

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ
МІСЬКОГО ГОСПОДАРСТВА ІМЕНІ О. М. БЕКЕТОВА

МЕТОДИЧНІ ВКАЗІВКИ

для організації практичної роботи

з дисципліни

“ДІЛОВА ІНОЗЕМНА МОВА”

(англійська мова)

*(для студентів 3,4 курсу денної форми навчання
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INTRODUCTION

These educational materials are designed for the students of the 3,4st course of speciality “Ecology, environmental protection and sustainable use of natural resources” to develop their knowledge and skills in English Business language.

The manual is based on the authentic texts concerning Business English. It also has the tasks for reading, translating, lexical and grammar tasks. It has two parts: English for travelers and English for businessmen.

The manual can be also recommended for students’ self-study. It is expected to teach students working at English texts on their own, to increase the level of their knowledge and to form foreign communicative competence.

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Part 1. English for travelers
UNIT 1. An Air Trip

1. Read and memorize the following words and word-combinations:

airport – аеропорт
airline – авіалінія
jet plane – реактивний літак
pilot – пілот
stewardess – стюардеса
to fly by plane – летіти літаком
flying weather – льотна погода
non-stop flight – безпосадочний рейс
to cancel the flight – відмінити рейс
to announce the flight – оголосити рейс
take off – зліт
to land – приземлятися
boarding pass – посадковий талон
aisle – прохід
window seat – місце у ілюмінатора
unscheduled stop – вимушена посадка
check-in – реєстрація пасажирів
domestic flight – рейс на внутрішніх лініях
direct flight – прямий рейс
seat belt – ремінь безпеки
to fasten a seat belt – застібнути ремінь безпеки
air sickness – повітряна хвороба

2. Read the text and the dialogue which follows it, act it out, making some changes:

Mr. Jordan is going to London. He prefers to travel by air. Mr. Jordan is a businessman so he tries to save his time. He can't afford to waste time. Certainly it is much more expensive than travelling by train, but it is less time consuming. So he asks his secretary, Miss Pane, to make a reservation for him.

Miss Pane (speaking over the telephone): Good morning. I want to make a reservation for a non-stop flight to London. Are there any seats available on Monday?

Travel agent: Just a minute... Let me check. What time of day do you want to go?

Miss Pane: In the afternoon.

Travel agent: All right. Flight number 2500 is full but there is a space on Pan Am's flight at 3:00. Does that suit you?

Miss Pane: The Pan Am's suits me perfectly. What time does it get in?

Travel agent: At 5:40 p.m.

Miss Pane: That's very convenient. And what's number of the flight?

Travel agent: 147. May I have your name, please?

Miss Pane: I'm making reservation for my chief, Mr. Thomas Jordan.

Travel agent: Thank you.

Miss Pane: Thank you. You were most helpful.

3. Find in the text answers to these questions:

1. Who is going to London?
2. Why is travelling by air more preferable than travelling by train?
3. Who is making the reservation?
4. What time does the plane take off?
5. When does it arrive in London?
6. Is it non-stop flight or does it land in some airport on its way to London?

4. Fill in the blanks with appropriate words:

airport pilot flight to land aisle to check-in belt to take off luggage to cancel

1. The car's fan _____ is loose.
2. How do I get to the _____?
3. A _____ is someone who flies a plane.
4. What time is the next _____ to Miami?
5. Has her flight _____ yet?
6. _____ is a long space where you can walk between rows of seats in a theatre, church, bus, plane etc.
7. Passengers should _____ an hour before departure.
8. When is our plane _____?
9. Where can I check my _____?
10. I had to _____ my trip to Rome.

5. Match the words from the left-side column with their definitions from the right-side column:

1. airport	a. a band of leather, cloth etc that you wear around your waist
2. pilot	b. if a plane lands, or if a pilot lands a plane, the plane moves down until it is safely on the ground
3. flight	c. a place that you arrive at or leave from when travelling by plane
4. to land	d. someone who flies a plane
5. aisle	e. if a plane takes off, it goes up into the air
6. to check-in	f. a journey in a plane, or the plane making a particular journey
7. belt	g. the bags etc that you carry when you are travelling

8. to take off	h. to decide that something you have planned will not happen
9. luggage	i. to go to the desk at a hotel, airport etc and say that you have arrived
10. to cancel	j. a long space where you can walk between rows of seats in a theatre, church, bus, plane etc

6. Say it is English:

1. Я хочу замовити квиток до Лондона.
2. Я віддаю перевагу безпосадочному рейсу вдень.
3. Коли прибуває літак до Москви?
4. Коли я повинен бути в аеропорту?
5. Ви добре долетіли? – Ні, дуже погано. Мене нудило.
6. Коли наступний рейс до Варшави?
7. Ваш рейс оголосять.
8. Коли ми прилітаємо до Лондона?
9. Покажіть мені моє місце, будь ласка.
10. На якій висоті ми летимо?

7. Read and discuss the text:

How to avoid travelling?

Travel is the name of a modern **disease** which started in the **mid-fifties** and is still **spreading**. The **patient** grows restless in the early spring and starts rushing about from one **travel agent** to another collecting useless information about places he **doesn't intend** to visit. Then he, or usually she, **will do a round of shops** and spend much more than he or she can afford. Finally in August, the patient will board a plane, train, coach or car and go to foreign places along with thousands of his fellow-countrymen, not because he **is** interested in or **attracted by** some place, nor because he can afford to go but simply because he cannot afford not to. The result is that in the summer months (and in the last few years also during the winter season) everybody **is on the move**.

What is **the aim** of all this travelling?

Each nationality has its own different one. The Americans want to take photographs of themselves in different places. The idea is simply to collect documentary proof that they have been there. The German travels to check up on his guide books. Why do the English travel? First, because their neighbor does. Secondly, they were taught that travel broadens the mind. But lastly – and perhaps mainly – they travel to avoid foreigners. I know many English people who travel in groups, stay in hotels where even staff is English, eat roast beef and **Yorkshire pudding** on Sunday and **steak-and-kidney pies** on weekdays, all over Europe. The main aim of the Englishman abroad is to meet people, I mean, of course, nice English people from next door or from the next street. It is possible, however, that the mania for travelling is coming to an end.

A Roman friend of mine told me:

“I no longer travel at all. I stay here because I want to meet my friends from all over the world.” “What exactly do you mean?” I asked. “It is simple,” he explained. “Whenever I go to London my friend Smith is in Tokyo and brown is in Sicily. If I go to Paris my friends are either in London or in Spain. But if I stay in Rome all my friends, I’m sure, will turn up at one time or another. The world means people for me. I stay here because I want to see the world. Besides, staying at home broadens the mind.”

(After G. Mikes)

Word List:

disease – хвороба

mid-fifties – в середині п’ятидесятих років

to spread – поширюватися

patient – хворий

travel agent – туристичний агент

to intend – мати намір

to do a round of shops – йти від одного магазину до іншого, купуючи що-небудь

to attract – залучати

to be on move – подорожувати

aim – ціль

Yorkshire pudding – йоркширський пудинг

steak-and-kidney pies – пиріжки з м’ясом і нирками

GRAMMAR

PERSONAL PRONOUNS

Pronoun is a word used in place of a noun.

Personal pronouns refer to a person in speech or in writing.

All personal pronouns refer to:

Singular

I – the person speaking

You – the person spoken to

He, She – the person spoken about

It – the thing spoken about

Plural

We – the persons speaking

You – the persons spoken to

They – the persons spoken about

TO BE

(PRESENT TENSE)

The verb to be is unique among English verbs in having different forms:

I am

He is

We are

You are

She is

You are

It is

They are

Ex. 1. Supply the correct form of the Present Tense of “to be”.

1. He ____ a customs officer.
2. It ____ a business trip.
3. She and I ____ air hostesses.
4. I ____ in the airport now.
5. The car number ____ 5784.
6. I ____ a good sailor.
7. They ____ on the plane now.
8. It ____ is possible to sleep on board a plane.
9. We ____ at gate 5 now.
10. Many people ____ fond of travelling.

Negative and Question Form

We form the negative form of **to be** by putting **not** after the verb:

She is a flight attendant. - She isn't a flight attendant.

We form questions with **to be** placing the verb before the subject:

He is very clever. - Is he very clever? - Yes, he is. No, he isn't.

Ex. 2. a) Change the following sentences from affirmative to negative.

1. This is non-stop flight.
2. The weather today is good.
3. The purpose of my trip is travelling.
4. Travelling by air is faster.
5. He is a good pilot.
6. The conductors are in the train.
7. I am at home now.
8. She is at gate 4 now.
9. The cars are in the street.
10. The sky is cloudy today.

b) Change all the sentences above to questions.

PLURAL NOUNS

We form the plural of most nouns by adding **-s**:

Door – doors

Book – books

We form the plural of nouns ending in **s, z, ch, sh** by adding **-es**:

Dish – dishes

Class – classes

Some nouns have irregular plural forms:

Man – men

Woman – women

Child – children

Foot – feet

Tooth – teeth

Mouse – mice

Ex. 3. Change the following sentences from singular to plural.

1. It is my ticket.

2. The schedule is on the wall.
3. The airport is rather new.
4. The check-in desk is around the corner.
5. He is English.
6. She is at gate 5 now.
7. This is a direct flight.
8. The film is very funny.
9. My friend is out for dinner.
10. She is on the board.

OBJECT PRONOUNS

We use object pronouns as direct or indirect object or as objects of prepositions.

I – me

he – him

we – us

you – you

she – her

you – you

it – it

they – them

Ex.4. Choose the correct form.

1. I met (they, them) at the business meeting.
2. The boss always tell (we, us) about it.
3. I ask (he, him) a lot of questions about his job.
4. My mother helps (I, me) with my work.
5. She sits near (I, me).
6. I asked (she, her) about business plan.
7. (They, them) are both Ukrainian.
8. (He, him) is rather good pilot.
9. I want to talk with (she, her).
10. She wants to send (we, us) a letter.

AFFIRMATIVE SENTENCES

Word order

Adverbial modifier	Subject	Predicate	Object	Adverbial modifier
---	We	buy	tickets	in the booking office
In the booking office	we	buy	tickets	-----

Ex. 5. Make up sentences, using the following words.

1. Travel – we – plane – by.
2. It – business – trip – is – a.
3. Want – buy – train – a – I – to – ticket.
4. Am – a – sailor – I – good.
5. I – to – by – car – like – travel.

UNIT 2. Travelling by train

1. Read and memorize the following words and word-combinations:

railway station – залізничний вокзал
porter – носильник
to travel light – мандрувати без речей
left-luggage room – камера зберігання
to check one's suitcase – здати валізу
to get a receipt – отримати квитанцію
booking office – квиткова каса
inquiry office – довідкове бюро
waiting room – зал очікування
single/return ticket – квиток в один кінець
to miss the train – запізнитися на поїзд
fast train – швидкий поїзд
through train – прямий поїзд
carriage – вагон
reserved seats car – плацкартний вагон
dining car – вагон-ресторан
compartment – купе
lower berth – нижня лава
upper berth – верхня лава
timetable – розклад

2. Read the dialogues and act them out:

AT THE STATION

- Here you are at last! I've been waiting for half an hour for you.
- I'm sorry, I'm late. But I was stuck in a traffic jam.
- Here's your ticket.
- Oh, thank you. Is it through train?
- Yes. I'm glad we shan't have to change.
- Fine. When is it due in Edinburgh?
- According to the timetable we are due there at 9.15 a.m.
- And when is it leaving, by the way?
- Oh, in ten minutes. Come on or we'll miss it.

IN THE COMPARTMENT

- Well, we are moving at last. The train doesn't seem to be very crowded.
- Not as overcrowded as at the peak tourist time in summer. What berth do you prefer?
- The lower one, if it is OK. With you.
- Sure. Shall I open the window? It's rather stuffy in here.
- Do, please.

AT THE BOOKING OFFICE

- What trains are there to Leeds?
- There are two through trains at 9 a.m. and at 3.20 p.m.

- How much is a one-way ticket there?
- 30 pounds.
- And a return one?
- 55 pounds.
- Fine. Please give me a return ticket for a 9 o'clock train.
- All right. What berth would you prefer?
- Upper one, please.
- That's unusual. Everybody asks for the lower berth.
- Of course, it is much more convenient, but there is always a lady or a child who needs a lower berth so I prefer an upper one.

3. Answer the questions starting with words: As far as I know...I'm not sure...I think... and then turn to your partner with the questions: And what is your idea? Do you agree with me? And what about you?

1. What's more convenient: to travel by plane or by train?
2. Do you often travel by train?
3. Do you take a lot of luggage with you?
4. Is it difficult to get a ticket?
5. What berth do you prefer?
6. Will you agree to change your berth if you are asked to?
7. What are the duties of the guard?
8. Do you take food with you or do you like to have meals in the dining car?
9. What was your longest trip by train? Was it boring and tiresome?
10. What platform does the train for Kyiv leave from? What about Moscow?
11. Where is the nearest ticket office?
12. Have you ever had to change trains? When was it?
13. How long does the trip to Kyiv last?
14. Is it convenient to use left-luggage room? Do you use it often?
15. Do you come to the railway station beforehand or just a few minutes before the train is leaving?
16. Have you ever been late for your train?

4. Fill in the blanks with appropriate words:

station porter carriage berth timetable ticket suitcase compartment train luggage

1. _____ is someone whose job is to carry bags at airports, stations, hotels, etc.
2. _____ a case with a handle, used for carrying clothes, etc. when you travel.
3. What time is the next _____ to Birmingham?
4. I'll meet you at the _____.
5. It is very convenient to use the left- _____ room.
6. I prefer a non-smoking _____.
7. They say that in summer it's usually easier to get _____ than in winter.
8. I don't know where the lower _____ is.
9. Two men were travelling in one _____.
10. You can find the _____ of trains in the railway station.

5. Match the words from the left-side column with their definitions from the right-side column:

1. porter	a. a building where trains or buses stop so that passengers can get on and off, or where they begin or end their journey.
2. suitcase	b. the bags that you carry when you are travelling.
3. train	c. a list of the time of buses, trains, etc.
4. station	d. a case with a handle, used for carrying clothes, etc. when you travel.
5. luggage	e. one of the connected parts of a train where passengers sit.
6. carriage	f. a place to sleep on a train or boat.
7. ticket	g. is someone whose job is to carry bags at airports, stations, hotels, etc.
8. berth	h. one of the separate areas of a train in which passengers sit.
9. compartment	i. a printed piece of paper that shows that you have paid to do something, for example to travel on a train.
10. timetable	j. a line of carriages pulled by the engine, which travels along a railway and carries people and goods.

6. Say it is English:

- Я збираюся їхати до Києва у відрядження.
- Коли?
- У понеділок.
- Є прямий поїзд. Він відходить о дев'ятій вечора.
- Чудово. А коли він прибуває до Києва?
- О восьмій ранку.
- Це мені підходить.
- Я можу замовити вам квиток.
- Дякую. Я хотів би купейне місцеб нижню лаву.
- Добре. Постараюся зробити все можливе.
- Дякую. Ви мені дуже допомогли.

7. Read and discuss the text:

Why Not Stay at Home?

Some people travel on business, some in search of health. But it is neither the sickly nor the men of affairs who fill the Grand Hotels and the pockets of their proprietors. It is those who travel 'for pleasure', as the phrase goes. What **Epicurus**, who never travelled except when he was banished, sought in his own garden, our

tourists seek abroad. And do they find their happiness? Those who frequent the places where they resort must often find this question, with a **tentative** answer in the negative, fairly forced upon them. For tourists are, in the main, very gloomy-like **tribes**. I have seen much brighter faces at a funeral than in the **Piazza of St. Mark's**. Only when they can band together and pretend, for a brief, precarious hour, that they are at home, do the majority of tourists look really happy. One wonders why they come abroad.

The fact is that few travelers really like travelling. If they go to the trouble and expense of travelling, it is not so much from **curiosity**, for fun, or because they like to see things beautiful and strange, as out of a kind of snobbery. People travel for the same reason as they collect works of art: because the best people do it. To have been to certain spots on the earth's surface is socially correct; and having been there, one is superior to those who have not. Moreover, travelling gives one something to talk about when one gets home. The subjects of conversation are not so numerous that one can neglect an opportunity of adding to one's store.

(from "Along the Road" by Aldous Huxley)

Word list:

Epicurus – Епікур (старогрецький філософ)

tentative – пробний

tribe – плем'я

Piazza of St. Mark's – площа святого Марка у Венеції

curiosity – цікавість

to neglect – нехтувати

GRAMMAR

POSSESSIVE PRONOUNS

Personal pronouns have a different form when they show who or what something belongs to:

I – my

He – his

We – our

You – your

She – her

You – your

It – its

They – their

Ex. 1. Complete the sentences with the possessive pronoun which refers to the subject of the sentence:

1. He knows ___ lesson very well.
2. I don't know where ___ berth is?
3. They wait for _____ friends in the waiting room.
4. Helen likes ___ colleagues.
5. Where I can leave ___ luggage?
6. We are planning to make _____ journey up the Dnieper.
7. She wants to see ___ compartment.
8. They are fond of _____ vacation.
9. _____ carriage number is 12.
10. They are afraid of missing _____ train.

There is / there are

We use **there is** and **there are** to say things exist or don't exist.

We use **there is** with singular nouns, and **there are** with plural nouns.

Ex. 2. Complete the following sentences with "is" or "are":

1. There ___ a waiting room at the corner.
2. There ___ some tickets vacant.
3. There ___ a plane to Madrid boarding.
4. There ___ my pills for air-sickness.
5. There ___ the conductor of my carriage.
6. There ___ many people in the booking office.
7. There ___ four passengers in my compartment.
8. There ___ only one train going to Kiev.
9. There ___ my seat, near the window.
10. There ___ an inquiry office over there.

This – these / that – those

Determiners are used before nouns or noun phrases. They change their form before plural nouns.

Ex. 3. Change the following questions from singular to plural:

1. This carriage is new.
2. That car belongs to my boss.
3. This conductor is very polite.
4. That is your ticket.
5. This plane is taking off.
6. That seat is vacant.
7. This passenger is very aggressive.
8. That compartment is full.
9. This schedule is not very convenient.
10. That luggage is rather heavy.

UNIT 3. At the customs

1. Read and memorize the following words and word-combinations:

passport control – паспортний контроль

visa – віза

customs officer – митник

channel – прохід

amount – кількість

receipt – квитанція

duty – податок

declaration – митна декларація

to declare – вносити в декларацію

citizenship – громадянство

to submit – підлягати

ЕЕС – European Economic Community – Європейське Економічне Співтовариство

2. Read the dialogues and act them out:

Passport control officer: Your passports, please.

Traveller: Here you are.

Passport control officer: How long are you staying in America?

Traveller: two months. I'm here on business (on invitation).

Passport control officer: Your passport and visa are in order. Have a pleasant stay, sir.

Traveller: thank you.

AT THE CUSTOMS

- Hello.
- Hello.
- Could you tell me which channel to go through?
- If you've got anything to declare you go through the red channel.
- How do you know if I have things to declare?
- Are you staying in Britain for more than six months?
- No.
- The amount of goods you can bring in without duty depends on where you bought them. You can have 200 cigarettes, 1 litre of spirits, 2 litres of wine and presents worth 29 pounds, if you bought them in a duty free shop or on the plane or in a country not in the EEC.
- Oh!
- If you bought them in an EEC country you can have 300 cigarettes, 1 and ½ litres of spirits, 4 litres of wine and presents worth a hundred and twenty pounds.
- Right. I have 1 litre of whisky and 2 litres of wine. I don't have any presents, that means I don't have anything to declare.
- That's right. You can go through the green channel.

- I've got 100 cigarettes and a bottle of vodka. I bought it on the plane. But I bought a camera in the EEC which cost 200 pounds. It's a present for my uncle.
- You must go through the red channel.
- Thank you.

The customs officer: Have you got anything to declare? Any spirits, wine tobacco in excess of the duty-free allowance?

Traveller: No, I only have a bottle of vodka and these cigarettes.

The customs officer: Have you got any presents which you intend to leave in Britain?

Traveller: Yes, I've got this camera. It costs 200 pounds. I bought it this week.

The customs officer: Have you got the receipt for this camera?

Traveller: Yes, here it is.

The customs officer: If you wait a minute I'll tell you how much duty you must pay.

Traveller: Thanks.

3. Fill in the customs declaration:

Full name _____

Citizenship _____

Arriving form _____

Country of destination _____

Purpose of visit (business, tourism, private) _____

My luggage (including hand luggage) submitted for Customs inspection consists of _____ pieces.

With my luggage I have:

1. Weapons of all description and ammunition _____

2. Narcotics and appliances for the use thereof _____

3. Antiques and objects of art (paintings, drawings, icons, sculptures)

4. Currency (bank notes, letters of credit, etc.), securities (shares, bonds, etc.) in foreign currencies, precious metals, crude and processed natural precious stones (diamonds, brilliants, rubies, emeralds, sapphires and pearls), jewelry and other articles made of precious stones and scrap thereof, as well as property in papers: _____

5. Other currency, payment vouchers, valuables and any objects belonging to other persons _____

I am aware that, in addition to the objects listed in the Customs Declaration, I must submit for inspection: printed matter, manuscripts, films, sound recordings, postage stamps, graphics, plants, fruits, seeds, live animals, birds, as well as raw foodstuffs of animal origin and slaughtered fowl.

I also declare that my luggage sent separately consists of _____ pieces.

(DATE) _____ 20_____

Owner of luggage (signed)

4. Fill in the blanks with appropriate words:

passport visa amount to submit receipt duty to declare queue destination citizen

1. What is your _____?

2. He bought cigarettes in the _____-free shop.

3. Money is not necessarily a _____ to happiness.

4. The US government was advising all American _____ to leave Liberia.

5. There was a long _____ outside the cinema.

6. She is here on a student _____.

7. Jack _____ the camera that he bought for his uncle.

8. Please pay the full _____.

9. Remember to keep your _____ in case you want to change the goods.

10. They were forced to _____ to the kidnappers' demands.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to submit	a. a tax you pay on something you buy
2. visa	b. to state the value of things that you have bought or own, because you may have to pay tax on them
3. passport	c. how much of something there is
4. destination	d. an official mark that is put on your passport, that allows you to enter or leave another country
5. duty	e. to do what someone else tell you to, especially because you have no choice
6. citizen	f. a piece of paper that shows that you have received money or goods
7. amount	g. a line of people or vehicles that are waiting for something
8. to declare	h. someone who lives in a particular town, state or country
9. receipt	i. the place that someone or something is going to
10. queue	j. a small official book that proves who you are and what country you are a citizen

6. Say it is English:

1. У вас є про що заявити у митній декларації. – Боюсь, що я не цілком уявляю, про що слід заявляти.
2. Ви довго збираєтесь пробути у Великобританії? Понад 6 місяців? – Ні, лише два місяці.
3. Вибачте, скажіть, будь ласка, це вихід на посадку на рейс 225? – Ні, ви пішли не туди. Йдіть по коридору і в кінці його поверніть ліворуч.
4. Яка мета вашого візиту до нашої країни? – Це ділова поїздка.
5. Це ваш багаж, сер? – Так, ці дві валізи мої. Мені їх відкрити?
6. Кількість речей, яку ви можете провезти, не сплачуючи мита, залужить від того, де ви їх придбали. – У мене один літр бренді та 150 цигарок.

7. Read and discuss the text:

Travelling

Those who wish to travel, either for pleasure or on business **have at their disposal various** means of transport. There is, for instance, the humble inexpensive bicycle. Then there's the motor-cycle, with which you can travel quickly and cheaply, but for long journey it's rather **tiring**. With a motor-car, one can travel comfortably **for a long distance**, without getting too tired.

Luxurious ships **cross** seas and oceans from one continent to another.

Airplanes carry passengers to various parts of the world in almost as many hours as it takes days to do the journey by other means. But most of us still have to use trains. Look at the picture of busy railway station. A train is standing at one of the platforms ready to leave. Some of the passengers **are looking out of the windows** watching the late-comers who are hurrying looking for **empty seats**. The engine is ready to draw the train out of the station. On another platform a train has just come in: some passengers are getting out, other are getting in. Those, who have not taken the precaution of getting their tickets beforehand are **waiting in queues** at the booking-office.

At the **bookstalls** people are choosing books, magazines or newspapers for the journey.

At the cloakroom others are depositing or withdrawing their luggage. Further along there are refreshment rooms crowded with people snatching a hasty meal, while those with time to spare are sitting in the waiting rooms.

(from the Linguaphone English Course)

Word List:

to have at one's disposal – мати у розпорядженні

various – різноманітний

tiring – стомлюючий

for a long distance – на велику відстань

luxurious – розкішний

to cross – перетинати

to look out of the window – визирати з вікна

empty seat – вільне місце

to wait in a queue – чекати в черзі

bookstall – книжковий магазин

GRAMMAR

IMPERATIVE MOOD

We use the imperative mood to express a command or request.

The subject **you** is understood but not expressed.

Do it at once.

Come in.

We form the negative imperative with **don't**.

Don't do it at once.

Don't come in.

We use “**please**” at the beginning or end of an imperative sentence to make it more polite.

Please, do it at once.

Come in, please.

Ex. 1. Give the imperative form of the following sentences:

1. (to open) the window.
2. (to show) me the seat.
3. (to buy) a train ticket.

4. (to check) my luggage.
5. (to give) me a pill for air sickness.
6. (to wait) a minute.
7. (to wake) me at 6 a.m.
8. (to go) to the red channel.
9. (to buy) some presents.
10. (to order) a cup of coffee.

Ex. 2. Give the negative imperative form of the above sentences.

UNIT 4. Getting acquainted

1. Read and memorize the following words and word-combinations:

- tiresome – стомливий
- to look through – переглядати
- papers – документи
- traffic jam – затор
- to dream – мріяти
- to mean – мати на увазі
- well-known – відомий
- to be sure – бути впевненим
- to look forward – з нетерпінням чекати
- to admire – захоплюватися
- knowledge – знання
- to mind – заперечувати
- to meet – знайомитися
- executive manager – виконавчий директор
- unfortunately – на жаль
- to enjoy – зазнавати насолоди
- proposal – пропозиція
- to shake hands – потиснути руки
- to introduce – представляти
- to hold a post – займати посаду

2. Read the dialogues and act them out:

AT THE GATE

- Excuse me, are you Mr. Miller from Bohn?
- Yes, that's right.
- I'm Wallace Jones, Mr. Stanton's assistant manager.
- Pleased to meet you, Mr. Jones.
- I'm glad to meet you too. I hope the flight wasn't very tiresome.
- Oh, no, not at all. I killed the time looking through some papers.
- I see. Well, Mr. Miller, the car is waiting for you. This way, please.

AT THE OFFICE

Jones (coming in, to the secretary): Hello, Jane. We are a bit late, aren't we? These traffic jams... Mr. Miller, this is Jane Bright, Mr. Stanton's secretary.

Mr. Miller: Good morning, Miss Bright.

Secretary: Good morning, Mr. Miller. Welcome to Britain. Did you enjoy the flight?

Mr. Miller: Yes, quite. Thank you, Miss Bright.

Secretary: Oh, just call me Jane. Mr. Stanton is waiting for you.

Mr. Stanton: How do you do?

Mr. Miller: How do you do? (they shake hands)

Mr. Stanton: Please, sit down. I think it's your first visit to our town, isn't it? I hope you'll like it.

Mr. Miller: I'm sure I will. I've always dreamt of visiting your country and was looking forward to strolling about London. I remember Dr Johnson's well-known saying: "If a man is tired of London, he is tired of life".

Mr. Stanton: I admire your English and your knowledge of English literature too.

Mr. Miller: Thank you, you are very kind.

Mr. Stanton: But I really mean it! Now, if you don't mind, I want you to meet my assistants. (*Presses the button*) Jane, please, ask Mr. Parker and Mr. McClean come in.

Mr. Stanton: Mr. Miller, this is Mr. Parker, our executive manager, and Mr. McClean, my assistant.

Mr. Miller (shaking hands): Happy to meet you.

Mr. McClean: I've heard a lot about you and "trading International Inc.", but unfortunately we have never had the pleasure of doing any business with your firm.

Mr. Miller: That's true. I hope the situation will change for the better in the near future. I've got some proposals and hope you'll be interested in them.

Mr. Stanton: Fine. I believe our cooperation will be successful.

3. Answer the questions, checking if you understood everything correctly:

1. Who has arrived in Britain?
2. Who met them in the airport?
3. What did they talk about?
4. Who did Mr. Miller speak to first on arriving to the office?
5. Has Mr. Miller ever been to England before? How do you know?
6. Mr. Miller's English is perfect, isn't it? Why do you think so?
7. Who was Mr. Miller introduced to?
8. What posts do Mr. Parker and Mr. McClean hold?
9. Did Mr. Miller come to London on business? Prove it.
10. These people are partners, aren't they?

4. Fill in the blanks with appropriate words:

tiresome traffic jam to dream to mean to admire knowledge to mind manager proposal to introduce

1. This flight was very _____ because it lasted ten hours.
2. It was Mary who _____ us to Thai food.
3. It was raining, but we didn't_____.
4. We _____ of having our own home.
5. We were stuck in a _____ for two hours.
6. I always _____ my mother for her courage and patience.
7. The company has the _____ to build a new road.
8. When I said 'soon', I _____ in the next few weeks.
9. His _____ of American history is impressive.
10. That meal was terrible! I want to speak to the _____!

5. Match the words from the left-side column with their definitions from the right-side column:

1. tiresome	a. to feel annoyed or upset about something
2. to introduce	b. a long line of vehicles on the road that cannot move, or that move very slowly
3. to mind	c. information that someone knows about something
4. to dream	d. someone who is in charge of a bank, shop, sports team etc, or a group of people in a company
5. traffic jam	e. a plan that is suggested officially
6. to admire	f. annoying or boring
7. proposal	g. to tell or teach someone about something for the first time
8. to mean	h. to think about something that you would like to happen
9. knowledge	i. to intend a particular meaning when you say something
10. manager	j. to have a very good opinion of someone because of their good qualities or their achievements

6. Say it is English:

1. Не думаю, що ви знайомі з містером Смітом.
2. Я багато знаю про вашу країну, але це мій перший візит сюди.
3. Сподіваюсь, що наше ділове співробітництво буде успішним.
4. Ви добре долетіли? – Цілком. У літаку я переглянув деякі документи.
5. Ми трохи запізнилися через « пробки» на дорозі.

6. Називайте мене просто по імені.
7. Дуже люб'язно з вашого боку.
8. Я з нетерпінням чекав на цю поїздку.
9. Я не заперечую.

7. Read and discuss the text:

Travelling

I believe that journeys are things in themselves, each one an individual and no two alike. I think that people don't take trips - trips take people. Some journeys are over and dead before the traveler returns. The opposite is also true: many trips continue long after movement in time and space has stopped. I remember a man who in his middle years travelled to Honolulu and back, and that journey continued for the rest of his life. We could see him in his **rocking-chair** on his **front porch**, his eyes half closed, endlessly travelling to Honolulu.

My own journey started long before I left, and was over before I returned. I knew exactly where and when it was over. Near Arlington at 4 o'clock on a windy afternoon my journey went away. The road became endless, the people simply moving figures with heads and no faces. All the food along the way tasted like soup, even the soup. There was no night, no day, no distance.

(After J. Steinbeck)

Word List:

rocking-chair – гойдалка

front porch – крильце

GRAMMAR

TO HAVE

(PRESENT TENSE)

I have

He has

We have

You have

She has

You have

It has

They have

Ex. 1. Complete the following sentences with the correct form of the verb to have.

1. Karen _____ cereal for breakfast.
2. The manager _____ some interesting proposals to his partner.
3. They _____ many friends abroad.
4. This office _____ many windows.
5. The secretary _____ a lot of new papers on her desk.
6. We _____ the pleasure of doing business with your firm.
7. He _____ one sister and two brothers.
8. I _____ four meeting tomorrow.
9. The secretary _____ a new typewriter.
10. The building _____ a lot of business offices.

We form questions with **have** placing the verb before the subject.

He has a car.

Has he a car?

We form the negative of **have** placing **not** after the verb.

He has a car.

He has not a car.

Ex. 2. Change the sentences in exercise 1 to questions.

Ex.3. Change the sentences in exercise 1 from affirmative to negative.

UNIT 5. At the hotel

1. Read and memorize the following words and word-combinations:

receptionist – адміністратор у готелі

hotel clerk – службовець готелю

to book a room – зарезервувати кімнату

porter – носильник

to check in – реєструватися

to check out – виписуватися з готелю

to vacate the room – звільнити номер

single/double room – номер на одного/на двох

chambermaid – покоївка

reservation – резервування

to confirm – підтверджувати

a letter of confirmation – лист-підтвердження

to fill in the form – заповнити форму

vacant room – вільний номер

the hotel is full – вільних місць немає

to sign – підписувати

to get the bill ready – підготувати рахунок

suite – номер люкс

bellboy – коридорний

key – ключ

lobby – вестибюль

2. Read the dialogues and act them out:

Receptionist: “Southern Star” Hotel. Good morning.

Thomas: Hello. My name is Thomas Miller.

Receptionist: Yes. How can I help you?

Thomas: Last week I booked a room from the 5th to the 8th of November, and you confirmed the reservation by fax.

Receptionist: Oh, yes. Mr. Miller. I remember.

Thomas: I’d like to book a single room, for a colleague, for the 6th of November.

Receptionist: Let me see. Oh, I’m very sorry, Mr. Miller, but the hotel is full on the 6th of November because of the conference, you see.

Thomas: Oh, what a pity.

Receptionist: You could try other hotels in the city.

Thomas: Yes, I'll do that. Thank you for your help. Goodbye.

Receptionist: We look forward to seeing you on the 5th of November, Mr. Miller. Goodbye.

- Hello. Can I help you?
- Hello. We need a double room for three nights.
- Yes, we have two double rooms, on the 11th and 15th floor, facing the yard. Which would you prefer?
- It's all the same with me. Maybe, my wife would like to choose. What do you think, darling?
- 11th sounds okay with me, if you don't mind.
- Sure. Then let it be on the 11th floor.
- All right. Will you, please fill out these forms?
- Certainly.
- How long are you going to stay here?
- About a week or so.
- Fine. The bellboy will show you to your room. Here are the keys. Don't worry about the suitcases. Leave them in the lobby. The porter will help with the luggage.

- I'm leaving tomorrow. Get my bill ready, please.
- Certainly. It will be ready in due time.
- And when must I vacate the room?
- It must be vacated before the lunch time.
- All right. And call me up at 8 in the morning, I'd like my early morning tea and a newspaper, please.
- Certainly, sir.

3. Answer the questions:

1. Where do people usually stay when they come to a town in which they don't live?
2. Have you ever put up at a hotel?
3. Which hotel in your town would you recommend to your friend?
4. Why is it good to reserve rooms in advance? In what way can you do it?
5. What are the visitors required to do when they check in (check out)?
6. What services does a guest get at a modern hotel?
7. Can meals be served in the room?
8. What is meant by "bed&breakfast"?
9. What are the duties of the receptionist (maid, bellboy, porter)?

4. Fill in the blanks with appropriate words:

reception hotel clerk porter to vacate maid to confirm suite key to sign

1. _____ is a building where people pay to stay.
2. I want to book the best _____ for my honeymoon in your hotel.
3. I forget to _____ the cheque.

4. Please leave your keys at reception at the end of your stay.
5. You can leave your luggage in the lobby, the _____ will help you.
6. The guest must leave the _____ at the desk when going out.
7. Please return you keys to the desk _____.
8. _____ is a female servant, especially in a large house.
9. Please _____ your reservations 72 hours in advance.
10. Guests must_____ their rooms by noon.

5. Match the words from the left-side column with their definitions from the right-side column:

1. hotel	a. a set of expensive rooms in a hotel
2. suite	b. to leave a seat, room etc so that someone else can use it
3. to sign	c. a female servant, especially in a large house
4. reception	d. someone whose job is to carry bags at airports, stations, hotels etc
5. porter	e. to write your name on a letter or a document to show that you wrote it or agree with it
6. key	f. to tell someone that an arrangement that was possible is now definite
7. clerk	g. a building where people pay to stay
8. maid	h. someone who deals with people arriving at a hotel.
9. to confirm	i. something that you put into a lock to open a door, start a car etc
10. to vacate	j. the place in a building such as a hotel, company building etc that you go to say you have arrived, get information

6. Say it is English:

1. – Добрий день. Я хотів би зупинитися у вашому готелі. Мені хотілося б номер на одного з ванною і телефоном.
2. – Ви замовляли у нас номер?
1. – Так, я послав вам телеграму з Києва з проханням зарезервувати мені номер з 12 вересня. Ось лист-підтвердження.
2. – Так, усе гаразд. Заповніть, будь ласка, форму.
1. – Я розраховую пробути у вашому готелі тиждень. Ви не будете заперечувати, якщо я оплачу рахунок, коли буду виписуватися?
2. – Звичайно, як Вам зручно.
1. – Якщо ви кажете, що ваш готель переповнений, чи не могли б ви порекомендувати мені інший готель?
2. – Звичайно, є вільні місця в «Інтуристі».

1. – Я виїжджаю через півгодини. Попросіть, будь ласка, носильника віднести до холу мій багаж і викликати таксі. І підготуйте рахунок.
2. – Звичайно, сер.

7. Read and discuss the text:

Travelling

One of these days you may find it possible to visit England. From the moment you go on board the ship that is to take you to an English port, or the airliner that is to fly you to London, you will see signs and notices that will give you useful information and **warnings**.

Here are some examples and explanations that will help you.

If you come by air, you will see when you take your seats in the plane, a notice that says: NO SMOKING; FASTEN SEAT-BELTS. **Smoking is forbidden** while the plane is on the ground, while it is taking off, and until it has risen to a good height. Fastened to the sides of your seat are two **leather belts** or straps. The ends of these must be fastened together so that the belt is across your lap.

When the plane is well up in the air, the light behind this notice is switched off. You are then allowed to smoke and may unfasten your seat-belt. The notice will appear again when the plane is about to touch down.

If you come by steamer, you will see numerous notices. There will perhaps be arrows to show you which parts of the ship are for first-class passengers and which parts are for tourist-class passengers. Large rooms in a ship are called saloons, so when you see DINING - SALOON you know where to go when it is time for lunch.

You may see a notice TO THE BOAT DECK. This is the deck where you will find the boats that can be lowered to the water if there is any danger of the ship sinking. On the boat deck you may see some steps going up to the bridge, where the ship's officers are on duty. Here there will probably be a notice: PASSENGERS NOT ALLOWED ON THE BRIDGE.

When your steamer gets into harbor at Dover, or Harwich, or Southampton, or any of the other ports to which steamers sail, you will see more notices.

When you land, you will see a notice: TO THE CUSTOMS. When you enter the Customs shed the officer there will give you a printed notice. This will warn you that you must declare to the Customs officer the **quantities** of tobacco, cigars, cigarettes and alcoholic drinks that you have with you. Unless you are dishonest, the Customs officer will not keep you long. He will chalk your suitcases and bags, and you will pass on. There will be a notice telling you where your passport will be examined. Then you can follow the arrow that says, TO THE TRAINS, and you will soon be in the railway station where the train is waiting to take you to London.

There are many notices in a large railway station. You may see ENTRANCE and EXIT, or perhaps WAY IN and WAY OUT. In a large station there will be a WAITING ROOM where you may rest until it is time to board your train. If you want something to eat or drink while you are waiting, you will go to the REFRESHMENT ROOM.

If you do not know the number of the platform from which your train will leave, look for the notices of ARRIVALS AND DEPARTURES. These will tell you the number of the platform. In some stations it may be necessary to cross the line. You will probably see a notice, CROSS THE LINE BY THE BRIDGE. Perhaps you will see PLATFORMS 5, 6, 7 AND 8 OVER THE BRIDGE.

Word List:

warning – застереження

explanations – пояснення

Smoking is forbidden – палити забороняється

leather belts – шкіряні ремені

quantity – кількість

GRAMMAR

THE SIMPLE PRESENT TENSE

The **Simple present Tense** is conjugated as follows:

I work

He works

We work

You work

She works

You work

It works

They work

We use this tense to describe an action which goes on every day all time. Adverbs **usually, often, every day (week, month, year)** and others are frequently used.

Ex. 1. Give the correct present tense form of the verb in parentheses.

1. His wife (have) a headache.
2. Her father (work) at a local farm.
3. I really (know) nothing about her.
4. They (seem) a very nice young couple.
5. She (wait) for him to return.
6. They (charge) reasonable price.
7. They (prefer) to have breakfast in their rooms.
8. He usually (stay) in this hotel.
9. The porter (call) a taxi.
10. He never (tip) anyone.

We form the negative form of the Simple Present Tense by putting **do not** or **does not** before the verb.

I do not know her.

We do not know her.

You do not know her.

You do not know her.

He does not know her.

They do not know her.

She does not know her.

It does not know her.

The contracted forms **don't** and **doesn't** are generally used.

Ex. 2. Change the following sentences from affirmative to negative. Use the contracted forms.

1. She works in a hotel.
2. Her work begins at 9 a.m.
3. The clerk speaks English very well.
4. They travel by plane.

5. These rooms cost \$50.
6. She wants to learn English in order to get a better job.
7. This car belongs to my principle.
8. Mr. Smith returns to the hotel at 8 p.m.
9. He drives a Cadillac.
10. We have three vacant rooms.

We form the Simple Present tense questions by placing **do** or **does** before the subject. This applies even when the question begins with words like **where, when, how** and **what**.

He lives alone.

Does he live alone? – Yes, he does. No, he does not.

Why does he live alone?

Ex.3. Supply “do” or “does” to complete the questions.

1. What time ___ you have breakfast?
2. How much ___ it cost.
3. What room ___ you prefer?
4. Why ___ you travel alone?
5. What ___ he know about this country?
6. When ___ they want to check out?
7. Where ___ your manager go to on business trip?
8. Why ___ you usually stay here?
9. What ___ the maid do?
10. How much ___ you pay for this room?

UNIT 6. Getting about town

1. Read and memorize the following words and word-combinations:

to get about town – пересуватися містом
 to get on the bus – сідати на автобус
 to get off the bus – виходити з автобуса
 to go by tube/subway – їхати на метро
 to go on foot – йти пішки
 to change a bus – пересідати на інший автобус
 fare – платня за проїзд
 to cross the street – переходити через вулицю
 traffic lights – світлофор
 rush hours – години пік
 parking place – місце для стоянки
 go straight – йдіть прямо
 turn around the corner – поверніть за ріг
 turn the right/left – поверніть праворуч/ліворуч

2. Read and act these dialogues out:

- Excuse me, how could I get to the British Museum?

- Sorry, I can't tell you. I'm a stranger here myself. You'd better ask a policeman.
- Excuse me!
- Yes, what is it?
- Could you show me the way to the center, please?
- Why, yes. Hmm...let me think. Take #31 bus and go as far as Trafalgar Square.
- Is that in the very center of London?
- Yes, of course.
- Excuse me, am I right for Hyde Park?
- Hyde Park? Well, I'm sorry to say, you aren't. You'll have to go back one block and then turn to your left.
- Oh, I see. Isn't it better to take a taxi?
- Well, you needn't. It won't take you ten minutes to get there.
- Thanks a lot.
- No trouble.

3. Make up questions using the pattern and the prompt words.

Pattern: Can you show me the way to the station?

Excuse me, what is the quickest way to the station?

Prompt words: the Zoo, the University, the Bank of England, the Central Post Office, Oxford Street, the Central Park, the railway station, the airport

4. Fill in the blanks with appropriate words:

tube fare traffic lights to park rush hours to cross to hurry street corner passer-by

1. _____ is the railway system under the ground in London.
2. Train _____ are going up again.
3. We managed to _____ near the entrance.
4. You'll catch the train if you hurry.
5. Two men were sitting at the _____ of the room.
6. What _____ do you live on?
7. Several _____ saw the accident.
8. What are the _____ used for?
9. When do you have _____ in your city?
10. Look both ways before _____ the road.

5. Match the words from the left-side column with their definitions from the right-side column:

1. tube	a. to do something or go somewhere more quickly than usual, or to make someone do this
2. fare	b. the price you pay to travel by train, plane, bus etc.

3. to park	c. the point at which two lines, edges, or walls meet
4. to hurry	d. someone who is walking past a place, especially when something unexpected happens
5. corner	e. is the railway system under the ground in London
6. street	f. a set of coloured lights where two roads meet, which tell cars when to stop
7. passer-by	g. to leave your car somewhere for a period of time
8. traffic light	h. the time of day when there is a lot of traffic because people are going to and from work
9. rush hours	i. to go from one side of a road, river, place etc to the other
10. to cross	j. a road in a town or city with houses, shops etc on one or both sides

6. Act as an interpreter:

A: Привіт, Стів. Це я, Крейв. Я біля станції метро на Річмонд Стріт. Як мені дістатися до твого будинку?

B: So you've lost your way? And I was just wondering where on earth you were. Can you see the supermarket over there?

A: Супермаркет? Це той, що через дорогу?

B: Yes. Cross the road and go down the street about half a mile. You'll see a turning on the right. My house is the third house on the right-hand side. Have you got it?

A: Здається, я зрозумів. Добре, я зараз буду.

7. Read and discuss the dialogue:

Travelling on the Washington Metro presents few difficulties for visitors because of the clear color-coded map. At the bottom of the map you will find fare and travel time information. You buy your **farecard** at one of the yellow vending machines. You can use **nickels, dimes, quarters, one-dollar** and **five-dollar bills**, and the machine will give you change. You have to use your farecard to enter the Metro system by inserting it into the slot at the gate. It will be returned to you at the other side of the gate. Do the same thing when exiting the system.

Listen to these people talking about the Metro map, and follow their routes on the map.

Piero and Margherita have just arrived at National Airport.

Piero: O.K. We have to get to Deanwood. Can you see it?

Margherita: Yes, it's up here. It looks so easy. We just take the Yellow Line to L'Enfant Plaza, then change to the Orange Line. It goes straight there. It's the seventh stop from L'Enfant Plaza.

Betsy is at the **information booth** at the Pentagon.

Betsy: Excuse me. How do I get to Connecticut Avenue and Q Street? I mean, which is the nearest Metro station?

Attendant: You want Dupont Circle. Take a look at the map. You take the Yellow Line to Gallery Place. Then you'll have **to change for** the Red Line. It's the third stop.

Betsy: I see.

Attendant: Or you could take the Blue Line to Metro Center and change to the Red Line there.

Betsy: Which way is faster?

Attendant: It's about the same.

Betsy: Well, thank you.

Alice and Fred are at Capital Heights.

Fred: Where's a map?

Alice: There's one over there. They said we have to meet them at Farragut North. Can you find it?

Fred: Yes, here it is. I guess we take the Blue Line to L'Enfant Plaza, then change to the Yellow Line and to Gallery Place. Then we go two stops to Farragut North.

Alice: I'm not sure that's the quickest way. We could take the Blue Line all the way to metro Center and get the Red Line there. Then it's only one stop.

Fred: We might as well do it your way. It's only eleven stops. My way has twelve stops.

Word List:

nickel – 5 центів

dime – 10 центів

quarter – 25 центів

one-dollar bill – 1 долар

slot – щілина

information booth – довідкове бюро

to change for – пересідати на

guess – здогадуватися

GRAMMAR

THE SIMPLE PAST TENSE

We form the Past Tense of regular verbs by adding “**-ed**” to the stem of the verb.

Stay – *stayed*

Plan – *planned*

Irregular verbs must be memorized.

Ex.1. Put the following sentences to the past tense.

1. I begin to learn English today.
2. They always cross the road here.
3. I always pay bus fare for her.
4. The children go to bed at 10 o'clock.
5. We wait for a bus for half an hour.

6. He brother studies in Moscow.
7. Her sister dances very well.
8. My cousin wants to become a doctor.

Ex.2. Complete the sentences with the past tense form of the verbs in parentheses.

1. She (finish) school last year.
2. Your secretary(give) me all information.
3. I (see) your friend this morning.
4. I (teach) this girl to drive myself when she was fifteen.
5. Lucy and I (be) there two years ago.
6. She (get) to her work by bus.
7. My wife (go) to the theater last week.
8. It (take) me ten minutes to get to the office.

We form the negative of the past tense by placing **did not** before the verb.

We form questions by changing the verb to its simple form and placing **did** before the subject.

He worked with this firm.

*He **did not** work with this firm.*

***Did** he work with this firm?*

Ex.3. Change the following sentences form affirmative to negative.

1. The secretary told us about it.
2. He discussed this problem with the manager.
3. We waited for the bus at the corner.
4. The teacher repeated the question.
5. The students answered at once.
6. The clock struck five.
7. The doctor allowed you to go out.
8. The boys played football in the afternoon.

Ex.4. Change the sentences above to questions.

THE SIMPLE FUTURE TENSE

We form the future with “**will**” and the simple form of the verb.

I will go

He will go

We will go

You will go

She will go

You will go

It will go

They will go

The contracted forms **I’ll, you’ll, he’ll she’ll, it’ll, we’ll, they’ll** are generally used.

Ex.1. Complete the following sentences with the future form of the verb in parentheses. Use the contracted forms only.

1. I (spend) my summer holidays in the country.
2. The students (have) dictations twice a week.
3. You (meet) with my partner on Tuesday.
4. I (take) a taxi to get you to your house.
5. We (sleep) in the open air.
6. They (be) at the meeting.
7. We (visit) them next week.
8. The meeting (begin) at eight.

We form negatives in the future by placing **not** after **will**.

I will go there.

I will not go there.

I won't go there.

We form questions in the future by placing **will** before the subject.

Will you go there?

Ex.2. Change the following sentences from affirmative to negative. Use the contracted form.

1. They will be in Brussels the day after tomorrow.
2. The boy will be seven next year.
3. I will see you on Monday.
4. The manager will be back in fifteen minutes.
5. You will have to change buses.
6. They will tell us about it.
7. I will do everything you tell me.
8. He will park the car near the hotel.

UNIT 7. Shopping abroad

1. Read and memorize the following words and word-combinations:

to go shopping – ходити про крамницях

department store – універмаг

shop assistant – продавець

fashionable – модний

colour – колір

smart – нарядний

to try smth – приміряти

match – пасувати

cheap – дешевий

expensive – дорогий

cash desk – каса

dress – сукня

shoes – черевики

tie – краватка

suit – костюм

slippers – капці

sweater – светр

blouse – блузка

gloves – рукавички

ready-made clothes – готовий одяг

2. Read these dialogues and act them out:

A: What can I do for you, miss?

B: Well, I'm looking for a blouse.

A: Oh, we have a wide choice of blouses of various shades and colours. What colour would you prefer?

B: I'd rather have something in blue with long sleeves.

A: Here is a nice one. It's fashionable and not very expensive. Do you like it?

B: Hmm...Yes, I do. And where is your fitting room?

A: Right opposite you. Does it fit you well?

B: I'm afraid it's a bit tight.

A: O.K. I'll bring a bigger one. Is it all right?

B: Yes, it fits me perfectly.

A: You're looking very smart. And the shade becomes you.

B: How much is it?

A: Just six pounds.

B: Al, right. Where do I pay?

A: You may pay here. Thank you. Come again.

A: Are you being served, sir? What can I get for you?

B: Well, I'd like a size 18 sweater in gray.

A: Oh, certainly, we have a wide range of fashionable sweaters. How about this one? Only \$17.

B: Yes, but I'm afraid the colour is too dull. Haven't you anything smarter?

A: Hmm...I see. Maybe this one? It really looks great!

B: May I try it on?

A: Certainly. This way, please. Oh, sir, this is just the thing for you!

B: Yes, it looks all right. What about the price?

A: 29.90. Not cheap, of course, but it's worth the money.

B: Well, I think I'll take it.

A: Thank you, sir. You've made a real bargain, I assure you. The cash desk is straight ahead.

3. Answer the questions. Begin your phrases with: I suppose...As far as I know...As a rule, actually... If I'm not mistaken.

1. Where is the shopping center in your town?
2. At what time are the shops most crowded?
3. Which is the best department store in your town? Is there always a good choice of good there?
4. What are the advantages of buying at a department store?
5. How can people know the price of a certain thing?
6. What's window-shopping? When do people go window-shopping?
7. What clothes do you think becomes you?
8. Do you care about fashion? Why?

4. Fill in the blanks with appropriate words:

shopping fashionable smart cash dress to match cheap clothes store colour

1. We bought Christmas presents in the _____ centre.

2. It's casual _____ for dinner tonight.
3. I was lucky to get it so _____.
4. "What _____ is your new car?"
5. Long skirts are _____ now.
6. He had about \$200 in _____ in his wallet.
7. Remember to bring some clean _____.
8. You look _____. Are you going anywhere special?
9. The carpet _____ the curtains.
10. I'm going to the _____ to get some milk.

5. Match the words from the left-side column with their definitions from the right-side column:

1. shopping	a. red, blue, yellow etc..
2. dress	b. something that is popular or thought to be good at a particular time
3. cheap	c. money in the form of coins and notes
4. colour	d. a piece of clothing worn by a woman or girl, which covers the top of her body and some or all of her legs
5. fashionable	e. a building or a part of a building where goods are sold to the public
6. cash	f. the activity of going to shops to buy things
7. clothes	g. if you are dressed in an attractive way and you look very neat
8. smart	h. if one thing matches another, or if two things match, they look good together because they have a similar colour, patten etc.
9. to match	i. at a low price
10. store	j. the things such as shirts, skirts, or trousers that people wear

6. Say it in English:

1. В аптеці можна придбати не лише ліки, а й канцтовари, цукерки та інші товари.
2. У будь-якій аптеці можна з'їсти, випити кока-колу, каву або апельсиновий сік.
3. Які речі можна здобути, якщо опустити монету в автомат?
4. Супермаркети в Англії набагато менші, ніж в Америці.
5. Ви повинні складати товари к кошик на колесах.
6. Касир бере гроші за товар.

5. Read and discuss the text:

Fashion is an **entirely** unnecessary and yet delightful detail of human life. No one could contend that a person who did not follow the fashion **was lacking** in any great mental or moral quality; yet to be in the fashion has given joy in age after age, not only to the women who are thus up-to-date in their costume, but to the men who behold them.

As a rule, men's attitude towards women's fashions is one of amused tolerance. They pretend that they are unable to detect the nice **distinctions** between the latest model from Paris and a dress that is hopelessly out of date. But they are in reality just as eager to conform to the popular idea of what is and what is not worn.

But men's fashions change slowly, and men, unlike women, like to be the last to leave and old fashion rather than the first to embrace a new. They have no desire either, that their womenfolk should be in the very front rank of fashion. It would make them embarrassed to be seen in public with a woman who was wearing something which caused very eye to be turned upon her. But they like their wives to be dressed as most other women are dressed.

Fashion is an arbitrary mistress to whom most women are slaves, but though her mandates are often unreasonable and not seldom absurd, she is followed willingly, for the reward she offers is that sense of adventure and variety which is the spice of life.

(from "Fifty Model Essays" by Joyce Miller)

Word List:

entirely – абсолютно

to lack – відчувати нестачу

distinction – відмінність

GRAMMAR

THE PRESENT CONTINUOUS TENSE

We form the present Continuous Tense by placing the appropriate form of **to be** before the present participle (**-ing** form) of the main verb.

I am working

We are working

You are working

You are working

He, she, it is working

They are working

The Present Continuous Tense describes an action that is going on at the present moment.

He is talking with her now.

It is raining.

Ex. 1. Complete the following sentences with the present continuous form of the verbs in parentheses.

1. The teacher (explain) the grammar rule.
2. We (have) our lunch in the café.
3. She (try) the dress on.
4. They (go) to the department store.
5. I (be) park the car.
6. The shop assistant (help) me to buy the skirt.

7. We (think) about it these days.
8. Nick (talk) with his friends.

The **Present Continuous Tense** describes an action which goes on *now* or *at the present moment*.

The telephone is ringing.

The **Simple Present Tense** describes an action that occurs *every day* or *all the time*.

The telephone rings all the time.

Ex. 2. Supply the Simple Present Tense or the Present Continuous Tense form of the verbs in parentheses.

1. I'm interested in what you (say) about yourself.
2. He often (go) out of town on business trips.
3. Someone (have) a bath.
4. I always (go) shopping on Sundays.
5. He is in the department store. He (buy) an expensive suit for the party.
6. Where is Kate? She (do) her home task. She always (do) her home task in the evening.
7. The students (write) composition once a month.
8. Mary (dance) all modern dances very well.

We form negatives with the Present Continuous Tense by placing **not** after **to be**.

He is working there.

*He is **not** working there.*

We form questions by placing **to be** before the subject.

*They **are** working now.*

***Are** they working now?*

Ex.3. Change the following sentences from affirmative to negative.

1. It is starting to rain.
2. He is preparing for his exam.
3. I'm going to the department store.
4. The students are hurrying to the college.
5. He is being served now.
6. The shop assistant is helping him to choose.
7. The girl is looking for a smart dress.
8. I'm trying the skirt on.

Ex.4. Change the sentences above to questions.

UNIT 8. In a restaurant

1. Read and memorize the following words and word-combinations:

to book a table – замовляти стіл

to order – замовляти

starters – закуска

main course – основна страва

wine – вино

bitter – гірке пиво

dessert – десерт
shrimp – креветка
oyster – устриця
salmon – лосось
steak – біфштекс
chicken – курча
veal – телятина
medium rare – середньо просмажений
asparagus – спаржа
cauliflower – цвітна капуста
boiled potatoes – варена картопля
fried potatoes – смажена картопля
new potatoes – молода картопля
mashed potatoes – картопляне пюре
carrot – морква
bacon and eggs – яєчня з беконом
ice cream – морозиво
pineapple – ананас
juice – сік
delicious – дуже смачний

2. Read the following dialogue:

Waiter: Good evening.

Steve: Good evening. I have a table booked for two under the name of Reeds.

Waiter: yes, sir. Would you like to come this way? Can I take your coat, madam?

Clare: Thank you.

Waiter: Would you like this table by the window?

Steve: That will be fine, thanks.

Waiter: Would you like a drink before your meal?

Clare: Yes. A dry sherry, please.

Steve: Half of bitter for me. And could we see the menu?

Waiter: Certainly. Here it is.

Waiter: Are you ready to order?

Steve: Yes, I think so.

Waiter: What would you like for starters, madam?

Clare: I think I'll have a shrimp cocktail.

Steve: And a smoked salmon for me, please.

Waiter: Very good. And the main course?

Steve: Well, I can't decide between the steak and the chicken. What would you recommend?

Waiter: Both are good, but if I were you I'd have the steak. It's the specialty of the house.

Steve: O.K. I'll have the steak. Medium rare, please.

Waiter: And for you, madam?

Clare: The chicken, I think.

Waiter: Fine, madam. What would you like your steak with, sir? Maybe some vegetables?

Steve: Boiled potatoes and asparagus.

Clare: No asparagus for me. I'll have carrots and cauliflower. And do you have new potatoes?

Waiter: I'm very sorry, madam, but we've run out of new potatoes. They've been very popular this evening.

Clare: Oh, dear... Well, I'll have fried potatoes then.

Waiter: Fine. Have you chosen your wine, sir?

Steve: Yes. We'll have a half bottle of white Bordeaux and then a bottle of St Emilion.

Waiter: Certainly, sir. Will you want dessert?

Clare: Ice cream for me, please.

Steve: And I'd like some fresh pineapple.

Waiter: Will you have coffee to follow?

Steve: Coffee, Clare? Yes, two.

3. Answer the questions:

1. Do you like to dine out?
2. What restaurant would you recommend to your friend from another town?
3. What do you usually order?
4. What's your favorite dish?
5. Have you tried any exotic dish?
6. Describe your favorite restaurant or café?
7. Do you like to make toasts? Have you special one?

4. Fill in the blanks with appropriate words:

to order wine starter bitter specialty delicious to recommend dessert menu table

1. He sat down and _____ a beer.
2. Will you have some ice-cream for _____? It looks delicious.
3. Could we have the _____, please?
4. I can't decide about the _____. How about the claret?
5. The grilled fish is their _____.
6. Can you _____ a local restaurant?
7. I've booked a table for 8 o'clock.
8. What would you like for _____?
9. A pint of _____, please.
10. I can strongly recommend fruit salad and strawberries with cream. It's _____.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to order	a. an alcoholic drink made from grapes or other fruit
2. dessert	b. to tell someone that something is good, useful etc.
3. menu	c. beer with a bitter taste, or a glass of this
4. wine	d. food that tastes very good
5. specialty	e. sweet food eaten after the main part of a meal
6. to recommend	f. the first part of a meal
7. table	g. to ask for food or drink in a restaurant, bar etc.
8. starter	h. a piece of furniture with a flat top supported by legs
9. bitter	i. a food or a product that is very good, especially one produced in a particular restaurant, area etc.
10. delicious	j. a list of all food that is available for a meal in a restaurant

6. Say it in English:

- Добрий день, сер. У Вас замовлений столик?
- Так, я замовляв стіл по телефону.
- Сюди, будь ласка. Цей стіл біля вікна Вас влаштує?
- Так, дякую.
- Можна проглянути меню? Що Ви могли б мені запропонувати?
- На Вашому місці я б узяв телятину з цвітною капустою і відвареною картоплею. Це наша фірмова страва.
- Чудово. Ші принесіть мені пляшку білого вина.
- Добре, сер. А десерт?
- Тільки каву без цукру, будь ласка.

7. Read and discuss the text:

The Food People Eat

What about the food people eat! I know a man who only eats natural foods; he takes a lot of vitamins. I've never seen anybody who looks so ill! I like good food and I think most healthy food is really tasteless. For breakfast I usually have toast and coffee, and at weekends when I have more time I have bacon and fried eggs. If I get hungry in the middle of the morning I have **a bar of chocolate** then for lunch a sandwich (made with white bread, of course). After a day's work in the office I'm pretty hungry and in the evenings I like a big meal of meat and potatoes. My ill-looking friend **is horrified** by what I eat; his breakfast is a piece of **wholemeal bread**

with a cup of **herbal tea** and then for lunch he has **rice** – and in the evenings, **beans** and a salad. He says it's very good for him, but I'm not sure.

There's nothing wrong with being healthy and **keeping fit** but with some people it's almost a religion. Nothing can make me **go jogging**. No, thank you, I'd rather sit and have a cup of coffee and a cigarette while **joggers** are out running around the streets. I get exercise walking to the bus stop on my way to work.

(from "Modern English")

Word List:

bar of chocolate – плитка шоколаду

horrified – приходиться в жак

wholemeal bread – хліб крупного помелу

herbal tea – чай з трав

rice – рис

beans – квасоля

keeping fit – бути у формі

go jogging – біг підтюпцем

joggers – люди, бігаючи підтюпцем

GRAMMAR

THE PRESENT PERFECT TENSE

We form the Present Perfect tense with *have (has)* and the *Past Participle* of the main verb.

I have worked

We have worked

You have worked

You have worked

He, she, it has worked

They have worked

The Present Perfect Tense describes an action that happened at an indefinite time in the past:

I have already seen this movie.

The Present Perfect Tense also describes an action that was repeated several times in the past:

I have seen this movie several times.

Ex.1. Supply the Present Perfect tense form of the verbs in parentheses.

1. We (not decide) yet.
2. They (order) steak for the main course.
3. She (visit) this restaurant lately.
4. I (know) this doctor for five years.
5. They (study) English since childhood.
6. My secretary (book) a table for three.
7. The boy (pass) all his exams.
8. The director (sign) the order.

We form negatives with the Present Perfect Tense by placing *not* after *have (has)*:

He has known her for a long time.

He has not known her for a long time.

We form questions with the Present Perfect Tense by placing *have (has)* before the subject:

Has he known her for a long time?

Ex.2. Change the following sentences from affirmative to negative. Use the contracted forms "haven't" and "hasn't".

1. They have run out of shrimps.
2. I'm afraid I have lost my car keys.
3. The waiter has brought the steak.
4. I have seen her since she was a little girl.
5. Mr. Smith has graduated from the college two years ago.
6. We have enjoyed ourselves greatly.
7. The children have broken the vase.
8. I have sent the letter yesterday.

Ex.3. Change the sentences above to questions.

UNIT 9. Telephone conversation

1. Read and memorize the following words and word-combinations:

to dial – набирати номер

to ring smb up – дзвонити по телефону

long distance call – міжнародна розмова

to call back – передзвонювати

schedule – розклад

message – повідомлення

Any message? – Щось передати?

The line is busy - Лінія зайнята

Don't hang up – Не кладіть трубку

You are wanted on the phone – Вас до телефону

You have the wrong number – Ви помилились номером

Can you put me through? – Чи можете ви мене з'єднати?

2. Read the dialogues and make some changes:

1. Leaving a message.

A: Hello! This is Richard Baker. May I speak to Mr. Reeds, please?

B: I'm sorry, Mr. Baker. He has just left. Any message?

A: Will you tell him to call me back?

B: Yes, certainly. Does he know your telephone number?

A: Well...I'm not sure. Will you put it down, just in case?

B: Yes, what is it?

A: 340-1906. Thanks a lot.

B: No trouble. Good-bye.

2. Getting the wrong number.

A: Hello! I'd like to talk to Mr. Lawson.

B: I'm afraid you have the wrong number. What number were you calling?

A: 843-1227.

B: Well, this is 843-1227. But there is no one by the name of Lawson here. This is a private residence.

A: I'm sorry to have bothered you.

B: That's quite all right.

3. Making an appointment.

A: Two-four-eight, double six-double two.

B: can I speak to Mr. Parson?

A: Who is calling, please?

B: This is a representative of the Ukrainian from Torgmash. My name is Dmitry Klimenko.

A: I'm sorry, Mr. Klimenko. Mr. Parson is out at the moment. Would you like to leave a message or call back?

B: I think I'd rather arrange to meet him.

A: O.K. When would you come?

B: Any time you say.

A: Just a moment. I'll get his schedule. Are you there?

B: Yes.

A: I can fix an appointment for you for tomorrow. That's Wednesday afternoon. Will 4 p.m. be all right with you?

B: Yes, thank you. You've been most helpful. Good-bye.

A: Good-bye.

4. A long distance call.

A: International. Good morning.

B: Good morning. I want to book a call to Kyiv. My name is Klimenko.

A: What number are you calling from?

B: It's 437-8193.

A: What number do you want in Kyiv?

B: The Kyiv number is 252-41-12. Can you put me through straightaway?

A: I'm afraid not, sir. The line is busy. I'll call you back as soon as the call comes through.

3. Complete the statements:

1. Hello! May I...
2. Could you...
3. I'm sorry, but the manager...
4. Would you like to leave a message or...
5. Thank you. You've been...
6. I'd rather...
7. Can you put me...
8. I'm sorry to...
9. What number...

4. Fill in the blanks with appropriate words:

to dial to ring to call back schedule message phone to hang up operator call number

1. Sorry, I must have _____ the wrong number.
2. "Did she leave a _____?"
3. Ask the _____ to help you with the call.
4. "I'm afraid you have the wrong _____."
5. She's expecting a _____ from the office soon.
6. The telephone is _____ing.
7. I have a very busy _____ this week.
8. Ms. Brinston is on another line. Can she _____ you _____ later?
9. Could you answer the _____, please?
10. She said good night and _____.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to dial	a. a telephone number
2. message	b. a conversation on the phone, or an attempt to talk to someone by phone
3. operator	c. to phone someone again, or to phone someone who tried to phone you earlier
4. number	d. a spoken or written piece of information that you send to another person
5. call	e. to finish a telephone conversation by putting the telephone down
6. to ring	f. to press the buttons or turn the dial on a telephone
7. schedule	g. a telephone
8. call back	h. someone who works on a telephone switchboard
9. phone	i. a plan of what someone is going to do and when they will do it
10. to hang up	j. if a bell rings, it makes a noise

6. Say it in English:

1. Чи можу я поговорити з місс Брук?
2. Вибачте, я набрав неправильний номер.
3. Будь ласка, перекажіть містеру Томпсону, що я передзвоню.
4. На жаль, менеджера зараз немає. Що-небудь переказати чи Ви подзвоните пізніше?
5. Я хотів би замовити міжнародну розмову. На це піде багато часу?

6. Будь ласка, не кладіть трубку. Я подивлюся, чи можна зв'язатися з містером Смітом.
7. Чи могли б Ви подзвонити мені завтра ввечері?
8. Який номер Ви набрали? – 327-583. – Це не той номер. – Вибачте, що потурбував. – Будь ласка.
9. Будь ласка, запишіть мій номер телефону і попросіть Джойс передзвонити мені одразу ж, як тільки вона повернеться.
10. Я хотів би домовитися з Вами про зустріч. Завтра об 11-й годині ранку Вас влаштує?

7. Read and discuss the text:

Sorry, Wrong Number

1. Mrs. Stevenson is a wealthy, nervous woman who constantly thinks that she is sick. She is married to Mr. Stevenson, but he is rarely at home and she gets lonely. In recent years, her telephone has become her best friend. One evening she picks up the telephone to make a call and accidentally overhears two men planning the murder of a woman. They have been hired by the woman's husband to kill her at midnight just as the train is passing by so that no one will hear her scream.

2. When Mrs. Stevenson hears this conversation, she is very upset and decides that she must try to help the unfortunate woman who will be murdered. She first calls the police. They receive many joke calls night and don't believe that this one is real.

3. After the reaction of the police, Mrs. Stevenson is terribly nervous. She calls the hospital to ask them if they will send a nurse. The receptionist at the hospital is used to Mr. Stevenson's calls and doesn't think that she really needs a nurse.

4. Mrs. Stevenson begins to get more desperate. She simply must prevent that woman's murder! She calls the police once more. This time they are more convinced by her story and promise to do something about the planned murder.

5. The time is approaching midnight. Mrs. Stevenson is thinking about the woman who will be murdered. At midnight, the train passes her house and there is a scream. The phone rings. It is the police calling for Mrs. Stevenson. Someone picks up the phone and says, "Sorry, wrong number."

(developed at the University of Minnesota)

Word List:

accidentally – випадково

murder – вбивство

to be hired by – бути найнятим ким-то

scream – крик

receptionist – диспетчер

desperate – відчайдушний

GRAMMAR

THE PAST PERFECT TENSE

We form the Past Perfect Tense with **had** and the **Past Participle** of the main verb.

I had gone

We had gone

You had gone

You had gone

He, she, it had gone

They had gone

We use the Past Perfect Tense to describe an action that took place in the past before another past action.

By the time we arrived, he had gone.

Ex. 1. Supply the Past Perfect Tense of the verbs in parentheses.

1. We (get) in touch with him by 7 p.m.
2. She was sure that she (hear) this voice before.
3. They (finish) their work by 3 o'clock.
4. Peter (study) English before he entered the institute.
5. He (park) the car before the rain started.
6. She (leave) by the time we arrived.
7. Then she remembered that she (leave) the keys in the car.
8. When they came back I (discuss) all the details by phone.

Ex.2. Mark the sentences in which the Past Perfect Tense should be used.

1. Він сказав, що вже телефонував менеджеріві.
2. Моя сестра часто телефонувала нам.
3. Телефон був зайнятий.
4. Перш ніж прийти в офіс, ми домовилися про зустріч по телефону.
5. Ми замовили міжміську розмову після того, як обговорили контракт.
6. Вони підписали контракт учора.
7. Вони підписали контракт до того, як надійшли нові дані.

Part 2. English for businessmen

UNIT 1. Business Correspondence

1. Read and memorize the following words and word-combinations:

heading – заголовок

irrelevant – недоречний

to include – містити

draft – чернетка

essential – необхідний

concise – короткий

courteous – ввічливий

letterhead – друкований бланк

addressee – адресат

to enclose – прикладати до листа

up-to-date – сучасний

p.p. (“per procurementem”) – за дорученням

enc. (“enclosure”) – вкладка, додаток

advertisement – реклама

to cancel – скасувати

quality – якість
commodity – товар
to reduce – зменшувати
concession – поступка
letter of intent – лист-зобов'язання
execution – виконання
exclusive right – виключне право

2. Read and discuss the text.

“Golden Rules” for writing business letters

1. Give your letter a heading if it helps the reader to see at a glance what you are writing about.
2. Decide what you are going to say before you start to write.
3. Use short sentences.
4. Put each separate idea in a separate paragraph.
5. Use short words that everyone can understand.
6. Think about your reader. *Your reader...*
...must be able to see exactly what you mean: *your letters should be CLEAR;*
...must be given all necessary information: *your letters should be COMPLETE;*
...is a busy person with no time to waste: *your letters should be CONCISE;*
...must be addressed to in a polite tone: *your letters should be COURTEOUS;*
...may get a bad impression if there are mistakes in grammar: *your letters should be CORRECT.*

Seven steps in planning a business letter

1. Write down your aim: *Why are you writing this letter?*
2. Assemble all the relevant information and documents.
3. Arrange the points in order of importance. Make rough notes.
4. Write an outline and check it through, considering these questions:
 - *Have you left any important points out?*
 - *Can the order of presentation be made clear?*
 - *Have you included anything that is not relevant?*
5. Write a first draft, leaving space for additions and changes.
6. Revise your first draft by considering these questions:
Information:
 - *Does it cover all the essential points?*
 - *Is it correct, relevant and complete?**English:*
 - *Are the grammar, spelling and punctuation correct?**Style:*
 - *Does it look attractive?*
 - *Does it sound natural and sincere?*
 - *Is it the kind of letter you would like to receive yourself?*
 - *Is it clear, concise and courteous?*
 - *Will it give the right impression?*
7. Write type or dictate your final version.

NOTES ON LETTER WRITING

Structure of the letter:

1. Sender's address/Date.
2. Inside address (receiver's address).
3. Attention line.
4. Salutation.
5. Body of the letter.
6. Complimentary close.
7. Signature.

1.	GIMBEL&CO Ltd 21 High Street, Blackheath, London SE3b 5HY Tel: 01-564-8843 7 th May 2002	<i>The address of the firm sending the letter is often printed on the paper</i> <i>The date</i>
2.	M. Lawson Esq, Manager, Filbury&Johns, 20 Shaftsbury Avenue, London W1A 4WW	<i>The name, position, firm and address of the addressee</i>
3.	Our ref: DM/SK Dear Mr Lawson,	<i>The reference (the initials of the person writing the letter and the person who types it)</i>
4.	Thank you for your letter of 4 th May enquiring about our range of office equipment	<i>The first paragraph says why you are writing</i>
5.	I enclose an up-to-date price list and our latest catalogue which I hope includes something of interest to you. You will notice that we offer very favorable terms of payment.	<i>The second paragraph says what you want or what you are doing (the real reason for writing the letter)</i>
6.	I look forward to hearing from you again.	<i>The final paragraph is a polite ending</i>
7.	Yours sincerely	<i>You write "Yours sincerely", if you know the name of the addressee and "Yours faithfully", if you don't</i>
8.	David Ripley Sales manager	<i>The signature</i> <i>The person writing the letter</i> <i>His position in the firm</i>
9.	Encs	<i>Here the enclosures are the catalogue and price list</i>

Opening Phrases

Dear Madam – Шановна пані

Dear Sir – Шановний добродію

Dear Mister Smith – Шановний пане Сміт

Dear Sirs – Шановні панове

We have received your letter of... - Ми отримали Вашого листа від...

We thank you for your letter of... - Дякуємо за лист від...

We have the pleasure to inform you – Ми раді повідомити Вас

In reply to your letter of... - У відповідь на Ваш лист від...

To inform you – Повідомляємо Вас

We apologize for the delay in answering your letter – Просимо вибачення за затримку з відповіддю на Ваш лист

Linking Phrases

There is no doubt that – Безперечно

It is necessary to note – Необхідно відзначити, що

We'd like to draw your attention to the fact... - Звертаємо Вашу увагу на той факт, що

Considering the above said – Беруче до уваги сказане

In this connection – У цьому зв'язку

In connection with your request – У зв'язку за Вашим проханням

Otherwise we shall have – У протилежному разі ми будемо змушені

As regards you request – Щодо Вашого прохання

Up till now we have received no reply – Дотепер ми не отримали відповіді

In case of delay – У випадку затримки

In case of your refusal – У випадку Вашої відмови

In case you fail to make payments – У випадку несплати

Closing Phrases

We are looking forward to receiving your - Чекаємо Вашої згоди/схвалення/
consent/approval/confirmation підтвердження

Your prompt execution of our – Будемо Вам вдячні за швидке виконання
order would be appreciated нашого замовлення

We wish to maintain cooperation with you – Сподіваємося підтримувати
співробітництво

Your reply will be appreciated – Будемо вдячні за швидку відповідь

We are looking forward to hearing – Сподіваємося отримати від
from you відповідь найближчим часом

If we can be of any assistance, please – Просимо звертатися до нас, якщо
do not hesitate to contact us Ви потребуєте допомоги

Yours faithfully – З повагою

Yours sincerely – З повагою

3. Make your own business letter using the phrases form the previous exercise:

4. Fill in the blanks with appropriate words:

Heading irrelevant draft essential address to enclose advertisement quality commodity to cancel

1. Writing the business letter you should think about the _____ first.
2. Please _____ a stamped addressed envelope.

3. I've been impressed by the _____ of his work.
4. I had to _____ my trip to Rome.
5. Our company wants to buy all your valuable _____.
6. His age is _____ if he can do the job.
7. A balanced diet is _____ for good health.
8. I have seen your _____ in the local newspaper.
9. I've made a first _____ of my speech for Friday.
10. I forgot to give him my new _____.

5. Match the words from the left-side column with their definitions from the right-side column:

1. heading	a. to put something inside an envelope with a letter
2. to enclose	b. the details of where someone lives or works
3. quality	c. something that is irrelevant is not important because it has no effect in a particular situation
4. to cancel	d. a piece of writing, a drawing, or a plan that is not yet finished
5. commodity	e. a set of words or pictures in a newspaper, magazine etc, or a short film on television that advertise a product
6. irrelevant	f. to decide that something you have planned will not happen
7. essential	g. the title at the top of a piece of writing
8. advertisement	h. a product that is bought and sold
9. draft	i. a high standard
10. address	j. important and necessary

6. Say it in English:

1. Ми отримали Вашого листа від 13 вересня 2002.
2. Дякуємо за лист-зобов'язання від 1 березня.
3. Я надсилаю Вам цей лист з проханням надіслати каталог Вашої продукції.
4. Ми готові співпрацювати з Вами.
5. Ми хочемо закупити таку продукцію.
6. Компанія має виключне право на виготовлення цих товарів.

7. Read and discuss the text:

Personal selling

What do I do? I'm a **sales man**. Well, actually, because there are several women in our sales department, I should say I'm a salesperson or a **sales representative**, or a sales rep for short. My job is to contact customers. Some sales person work in companies' offices, but I mostly travel and visit customers.

You know, sales reps are often the only people from a company that customers ever see, so we are an extremely important channel of information. Someone calculated a long time ago that the majority of new product ideas come from customers through sales reps. So our tasks include looking for customers, giving information to them about our company's products and services, selling these products and services, helping the **customers** with possible technical problems, and collecting **market research** information. As we have to satisfy customers' needs and solve their problems, we often cooperate with engineers, particularly for technical products, and with market researchers. We usually work in a particular area in which we represent our products.

The trouble with personal selling is that it is the most expensive element in the marketing mix.

Like most salesmen, I receive a fixed salary plus **commission** on the quantity I sell.

I'm also responsible for planning the quantities that we expect to sell as part of marketing plan. And, of course, we have to know how to give an effective sales presentation!

Word List:

salesman – продавець

sales representative – комерційний представник

customer – клієнт

market research – дослідження ринку

commission - комісія

GRAMMAR

MODAL VERB "MAY"

We use *may* to show permission.

You may smoke here.

(You are permitted to smoke here)

We also use *may* to indicate possible future action.

He may come tomorrow.

(It is possible that he will come tomorrow)

Ex.1 Change the following sentences so as to introduce "may":

1. It is possible that we will occupy this office.
2. Perhaps he will lend us some money.
3. It is possible that you will see these documents.
4. Perhaps we will receive the answer tomorrow.
5. It is possible that I will be present at the meeting.
6. Perhaps the y will come on Friday.
7. It is possible that the manager will write the first draft.

Ex.2. Ask permission to do the following:

MODEL: *to use the typewriter*

May I use the typewriter?

Yes, you may.

1. to smoke now;

2. to use the telephone;
3. to read the business letter;
4. to write the business plan;
5. to answer the telephone;
6. to use your computer;
7. to come at the meeting

MODAL VERB “CAN”

We use *can* to express physical or mental ability, possibility, polite request.

Ex.1. Translate into Ukrainian:

1. You can go to bed earlier today.
2. I can visit my manager next week.
3. Can you decide what you are going to write about?
4. She can type the letter herself.
5. Could you give us all the necessary information?
6. I can be at work in the afternoon.
7. The manager could not wait for them.

Ex.2. Answer the questions using “can”:

1. Can you type?
2. Can you write business letter?
3. Can you speak English well?
4. Can you write this letter yourself?
5. Could you lend me some money?
6. Can you tell me everything about the meeting?
7. Can you teach Russian?

MODAL VERBS “MUST”, “HAVE TO”

We use *must* or *have to* to express necessity or strong obligation.

*The sales manager **must** work tonight.*

*The sales manager **has to** work tonight.*

Ex.1. Translate into Ukrainian:

1. You must send the letter by airmail.
2. They have to make rough notes.
3. We have to think about our reader.
4. He must read this contract today.
5. You have to prepare the report by Monday.
6. They must stay at home.
7. I have to find an experienced secretary.

UNIT 2. Electronic correspondence

1. Read and memorize the following words and word-combinations:

facsimile – факсміле

design – план, проект

means – засіб

socket – гніздо, паз

charge – ціна
to measure – міряти
evidence – доказ
to transfer – передавати
chain store – однотипні магазини однієї фірми
to circulate – поширювати
receiver – одержувач
memo – пам'ятна записка
branch – філія
damaged – пошкоджений
consignment – вантаж
supplier – постачальник
urgent – терміновий
to replace – замінити
delivery – доставка
airfreight – вантаж

2. Read and discuss the text.

FAX

The word “fax” comes from the word “facsimile”. A fax machine will send a duplicate of the message, document, design or photo that is fed into it.

Faxing is a means of telecommunication that has developed very quickly over the past few years. There are various models of fax machine which connect to a telephone socket and which work on a system similar to the telephone system.

Charges are measured in telephone units and therefore vary according to the time of day and where the fax is being sent.

The advantages of fax include instant reception of documents and documentary evidence of what has been transferred. A document can be relayed from one source to hundreds of other receivers, for example, if the head office of a chain store wants to circulate a memo or report to its branches.

3. Read and discuss the following faxes:

1. This fax is from Lynk & Co, who received a damaged consignment and were told by their supplier, Mr. Causio, to return it.

P.Lynk & Co. Ltd

(Head office), Nesson House, Newell Street, Birmingham B3 3EL.

Telephone: 021-327 5385 Cables: MENFINCH Birmingham

Telex: 556241

Fax transmission

Message for: D. Causio

Address: Satex S.p.A., Via di Pietra Papa,
00167

Fax number: (06) 394 8629

Dear Mr. Causio,

From: K. Pane

Date: 24 January 20__

This is an urgent request for a consignment to replace the damaged delivery which we received, and about which you have already been informed.

Please airfreight the following items:

Cat.no.	Quantity
PN40	60
AG20	75
L28	100

The damaged consignment will be returned to you on receipt of the replacement.

Yours sincerely,

K.Pane

Chief Buyer

2. This fax is an example of an informal message from a sales representative, who needs something to be done urgently by his Head Office. Notice that the fax is kept brief and clear.

MANSON OFFICE SUPPLIER LIMITED

Canal street, Manchester M12 4KQ

Fax transmission

From: Nick Manson

To: Sue Bresson

Sue,

I've been in Bournemouth now since yesterday, and our clients seem to be most enthusiastic about our new range of notepaper. Can you send some more samples and about twenty more categories? Please send them Datapost, then I'll definitely get them tomorrow.

Also, just to let you know I'll be in Norwich on Thursday 18th and Friday 19th, and back at the office on the Monday.

Thanks, and see you next week.

4. Fill in the blanks with appropriate words:

design charge to measure to vary to transfer to receive memo branch consignment to supply

1. There is a minimum _____ of \$2 for the service.
2. Prices _____ from store to store.
3. Did you _____ my letter?
4. The bank has _____ all over the country.
5. Drivers are _____ with a uniform.
6. We've made one or two changes to the computer's original _____.
7. The table _____ four feet by six feet.
8. She's been _____ ed to head office.
9. _____ is a short official note written to another person in the same organization.
10. A new _____ of toys was delivered to the country.

5. Match the words from the left-side column with their definitions from the right-side column:

1. charge	a. if things of the same type vary, they are all different from each other
2. to vary	b. a short official note written to another person in the same organization
3. to receive	c. a quantity of goods that is sent somewhere
4. branch	d. to provide people with something that they need, especially regularly over a period of time
5. to supply	e. to get or be given something
6. design	f. to move someone or something from one place, part of an organization etc to another
7. to measure	g. the way that something has been planned or made
8. to transfer	h. the amount of money you have to pay for something
9. memo	i. one part of an organization, a subject of study, or a family group
10. consignment	j. to be a particular size, length, or amount

6. Say it in English:

1. Дякуємо Вам за телеграму з повідомленням про прибуття пароплава.
2. Ми одержали лист від фірми, що поставляє нам насоси.
3. Вони залишилися невдоволені результатами випробувань.
4. Останні каталоги були вислані окремою посилкою.
5. Ми вибачилися за те, що відправили повідомлення із запізненням.
6. Він не любить втрачати час марно.

7. Read and discuss the text:

Electronic mail

Electronic mail is a means of sending and receiving messages – internally, nationally, or internationally.

Subscribers to e-mail need a terminal, such as personal **computer**, a telephone line, and a **modem**, which is a device for converting signals to text. Messages appear on the receiver's computer screen.

E-mails users can also have access to a mailbox, which they call from anywhere in the world and retrieve messages. They receive a mailbox number and a password for confidentially. **Messages** can be printed out and kept for reference.

In comparison with telex, e-mail is relatively low in cost, and does not require a trained operator. It is also fast, relatively **reliable**, and messages can be sent or picked up anywhere in the world, and stored in the mailbox until they are retrieved.

This can be particularly advantageous for users who are communicating across international time zones.

Word List:

e-mail – електронна пошта

modem – модем

computer – комп'ютер

message – повідомлення

reliable – надійний

GRAMMAR PARTICIPLE 1

We form *Participle 1 Active* by adding “*ing*” to the stem of the verb and *Participle 1 Passive* by “*being + Participle 2*” of the verb.

Active

asking

writing

Passive

being asked

being written

Participle 1 may be an attributive or an adverbial modifier:

Asking – запитуючий

Being asked – коли його запитали

Ex.1. Translate into Ukrainian:

1. She opened the door and heard their voices speaking.
2. He saw her sitting in bed.
3. The firm, sending these goods, is rather prospective.
4. Being damaged, the delivery must be returned to the supplier.
5. Arriving in London, we went sightseeing.
6. I saw them working in the field.
7. When sending a fax one could correct errors at once.

Ex.2. Translate into English using Participle 2:

1. Цей засіб комунікації, що дозволяє прямий зв'язок і негайну відповідь, дуже зручний.
2. Відповідний код, який свідчить, що відправник з'єднався, з'являється на телепринтері.
3. Аббревіатура ЕЕЕ, що означає «помилка», відома всім, хто користується телексом.
4. Оператори телексів, маючи ці аббревіатури, заощаджують час передачі.
5. Маючи телекс в офісі, не треба ходити на пошту.
6. Роблячи виправлення, оператор друкує п'ять Х.

UNIT 3. A business call

1. Read and memorize the following words and word-combinations:

to concern – стосуватися

equipment – обладнання

to get down – перейти до

thoroughly – старанно

servicer – сервер

local net – місцева мережа
to forward – відправляти
negotiations – переговори
to settle – вирішувати

2. Read and discuss the text.

Today, at 3 p.m. Mr. Parker has an appointment with Mr. Manson, the manager of Blake Electronic Corporation. They are going to discuss some problems concerning the supply of electrical equipment from this company.

At a quarter to three Mr. Parker entered the office.

Secretary: Good afternoon. Can I help you?

Mr. Parker: Good afternoon. My name is David Parker. I'm from Jackson Marketing Ltd. I've got an appointment with Mr. Manson at 3.

Secretary: Mr. Manson is expecting you. Will you take a seat, please?

Mr. Parker: I'm a bit early, am I not?

Secretary: That's all right. I'll find out if Mr. Manson can see you. (*Presses the button*). Mr. Manson, Mr. Parker from Jackson Marketing Ltd has come. Yes, Mr. Manson. (*To Mr. Parker*): Mr. Manson is ready to see you. This way, please.

Mr. Manson: Ah, Mr. Parker! Come in, please.

Mr. Parker: Good afternoon.

Mr. Manson: Good afternoon. Please, sit down. Would you like a cup of coffee?

Mr. Parker: With pleasure. It's rather cold today.

Mr. Manson: Yes, nasty weather we are having. Well, let's get down to business.

Mr. Parker: We have thoroughly studied the catalogue of your firm and the latest models of services for local nets. Our firm is interested in buying this equipment. It meets our requirements.

Mr. Manson: Yes, it's of high quality. We've just started producing the model and we've already received a lot of orders.

Mr. Parker: Fine. Then our experts will take a draft contract and forward it for negotiations. When it is ready we'll inform you.

Mr. Manson: O.K. That's settled.

3. Answer the questions:

1. Who is interested in buying the latest models of services for local nets?
2. Where did Mr. Parker come?
3. Who did he speak first?
4. Did he wait for a long time?
5. What did the secretary tell him?
6. What is Blake Electronic Corporation offering?
7. Why is Mr. Parker interested in buying this equipment?
8. What agreement did they come to?

4. Fill in the blanks with appropriate words:

to concern equipment service net to forward negotiations to settle expert appointment order

1. What we're planning doesn't _____ you.
2. We offer a free information _____.
3. We _____ed you an additional information about our firm and its services.
4. They asked me to _____ the argument.
5. I'd like to make an _____ with Dr. Hanson.
6. The firm bought an expensive piece of electronic _____.
7. Businesses that do not have access to the _____ are severely disadvantaged.
8. Israel held secret _____ with the PLO in Norway.
9. Dr. Higgs is an _____ on ancient Egyptian art.
10. We have studied the _____ of your firm.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to concern	a. to end an argument or disagreement
2. service	b. someone with special skills or knowledge of a subject
3. to forward	c. a book with information about goods that you can buy from a particular shop
4. to settle	d. official discussions between two groups who are trying to make an agreement
5. appointment	e. a business that provides help or does jobs for people, rather than producing things
6. equipment	f. Internet
7. Net	g. to affect or involve someone
8. negotiations	h. to send letters, packages, or e-mail messages to someone at another address
9. expert	i. the things that are used for a particular activity
10. catalogue	j. a meeting that has been arranged for a particular time and place

6. Say it in English:

1. У містера Бейлі сьогодні зустріч з менеджером цієї фірми.
2. Вони збираються обговорити декілька питань.
3. Містер Бейлі прийшов до офісу за 10 хвилин до зустрічі.
4. Секретарка попросила його зачекати декілька хвилин.
5. Після обговорення всіх деталей вони попросили фахівців скласти проект контракту.

6. Ця модель цілком відповідає вимогам фірми.
7. Вони нададуть проект контракту, як тільки він буде готовий.

7. Read and discuss the letter:

Rossimport

Dear Sirs,

In connection with the late delivery of the R4 press which was dispatched to you under the above references we would put before you the following facts.

As you will see from the attached photocopy of a letter from John Ogdan Ltd. The press was picked up from our works on July 11th.

John Ogdan Ltd. had been authorized to carry out packing and transportation to London.

As soon as the press was picked up from our works, it was our understanding that everything else would be seen to by the shipping agents and, to our great surprise, we later found that the press did not, in fact, go until September 5th. We did telephone John Ogdan Ltd. Several times for information as to when we would receive Bills of Lading and they said they have already been prepared. So we, therefore, assumed that the goods had been accepted on a vessel. As you will see we did our best to get this press to you during July and we do not know whether the fault is now with John Ogdan Ltd. Or Anglo-Russian shipping, who are responsible for shipment from London to St.Petersburg.

As you will see from the letter, it appears it was one month from the time that John Ogdan Ltd. contacted Anglo-Russian Shipping before they could get the press on a vessel.

We trust that this information will be of assistance in your enquiries.

Yours faithfully

GRAMMAR PARTICIPLE 2

It is the 3rd form of the verb. It is formed by adding *-ed* to the stem of a verb if it is standard or has its own 3rd form.

Translate – translated

Take – taken

It can be an attributive or an adverbial modifier in the sentence.

The article translated by him – стаття, що переведена ним

When asked he couldn't answer anything – коли його запитали, він не міг нічого відповісти

Ex.1. Open the parentheses and make Participle 2 of the verb:

1. The question (concern) is very essential.
2. When (study) thoroughly, the catalogue seems to be complete.
3. Here you can buy everything (make) in this country.
4. The message (leave) for me was rather important.
5. If (publish) in time, the article could be of great help.
6. The equipment (offer) was of high quality.

7. The agreement (achieve) was important.
8. The contract (sign) two days ago was mutually beneficial.

Ex.2. Translate into English and complete the sentences:

1. Питання, що обговорювалося на зборах.....
2. Записка, залишена на столі.....
3. Зустріч, організована компанією.....
4. Номер, що був записаний ним.....
5. Коли її стали запитувати.....
6. Стаття, надрукована в цьому номері.....
7. Якщо відправити вчасно.....

UNIT 4. Discussing a contract

1. Read and memorize the following words and word-combinations:

clause – пункт (договору)
 implementation – запровадження
 to take into account – брати до уваги
 efficient – ефективний
 appendix – додаток
 respectively – відповідно
 a counter offer – зустрічна пропозиція
 to solve problems – розв’язати питання в робочому порядку
 contract – контракт
 proposal – пропозиція
 alternations – зміни
 to confirm – підтверджувати
 final version – завершальна версія
 Let it be so – згоден

2. Read and act the dialogue out:

Mr. Manson: Good afternoon, gentlemen. Mr. Parker, glad to see you again.

Mr. Parker: Good afternoon, Mr. Manson. Good afternoon, gentlemen.

Mr. Manson: Well, Mr. Parker, let’s get down to our business.

Mr. Parker: O.K. You are sure to get acquainted with our draft of the contract for buying your equipment. We’d like to know whether you agree with all the clauses of the contract. As soon as we make the final version of the contract we can sign it and come to practical implementation.

Mr. Manson: I fully agree with you, Mr. Parker. I and my experts have thoroughly studied the clauses of the contract. Mr. Baretto, our sales manager, will speak about our proposals as to some alternations.

Mr. Baretto: Thank you. Gentlemen, having analyzed the proposed draft contract and taking into account our methods of work, I’d like to stress the following. First, the price per unit of equipment also includes the price of all parts providing the efficient functioning of the equipment, as it is pointed out in the appendix to the contract. So

the unit price will be \$5,879 instead of \$5,240 which changes the total contract price respectively.

Mr. Parker: (*Looking through the catalogue and appendix*): Well, I think we are not going to have any problems with this.

Mr. Hammer: (*Buyer's representative*): I think the same, but I have a counter offer. As you are so strict on the quality of your equipment, couldn't you prolong the guarantee period from 24 to 36 month?

Mr. Baretto: Dear Mr. Hammer, the matter is that the 24months period is our confirmed term. However, having analyzed all the data, we decided that we could meet your requirement.

Mr. Hammer: Thank you.

Mr. Manson: Are there any other points in the contract you'd like to clear up?

Mr. Parker: No, I think we have settled all the points quite clearly.

Mr. Baretto: If we come across any problems later, we shall solve them there and then.

Mr. Parker: Fine. Then our contract may be prepared for signing. We'll ask our experts and lawyers to do it. I don't think it will take them long to come up with it.

Mr. Manson: All right, let it be so.

3. Answer the questions:

1. How did these businessmen start their conversation?
2. What did the buyer want to know?
3. When could they sign the contract?
4. What post does Mr. Baretto hold?
5. What did he stress in his speech?
6. Who has made a counter offer? What was it?
7. What is the confirmed term of the guarantee period?
8. How will other problems be settled?
9. Who will the contract be prepared for signing by?

4. Fill in the blanks with appropriate words:

clause to implement to take into account efficient appendix offer to solve to confirm proposal to guarantee

1. A _____ in the contract states when payment must be made.
2. They should have _____ the needs of foreign students.
3. Thank you for your _____ of support.
4. Can you _____ that the money has been paid?
5. Can you _____ that it will arrive tomorrow?
6. Airlines have until 2002 to _____ the new safety recommendations.
7. The company has bought an _____ heating system.
8. You can see the additional information in the _____ of the contract.
9. Did the company accept your business _____?
10. The tax may be the only way to _____ the city's budget crisis.

5. Match the words from the left-side column with their definitions from the right-side column:

1. clause	a. working well, quickly, and without wasting time or energy
2. to take into account	b. a statement that you will give something to someone or do something from them
3. offer	c. a part at the end of a book that has additional information
4. to confirm	d. to find an answer to a problem
5. to guarantee	e. a part of a legal document
6. to implement	f. a plan that is suggested officially
7. efficient	g. to consider or include particular facts when making a decision about something
8. appendix	h. to say or prove that something is definitely true
9. proposal	i. if you implement a plan, process etc, you begin to make it happen
10. to solve	j. to promise that something will happen or be done

6. Say it in English:

1. Вони уклали контракт на поставку комплектного устаткування.
2. Решта питань може бути вирішена в робочому порядку.
3. Представники покупця, безумовно, ознайомилися з проектом контакту.
4. Як тільки ми підготуємо остаточний варіант контракту, він буде представлений вам на розгляд.
5. Експерти нашої фірми ретельно вивчили всі пункти контракту.
6. Управляючи службою збуту запропонував внести деякі корективи.
7. Ціна за одиницю устаткування вказана в додатку до контракту.
8. Ми зіткнулись з деякими проблемами, але зможемо розв'язати їх у робочому порядку.
9. Ми задовольнимо ваше прохання про продовження гарантійного періоду.

7. Read and translate the text:

Business contract

A business contract is a legally binding agreement between two parties for an exchange of services that are of value. For a contract to be valid, an offer must be made and accepted. Using a contract in business dealings helps ensure an agreement is acted on, insofar as a broken contract could result in a lawsuit or out-of-court settlement and the payment of damages caused by the breach. The best way to avoid the dispute or potential litigation, however, is to craft a solid

agreement in which you are confident you are negotiated the best terms for your business.

We have outlined basic business contract information for your small business; consult an attorney for legal advice.

A business contract is often used for:

- Hiring or being employed as an independent contractor;
- Buying or providing services or goods;
- Leases and real estate;
- Selling your business;
- Partnerships and joint ventures;
- Franchising;
- Confidentiality agreements;
- Noncompete agreements

Oral business contracts

An oral contract is a spoken agreement that is as valid as a written contract.

For example, if you have a promise that a job will be complete for monetary or other compensation, you have created an oral contract.

Oral contracts are legally enforceable, although they are frequently subject to misinterpretation and they can be difficult to prove in court because they often come down to one person's word against the other. Moreover, some types of contracts must be in writing, for example, contracts for the purchase or sale of any interest in real property.

Written business contracts

Written contracts are produced on paper or electronically. Legally, a written business contract is easier to uphold than an oral contract because there is a reference for the agreement.

With a written contract, it's "easier to prove...the terms between the parties and eliminate arguments over who said what," says Jack Cummins of Chicago-based Cummins & Associates, which represent small businesses. He adds that it is often easier for businesses to recognize potential points of contention in the language because the agreement is detailed in writing.

Whether your small business is providing or offering services, you should consider using a written business contract and including specific details about the agreement.

GRAMMAR

PASSIVE VOICE

We form the *Passive Voice* of *Present, Past and Future Tense* sentences with the appropriate form of *to be* and the *Past Participle* of the main verb.

Active

He delivers the mail.

He delivered the mail.

He will deliver the mail.

Passive

The mail is delivered by him.

The mail was delivered by him.

The mail will be delivered by him.

We form the *Passive Voice* of *Present Perfect Tense* sentences with *have (has) been* and the *Past Participle* of the main verb.

He has delivered the mail.

The mail has been delivered by him.

Ex.1. Change the following sentences form active to passive:

1. They signed the contract.
2. The company has bought the equipment.
3. We'll make the final version.
4. The sales manager took the proposal.
5. The have analyzed the proposed draft.
6. The manager had looked through the catalogue before he came to this conclusion.
7. Mr. Hammer confirmed the terms.
8. We have settled all the points.
9. We are preparing the contract for signing.

Ex.2. Translate into English:

1. Ці питання будуть розв'язані у робочому порядку.
2. Проект контракту був уже підготовлений.
3. Ці пункти було включено до контракту.
4. Остаточний варіант зараз розробляється.
5. Контракт буде підписано наступного тижня.
6. Усі дані аналізуються.
7. Гарантійний строк було подовжено від 24 до 36 місяців.
8. Ці питання вже вирішено.
9. Це положення підкреслюються в додатку.
10. Як правило, розробляється пропозиції у відповідь.

UNIT 5. Contracts

1. Read and memorize the following words and word-combinations:

hereinafter – далі

to refer to – посилатися на

to conclude a contract – укладати контракт

subject – предмет, тема

specification – специфікація

alteration – зміна

to accept – приймати

respect – ставлення

to insure – страхувати

to eliminate – усувати (недоліки)

arbitration – арбітраж

to dispute – обговорювати

to entitle – давати право на

consent – згода

CIF – cost, insurance and freight – СІФ – вартість, страхування та фрахт

2. Read and discuss the contract:

CONTRACT NO 018.006 Blackville 20___, February 24

The company Blake Electronic Corporation, Blackville, USA, represented by Mr. J.P.Manson, General Manager, hereinafter referred to as the “Seller”

and

the company Jackson Ltd. Marketing, Reno, USA, represented by Mr. L.C.Parker, Commerce Director, hereinafter referred to as the “Buyer”, have concluded the present Contract to the effect that:

1. Subject of Contract

The Seller sells and the Buyer buys the goods indicated in the Specification (Enclosure N1), which is an integral part of this Contract. The goods should be delivered in accordance with Terms of Delivery.

2. Prices and Total Sum of Contract

- 2.1. The prices for the goods are in US dollars as indicated in the Specification amount to \$5,879 for each set.
- 2.2. The total sum is \$129,497 (one hundred twenty nine thousand four hundred ninety seven).
- 2.3. The prices as per this Contract have been fixed firmly and are not subject to alteration.

3. Terms of Delivery

- 3.1. Delivery of the goods shall be made CIF San-Francisco, International Airport. The goods are delivered according to the terms printed in the Specification (see Enclosure N1) but not later than 20 days from the date signing of the Contract.
- 3.2. The representatives of the Buyer make the inspection of the delivered goods before accepting them in respect of quality and quantity.
- 3.3. Partial deliveries are authorized.

4. Terms of payment

The Buyer is obliged to make payment in US dollars. 100 per cent value of Contract is to be paid in advance to the Seller’s Bank in 10 days from the date of the Contract’s signing (as indicates in Enclosure N1).

5. Insurance

The Seller shall insure goods to be delivered on CIF terms against usual transport risks in accordance with the Insurance Agreement.

6. Guarantees

- 6.1. The Seller guarantees the quality of the delivered goods for 36 months from the date of putting the equipment into operation.
- 6.2. If during the guarantee period the equipment proves to be defective, the Seller at his cost eliminates defects within the shortest possible time or replaces the defective equipment.

7. Packing and Marking

Each set of the goods shall be packed and marked according to the Buyer's inquiry. Marking Information is the following:

1. Name of the consignee;
2. Name of the consignor;
3. Contract N (Code);
4. Air Way Bill N;
5. Gross Weight;
6. Net Weight;
7. Box N.

8. Arbitration

- 8.1. All disputes and disagreements which may arise due to this Contract or in connection with it shall be settled through friendly negotiations between the parties. Disputes and disagreements that cannot be settled by parties through negotiations are subject to settlement excluding the court in the Federal Arbitration of California State in accordance with the law in force.
- 8.2. The award shall be final and binding upon both parties.

9. Other Conditions

- 9.1. All amendments and alterations to this Contract are valid only in written form and should be signed by both parties.
- 9.2. Upon signing this Contract, all preceding talks and correspondence on it lose their force.
- 9.3. Neither party is entitled to transfer rights and obligations to any third party without a written consent of the other contracting party.
- 9.4. The present Contract has been drawn up in 2 (two) copies; both copies having equal rights.
- 9.5. Enclosure N1. Specifications on 2 pages.

10. Legal Addresses of the Parties

The Buyer:

Company: Jackson Ltd.
Marketing
1867, Albert Road,
Reno, CA, 31137, USA
Phone N:
Fax N:
Account N:

The Seller:

Company: Blake Electronic
Corporation
2811, Pine Line
Blackville, MD, 57348, USA
Phone N:
Fax N:
Account N:

3. Answer the questions:

1. Who is referred to as the "Seller" in this contract? What firm does he represent?
2. Who is the "Buyer"? What post does he hold?
3. What is the subject of the contract?
4. What is the price for each set of equipment? Can it be changed?
5. When should the goods be delivered?
6. Why should the goods be insured and who is to do it?

7. What should be done if the equipment proves to be defective?
8. Who is to eliminate the defects?
9. How should all disagreements be settled?

4. Fill in the blanks with appropriate words:

to refer to accept consent to insure to entitle specification subject to eliminate alteration to dispute

1. He _____red to her several times.
2. We don't _____ credit cards.
3. Many companies won't _____ young drivers.
4. Citizens of EU countries are _____ed to free medical treatment.
5. He had taken the vehicle without the owner's _____.
6. She's written several books on the _____.
7. Electronic banking _____s the need for cash or cheques.
8. A rocket was built to exact _____.
9. _____ to clothes can be expensive.
10. The main facts of his book have never been _____ed.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to refer	a. to let customers pay for something in a particular way
2. to insure	b. permission to do something
3. to entitle	c. a change in something, or the process of changing it
4. consent	d. something that you are talking or writing about
5. subject	e. a detailed instruction about how something should be done, made etc.
6. to accept	f. to mention someone or something
7. to eliminate	g. to buy or provide insurance
8. specification	h. to say that you think something is not correct or true
9. to dispute	i. to completely get rid of something or someone
10. alteration	j. to give someone the right to have or do something

6. Say it in English:

1. Після підписання контракту всі попередні переговори і листування вважаються недійсними.
2. Покупець придбає товари, вказані в специфікації.
3. Оплата товару відбувається в доларах США і становить 950 доларів США за кожну одиницю.
4. Ціни на товар установлені твердо і зміні не підлягають.

5. Обладнання повинно бути доставлене не пізніше 26 днів з дня підписання контракту.
6. Продавець страхує обладнання, що поставляється на умовах СІФ.
7. Продавець гарантує якість поставленого обладнання протягом 12 місяців з моменту введення обладнання і дію.
8. Якщо протягом гарантійного терміну в обладнанні виявляються дефекти, то поставник замінює дефектне обладнання.
9. Дефекти обладнання усуваються продавцем за власний кошт у найкоротший термін.
10. Усі розбіжності, пов'язані з контрактом, повинні вирішуватися шляхом переговорів сторін.

7. Read and translate the text:

What is contract?

A contract is an agreement having a lawful object entered into voluntarily by two or more parties, each of whom intends to create one or more legal obligations between them. The elements of a contract are "offer" and "acceptance" by "competent persons" having legal capacity who exchanges "consideration" to create "mutuality of obligation."

Proof of some or all of these elements may be done in writing, though contracts may be made entirely orally or by conduct. The remedy for breach of contract can be "damages" in the form of compensation of money or specific performance enforced through an injunction. Both of these remedies award the party at loss the "benefit of the bargain" or expectation damages, which are greater than mere reliance damages, as in promissory estoppel. The parties may be natural persons or juristic persons. A contract is a legally enforceable promise or undertaking that something will or will not occur. The word promise can be used as a legal synonym for contract, although care is required as a promise may not have the full standing of a contract, as when it is an agreement without consideration.

Contract law varies greatly from one jurisdiction to another, including differences in common law compared to civil law, the impact of received law, particularly from England in common law countries, and of law codified in regional legislation. Regarding Australian Contract Law for example, there are 40 relevant acts which impact on the interpretation of contract at the Commonwealth (Federal / national) level, and an additional 26 acts at the level of the state of NSW. In addition there are 6 international instruments or conventions which are applicable for international dealings, such as the United Nations Convention on Contracts for the International Sale of Goods.

GRAMMAR INFINITIVE

	Active	Passive
Indefinite	to ask	to be asked
Continuous	to be asking	-----

2. Read and discuss the text:

Most banks in the US open at 9:00 and close between 3:00 and 5:00, but stay open later on Fridays. Some banks have longer hours in order to attract customers.

What's the best way to carry money safely while you are travelling? There are three possibilities – personal checks from your country, traveler's checks and credit cards. Some American banks accept foreign checks such as Eurocheques, the problem is that only banks that are used to dealing with foreigners will know what Eurocheques are.

It may be more convenient to carry traveler's checks, which are insured against loss. They should be in dollars, because only a few banks do much business in foreign currencies. If your checks are not in dollars, it may take you a long time to find a bank that will exchange them. You can use traveler's checks almost anywhere – in restaurants, stores or ticket offices – without having to go to a bank. If you run out of them, you can buy more at most banks. Their service charge will vary, though, so ask what it is before you buy your checks.

Americans would say the best way to carry money is to have a major credit card like Visa, MasterCard or American Express. Credit cards can be cancelled if they are lost or stolen. And because they are widely accepted in the US, it is easy to use them to pay for lodging, transportation, meals and things you want to buy from larger stores.

Of course, you can't get along without cash, but you don't need to carry much with you.

3. Answer the questions:

1. What are the opening hours in most banks of the USA?
2. Which bank sells traveler's cheques (B.E.)?
3. Is it a good idea to have a credit card when you travel in the USA?
4. What is the best way to carry cash?
5. What currency should traveler's cheques (B.E.) be in?
6. Is it convenient to carry them in Euro?
7. Where should you go if you want to cash a Eurocheque?
8. Can you buy traveler's cheques (B.E.) in banks?
9. What is to be done when a credit card is lost?
10. Why is it not convenient to have personal cheques from your country?

4. Fill in the blanks with appropriate words:

to attract to deal with currency to vary lodging denomination branch to bounce bank check

1. Prices _____ from store to store.
2. I was _____ed by the idea of living on a desert island.
3. Can I pay by _____?

4. If a cheque _____, or a bank _____ a cheque, the bank will not pay the amount because there is not enough money in the account of the person who wrote it.
5. Who's dealing with the new account?
6. The local _____ is francs.
7. _____ - a room or rooms in someone's house that you pay rent to live in.
8. The bank has _____es all over the country.
9. There are bills in _____ of \$1 and \$5.
10. I went to the _____ at lunchtime to pay in my salary.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to vary	a. to make someone like something or feel interested in it
2. to bounce	b. a room or rooms in someone's house that you pay rent to live in
3. cheque	c. to take the correct action to find an answer to a problem or complete a piece of work
4. to attract	d. the company or places where you can borrow money, save money etc.
5. to deal with	e. if a cheque bounces, or a bank bounces a cheque, the bank will not pay the amount because there is not enough money in the account of the person who wrote it
6. denomination	f. if things of the same type vary, they are all different from each other
7. bank	g. a printed piece of paper that you sign and use to pay for things
8. branch	h. the type of money that a country uses
9. currency	i. one part of an organization, a subject of study, or a family group
10. lodging	j. the value of coins or pieces of paper that are used as money

6. Read and discuss the text:

David lost his traveler's checks. He went to the traveler's cheque office and they told him that he had to call New York before they could do anything. They let him use their phone – it was a toll-free number. The clerk asked him how much he had lost and what the cheque numbers were. Luckily, he had them written down. Then the clerk wanted to know where he bought the cheques and if he had any ID. David gave him his passport number. The clerk gave David “a file number” and told him where the nearest refund office was. David told the clerk he

had already been there and the clerk spoke to the agent. After that David filled out a form with all the same information on it. Then finally the agent okayed the thing, the supervisor initiated it and David got his cheques.

7. Answer the questions:

1. What happened to David?
2. Where did he go then?
3. What did he want the traveler's cheque company to do when he went to their office?
4. What did he have to do first?
5. Did he have to pay for the phone call?
6. What were the four things the clerk in New York wanted to know?
7. Why was it easy for David to get new cheques?
8. What would have made it more difficult?

GRAMMAR

CONDITIONAL SENTENCES

Future Possible

A conditional sentence has two clauses: the dependent clause beginning with **if** and the main clause. The dependent clause is in the *Present Tense* and the main clause is in the *Future Tense*.

If he studies hard, he will pass his exam.

Present Unreal

In a present-unreal conditional sentence, the dependent clause is in the *Past Tense* and the main clause uses **would, should, could** or **might**.

If he studied hard, he would pass his exam.

Past Unreal

In a past-unreal conditional sentence, the dependent clause is in the *Past Perfect* and the main clause uses **would have, should have** or **might have**.

If he had studied hard, he would have passed his exam.

Ex. 1. Supply the correct form of the verb in parentheses.

1. If the bank is open, he (take) money.
2. If the bank were open, he (take) money.
3. If the bank had been open, he (take) money.
4. If your checks had not been in dollars, it (take) you a long time to exchange them.
5. If you (run out) of money, you can take it from your bank.
6. If you (have) a credit card, you can travel safely.
7. If (sell) traveler's cheques, it wouldn't have happened.
8. If you (want) to buy a Eurocheque, you should go to an American bank.
9. Credit cards can be cancelled, if the (be lost).
10. If you (take) my advice, you would have carried money safely.

Ex. 2. Translate into English:

1. Якби наші банки працювали пізніше, вони б залучали більше клієнтів.
2. Якщо у Вас закінчилися гроші, Ви можете взяти їх у банку.

3. Якби Ви подумали, Ви б не брали з собою стільки готівки.
4. Якби він був більш уважним, він би не загубив свої чеки.
5. Якщо мене попросять, я покажу права водія.
6. Якби Ви заощаджували гроші, Ви б змогли поїхати у відпустку.
7. Якщо поїзд запізниться, Ви не зможете побачитися з друзями.
8. Якби я був на Вашому місці, я б не підписував контракт.
9. Якщо вони дійдуть згоди, контракт буде підписано.
10. Якби Ви поквапились, Ви б встигли до банку до закриття.

UNIT 7. Opening an account

1. Read and memorize the following words and word-combinations:

savings account – ощадний рахунок

spare money – вільні гроші

checking account – чековий рахунок

initial deposit – початковий внесок

to maintain – зберігати

average daily balance – середній щоденний баланс

cash withdrawal – вилучення грошей

to avoid – уникати

interest – проценти

profitable – прибутковий

application – форма

deposit ticket – прибутковий ордер

pass-book – ощадна книжка

2. Read and discuss the dialogue:

- Good morning.
- Good morning, sir. Can I help you?
- Yes, I think so. I would like to open an account.
- What kind of are you interested in?
- You see, I have some spare money to put into the bank.
- Then you should open either a saving or a checking account.
- I'm afraid I know nothing about either of them. Could you tell me the difference between these two accounts?
- A small initial deposit is necessary to open a savings account at our bank. If it is more than five hundred dollars and you maintain this amount, then you won't be charged for banking services. Otherwise you will be charged five dollars a month.
- So, I must keep a minimum balance of \$500, is that correct?
- Yes, that's right. Our computers check your average daily balance.
- And will I get a banking card after opening an account?

- Yes, certainly. And then you can get your money through machine services. You can make deposits, cash withdrawals and balance inquiries with your card. The machine is at work 24 hours a day.
- Oh, it's very convenient. And may I ask what a checking account means?
- Certainly, sir. After opening a checking account you are supposed to maintain an average daily balance of \$1,000.
- And what if I fall below this limit?
- Then you would have to pay a service charge of six dollars a month, and besides you will be charged 25 cents for each check and the same amount for each cash withdrawal.
- Hmm, I see. And can I avoid it somehow?
- Yes, of course. It may be done by keeping your \$1,000 in your checking account.
- And how much interest do you pay?
- Interest of 6,5% is paid when your average daily balance is over \$2,500. We credit the interest you've earned automatically to your account.
- Well, it is clear enough, but I intended to put only \$1,000 into the account.
- Then it would be more profitable for you to open a savings account.
- Okay. I've made up mind. I will open a savings account with a deposit of one thousand dollars.
- Fine. Will you fill out this application? (The client fills out the application).
- Is everything correct?
- Yes, everything is all right. And now you need to write a deposit ticket for \$1,000.
- Just a moment.
- Thank you, sir. Here is your pass-book. The bank will pay you 5,5% interest.
- Thank you. You were most helpful.

3. Answer the questions:

1. What is savings account?
2. What is required in order not to be charged for banking services?
3. How large is an initial deposit?
4. How much is the charge?
5. What is the minimum daily balance?
6. How could you get your money?
7. When is the machine at work?
8. What is the checking account?
9. What is the average daily balance for checking account?
10. And what if you fall below this limit?
11. How much interest is paid if the daily average balance is over \$2,500?
12. What if the payment for each check made out and for each cash withdrawal?
13. How can you avoid it?

4. Fill in the blanks with appropriate words:

account money deposit to maintain balance to avoid interest profit application to credit

1. It took hours to fill in the _____ form.
2. You can _____ a lot of problems by using traveler's cheques.
3. Their shop now makes _____ of over \$1m a year.
4. The cheque will be _____ed to your account.
5. How much _____ do you have with you?
6. I'd like to make a _____, please.
7. What is the _____ on my credit card?
8. He couldn't remember his _____ number.
9. It costs a lot of money to _____ a big house.
10. How much _____ do you pay?

5. Match the words from the left-side column with their definitions from the right-side column:

1. application	a. the money you get when you sell something for more than it cost you to make or buy it
2. to avoid	b. an arrangement that allows you to keep your money in a bank
3. profit	c. an official request for a job, place at college
4. to credit	d. an amount of money that is paid into someone's bank account
5. money	e. to make sure that something bad does not happen
6. deposit	f. money charged or paid by a bank when you borrow or save money
7. balance	g. to add money to a bank account
8. account	h. to keep something in good condition by taking care of it
9. interest	i. the amount of something such as money that remains after some has been used or spent
10. to maintain	j. coins, paper notes etc. that have a fixed value and are used for buying and selling things

6. Translate into English:

1. Я хотів би відкрити банківський рахунок.
2. Мені більш вигідно відкрити ощадний рахунок.
3. Ви повинні внести лише невеликий початковий внесок.

4. Якщо на Вашому рахунку виявиться менше, ніж 500 доларів, з Вас будуть утримувати по 5 доларів на місяць.
5. Наш банк вимагає, щоб Ви зберігали мінімальну суму.
6. Це називається щоденним балансом.
7. Коли я змогу отримати картку для банківського автомата?
8. Я вже прийняв рішення. Я зроблю внесок у розмірі тисячі доларів.
9. Заповніть, будь ласка, форму і прибутковий ордер.
10. Якщо у Вас є питання стосовно форми, я з радістю Вам допоможу.

7. Make the sentences complete:

1. I'd like to...
2. What kind of account...
3. Could you tell me the difference...
4. I must keep...
5. What if I fall...
6. How much interest...
7. You can avoid it...
8. You are supposed to maintain...
9. It would be more profitable...
10. Will you fill...
11. Thank you, you were...

GRAMMAR REVISION

1. The labor productivity gains recently achieved by British manufacturers have been substantial.
2. Extra output per hour has flowed overwhelmingly from substantial reductions in the hours worked.
3. Among the most frequently used systems are various forms of individual payment – by results schemes and schemes which pay a flat rate and broadly come under the day-work heading.
4. Detailed market research must be undertaken before entering any new market.
5. A thorough understanding of the distribution system and its options are vital.
6. There are four distribution options: to use a trading company, to use a well-established wholesaler or agent, to set up your own distribution system or to set up your own manufacturing operation.
7. It is also vital to prepare for initial contacts.
8. The central question which management has to resolve is which of the various methods of acquiring commodity is the right one for a particular company at a given time.
9. In spite of the flexibility and availability of allowances, outright purchase had its disadvantages.
10. Cash flow can be predicted, which simplifies budgeting and financial planning.

UNIT8. Communicating across cultures

1. Read and memorize the following words and word-combinations:

multicultural – багатокультурний
adapt – пристосовуватися
community – суспільство
open-minded – неупереджений
to judge – судити про
differences – відмінності
visible – видимий
invisible – невидимий
sensitive – чутливий
offensive – образливий
to interpret – пояснювати
genuine – щирий
handshaking – рукоштовнання
business card – візитна картка
gift – подарунок
misunderstanding – непорозуміння

2. Read and discuss the text:

What makes a multicultural person?

Before we discuss the qualities a multicultural person, or multiculturalist, needs to have, it is necessary to explain this term.

A multiculturalist is someone who can easily adapt to living in a culture different from their own, the sort of person that could be described as a citizen of the world, or a member of a global community. There are four key qualities you need in order to be a multiculturalist.

The first is to be open-minded, which means not judging one culture as better than another, or believing that the way things are done in your culture is the best or the only way of doing things. In other words, you should not be in any way “ethnocentric”.

Second, you must be adaptable. To live successfully in another country, particularly in one that is very different from your own, you have to adapt to differences: not only visible differences of food, climate, customs, but also to the visible differences – the ways in which people of other cultures understand and interpret the world, and their different values.

Third, you need to be sensitive. That means being able to see things from the other person’s point of view and being careful to avoid doing things that people of other culture might find strange or offensive, even if in your culture such things are quite OK.

Fourth, you need to be interested in other culture, which is closely related to the three qualities mentioned above. A multiculturalist is a person who has a genuine interest in people of other cultures, who wants to learn their language,

find out about their country and its history, and develop a real understanding of their culture. Perhaps, it's this quality, more than any other, which best describes a multicultural person.

3. Answer the questions:

1. What kind of person can be called a multiculturalist?
2. What does "to be open-minded" mean?
3. What visible and invisible differences do people have to adapt living in another culture?
4. How does a sensitive person see the world?
5. Should a multicultural person be interested in other cultures?
6. How does a real multiculturalist demonstrate his interest in other cultures?

4. Fill in the blanks with appropriate words:

to adapt community to judge visible sensitive offensive to interpret genuine gift handshaking

1. Old people find it hard to _____ to life in a foreign country.
2. A good teacher is _____ to their students' needs.
3. His silence was _____ed as guilt.
4. _____ is an action in which two people take each other's right hand when they meet or leave each other.
5. She does a lot of volunteer work in the local _____.
6. The lights of the city were clearly _____ below them.
7. Gary has a real _____ for telling stories.
8. It's harder to _____ distances when you're driving in the dark.
9. Some people found the song _____.
10. Mrs Lee showed a _____ concern for Lisa's well-being.

5. Match the words from the left-side column with their definitions from the right-side column:

1. to adapt	a. something that is visible can be seen or noticed
2. sensitive	b. to form an opinion about someone or something
3. to interpret	c. an action in which two people take each other's right hand when they meet or leave each other
4. handshaking	d. to change your behavior or ideas to fit a new situation
5. community	e. a genuine feeling or desire is one that you really feel, not one that you pretend to feel
6. visible	f. likely to upset or offend people

7. gift	g. a small area or town and the people who live in it
8. to judge	h. able to understand other people's feelings and problems
9. offensive	i. to explain or decide the meaning of an event, statement etc.
10. genuine	j. a natural ability to do something

6. Read and discuss the text:

Cultural differences in body language

Dr Collett says that if we compare the way different European nations use gestures, they fall into three major groups. The Nordic nations belong to the first group. These are the Swedes, Finns, Norwegians, and Danes. They use gestures very little. The second group, which includes the British, Germans, Dutch, Belgians, and Russians, use some gestures when they are excited, or want to communicate over long distances, or insult each other. The third group use gestures a lot, to emphasize what they are saying, or to hold the other person's attention. They are the Italians, Greeks, French, Spanish, and Portuguese.

The distance that separates one person from another – “personal space” – also varies between people of different nationalities. What is right for one nationality may be uncomfortable for another. People stand close enough to touch each other easily in such countries as France, Spain, Greece, and Italy. British zoologist, Desmond Morris calls this the “elbow zone.” In the countries of east Europe such as Hungary, Poland, and Romania, people stand a “wrist zone”, that is a little more distant. They are close enough to touch wrists. But in the Scandinavian countries, in Britain, Holland, Belgium, and Germany, people stand further away from each other – the “fingertips zone.”

7. Answer the questions:

1. Which nationalities in Europe usually use a lot of gestures when they speak?
2. Which nationalities in Europe usually use very few gestures when they speak?
3. What is a “personal space”?
4. Why does a north European move away from the person he is talking to?
5. Which nationalities move closer to the person they are talking to? Why?
6. Which nationalities stand a “wrist zone”?

GRAMMAR

TEST

Ex. 1. Complete the conversations. Use the correct form of the verbs in brackets.

A.

John: _____ you _____ (have) a good flight?

Susan: Yes. The plane _____ (leave) twenty minutes late but we _____ (arrive) on time.

John: Good. _____ you _____ (find) your way to the office easily?

Susan: Yes, I _____ (take) a taxi from the airport.

B.

John: And what project _____ you _____ (work) on currently?

Susan: I _____ (develop) a new computer system. It's only the beginning of the project. So we _____ (discuss) different possibilities at the moment. And what about you? _____ you _____ (work) hard right now?

John: Very hard at the moment because business _____ (get) better.

Ex. 2. Complete these questions from an interview using the correct form of the verb in brackets.

1. How long ago _____ you _____ (leave) the university?
2. How many companies _____ you _____ (work) for since you _____ (finish) the university?
3. _____ you _____ (ever, have) any experience of managing a group of people?
4. How long _____ you _____ (work) for your present company?
5. What new responsibilities _____ you _____ (have) since you _____ (begin) your present job?
6. _____ you _____ (ever, go) to Asia on business?
7. How many presentations _____ you _____ (give) in your present job?
8. How often _____ you _____ (speak) English in your job in the last six months?

Ex. 3. Complete the following sentences with suitable modal verbs.

1. In this country you can drive with your national driving license. You _____ have an international driving license.
2. It is impossible to enter the country without a passport. So you _____ have a valid passport when you travel there.
3. You _____ be imprisoned if you drink alcohol and drive. So you _____ drink if you are going to drive.
4. People usually dress formally for work so you _____ do the same. Although it is not necessary!
5. It doesn't happen often but your host _____ invite you to dinner at his home.
6. For personal invitations, it isn't usual to come exactly on time. But you _____ be a little more than ten minutes late.

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