts For Job Seekers

– DO learn ahead of time about the company and its product.
Do your homework.

– DO let as many people as possible know you are “job hunting.”

– DO stress your qualification for the job opening.

– DO mention any experience you have which is relevant to the job.

– DO talk and think as far as possible about the future rather than the past.

– DO indicate, where possible, your stability, attendance record and good safety experience.

– DO assume an air of confidence.

– DO approach the employer with respectful dignity.

– DO try to be optimistic in your attitude.

– DO maintain your poise and self-control.

– DO try to overcome nervousness and shortness of breath.

– DO answer questions honestly.

– DO have a good resume.

– DO know the importance of getting along with people.

– DO recognize your limitations.

– DO make plenty of applications.

– DO indicate your flexibility and readiness to learn.

– DO be well-groomed and appropriately dressed.

– DON'T keep stressing your need for a job.

– DON'T apologize for your age.

- DON'T be untidy in appearance.
- DON'T mumble or speak with a muffled voice.
- DON'T be one of those who can do everything.
- DON'T hedge in answering questions.
- DON'T express your ideas on compensation, hours, etc. early in the interview.
- DON'T arrive late and breathless for an interview.
- DON'T be a “know it all” or a person who can't take instructions.
- DON'T isolate yourself from contacts that might help you find a job.
- DON'T write incorrect information on your CV to make it look better.

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