

Міністерство освіти і науки, молоді та спорту  
Дніпропетровський державний інститут фізичної  
культури і спорту

**Засоби ділового спілкування**  
методичні вказівки  
до практичних занять  
з курсу «Англійська мова»  
для студентів ОКР «Бакалавр»  
напрямок підготовки: 6.010202 «Спорт»  
6.010201 «Фізичне виховання»  
6.010203 «Здоров'я людини»  
денної та заочної форм навчання

Методичні вказівки до практичних занять з курсу «Англійська мова». /  
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Кафедра іноземних мов

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### **Анотація**

Методичні вказівки призначені для самостійної та аудиторної роботи студентів I курсу денної та заочної форм навчання.

Мета методичних вказівок – навчання студентів першого курсу оволодінню та засвоєнню ділової англійської лексики на принципах побудови навчального матеріалу за навчальними модулями та принципі орієнтації на професійну спрямованість студентів.

Розглянуто на засіданні кафедри  
іноземних мов  
Протокол № 10  
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Затверджене на засіданні науково-  
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від «\_\_» «\_\_\_\_\_» 2015 року

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## ВСТУП

Сучасні вимоги до інтелектуального, професійного, конкурентоспроможного фахівця ставлять перед викладачами ВНЗ завдання формування відповідних умінь та навичок мовленнєвої комунікації іноземною мовою майбутнього спеціаліста, що відповідає поставленим вимогам.

Мета методичних вказівок – навчання студентів першого курсу оволодінню та засвоєнню ділової англійської лексики за темою «Засоби ділового спілкування». В основу методичних вказівок закладено принципи побудови навчального матеріалу за навчальними модулями та принцип орієнтації на професійну спрямованість студентів.

Студенти мають приділити увагу структурі методичних вказівок за темою «Засоби ділового спілкування», яка складається з трьох частин і завершується тестом для самостійної перевірки вмінь та навичок оволодіння певним лексико-граматичним матеріалом. Результати тесту студенти можуть перевірити за ключами, які надруковані вкінці методичних вказівок.

Частина I охоплює два розділи: «Мовний етикет спілкування» та «Ділова кореспонденція», де містяться найважливіші мовні зразки, що моделюють етикет спілкування, зразки телефонного етикету та поради щодо правильного написання ділових листів різних типів та видів, запрошень, а також електронних листів.

Частина II охоплює розділ: «Діловий візит» і включає різну тематику: побутову, спортивну, та комерційну (оформлення комерційного листа, запит та пропозиція, замовлення квитків, види ділових поїздок, подорож літаком, ділове відрядження, знайомство із зарубіжним колегою, продаж товарів, підписання контрактів, візит до комерційного офісу).

Грамматичний матеріал передбачає вживання багатofункціональних слів “it”, “that”, “one”.

Для засвоєння та закріплення лексичного та граматичного матеріалу даються лексичні та граматичні вправи.

Частина III містить тексти, передбачені для самостійного читання та виконання завдань до них.

Вправи та завдання, які пропонуються виконати самостійно у частинах I-III позначені зірочкою (\*).

## PART I

### *POLITE CONVERSATIONAL FORMULAS*

#### I. Remember forms of address:

<i>Forms of address</i>	<i>Translation</i>	<i>Use</i>
Mr. Brown! Mrs. Brown!	Містер Браун! Місіс Браун!	Звернення до чоловіка, вчителя. Звернення до заміжньої жінки, до вчительки.
Miss Brown!	Міс Браун!	Звернення до незаміжньої жінки.
Ms. [m'z] Brown!	Міс Браун!	Звернення до жінки, якщо невідомий або неважливий її сімейний стан.
Sir!	Сер!	Звернення до чоловіка, який старший за віком та за статусом. Вживається: 1) продавцями, офіціантами при зверненні до чоловіків; 2) школярами до вчителів; 3) як ввічлива форма звернення до незнайомця; 4) у збройних силах до старшого за званням офіцера.
Madam!	Мадам!	Звернення до продавців, офіціантів до жінок-покупців.
Doctor!	Доктор!	Звернення тільки до медичних працівників.
Doctor Brown!	Доктор Браун!	Звернення до людини, яка має ступінь Доктора філософії, або Доктора наук.
Professor!	Професор!	При зверненні можна називати прізвище, а можна і не називати.
Ladies and Gentlemen!	Леді і джентльмени!	При зверненні до аудиторії.
Waitor/Waitress/ Poter/Nurse!	Офіціант/ Офіціантка/ Носильник/ Медсестра.	Звернення до людей певних професій.
Officer!	Пан поліцейський!	
Excuse me, please.	Пробачте, будь ласка	При зверненні до незнайомих (або чоловіка, або жінки).
Your Majesty!	Ваша величність!	Звернення до короля (королеви)

Mummy/Daddy! Mum/Dad!	Мамочко/ Таточку! Мамо/Тату!	Звернення маленьких дітей до батьків (неформальний стиль). Звернення дітей віком від 10 до 11 років до батьків (неформальний стиль).
Mother/Falher! Granny, Grand ma/Grandpa, Grandad Grand mother/Grand- father!	Мамо/Батьку! Бабусю/Дідусю!  Бабо/Діду!	Формальний стиль звернення. Неформальний стиль звернення.  Формальний стиль звернення.
Aunt Mary! Uncle Richard Auntie Mary!	Тітко Мері! Дядьку Річард! Тітонько Мері!	Формальний стиль звернення. Неформальний стиль звернення молодших дітей.

### *Illustrative Dialogues*

#### **1. Discussing Forms of address** (formal, semi-formal).

*Henry:* The first rule is connected with the manner of addressing people. Don't use the words «Sir» or «Madam» in conversation with equals.

*Boris:* What should I say?

*Henry:* Say «Yes, Mr. Smith» or «No, Mrs. Brown».

*Boris:* I see. May I say «Yes, Mr. Doctor» or «No, Mr. Professor»?

*Henry:* Oh, no! Never! You will say «Yes, Doctor», «Yes, Professor».

#### **2. At School** (formal).

- Mrs. Claydon, May I go out?
- Yes, certainly.

#### **3. On a Plane** (formal).

- Coffee, sir?
- Yes, please.

#### **4. In the Street** (formal).

- Officer, could you tell me the way to the nearest post office?
- It's over there, on your right.
- Thank you.

#### **5. In the Kitchen** (informal)

- 1) Tea, Grandpa?

- Yes, please.
- 2) Sorry, Grandma.
  - That's OK.
- 3) Thank you, Mum.
  - You are welcome.

### ***Exercises***

**Ex.1. Read the dialogues, noting forms of address. Then learn three of them and reproduce them in pairs.**

**Ex.2. Choose the best answer.**

1. When you address a middle-aged man whose name you do not know, you say:
 

a. <i>Mister;</i>	b. <i>Sir;</i>	c. <i>Excuse me, please.</i>
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2. If it is a woman, you say: „
 

a. <i>Madam;</i>	b. <i>Lady;</i>	c. <i>Excuse me, please.</i>
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3. If you want to address an American tourist (Mrs. Jane Hardy) whom you have known for a few days, you say:
 

a. <i>Madam;</i>	b. <i>Mrs. Hardy;</i>	c. <i>Jane.</i>
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4. If you want to address an eminent British scientist (Doctor John Lonsdale), aged 50, you say:
 

a. <i>Mr. Lonsdale;</i>	c. <i>Doctor;</i>
b. <i>Dr. Lonsdale;</i>	d. <i>John.</i>
5. If you want to address a visiting English teacher called Helen Rarker, aged 25-30 (unmarried), you call her:
 

a. <i>Helen;</i>	c. <i>Miss Parker;</i>
b. <i>Miss Helen;</i>	d. <i>Miss.</i>

**Ex.3. How would you address the following people?**

1. a girl of eighteen, not married (Judy Brown);
2. a married woman with two children, aged 35 (Elsie Smith);
3. a stranger of 25/75;
4. a university professor (David Clark);
5. your English teacher;
6. a doctor who is examining you (Stephen Powell);
7. a man with a PhD (Richard Haze);
8. your father;
9. your uncle (John Brighton);

10. a friend of your own age (Peter Bennett);
11. Peter Bennett's father/mother;
12. the director of the company you work for (Alan Nott);
13. an older colleague (David Chambers);
14. an English audience;
15. an elderly woman in the street who seems to have lost her way. (You want to help her.)

**Ex.4. Insert a suitable form of address in the blank spaces.**

1. "I hope it's nothing serious,..." (to your doctor, Jack Wilson)
2. "..., how nice to see you again after such a long time." (to your friend, Jane Walsh)
3. "Yes, ..., I'll try not to forget about it." (to a fellow-student, Martin Blackwood)
4. "..., I wonder if you could find time to read my paper." (to a university professor, John Bridges)
5. "..., could you tell me the way to the nearest post office?" (to an elderly man in the street)
6. "..., I have great pleasure in introducing Professor James, from the University of London." (to an audience)

**\*Ex.5. Insert a suitable form of address for each case.**

*"Thank you..., I think I can manage by myself."*

1. to your father;
2. to your friend Michael Black;
3. to a colleague whom you know only slightly;
4. to your teacher;
5. to your friend's father (William Grainger).

*"Yes, ..., she is waiting for you."*

1. to Peter Miller, aged 35 (you do not know him well);
2. to the family doctor, Alan Price;
3. to your sister Helen;
4. to Mrs. Alice Blackboot, a neighbour, aged 82;
5. to Norman Long, director of your firm.

**II. Remember forms of greetings:**

<i>Greetings</i>	<i>Possible Answers</i>	<i>Translation</i>
Good morning!	Good morning!	Доброго ранку!
Good afternoon!	Good afternoon!	Добрый день!
Good evening!	Good evening!	Добрый вечер!
How do you do!	How do you do!	Здравствуйте!



<p>Hello! Haven't seen you for ages. I am glad we've met. How are you?</p>	<p>Hello!</p> <p>I am well (fine), thank you! And what about you?</p>	<p>Привіт! Не бачив тебе цілу вічність. Я радий, що ми зустрілися. Як ви поживаєте? – Добре, дякую вам. А як ви?</p>
<p>How are you getting on?</p>	<p>Fine, thanks OK, thanks.</p>	<p>Як ви поживаєте? – Дякую, відмінно (добре)</p>
<p>How's life? I hope you are feeling well?</p>	<p>Not so bad. Not too well, I am afraid.</p>	<p>Як життя? – Непогано. Сподіваюсь, ви себе добре почуваете. – Здається не дуже добре.</p>
<p>How are things with you?</p>	<p>As usual. Just the same.</p>	<p>Як справи у тебе? – Звичайно. Без змін.</p>

### *Illustrative Dialogues*

#### **1. Formal** (формальний стиль)

*Mr. Jones:* Good morning, Mr. Smith.

*Mr. Smith:* Good morning. How are you?

*Mr. Jones:* Very well, thank you. And you?

*Mr. Smith:* Quite well, thank you.

#### **2. Semi-formal, informal** (напівформальний, неформальний стиль)

*Chris:* Hello, Jenni.

*Jenni:* Hello, Chris. How are you?

*Chris:* Fine, thanks. What about you?

*Jenni:* Oh, not too bad.

#### **3. Semi-formal, informal.**

*David:* Hello.

*Jack:* Hello, David. How are you getting on?

*David:* All right, thanks. And how are things with you?

*Jack:* Oh, more or less the same as usual.

#### **4. Informal.**

*Susan:* Hello, Mary. How's life?

*Mary:* A bit hectic (сумбурне) at the moment. I am very busy at work and besides I've got my cousin staying with me.

*Susan:* I see. Well, don't overdo (перебільшувати) things.

*Mary:* I'll do my best.

### ***Exercises***

**Ex.1. Read the dialogues, learn two of them and reproduce them in pairs.**

**Ex. 2. Choose the best answer.**

1) When you meet someone whom you know only slightly (in the morning) you say:

- a) *How do you do?*                      b) *Good morning.*                      c) *Hello.*

2) When you meet an acquaintance at about 12.30 p.m. you say:

- a) *Good morning.*                      b) *Good afternoon.*                      c) *Good day.*

3) When you come into a room where there is a group of your fellow-students, you say:

- a) *Hello.*                                      b) *Hello, everybody.*                      c) *Morning.*

4) When a senior colleague asks **How are you?** you reply:

- a) *thank you.*                              b) *very well, thank you.*                      c) *OK, thanks.*

5) When your hostess says **Nice to see you** you reply:

- a) *The same to you.*                      b) *It's a pleasure.*                      c) *Nice to see you, too.*

**Ex.3. Translate from Ukrainian into English.**

1. – Привіт, Ольго! Рада тебе бачити. Як справи?  
– Дякую, добре. А як ти поживаєш?  
– Теж добре. Дякую.
2. – Ось іде викладач англійської мови.  
– Добрий день.  
– Добрий день.
3. – Привіт, Джон. Не бачив тебе цілу вічність. Як ти себе почуваш після останніх змагань.  
– Дуже добре, дякую.

**\*Ex.4. Greet the following people. Make up short dialogues. Use the greetings as the starting point for your dialogues.**

1. a close friend called Andrew;
2. an elderly neighbour (Mrs. Elsie Watson), at 3 p.m;

3. a colleague whom you know only slightly, at 10 a.m;
4. your parents, on arriving home in the evening;
5. your English teacher.
  - a) at the beginning of a class (formal).
  - b) in the street (semi-formal);
6. a group of tourists to whom you are acting as a guide;
7. your sister Helen;
8. a shop assistant.

### III. Remember forms of leavetaking.

<i>Leavetakings</i>	<i>Answers</i>	<i>Translation</i>
Good bye! So long! See you soon!	Good bye! So long! See you soon! (later, tomorrow).	До побачення! Прощайте. До зустрічі! До скорої зустрічі. Зустрінемося пізніше, завтра.
Good night! Bye-bye! Good luck! I must be off now.	Good night! Bye! Keep in touch. Thanks. Cheerio.	Добраніч. Бувай!- Бувай! До зв'язку. На все добре! – Дякую. А зараз я повинен йти. Бувай (Привіт).
Say hello to... Remember me to...	Thank you.	Передайте привітання ... – Дякую.

### *Illustrative Dialogues*

#### 1. Formal.

*Mr. Adams:* I'm afraid I must be going.

*Mr. Brent:* Must you really?

*Mr. Adams:* Yes, I'm afraid so. I've got some urgent work to do.

*Mr. Brent:* Well, I won't keep you then.

*Mr. Adams:* Good-bye.

*Mr. Brent:* Good-bye. Remember me to your wife.

*Mr. Adams:* Thank you. I will.

#### 2. Semi-formal, informal.

*Paul:* It's time I was going.

*Jane:* But it's only half past nine.

*Paul:* I know, but I've got to get up very early tomorrow.

*Jane:* I see.

*Paul:* Thank you for a lovely evening.

*Jane:* Not at all. It was nice to see you again.

*Paul:* Bye then.

*Jane:* Bye-bye.

### **3. Informal.**

*Susan:* Well, I must be off now.

*Mary:* Stay and have a cup of coffee first.

*Susan:* Thanks very much but I really must go. I've got an interview for a job tomorrow morning.

*Mary:* Oh. Well, you'd better go to bed early then.

*Susan:* Yes. Well, cheerio then.

*Mary:* Bye. And good luck.

*Susan:* Thanks. I'll let you know how I get on.

### **4. Semi-formal, informal.**

*Andrew:* I've come to say good-bye.

*Roger:* When are you off?

*Andrew:* My plane leaves at 12.30 tomorrow.

*Roger:* Well, have a good journey.

*Andrew:* Thanks. Good-bye.

*Roger:* Bye. Keep in touch.

*Andrew:* I will. And thanks for everything.

*Roger:* Don't mention it. Well, all the best.

*Andrew:* Thanks. Bye-bye.

### ***Exercises***

**Ex.1. Read the dialogues, noting how people take leave of each other in formal, semi-formal and informal situations. Learn two of them and reproduce them in pairs.**

**Ex.2. Give your replies to the following phrases.**

1. Good-bye.
2. Cheerio.
3. All the best.
4. See you at the meeting.
5. Bye for now.
6. Remember me to your mother.
7. Good-bye and good luck.
8. So long.
9. Good night.
10. Give my love to Marion.

### Ex.3. What would you say:

1. when leaving a friend's house after a party at about 11 p.m.?
2. to Professor Marsden, who is leaving for home after a short stay in your town?
3. to your parents, when leaving your flat in the morning?
4. when leaving a friend whom you have arranged to meet
  - a) the same evening?
  - b) the next morning?
  - c) on the following Sunday?
5. to a group of tourists who are leaving Dnipropetrovsk?
6. when leaving a friend who is going for an interview for a job the next day?
7. when leaving a group of fellow-students after classes?
8. to a friend whom you are seeing off to Lviv?

### \*Ex.4. Translate from Ukrainian into English.

1. — Ну, а зараз я повинен йти. До побачення, Гаррі!  
— До побачення, Джон!
2. — Вже дуже пізно. Я повинен йти. Добраніч.  
— Добраніч.
3. — Ну, до побачення. І будь ласка, передай від мене привіт твоїй мамі.  
— Дякую, передам.
4. — Час вже йти. До зустрічі Мартін.  
— До завтра.

### IV. Remember forms of introductions.

<i>Forms of Introductions</i>	<i>Possible Answers</i>	<i>Translation</i>
Let me introduce you.	Glad to meet you!	Дозвольте представити вас. – Радий познайомитися з вами.
Let me introduce myself.	How do you do! Hello!	Дозвольте представитися. – Здрастуйте.
Let me introduce my friend to you.		Дозвольте мені представити вам мого друга.
Have you met each other before?		Ви зустрічалися раніше?
You've met Mr. Brown, haven't you?		Ви зустрічались з містером Брауном, чи не так?
Mr. Smith, may I introduce Mr. Frank?	Mr. Frank -Mr. Smith.	Містер Сміт, дозвольте представити вам містера Френка. – містер Френк, містер Сміт.
I'd like you to meet Doctor Jones.	Pleased to meet you!	Мені б хотілося познайомити вас з доктором Джоунсом. – Радий познайомитися з вами.
Please, introduce me to	Meet my friend,	Будь ласка, познайом мене зі

your friend.	Victor.	своїм другом.
	This is Victor.	-Познайомся, мій друг Віктор. - Це Віктор.

### *Illustrative Dialogues*

#### **1. At a Conference** (formal)

Mr. Cox: Mr. Steel, I'd like to introduce David Black, a colleague of mine (to Mr. Ward) Mr. Steel, from Bristol University.

Mr. Ward: How do you do?

Mr. Steel: How do you do?

Mr. Steel: Are you finding the conference interesting?

Mr. Ward: Yes, there have been some very good papers. I find the discussions very useful, too.

#### **2. At Work** (formal)

Mr. Pratt: Good morning, Mr. Dawes How are you?

Mr. Dawes: Very well, thank you. How are you?

Mr. Pratt: Fine, thanks. I don't think you've met my secretary.

(To his secretary) This is Mr. Dawes. This is Miss Lloyd.

Mr. Dawes: How do you do?

Miss Lloyd: How do you do?

#### **3. At the Theatre** (formal)

Mrs. Briggs: Mrs. Hammond, I'd like you to meet my husband.

Mrs. Hammond: How do you do?

Mrs. Briggs: How do you do?

Mrs. Hammond: Are you enjoying the play?

Mrs. Briggs: Yes, it's a very interesting production.

#### **4. At an Exhibition** (semi-formal, informal)

Mary: Mother, this is my friend Ann.

Mrs. Jay: Hallo, Ann.

Ann: Hallo, Mrs. Jay.

Mrs. Jay: What do you think of the exhibition?

Ann: It's even better than I expected.

#### **5. At a Party** (informal)

Bill: Rosemary, this is my brother Stephen.

Rosemary: Hallo, Stephen.

Stephen: Hallo. Having a good time?



**\*Ex.4. Translate from Ukrainian into English.**

1. — Будь ласка, познайомте мене з вашою сестрою  
— Із задоволенням. Віта, це мій друг Борис.  
— Добрий день.
2. — Познайомся з моєю мамою, Ліно. Мамо, це Ліна.  
— Добрий день.  
— Добрий день.
3. — Здрастуй, Джон! Я такий радий, що ти приїхав. Як справи,  
— Дякую, добре. А як у тебе?  
— Дякую і у мене теж. Ви знайомі з містером Блеком, чи не так?
4. — Привіт, мене звати Майк.  
— Привіт. Я Пет.  
— Радий познайомитися.

**Ex.5. Introduce the following people.**

1. a friend to your mother;
2. a fellow-student to an English visitor (Robert Lord);
3. a guest speaker (Andrew Dent) to his audience;
4. yourself to a group of tourists to whom you are to act as a guide;
5. a friend of your own age to an elderly neighbour (Robert Brown);
6. a colleague (Janet Sutton) to your husband/wife;
7. yourself to a visiting lecturer (Dr. Graham Pegg) after the lecture (you want to ask a question);
8. your sister to a fellow-student;
9. Your parents to your English teacher (John Tracey);

**V. Remember forms of thanks.**

<i>Forms of Thanks</i>	<i>Translation</i>	<i>Possible Answers</i>	<i>Translation</i>
Thank you.	Дякую вам.	Not at all. You are welcome.	Нема за що.
Thanks.	Дякую.	Don't mention it!	Нема за що дякувати.
Many thanks. Thanks a lot. Thank you ever so much.	Велике спасибі.	That's really nothing!	Це дрібниця.
Much obliged to you. I am very grateful to you.	Я вам дуже вдячний.	It was a real pleasure for me to do it.	Мені було дуже приємно це зробити.
How good of	Дуже люб'язно	The pleasure is	Це я повинен



you. It's kind of you. You've done me a great favor. You are kindness itself. Thank you for the pleasure.	з вашого боку.  Ви мені зробили велику послугу. Ви сама люб'язність. Дякую вам за приємну послугу.	entirely mine.  That's really nothing!  Don't mention it!	вам дякувати.  Це дрібниця.  Нема за що дякувати.
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### *Illustrative Dialogues*

#### **1. Thanks for Hospitality** (informal, semi-formal)

*John:* It's about time we made a move (поспішити)

*Ruth:* Really? Can't you stay a bit longer?

*John:* I'm afraid not. You see, we promised our mum to be back by twelve.

*Ruth:* I see. What a pity.

*Sheila (John's wife):* Thank you for a lovely meal.

*Ruth:* I'm glad you enjoyed it. You must come again some time.

#### **2. Thanks for a Birthday Present** (informal, semi-formal)

*Ann:* Happy birthday, Catherine.

*David:* Many happy returns of the day.

*Cath:* Thank you. (*David gives her a bunch of flowers.*) What beautiful flowers!  
Thank you very much.

*Ann:* And here's your present.

*Cath:* Oh, thank you. (*She unwraps it.*) Oh, a hair-drier! Just what I wanted.  
Thank you ever so much.

*Ann:* I'm glad you like it.

#### **3. Jill thanks her neighbour for helping her move into her new flat** (semi-formal)

*Jill:* Thank you so much for all you've done.

*Brian:* Don't mention it. I'm glad I was able to help.

*Jill:* I don't know what I should have done without you.

*Brian:* It's nothing, really.

*Jill:* Well, I hope you'll come to my flat-warming party.

*Brian:* That's very kind of you.

*Jill:* I'll let you know when I've fixed the date. Well, thank you again for your help.

*Brian:* It's a pleasure. Good-bye.

#### **4. Thanks for Information** (formal, semi-formal)

*Jean:* Could you tell me the time, please?

*Passer-by:* Yes, it's ten past nine.

*Jean:* Thank you.

*Passer-by:* You're welcome.

#### **5. Brenda thanks a stranger for returning her handbag** (formal)

*Stranger:* Excuse me. You left your handbag on the bench.

*Brenda:* Oh! Thank you so much.

*Stranger:* I don't know how to thank you. How careless of me. Thank you very much indeed.

*Brenda:* Not at all.

#### **Exercises**

**Ex.1. Read the dialogues, noting how people can be thanked for various things and how they respond.**

**Ex.2. Reply to the following expressions of gratitude, taking the style into account .**

1. Thank you very much for your help.
2. Thank you for a most enjoyable evening.
3. What beautiful flowers! Thank you so much.
4. It was very kind of you to put my friend up (= give him a bed).
5. Thanks for the lift.
6. I'm very grateful to you for coming so quickly. (to a doctor)
7. Thank you for showing us the slides. They were very interesting.
8. Thank you ever so much for the present.
9. Thanks for letting me know.
10. It's very kind of you to see (= receive) us at such short notice. (негайно).

**\*Ex.3. Translate from Ukrainian into English.**

1. — Дякую за компанію. Було дійсно, приємно познайомитися з вами  
— Чому, це я повинен вам дякувати.
2. — Ти зробив мені велику послугу.  
— Це дрібниця.
3. — З вашого боку було дуже люб'язно повідомити мене про наступні змагання. Я вам дуже вдячний.  
— Нема за що дякувати.
4. — Дякую, що підвіз мене.  
— Нема за що.

5. — Велике спасибі за такий гарний подарунок. А які гарні квіти!  
 — Я дуже радий, що тобі подобається.

**\*Ex.4. Make up short dialogues, using an appropriate form of thanks for the following situations.**

1. A friend gives you a birthday present.
2. A stranger shows you the way to your hotel.
3. A colleague gives you a lift.
4. A friend has brought a book you asked him to lend you.
5. A neighbour brings back your dog, which ran away yesterday.
6. A stranger holds the door open for you.
7. A guest brings you some flowers.
8. Your brother lends you some money.
9. A passer-by picks up a glove you have dropped and hands it back to you.
10. A doctor cures your child of a serious illness.

**VI. Remember forms of apologies.**

<i>Forms of Apologies</i>	<i>Possible Answers</i>	<i>Translation</i>
I am sorry! Sorry!	That's/It's all right Don't worry.	Пробачте! Я дуже вибачаюся.- Нічого. Не хвилюйтеся.
I am so sorry!	Not at all. It's OK.	Нема за що вибачатися. Все в порядку.
Excuse me (for)!	No need to be sorry. Never mind!	Навіщо просити побачення! Пробачте. – Нічого. Пусте!
I beg your pardon!	No pardon needed!	Прошу пробачення!
Pardon!		- Нічого, що ви!
I must apologize.	It's nothing to speak of!	Які дрібниці!

**Excuse me**, як правило, вживається перед тим, як щось зробити, або сказати.

↘ **Sorry!** Вживається після того, як ми зробили щось не зовсім вірно, щоб вибачитися .

↗ **Sorry?** Вживається, коли ми не чуємо, або не розуміємо, що кажуть люди. Вимовляється з питальною інтонацією.

***Illustrative Dialogues***

1. — I'm sorry I'm late. I had to wait ages for a bus.  
 — That's all right. We haven't started yet.
2. — I'm terribly sorry. I've forgotten to bring the book I promised you.  
 — Don't worry. I've got another one to read.
3. — I'm awfully sorry but I've broken a cup.  
 — Never mind.

- 4.— I do apologize for not letting you know before. I couldn't get through to you on the phone.  
— It's quite all right.
5. — I'm so sorry to cause you all this trouble.  
— No trouble at all.
6. — There's a good play on television tonight.  
— Sorry?  
—I said there's a good play on television tonight.  
— Oh, is there? What time?  
— 8.45.
7. — Excuse me, That's my seat.  
— Oh, is it? Sorry, or – I (do) beg your pardon. (Emphatic, very formal).
8. — Oh dear. I've spilt tea on the tablecloth. I'm ever so sorry.  
— It doesn't matter. The cloth needs washing anyway.

### ***Exercises***

**Ex.1. Read the illustrative dialogues, noting how people apologize and how to respond appropriately. Then learn three of them and reproduce them in pairs.**

**Ex.2. Choose the best answer.**

1. After wrecking your brother's car you say to him:  
a) *Sorry, Jack.*  
b) *I hope you don't mind, Jack. I've run the car into a wall.*  
c) *I'm terribly sorry, Jack. I'm afraid I've damaged your car.*
2. When you want to get to the front of the bus, past some standing passengers, you say:  
a) *Sorry.*  
b) *I beg your pardon.*  
c) *Excuse me.*
3. When you tread on someone's toe, you say:  
a) *I must apologize for treading on your toe.*  
b) *I'm so sorry.*  
c) *I beg your pardon.*
4. If a senior colleague apologizes for keeping you waiting, you say:  
a) *That's OK.*  
b) *That's quite all right.*  
c) *Don't mention it.*

5. If you have not heard what someone said, you say:
- Sorry.*
  - Excuse me.*
  - Repeat it, please.*

**Ex.3. Read the sentences and explain the using of expressions “Excuse me” and “Sorry”:**

- ”Excuse me, could you tell me the way to the History Museum?,,
- ”Oh, sorry! Did I step on your foot?,,
- I’m sorry I’m late. I’ve been very busy.
- There’s the key on the floor.
  - Sorry?
  - There’s the key on the floor, I said.
- ”Excuse me, would you let me pass?,,
- ”I’m very, very sorry about what I said just now.,,

**Ex.4. Express apology, using one item from each column. Let another student respond.**

I’m	very ever so terribly awfully dreadfully	sorry	but	I’ve lost the key I can’t remember the address I’ve forgotten to buy bread I’ve let the dog out I’ve broken your favourite cup I forgot to water the plants I’ve eaten all the cake
	afraid			I’ve scratched the record I’ve rubbed off your recording I dropped the alarm clock last night I’ve spilt ink on your passport I’ve burnt the potatoes I’ve lost the book you lent me I overslept this morning I haven’t done the translation

**Ex.5. Reply to the following apologies, avoiding repetition as far as possible.**

- I’m sorry.
- So sorry.
- I do apologize for keeping you waiting.
- I’m terribly sorry but I burnt the collar of your shirt while I was ironing it.
- I’m sorry, I didn’t quite catch your name.
- I’m sorry to disturb you.
- Do excuse me for looking so untidy.

8. I'm sorry I'm late.
9. I must apologize for our secretary's rudeness.

**\*Ex.6. Translate from Ukrainian into English.**

1. — Пробачте, будь ласка. Скільки коштує цей светр?  
— 100 \$.
2. — Пробачте!  
— Так?  
— Це ваша сумочка?  
— Прошу пробачення?  
— Це ваша сумочка?  
— Так. Дуже гарно дякую.
3. — Пробачте, будь ласка, але вас звати Білл Блейк?  
— Ні, нажаль, ні. Мене звати Бакстер, Стів Бакстер.  
— О, вибачте.
4. — Я дуже вибачаюся, що запізнився.  
— Не хвилюйтеся, ми маємо ще 10 хвилин до початку фільму.

**Ex.7. What would you say in the following situations? Do the exercise in pairs.**

1. You've broken a vase while visiting an elderly aunt.
2. You are late for a class.
3. You forgot to ring a friend last night.
4. You didn't hear what your neighbour said.
5. You lost an umbrella which your sister lent you.
6. You want to pass someone to get to your seat in the cinema.
7. You have spilt coffee on a friend's dress.
8. You made a noise coming in late last night (and woke your parents up).
9. You let the shop door swing back in someone's face.

***TELEPHONE ETIQUETTE***

**Ex. 1. Remember rules for making calls. Express your ideas.**

**DO**

plan the call thoroughly;

have all necessary information in hand;

be patient if there is no answer;

be polite and agreeable;

be efficient — you are representing your company or organization; use questions to identify key issues; be concise, use short sentences — time is money; speak clearly;

make sure the other person understands you and allow him to finish his speech;

take notes during a call;  
use humour with caution (it is often very personal and culturally specific);  
finish with a positive phrase.

### **DON'T**

call if you are unprepared;  
lose control if someone becomes aggressive;  
waste time;  
pretend to understand;  
interrupt;  
,rely on your memory for important details;  
put the handset down too quickly. It can seem rude;  
leave your mobile phone switched on in the theatre (museum, gallery, etc.)

### **Speaking on the Phone**

While answering the phone, secretaries should be tactful, efficient, prompt, helpful and very courteous. They must have a polite manner, sound friendly, address people correctly and keep their private calls to a minimum. They are to take messages when the boss is absent or in meetings.

**Ex. 2. Choose the polite reply in each of these conversations. Read the following sentences.**

a) Can I speak to Loretta?

- 1) Who are you, please?
- 2) Who is calling, please?

b) Could I have your name, please?

- 1) Yes, I'm Anna Long. Yes, it's Anna Long

c) This is Terry Ranee

- 1) Sorry?
- 2) Repeat, please,

d) Is she free on Friday?

- 1) No, she isn't.
- 2) I'm afraid, not.

e) Would morning or afternoon suit you best?

- 1) I don't mind.
- 2) I don't care.

f) Is that everything?

- 1) Yes, of course.

2) Yes, that's all.

## **Telephone Instructions.**

### **I. Making a call:**

- First check the code (if any) and number.
- Lift the receiver and listen to a dialing tone (a continuous purring).
- Dial carefully and allow the dial to return freely.
- Then wait for another tone:
  - A ringing tone (burr-burr) means the number is being called. The line is free.
  - An engaged tone (a repeated single tone); try again a few minutes later.
  - A number unobtainable tone (a steady / tone), replace the receiver, recheck the code and number and then redial.
- At the end of the call replace the receiver securely.

### **II. When answering the telephone:**

- Always give your name or the name of the office or your telephone number.
- If you hear a series of rapid pips, the call is coming from a coinbox telephone.
- Wait until the pips stop and then give your name or telephone number.

### **III. When making a call from a coin-box telephone:**

- First drop a coin piece (or pieces) into the slot.
- Lift the receiver and listen to a dialing tone.
- Dial your number.
- On hearing a ringing tone, which means that the line is free, wait until your call is answered.

### **IV. Trunk-Calls via operator when booking a trunk-call:**

- Give the country, the place concerned and the number you want your call to be connected with.
- Say what kind of call you want to book.
- Indicate the duration of your call if possible.
- Give your name and telephone number.

### **V. Subscriber Trunk Dialing (STD):**

- Dial codes and/or a number of people you are likely to call. This will save your time in future.
- When you dial, do not pause too long between digits.
- If you hear a recorded announcement telling you that the trunk line is engaged, replace the receiver and try again later.



- Answer your telephone promptly, giving your name or the name of the office or a telephone number. This saves the time and helps the caller.

## VI. International Subscriber Dialing (ISD).

You can dial for yourself. If calls are made to most places in Europe and North America:

- First dial the code of the country or the code of the place concerned and then the subscriber's number.
- If you wish to know the code for a place which is not shown in the Telephone Directory, ask the exchange operator.
- When dialing to Europe or North America, do not pause more than two or three seconds between digits, especially the last few digits. You will often hear nothing for half a minute or a little longer after dialing.

Do not replace the receiver before you have given the equipment time to connect the call. Sometimes you may hear *a* series of very rapid pips. It means that the automatic equipment is putting your call through and asks you to hold on.

## Starting and Finishing Calls

**Ex. 3. Make yourself a checklist for future reference. Study the table below, then add these phrases:**

Anyway ... I'll look forward to seeing you on Tuesday, then.

How are things? Let me know if there's anything I can do.  
I'm phoning to ask ... Thank you for calling

<u>Welcoming the call</u>	<u>Nice to hear" from you</u>
<u>Polite enquiries</u>	<u>How are you?</u>
<u>Saying why you're</u>	<u>The reason I'm phoning is</u>
<u>Indicating you're ready to</u>	<u>Right then . . .</u>
<u>Offering help</u>	<u>Give me a ring if you have any problems</u>
<u>Confirming future plans</u>	<u>See you on the 26th, so until Friday, then</u>
<u>Ending on a friendly note.</u>	<u>Thanks for your help. You're welcome. Have a nice day</u>

**Ex. 4. Read, learn, memorize the basic phrases and act out the following dialogue.**

*Secretary:* Hello, I'm wondering if you could help me.

*Mr. R. Brundon:* May I use your telephone?

*Secretary:* Why, of course, sir. But prof. Berg is speaking on the telephone now. He can't get his office on the phone. There is no reply at his number. May be there is nobody available there.

*Mr. R. Brundon:* Where can I make a call then? (to give a call, a ring, a buzz)

*Secretary:* I'm sorry. I didn't catch your name. Will you spell it, please?

*Mr. R. Brundon:* R-u-ss-e-11 B-r-u-n-d-o-n.

*Secretary:* What can I do for you?

*Mr. R. Brundon:* I want to book a long-distance call a (trunk-call). I want to reverse the chargers.

*Secretary:* Where to, sir? Do you know the number, please?

*Mr. R. Brundon:* No, I'm afraid, I don't, can you find it out for me?

*Secretary:* Yes, sir. I'll get it from my directory and call you back.

*Mr. R. Brundon:* Thank you.

**\*Ex. 5. Put each of the following words or phrases into its correct place in the passage below.**

charge reversed	connection	dial
direct	directory inquiries	engaged
international code-number	lift	long distance
message	number	operator
person-to-person	receiver	telephone directory

### **Making a Telephone-call**

When you make a telephone-call you ... the receiver. Then you ... the number. If you ... don't know the you can look it up in the ... . If you can't find it there you can call ... .

Making a call to a place far away is called a ... call. For most countries in Europe you can phone ... ; first dial the ... .

If you don't have enough money you can ask for a ... call and have the ... .

This means that the ... of the call has to pay for it.

When there is a difficulty with the ... the ... may tell you to hold the line.

If the person you want to call is already speaking to someone, the number is ... .

When you call a friend and somebody else answers the phone, you can leave a ..., or it may mean that you have dialed a ... .

**\*Ex. 6. Put each of the following words or phrases into its correct place in the passage below.**

answer	call	caller	come through	directory
hang up	identify	message	mouthpiece	number

save

telephone

tone

## Telephone Etiquette

1. Know the right number before making a... . When in doubt, consult a ..., your personal number list, or the information.
2. Allow time to ... . Give the person you are calling enough time to ... his telephone.  
A little patience may ... you a second call.
3. Speak distinctly and in a normal ... of voice. Your lips should be about an inch away from the ... .
4. Answer promptly. Try to answer your telephone on the first ... . Otherwise the ... may hang up and you might miss an important message.
5. ... yourself when you answer the ... .Do not merely say "Hello". Give your name , your telephone ... , or the name of your firm.
6. Take messages for people who are not there. Write down the name and telephone number of the person calling. Place the ... where it can be seen.
7. ... gently. Slamming the ... down is discourteous. Be sure the receiver is always ... properly. Otherwise no calls can ... to you.

**\*Ex. 7. Put the verbs into proper tense.**

## Mobile Phone – a Luxury or a Necessity?

Nowadays more and more people in the world (*believe*) that a mobile phone (*be*) no longer a luxury but a necessity. What (*start*) in the mid-1980s as an expensive toy (*become*) a pocket-sized communication aid for all kinds of people on the move, from nurses to farmers, architects to electricians, social workers to woman driving alone. For businessmen a mobile phone (*be*) an invaluable professional tool. But convenience (*take*) mobiles far beyond commerce. Working mothers (*use*) them to control their children before and after school; business travellers (*turn*) to their mobile phones to avoid high mark-ups on calls from hotel rooms; police (*lend*) pre-programmed mobiles to victim of domestic violence who (*have*) no phone at home, so that they (*can, call*) them in crisis. A choice of phones (*be*) available with various facilities at different price levels. Some features (*be*) fairly standard, such as single-button dialing for numbers you (*call*) regularly and back-lit displays showing the number dialed or recalled from the mobile's memory. Some models (*may, display*) other information like signal strength and battery condition, (*offer*) last-number redialing, a security code to prevent others using it, a "scratchpad" for noting down numbers during a call, a call timer and a press-any-key facility for answering calls.

## ***BUSINESS CORRESPONDENCE***

**Ex. 1. Read the following words and word-combinations and learn their meanings by heart.**

### Vocabulary

inquiry — запит  
reply to inquiry — відповідь на запит  
letter of Credit (L/C) — акредитив  
invoice — рахунок, фактура  
letter of insurance — страховка  
explanatory letter — пояснювальний лист  
letter of packing — лист про пакування  
letter of shipment — лист про відправку  
letter of delivery — лист про доставку  
letter of complaint — рекламацийна скарга  
indented line — червона строка  
form — бланк  
heading — заголовок листа  
stick (stuck, stuck) — наклеювати  
salutation — звернення  
truly — відданий  
subscription — підпис  
letter head — заголовок бланку  
recipient — одержувач  
sender — відправник  
reply (to) — відповідь на  
to affix signature — ставити підпис  
position — посада  
p.p. (per pro) by warrant — за довіреністю  
subject — предмет обговорення  
enclosure — додати = Encl to enclose — додавати a.l. = autograph letter a.l.s.  
= autograph letter  
sincerely — щирий c/o = care of inst = instant P.P. = parcel post  
P.P.p. = perprocuration — за довіреністю p.p = post paid  
P.R. = post restante (fr.) — до запитання PR — post registered P.S. = post  
scriptum — приписка R.P. = reply prepaid — відповідь оплачена  
R.S.V.P. — repondez s'il vous plaot (fr.) — дайте відповідь, будь ласка  
S. — signature — підпис  
signed — підписаний  
mail — кореспонденція, пошта  
with reference to — посилаючись  
subject to reply — за діловим одержанням відповіді  
under reply — на яке дається відповідь

as requested — на ваше прохання

## Ex.2. Read and translate the text.

### Text A Structure of a Business Letter

Business letters include all kinds of commercial letters, inquiries, replies to inquiries, Letters of Credit (L/C), invoices, Bills of Lading (B/L), Bills of Exchange or drafts, letters of insurance, explanatory letters, orders, letters of packing, letters of shipment, letters of delivery, offers, letters of complaint, replies to those of mentioned above, etc.

*A business letter* should be as short as possible, intelligible, polite, benevolent and its language must be simple.

Rules and traditions of correspondence vary in time but some basic principles of a commercial letter remain unchanged.

*A private business letter* is written by hand, each paragraph begins with an indented line. But if a letter is sent by an organization, it is typed on the form of this organization. In this case it is not necessary to use indented lines.

A letter is composed of the following elements: the heading, date, address, salutation text, subscription.

A letter can be typed on the organization's form. Any form has its letter-head printed typographically. The letter-head bears the name of the organization or firm, sending this letter, its address, the address for telegrams, telephone, telex, fax. If you do not use the form, write your address (as a sender) on the upper right side of the letter. Do not indicate your name here, it will follow your signature. Ukrainian names of foreign trade organizations are not translated into foreign languages. They are written with Latin letters using the English transcription. Your telephone number may be written below.

*The date* is written on the right side above (under your address if the letter is written on a form or under a typographical letter-head of the form).

In Great Britain the date may be indicated as follows: 7<sup>th</sup> April, 1998 or 23 March, 1998.

In the USA it is usually written like this: April 7, 1998.

As a rule, before the address of the recipient a reference is indicated which the sender asks to mention in the reply to the letter. A common reference represents the initials of the person who wrote the letter and those of the typist who typed it.

Our Ref: MRE/JNK — (in the first letter);

You: Ref: BAT/SN — (in the second one after the reply has been received);

MRE are the initials of the author of the letter (M. R. Erickson), JNK are the initials of the typist.

*The address* of the recipient (inside address) is written on the left above, under the reference. Lower, the name of the firm is written under which the

number of the house, street, city or town, state or country is indicated, the last element being the country.

*The salutation* is written on the left (not in the centre).

The salutation '*Dear Sir*' is appropriate, when you write to a real person if you do not know him. If you know this person, you should write '*Dear Mr. Jones*', for example.

If the letter is addressed to a firm, the salutation should be '*Dear Sirs*'. In modern business correspondence it is needless to use any other forms of politeness.

As was mentioned above, the text of the letter should be as short, simple and clear as possible.

*In the subscription* the expression '*Yours faithfully*' is usually used if you are not acquainted with the person (or '*Yours sincerely*' if you write to a man (woman) whom you know at least by correspondence. In American English the above expressions are rarely used. More common are the expressions '*Sincerely yours*', or simply '*Sincerely*', and sometimes '*Very truly yours*'.

*The signature* is affixed by hand above the typed name of the author. It is not obligatory to indicate your position. If near the signature there are two letters p.p.' (per pro), it means that the letter is by warrant'.

*The heading* may be written above the main text of the letter. The heading indicates the short contents of the letter or its subject.

If some material is added to the letter, the words 'Enclosure' ('Enclosures') or the abbreviation 'End' (додаток або додатки) are written in the left lower corner of the letter. You can also use the expression 'We enclose ...' (додаємо ...).

### **Ex.3. Answer the following questions:**

1. What letters are included into business correspondence?
2. What are the major elements of a business letter?
3. When is the letter-head used?
4. What does the reference mean in a letter?
5. What information is given in the address?
6. What are the requirements established for the text of a business letter?
7. What expressions are used in the salutation of a business letter?
8. What should be indicated in the heading of a business letter?
9. What should be the subscription in a business letter? What may be enclosed in a business letter?

### **Ex.4. Read the following words and word-combinations and learn their meanings by heart.**

## **Vocabulary**

to render – надавати

adjustment – регулювання  
in conformity with – відповідно до  
to carry out – виконувати  
to reimburse – відшкодувати  
allowances – забезпечення  
to provide – забезпечувати  
equipment – обладнання  
delivery – поставка  
dispatch – відправка  
to obtain permission – отримати дозвіл  
decision – рішення

## **Text Business Correspondence**

Dear Sirs,

In connection with your enquiry and in confirmation of our talk with your representative Mr. Delton we are informing you that if requested we could send a group of highly qualified specialists to render technical assistance in constructing a heavy-machine building plant and preparing the equipment of the shops of the above plant for adjustment and putting into operation.

As the construction and erection work shall be in full conformity with the supplier's designs, we could include in this group specialists to carry out the designer's supervision.

The general conditions on which we usually send our specialists abroad are the following:

You are to reimburse us for the following expenses:

- monthly salaries in \$ USA,
- transfer allowances for each specialist,
- round trip air travelling expenses, tourist class, for the specialists and their immediate families,
- the insurance of specialists against professional risks and accidents.

You are also to provide at your own expense all the specialists, interpreters and their families with adequately furnished air-conditioned accommodation.

In addition you are to provide our specialists with medical service, including hospitalization.

We should like to stipulate the fact that if a specialist falls ill during his stay in ..., you are not to suspend payment of the reimbursement rates during his illness.

The number of specialists sent by us will depend on the volume of the work. The period of their stay in your country is to be agreed upon during negotiations.

Awaiting your reply,  
Yours faithfully,

R. P.

Dear Madame Ivanenko,

Further to our discussion today with Mr. Detlon we are writing to confirm our requirements for certain modifications and also to give you our suggestions for the proposed visit program for Mr. Kramov

As Mr. Kramov will not be arriving in the USA until the 3<sup>rd</sup> or 4<sup>th</sup> of January to inspect and test the equipment, this will not leave us enough time to pack the equipment after inspection and to deliver it to FOB by the originally agreed date of 15<sup>th</sup> January. We would therefore like to have your confirmation that you agree to the delivery date to FOB being extended to 15<sup>th</sup> February without the penalty clause applying.

It will also be necessary for us to receive before 3<sup>rd</sup> January at least four rolls of the packaging material for the Monobags. Would you advise us by telex of the method and date of dispatch of this material? Referring now to Mr. Kramov's actual visit to the States, we have in mind to make our suggestions for a suitable program and if he arrives in New York on 3<sup>rd</sup> or 4<sup>th</sup> January, we believe he will need to spend at least 15 days in New York inspecting and testing the equipment. We are hoping to obtain permission from two snack food factories in the area of Los Angeles to allow him to see their operation and study their manufacturing techniques, and we should have a definite decision on this within 10 days.

Yours sincerely,  
James Nickles  
Sales Director

**Ex.5. Write letters in accordance with given assignments.**

Inform the company that you are buyers of chemical equipment and you would like to receive their quotation and the latest catalogues.

Let the company know that their terms of payment and delivery suit you, but you cannot place an order with them as their prices are too high.

Set out the following dates and addresses as in the pattern:

Date	Company	Country	City	Street	House
5/VI/2000	Blake and Co	Great Britain	London	Conduit Street	40
20/X/2000	Smith & Co, Ltd	USA (Ohio)	Lima	Park Street	25
22/11/2000	The export & Transport Co	Great Britain	Hull	Water Street	25
23/1/2000	The Liverpool Forwarding Agency	England	Liverpool	High Street	19



**\*Ex. 6. Copy the first letter and translate it into Ukrainian; memorize the following expressions in this letter:**

I should like on behalf of the Academy of Sciences to convey our thanks to ...; I look forward to ... joining us on that occasion, as I know that they all will be much pleased to meet you.

Yours *sincerely*,  
(*Signature*)

Ознайомтесь з правилами використання багатофункціонального слова **it** та виконайте граматичні завдання.

1. а) Особовий займенник **It** замінює іменник і відповідає займенникам *він, вона, воно*. У реченні виконує функцію підмета:

**The window** is open.  
**It** is open.

*Вікно відчинене.*  
*Воно відчинене.*

б) **It** вживається замість назв неживих предметів та тварин:

**The cat** is on the tree.  
**It** is on the tree.

*Кіт на дереві.*  
*Він на дереві.*

2. **It** – безособовий підмет (не перекладається). Використовується в таких безособових реченнях:

а) з явищами природи:

**It** is winter.  
**It** is cold.  
**It** is getting dark.

*Зима.*  
*Холодно.*  
*Темніє.*

б) з дієсловами, які вказують на стан погоди (to rain, to snow, to freeze, тощо) :

**It** often snows in February.  
**It** is raining.

*У лютому часто падає сніг.*  
*Йде дощ.*

в) коли мова йде про час і відстань:

**It** is noon.  
**It** is 5 o'clock.  
**It** is not far to the stadium.

*Полудень.*  
*П'ять годин.*  
*До стадіону недалеко.*

г) з дієсловами у пасивному стані:

**It** is said...  
**It** is believed...  
**It** is expected...

*Кажуть...*  
*Припускають...*  
*Чекають...*

д) після виразів **it's nice to, it's easy to, it's difficult to, it's impossible to, it's good to, it's wonderful to, it's useful to, it's no use:**

**It was difficult to find a suitable steamer.** *Було важко знайти підходящий пароплав.*

**It's no use telling him about it.** *Марно казати йому про це.*

е) у звороті **It is...that,** коли потрібно зробити особливий наголос на одному з членів речення перекладається – *саме (це).*

**It is sport that** makes a man healthy and strong. *Саме спорт робить людину здоровою та міцною.*

**It was in the park that** I met his sister. *У парку я зустрів його сестру.*

**Ex.1. Read the sentences and define the function of the word "It":**

1. **It** was a warm spring day.
2. **It** was very windy.
3. **It** is cloudy today.
4. How far is **it** from London to Bristol?
5. **It's** 20 miles from our village to the nearest town.
6. **It's** impossible to understand her.
7. **It's** nice to see you again.
8. **It** is said that we can pass our exams in May.
9. **It's** 5 o'clock.
10. Football is one of the most popular games. **It** is played in most countries of the world.

**Ex. 2. Complete the sentences. Use "it's + (box 1) + to + (box 2)".**

It's	<i>box 1</i>	dangerous	to	<i>box 2</i>	meet people
	difficult	impossible		see you again	go out alone
	<del>easy</del>	nice		wear	sleep
	easy	stupid		<del>understand him</del>	save

1. It's easy to understand him ..... because he speaks very slowly.
2. ...., Jill. How are you?
3. .... at night. There is always a lot of noise.
4. A lot of cities are not safe..... at night.
5. If you haven't got a well-paid job, .....money.
6. .... warm clothes in hot weather.
7. Everybody is very friendly in this town. ....

### Ex. 3. Translate into Ukrainian.

1. It is time to begin our training.
2. It is late.
3. Is it true that you are a top-class sportsman?
4. It was here that I first took part in a competition.
5. It is impossible to predict who will win to-day's competition.
6. It is a business letter.
7. It was after the championship that we had a chance to talk.
8. It is about 2 miles from the airport to our office.
9. It was a storm last night. Did you hear it?

### \*Ex. 4. Translate into English.

1. Це правда, що він виграв змагання?
2. Холодно. Час закривати вікна.
3. Саме після змагання я отримав запрошення прийняти участь у міжнародному чемпіонаті.
4. Я бачив, як ви забили цей гол. Він був, дійсно, вражаючим.
5. Я спостерігав за грою команди. Вона, безперечно, найкраща.
6. Неможливо її зрозуміти.
7. Вже пізно. Час йти додому.
8. Який сьогодні день? Сьогодні 10 березня.

### Ex. 5. Write questions with "How far ...?"

1. (here/the airport?) *How far is it from here to the airport?*
2. (New York/Washington?) *How ..... Washington?*
3. (your house/the station?)..... ?
4. (the hotel/the beach?) ..... ?

### \*Ex. 6. Put in it's or there's.

1. ... a cat in your bedroom.
2. ... hard to understand him.
3. ... cold tonight.
4. ... ice on the roads.
5. ... nice to see you.
6. ... somebody on the phone for you.
7. ... too late to go out.
8. ... a problem with the TV.
9. ... a funny smell in the kitchen.
10. What's that noise? ... the wind.

### Planning a business letter

In all writing we write to be understood. It should be easier to write a clear and concise letter because in letter writing the reader is easily visualized. If you are to write a good business letter, you must be clearly understood and you must create the right impression, both in content and presentation.

### **Patterns for Writing Letters**

#### *Thanks*

I shall appreciate your kindness in advising me immediately whether or not you will be able to attend the Colloquium. *Я буду вдячний Вам, якщо Ви повідомите мене негайно, чи зможете Ви бути присутнім на колоквиумі.*

I would appreciate immensely your assistance in persuading them to come. *Я надзвичайно вдячний Вам за Вашу допомогу вмовити їх приїхати.*

It would be greatly appreciated if you would kindly let us know the name as soon as possible. *Було б дуже добре, якщо б Ви могли повідомити нам Ваше прізвище.*

On behalf of the Symposium Committee I thank you for your letter of 2<sup>nd</sup> June, 2003. *Від імені Комітету Симпозіуму дякуємо Вам за лист від 2 червня 2003 року.*

I should like to thank you once more for all that you did. *Я би хотів подякувати Вам ще раз за те, що Ви зробили.*

I would be grateful if you let me know how many delegates will be in the party and when they expect to come to and leave here. *Я був би дуже вдячний Вам, якби Ви могли повідомити мені, скільки чоловік буде в делегації і коли вони мають приїхати та відбутися.*

I express once again our thanks for your kind co-operation in this matter. *Я ще раз висловлюю нашу подяку за Ваше співробітництво у цій галузі.*

#### *Request*

Could you please inform me whether they speak English or whether they will need an interpreter? *Не могли б ви повідомити мені, чи говорять вони англійською, чи їм потрібен перекладач?*

Would you kindly hand the enclosed form to the person concerned? *Будь ласка, передайте доданий бланк особі, про яку йдеться.*

Please let us know, if you are in a position to provide us with extra copies. *Будь ласка, повідомте нам, чи зможете ви забезпечити нас зайвим екземпляром.*

In case of non-arrival of the letter, please let us know. *В разі неотримання листа, будь ласка, повідомте нас.*

Will you kindly send us reprints of your recent paper? *Будь ласка, надішліть нам відбитки вашої останньої статті.*

## *Hope*

We are indeed glad that they will be coming to London and we look forward to meeting them and hearing about their recent work. *Ми дуже раді їхньому приїзду до Лондону і сподіваємось зустрітися з ними та почути про їх останню роботу.*

We are all hoping that somehow you will succeed in obtaining the data. *Сподіваємось, що вам пощастить отримати ці дані.*

We are not only looking forward to meeting our Russian colleagues but also to seeing their experimental work. *Сподіваємось, що ми не лише зустрінемося з нашими російськими колегами, а й також побачимо їх експериментальні роботи.*

## *Information*

I have much pleasure in enclosing the Royal Society's formal invitation to its Tercentenary Celebrations to be held in July next year. *Маю честь відправити вам офіційне запрошення Королівського Товариства на святкування трьохсотріччя К.О., яке відбудеться у липні наступного року.*

As requested by you we have much pleasure in sending you under separate cover the book in question. *Згідно вашого прохання маємо честь відправити вам в окремому конверті книгу, про яку йдеться.*

We acknowledge the receipt of your letter of the 10<sup>th</sup> inst., for which, we thank you. *Ми підтверджуємо отримання вашого листа від 10 цього місяця, за яке висловлюємо вам подяку.*

We inform you that your paper aroused much interest and will, of course, be published in due course. *Повідомляємо вас що ваша стаття викликала велике, зацікавлення і обов'язково буде опублікована у свій час.*

We beg to confirm the receipt of your letter. *Підтверджуємо отримання вашого листа.*

We beg to inform you that enclosed are some data. *Маємо честь повідомити, що до листа додаються деякі дані.*

Confirming receipt of your letter of the first inst., we beg to draw your attention to the fact that the main Congress proceedings will take place in London. *Підтверджуючи отримання вашого листа від 1-го числа цього місяця, звертаємо вашу увагу на те, що робота Конгресу буде проходити у Лондоні.*

### **The body of a business letter usually includes:**

a) Reference, b) Information, c) Purpose, d) Conclusion.

#### **a) Reference**

You should begin your letter with a reference to a letter you have received, an advertisement you have seen, or an event which has prompted the writing of your letter,

e. g. Thank you for your letter of May 3<sup>rd</sup>.

In your letter of January 13<sup>th</sup> you inquire about....

It was a great pleasure to receive your letter of July 1<sup>st</sup> that....

I recently called on your agent in this country to ask about... but he was unable to help me.

### **b) Information**

It is sometimes necessary to add some detailed information related to the reference, in a subsequent paragraph.

### **c) Purpose**

This is the most important part of the letter, where you are expected to state clearly and concisely what you want and answer carefully and clearly all the questions that you have been asked.

### **d) Conclusion.**

This usually consists of some polite remark to round the letter off.

e. g. I look (am looking) forward to hearing from you soon.

I sincerely hope you will be able to help me in this matter.

I should greatly appreciate an early reply.

Please accept our sincere apologies for the trouble this mistake has caused you.

We apologize sincerely for the trouble caused to you, and will take all possible steps to ensure that such a mistake does not occur.

## **Different Types of Business Letters**

There are in general, three classifications of business letters:

- the formal letter
- the semi-formal letter
- the personal note

The type of the formal business letter is still used for the bulk of correspondence between firms, companies and replies; requests for payment; status inquiries, letters of reference; letters of instruction, circular letters; letters of application, letters of invitations, thank-you letters and others.

### **Замовлення на квиток літаком**

#### **Booking Seats in an Airplane**

*Your address*

*Date in full*

*The Manager,*

*International Air Service Agency*

*Regent's Street. W. I.*

<sup>1</sup> ult.= ultimo — минулого місяця

S. S. (or S/S) = steamship — пароплав

Sir,

Please reserve me two (2) seats in the plane leaving London airport for Moscow at 11 a. m. on Saturday, June 2. I shall also be glad if you inform me of the connections between Cambridge and London Airport.

*Yours faithfully,*  
(Signature)

**Лист про підготовку для візиту**

**A Letter Arranging a Visit**

United States Department of Commerce  
National Oceanic and Atmospheric  
Administration,  
Washington D.C.,  
20658,  
USA.

June 2<sup>nd</sup>, 2004 Prof. T. N. Loza, Dept. of Atmospheric Physics, University of Kyiv, 61, Volodymirska Str, Kyiv Ukraine

Dear Professor Loza,

I learned two days ago that the USA/CIS Working Group on Natural Environment is meeting in Minsk 30 July, 2004 Presumably our work will end on Saturday, 5 July. You have twice in the past extended an invitation to me to visit your laboratory in Kyiv. Would it be possible for Mr. James Robins, who is also a member of the Working Group, and me to visit your laboratory on Monday, 7 July? If this meets with your approval, we would fly from Minsk to Kyiv on Sunday, 6 July, probably on Aerosvit Flight No. SU 643, which arrives at 10.20 (Sun.).

If this proposed visit to Kyiv is convenient for you, could you assist us with visas and by reserving a hotel room for us on Sunday and Monday nights? If for any reason this visit would be difficult or inconvenient for you at this time, please do not hesitate to tell me.

Yours sincerely,  
Michael Stephens.

**Лист до фірми з проханням надіслати каталоги обладнання**

**A letter to the company asking to send the catalogue of equipment**

*Your address Date in full*

Messrs. Levy and Moore York, England

Dear Sirs,

We beg to send your catalogues for cases Land M 275/77, which we hope might be of some use and help us to open larger transactions with you.

B/L<sup>1</sup> has been forwarded by the shipping agent. About the beginning of next month we shall send you the second part of your kind order.

Hoping your Mr. Levy has had a pleasant voyage back and has returned safely.

*Yours very truly,*  
(Signature)

**Лист, що сповіщає про надіслання каталогів**

**A letter announcing the dispatch of catalogues**

*Your address Date in full*

Messrs. Ukraine import.

Dear Sirs,

As requested by you, we have much pleasure in sending you our latest illustrated price-lists and catalogues. We hope all will reach you satisfactorily this time.

*Yours truly Parker and Co.*

**Лист із проханням надіслати каталог та цічник на обладнання**

**A request letter to send the catalogue and prices for equipment**

*Your Address Date in full*

Messrs, Thompson Brothers and Co., Edinburgh, Scotland

Dear Sir,

Please send us as early as possible your latest catalogue and Price-List of ..., and we'll be much obliged to you.

*Yours faithfully,*

*(Signature)*

**Відповідь на лист із проханням надіслати каталог та цічник на обладнання**

**The answer to the letter with the request to send the catalogue and price list for equipment**

*Your address Date in full*

Autoservice Kyiv

Dear Sirs,

We wish to inform you that we are in receipt of your letter of the 10<sup>th</sup> inst.', and in accordance with your request are sending you our latest catalogue and Price-List of ... Awaiting further news from you,

*We remain yours faithfully,*

*(Signature)*

**Замовлення на обладнання**

**Orders for equipment**

*Your address Date in full*

*Name and address of addressee.*

Gentlemen,

I am obliged by your prompt reply to my letter on the 10<sup>th</sup> inst., and I now beg to place in your hands an order for a few additional devices for make to our laboratory.

As these goods are wanted almost daily, I shall be glad to receive them as early as possible. Enclosing an order sheet.

I am, gentlemen,



yours faithfully,  
(Signature)

Dear ...,

Will you be good enough to inform me at what time I may call to consult you respecting the programme of Foreign Languages Teaching Conference which you received from Kyiv yesterday?

Yours sincerely,  
(Signature)

ПОЗИТИВНА ВІДПОВІДЬ ІЗ ДОЗВОЛОМ ЗРОБИТИ ВІЗИТ

Your address Date in full

Name and address of addressee

Dear ...,

I shall be happy to see you tomorrow at any time which may be most convenient to you between, say, 9 a. m. and 5 p. m.

Yours sincerely  
(Signature)

**Ex. 1. Compose letters, using the patterns given above.**

1. Mr. Brown is your British colleague, you have read his recent paper in the..., you want to find out some details about it. 2. You have sent a book to your colleague abroad, inform him about it and ask him to reply. 3. You have received a letter from one of the participants of the Congress at which you had read your paper. He wants to obtain some slides about your experiments. Inform him about sending some under separate cover. 4. Thank your colleague for his kind letter and express your hope of meeting him at the coming Congress.

**Ex. 2. Fill the blanks with prepositions:**

1. ... separate cover I send a letter from him. 2. I look forward ... meeting them. 3. Thank you ... your letter ... 10<sup>th</sup> Jan. It is kind ... you to send me these reprints. 4. On behalf ... the Academy of Sciences we convey our thanks ... the Royal Society ... their invitation. 5. We beg to confirm the receipt... your letter ... 3<sup>rd</sup>... which we thank you. 6. Further ... our letter we inform you that three scientists from our laboratory will be coming ... the future.

Ознайомтесь з правилами використання багатofункціонального слова **that** ( **those** / множ.) та виконайте вправи.

1. **That** – вказівний займенник, який вказує на віддалені предмети (особи) та належність до минулого.

**This** is my method of training and **that** is yours.      *Це твій метод тренування, а то твій.*

I was very busy that day.      *Я був дуже зайнятий того дня.*

**That** вказує на попереднє висловлювання і може відповідати займеннику *це*.

Is **that** all you wanted to say?

*Це ( то ) все, що ти хотів сказати?*

Who's **that**?

*Хто це?*

**That's** right.

*Правильно.*

2. **That of** – замінює іменник, щоб уникнути його повторення.

Our system of training is different from **that of** some other countries

*Наша система тренування відрізняється від тієї (системи), що існує в інших країнах.*

3. **That** – у підрядних реченнях для сполучення.

Do you doubt **that** I can do it?

*Ти вагаєшся, що я можу зробити це?*

The article **that** ( which ) I translated yesterday was very easy.

*Стаття, яку я переклав учора, була дуже легкою.*

I saw **that** he was displeased.

*Я бачив, що він був дуже незадоволений.*

I am so tired that I can't go further.

*Я такий стомлений, що не можу йти далі.*

### **Ex.1. Translate into Ukrainian.**

1. I gave her all the money that I had.
2. The man told us that he was a businessman.
3. I won't be able to do very much but I'll do the best that I can.
4. I didn't get the job that I applied for.
5. My friends told me that the exam would be easy.
6. At that moment I heard a noise in the corridor.
7. The price of tin is higher than that of copper.
8. So that's that.
9. The Caucasian mountains are higher than those of the Crimea.
10. "I don't think he is right". That is what she said.

### **\*Ex. 2. Translate into English.**

1. Дивно, що він зробив помилку у тому документі.
2. Він сказав, що прийде через годину.
3. Покажіть мені ті каталоги на спортивне обладнання.
4. У той час наш тренер був ще студентом.
5. Усе це мене не цікавить. Дайте мені докладний звіт про відрядження.

6. Хто це зробив? Що це таке?
7. Він був у Британії 2 роки тому назад, але в той час він ще не знав англійської мови.
8. Цей тренажер коштує 1000 доларів, а той – 1500 доларів.
9. Це все, що я можу розповісти вам про наші контракти.
10. Клімат Антарктики суворіший, ніж той, що у Арктиці.

**Ex.3. Complete the sentences using “that”. Choose the most suitable ending from the list. Translate the sentences.**

invented the telephone	<del>it makes typewriters</del>
runs away from home	it gives you the meanings of words
are never on time	it won the race
stole my car	it can support life
used to hang on that wall	it was found last week

Gerry works for a company.....*that (which) makes typewriters.*

The book is about a girl ... .

What was the name of the horse ... ?

The police have caught the men ... .

Alexander Bell was the man ... .

Where are the pictures ... ?

The police are still trying to identify the body ... .

A dictionary is a book ... .

I don't like people ... .

It seems that Earth is the only planet ... .

### **Запрошення Invitation**

**Лист із запрошенням взяти участь у конференції та повідомити про тему доповіді**

**A letter of invitation to take part in the conference and inform the topic of the report**

*Your address Date in full*

*Name and address of addressee*

Dear...,

You or any other teacher of your Department are invited to take part in the Conference on the Foreign Languages teaching problems which is to take place in Odessa University this year.

You are asked to send us a typed copy of your report or at least the title of it to be included into the agenda.

Please reply to this invitation, when it arrives so that your report is included into the Programme and we knew that you are coming. A post-card will be enough.

We are sure you will accept our invitation and write us as soon as possible. Additional details will be sent to you later.

*Organizational  
Committee*

**Прохання про дозвіл нанести візит**

**Requests for permission to pay a visit**

*Your Address Date in full*

*Name and address of addressee*

Dear ...,

Will you be good enough to inform me at what time I may call to consult you respecting the programme of Foreign Languages Teaching Conference which you received from Kyiv yesterday?

*Yours sincerely,*

*(Signature)*

**Позитивна відповідь із дозволом зробити візит**

**A positive answer permitting to make a visit**

*Your address Date in full*

*Name and address of addressee*

Dear ...,

I shall be happy to see you tomorrow at any time which may be most convenient to you between, say, 9 a. m. and 5 p. m.

*Yours sincerely*

*(Signature)*

**Стверджувальна відповідь на запрошення**

**Affirmative response to the invitation**

*Your address Date in full*

*Name and address of addressee*

Dear ...,

I gladly accept your kind invitation for Thursday next. It will afford me very great pleasure to meet my old **friend N.**

*Yours very sincerely,*

*(Signature)*

**Запрошення піти до оперного театру на балет**

**The invitation to go to the Opera House to watch ballet**

*Your address Date in full*

Dear ...,

I have booked seats for the next Saturday's performance of the 'Nutcracker' at the Opera House. The ballet begins at 7.30, so will you meet me in the lobby at 7.00?

*Your loving*

*(Signature)*

**Стверджувальна відповідь на попереднє запрошення відвідати оперний театр**

**Affirmative answer to the previous invitation to visit the opera house**

*Your address Date in full*

Dear ...,

I am so glad you have been able to book seats for the 'Nutcracker', as I hear the ballet is excellent. So many thanks for the trouble you have taken in fixing things up.

*Much love*

*(Signature)*

**Запрошення на чашку чаю**

**Invitation for a cup of tea**

*Your address Date in full*

*Name and address of addressee*

Dear ...,

It would give me great pleasure if you could have tea with me next Tuesday at 5 p. m. It seems quite a long time since I saw you last.

*Yours sincerely,*

*(Signature)*

**Позитивна відповідь на запрошення**

**Positive response to the invitation**

*Your address Date in full*

*Name and address of addressee*

Dear ...,

I accept with great pleasure your kind invitation to tea for Tuesday. Yes, it seems a long time since we met. I look forward to hearing all your news, and am

*Yours sincerely,*

*(Signature)*

**Ex.1. Write the thank-you letters (a letter accepting an invitation, a letter declining an invitation, a letter expressing thanks for hospitality), using the following useful phrases.**

- to have the pleasure of inviting
- to hope you will be able to
- unfortunately
- to hope to arrive in ... on ...
- thanks for (many thanks for)
- to be delighted
- to be kind of
- to request the pleasure of the company
- to accept an invitation

- to make it impossible to come
- to confirm, let me (us) know as soon as possible
- to be pleased
- to be sorry
- to return hospitality

**\*Ex.2. Translate into English.**

1. Ми впевнені, що ви приймете наше запрошення і дасте відповідь як можна скоріше.
2. Вас запрошують прийняти участь у щорічній зустрічі для всіх випускників нашого інституту.
3. Ми запрошуємо вас відвідати нашу фірму 20 вересня 2015 року.
4. Будьте такі ласкаві повідомити нас чи ви зможете прийняти наше запрошення на вечерю.
5. Будь ласка дайте відповідь на наше запрошення на науково-спортивну конференцію.
6. Ми будемо раді відповісти на будь-які запитання, що цікавлять вас.
7. Ми просимо проінформувати нас про можливість відвідати наш семінар.
8. Маємо честь повідомити вас, що ми готові прийняти ваше запрошення та підтримати співробітництво з вашим підприємством.
9. Ми би хотіли мати інформацію про об'єми виробництва вашого підприємства.
10. Ми будемо раді відповісти на будь-які запитання, що цікавлять вас і запрошуємо вас на діловий ланч о 12 годині завтра.

**Ex.3. Complete the following sentences.**

1. I receive many invitations from ....
2. When I want to send an invitation, I usually ....
4. May I have the opportunity to invite you ...?
5. It was a great pleasure to receive....
6. We back to inform you that ....
7. Please, let me know how....
8. I shall be happy ....
9. I accept with great pleasure your kind invitation....
10. Please, reply to this invitation, when....

## ***THE INTERNET ELECTRONIC CORRESPONDENCE***

**Ex.1. Read the following words and word-combinations and learn their meanings by heart.**

### **Vocabulary**

without doubt – без сумніву

network – мережа

cable – кабель

to exchange information – обмінюватися інформацією

to link computers – з'єднати комп'ютери

to store information - зберігати інформацію

web site - веб сторінка

to enter the address – ввести адресу

to download a document – завантажити документ

computer screen – екран (монітор)

to look for information – шукати інформацію

to click on – клікнути (натиснути)

to surf the net – блукати в інтернет-мережі

current events – останні новини

E-mail makes it possible – електронна пошта дозволяє відправити електронне повідомлення

to get started – почати

**Ex.2. Read and translate the text.**

### **Text**

#### **The Internet Frequently Asked Questions**

The Internet is without doubt one of the most important inventions in our history. It was started in 1968 by the US government, but at first it was used mainly by scientists. Since 1990, when the World Wide Web was created, it has changed the world, and its uses are growing every day.

The Internet is a network of millions of computers around the world, connected by phone lines, satellite or cable, so that all the computers on the net can exchange information with each other.

Not quite so. The Internet links computers, and the World Wide Web is a system which links the information stored inside these computers.

A company or organization stores information its information in electronic documents in one of the Internet computers, somewhere in the world. This computer space — the company's web site — has an address, in the same way that every telephone has a number. To visit a web site, you simply enter the

address. The computer is connected to the web site, a document is downloaded, and a page appears on the computer screen.

When you visit a web site looking for information, some words on the page may be underlined, showing that there is more information about the subject in another document. If you click on one of these words, the Web automatically connects your computer to a new document or web site, even if this is stored thousands of kilometers away. You're surfing the net!

The main use of the Internet is to find information — for your job, about your hobbies, sports or current events. You can also use the Internet to read newspapers and magazines, play games, plan your holiday or buy things from your favourite shop. E-mail makes it possible to send electronic messages anywhere in the world in seconds, and you can use the Internet to chat with people and make new friends.

If you don't use the Internet, all you need to get started is a computer, a modem and a phone line. Using the Internet is getting cheaper and easier all the time. There is an exciting Internet world out there waiting for you.

**Ex. 3. Say what you have learned from the text about:**

1. What exactly is the Internet.
2. The main use of the Internet.

**Ex. 4. Find English equivalents.**

Винахід, вчені, користувач, обмінюватися інформацією, десь у світі, екран комп'ютера, основне користування інтернетом, останні події, робить можливим, захоплюючий світ інтернету, знайомитися з новими друзями.

**Ex.5. Think and answer.**

1. What can you use the Internet for?
2. What does the I-net link?
3. What is a web site?
4. What do you do to visit a web site?
5. What do you need in order to use the I-net?

**Ex. 6. Supply the articles where necessary.**

1. We often use ... I-net to find information about sports.
2. To use the I-net, we need ... computer.
3. ... World Wide Web has changed ... world.
4. The World Wide Web links ... information from the I-net computers.
5. We can also use the I-net to read ... newspapers, play ... games, watch ... films.
6. Using the I-net is getting cheaper and easier all ... time.



7. The I-net is one of ... most important inventions in our history.

**\*Ex. 7. Ask questions to the underlined words.**

1. The I-net was started in 1968.
2. At first the I-net was used mainly by scientists.
3. All the computers on the net can exchange information with each other.
4. We can use the I-net to chat with people and make new friends.
5. Students often use the I-net.
6. The Web automatically connects your computer to a new document.

**Ex. 8. Supply the correct prepositions.**

1. ...1990the I-net has changed the world.
2. The I-net is a network of millions ... computers ... the world.
3. Store this information ... your computer.
4. The computer is connected ... the web site.
5. Our students often visit a web site to look ... different information.
6. Click ... one of these words, please.
7. My friend often uses the I-net to buy things ... her favourite shop.
8. Try to find some information ... current events.

**Ex. 9. Answer the questions. Discuss and share your opinions.**

1. Do you use the I-net?
2. Which of these things do you (or would you like) to use the I-net for:  
finding information  
playing games  
joining chat groups  
on-line shopping  
sending e-mail  
downloading songs, films, etc.
3. Have you got any problems using the I-net? What are they?

**Writing E-mail Messages**

Many companies send messages both internally and externally through their computers. These messages are called e-mail (or email) or electronic mail. E-mail is a fast and inexpensive way to communicate and a less formal method of correspondence. The language is more spoken than in a letter. But be careful that your messages still respect the formality of a professional relationship.

The way you start shouldn't be too formal. You may not use Mr. or Ms.  
The usual endings are:

*'Yours sincerely/yours faithfully'* (for formal e-mail) *'Best wishes/Best regards/All the best/Best'* (for informal/chatty) Your message should be short, polite and informative. Use plain English.

Do not send inappropriate e-mail messages.

You shouldn't send an e-mail all in capital letters. It's like SHOUTING in someone's ear.

You don't have to use the abbreviations. But some people use them for fun writing their friends. For example:

'RUOK' means 'Are you OK?'  
'AFAIK' — 'As far as I know'  
'CU L8ER 2NITE' — 'See you later tonight'  
'TIA' — 'Thanks in advance'.

How to read an e-mail address?

Example: leif@intra.se leif at intra dot s e v

Practise reading e-mail addresses: flo@perry.uk

timsmith@superpic.co.uk frank@notor.com

**Ex. 1. Look at the e-mail messages and find out the examples of:**

- e-mail addresses
- greetings
- the purpose of each message
- endings

Subject: Intra Information 1  
FROM: leif@intra.se  
TO: Andy Snales, snales@compuserve.com  
Date: 27/5/0309:21 Re: Intra information

Hi! We'll send the equipment today, Thursday.

Best regards

Leif

leif@mtra.se

Tel 018-56 30 00 Fax 018-564010 <http://www.intra.se>

TO: Leif Nordlund, leif@intra.se  
FROM: Andy Snales, sales(5)compuscrve.com  
DATE: 29/5/98 09:06  
Re: Intra information

Good morning! Everything has arrived safely. Just one more thing. Have you got a list of the international companies you've worked with? I'd be grateful if you could e-mail it.

Thanks again for your help.

All the best, Andy

TO : Hotel des Beaux Arts, [beauxarts@franconet.com](mailto:beauxarts@franconet.com)  
FROM: Alan Janiurek, [ianiurek@bignet.com](mailto:ianiurek@bignet.com)  
DATE: 27/5/98 21.14  
Re: Reservation

Do you have a double room with bath for 2 nights of June 21/22? If so, please let me know the room rate. Is a no-smoking room available? Also need to know if you have a car park.

[ianhirek@bignet.com](mailto:ianhirek@bignet.com)

Tel: +44 1666 33001 Fax: +44 16633002

TO: Mr Alan Janiurek, [ianiurek@bignet.com](mailto:ianiurek@bignet.com)  
FROM: Hotel des Beaux Arts, [beauxarts@franconet.com](mailto:beauxarts@franconet.com)  
DATE: 28/5/98 9.14  
Re: Reservation / June 21-22

Thank you for your enquiry. I'm afraid the hotel is fully booked for the nights, of June 21-22. Please let me know if we can be of help on any other occasion.

Yours sincerely  
J. Dumas, Manager  
[beauxarts@franconet.com](mailto:beauxarts@franconet.com)

**\*Ex.2. Write an e-mail message for the situation 4 from exercise 1. Imagine that you work at the Hotel des Beaux Arts. Write another reply to Alan's e-mail. Use this information:**

- a double room with shower available; => satellite TV;
- free car park;
- two restaurants and a bar;
- room rate \$160;
- type of payment (credit card / cash / traveller's cheque).

**Ex. 2. Cross an odd word or word-combination out and give your reason as in the example.**

Example: *modem, radio, mouse, keyboard* {the others are used with computers}

- 1) to chat, to talk, to have a conversation, to visit;
- 2) to send e-mail, to do on-line shopping, to post a letter, to play computer games;
- 3) a resume, an electronic message, a modem, a CV;
- 4) good points, advantages, disadvantages, pros and cons.

**Ex. 3. Use the notes below to talk about the Internet.**

The Internet	a network of computers around the world
We need	computer / modem / phone line
We can use it to	find information for hobbies /job/, current events, read a newspaper/magazines, plan holidays, buy things, send electronic messages (e-mail), 'chat' with people, make new friends. Disadvantages: a lot of advertising material (sometimes) difficult to find necessary information forming a habit of having no feelings/real communication

**Ex. 4. Speak on the topic “The I-net in our life”.**

Ознайомтесь з правилами використання багатофункціонального слова **one** та виконайте граматичні завдання.

1. **One** – числівник. На українську мову перекладається – один(з):

He gave me **one** of his favourite books to read

*Він дав мені почитати одну із своїх улюблених книг.*

2. **One** – неозначено-особовий займенник ( підмет ) і відповідно як означення

у формі присвійного відмінка ( **one’s** ). на українську мову не перекладається:

**One** should always keep **one’s** promise.

*Слід завжди виконувати свої обіцянки.*

It is possible to gain good results in sport if **one** trains systematically.

*Можна досягнути хороших результатів у спорті, якщо тренуватися систематично.*

3. **One** ( **ones/мн.** ) – слово-замінник раніше вжитого іменника, а також після порядкових числівників і займенників **this, that, another, the other, which**, щоб уникнути повторення одного і того ж слова:

This film is more interesting than that **one**.

*Цей фільм цікавіший, ніж той ( фільм ).*

I don’t like white boots. Give me the red **ones**.

*Мені не подобаються ці білі бутси. Дайте мені червоні ( бутси ).*

Here are some interesting books for you. Which **one** do you prefer?

*Ось декілька цікавих книг для тебе. Якій книзі ти віддаєш перевагу?*

**Ex. 1. Read the sentences and define the function of the word one.**

1. He was **one** of the first to join the construction team.

2. **One** never knows what will happen.

3. My tape-recorder is old. I want to buy a new **one**.

4. **One** of the two medals won was gold and the other was silver.
5. **One** must keep one's promise. 6. I don't like this book, show me another **one**.

**Ex. 2.** Complete the sentences. Use **a/an ... one**. Use these words in your answers:

~~clean~~ better big different new old

1. This cup is dirty. Can I have *a clean one*?
2. I am going to sell my ball and then I'm going to buy .....
3. That's not a very good jump but this is .....
4. This tennis racket is too small! I need.....
5. I want today's newspaper. This is .....
6. Why do we always train in the same swimming-pool? Let's go to .....

**\*Ex.3. Translate into Ukrainian.**

1. A: We stayed at a hotel.  
B: Which one?  
A: The one near the station.
2. A: Do you know that businessman?  
B: Which one?  
A: The tall near the window.
3. A: Which hotel did you stay at?  
B: The one near the station.
4. A: I don't like that camera.  
B: Buy the other one.
5. A: Which flowers do you want? These or those?  
B: The ones on the table.
6. A: I want to buy green apples.  
B: Don't buy those apples. Buy the other ones.
7. A: Is there a bank near here?  
B: Yes, there's one at the end of this street.

**\*Ex.4. Translate into English.**

1. Ці правила можна знайти в інтернеті.
2. Зараз можна розмовляти по телефону на різній відстані.
3. У мене старий мобільний телефон. Я хочу купити новий.
4. Що таке веб-сайт? І як мені зайти на веб-сайт?
5. Це малий комп'ютер. Нам потрібно великий.

6. Мене дуже зацікавила ця інформація, але мене не зацікавила та, яку ви надали нам учора.
7. Телефон цієї фірми можна знайти на будь-якому сайті.
8. Його офіс хороший, але той, в якому ти працюєш, набагато кращий.

## PART II

### *BUSINESS VISIT*

#### **Business trip**

**Ex. 1. Read the following words and word-combinations and learn their meanings by heart.**

#### **Vocabulary**

to represent - представляти  
reason - причина  
to sign a contract - підписати контракт  
to discuss terms of delivery - обговорити умови поставки  
payment - оплата  
shipment - відвантаження  
to improve one's professional skills - поліпшити професійні навички  
to provide support - надавати підтримку  
preliminary arrangement - попередня домовленість  
itinerary - маршрут  
executive - керівник  
financial accounting - фінансовий звіт  
gift - подарунок  
to contribute to the expansion - зробити свій внесок у розширення  
relationship - відносини  
to succeed in - досягти успіху в  
experience - досвід  
convention - звичай  
to get some advice from somebody - отримати пораду від когось  
valuable - цінний  
profitable - вигідний

**Ex. 2. Read and translate the text.**

#### **TEXT**

#### **Business trip**

Business trips are just part of doing business. A company tries to choose only its best people to represent it. Trips can happen in or out of the country.

And there are many reasons to go on business trips: to sign contracts, to discuss terms of delivery, payment or shipment, to have tests, to consult, to improve one's professional skills, to provide support. Representatives of the companies usually make preliminary arrangements in order to meet. Whether a long-term or short-term trip, the itinerary must be carefully planned by the head

of a department or another executive. After the trip, an employee gives a full financial accounting of the trip to his boss. Sightseeing, cultural, events and just plain relaxing are a regular part of every business trip. Usually businessmen buy gifts for relatives, friends and colleagues while on a business trip to an interesting, new location. These trips are important because they contribute to the expansion of a company's business relationships and help that company succeed in the competitive world market.

Business today is international in character, and business people often have to travel. On a business trip people might meet colleagues and business partners for the first time. Often, colleagues from different countries experience cultural difficulties, that is, they are surprised by strange, to them, social conventions in a new place. Different cultures do things differently! Management styles also differ from country to country. It's often useful when doing business in a foreign land, to get some advice from a special agency which consults on questions of international business. These days business trips are very important because face to face meetings are more valuable to profitable business than any other type of strategy.

**Ex. 3. Say what you have learned from the text about :**

1. Kinds of business trips.
2. The preliminary arrangements of the companies for business trips.
3. The importance of business trips.

**Ex. 4. Find English equivalents:**

Підписувати контракти, здійснювати підтримку, представники компаній, для зустрічі, довгострокове та короткострокове відрядження, голова департаменту ( відділення ), оглядати культурні пам'ятки, ділові відносини, світовий ринок, обличчям до обличчя, службовець.

**Ex. 5. Think and answer.**

1. What kind of people can represent a business company?
2. What must be carefully planned by the head of the department before a trip?
3. What does the employee give to his boss after the trip?
4. Why is it useful to get some advice from a special agency when doing business?

**\*Ex. 6. Ask questions to the underlined words.**

1. Business today is international in character.
2. Representatives of the companies make preliminary arrangements in order to meet.
3. Usually businessmen buy gifts for relatives, friends and colleagues.



4. Often colleagues from different countries experience cultural difficulties.
5. After the trip an employee gives a full financial accounting of the trip to his boss.
6. Management styles differ from country to country.

**Ex. 7. Supply the correct prepositions.**

1. Trips can happen ... or ... .. the country.
2. There are many reasons to go ... business trips.
3. Before a business trip the itinerary must be carefully planned ...the head ... a department.
4. Business trips contribute ... the expansion ... a company's business relationships.
5. Business trips help a company succeed ... the competitive world market.
6. Special agencies consult ... questions ... international business
7. There are many reasons to go ... a business trip.
8. ... some cases it is useful to get a piece ... advice ... a special agency.

**Ex. 8. Supply the articles where necessary.**

1. Business trips are just ... part of doing business.
2. It is important that our company succeed in ... competitive world market.
3. It is always a pleasure to do ... important and interesting work.
4. ... time plays an important part in the daily life of business people.
5. We are proud of ... progress which is made by our company in the field of science.
6. Management styles differ from ... country to ... country.
7. ... face to ... face meetings are very valuable.

**Ex.9. Answer the questions. Discuss and share your opinions.**

1. Are business trips for you just part of doing business?
2. Which of the reasons when doing business would you prefer:  
to sign contracts  
to discuss terms of delivery  
payment or shipment  
to have tests  
to consult  
to improve professional skills  
to provide support  
to buy fitness equipment
3. Have you got any ideas of doing business? What are they?
4. Speak on the topic “ Business Trips in our life”.

## Correspondence Concerning the Purchase of Fitness Equipment

**Ex. 1. Read the following words and word-combinations and learn their meanings by heart.**

### Vocabulary

1. concern	мати відношення, стосуватися
2. equipment	обладнання
3. to send the enquiry for ...	послати запит для...
4. seller	продавець
5. purchase	покупка
6. further to ...	в доповнення до ...
7. conversation	розмова, бесіда
8. to be obliged to smb.for smth.	бути вдячним комусь за що-небудь
9. quotation	котирування
10.to supply smb.with smth.	забезпечувати когось чим-небудь
11.best prices	найнижчі ціни
12.delivery	поставка
13.to require	знадоблятися; вимагати
14.to hear from smb.	одержати звістку (листа) від кого-небудь
15.mutual benefit	взаємна вигода
16.particulars	докладні відомості
17.to promise	обіцяти
18.order	замовлення
19.to solve	вирішити
20.business matters	ділові питання
21.to enclose with	докладати (документи, листа) ...

**Ex. 2. Read and translate the text.**

### Text

#### Correspondence Concerning the Purchase of Fitness Equipment

After V. Kostenko had seen the gym fitness equipment of Argos Sports at the exhibition and had a talk with Mr. Adams Dnipropetrovsk Sports Committee sent the following enquiry to the Sellers.

Argos Sports Ltd,  
Unit 20, Listerhills  
Campus Road  
Bradford,  
West Yorkshire,

20<sup>th</sup> March, 2009

England. B D7 1 HR

Dear Sirs,

Further to our conversation with your Sales Manager during the exhibition of sports equipment at Olympia in London we shall be obliged if you will send us your quotation for Multi Gyms.

Please let us know if you can supply us with 4 Multi Gym machines and quote your best prices. Delivery will be required within 4 weeks after we place the order. We would also like to know if our specialists could be sent to your country to be trained as machine instructors.

We are looking forward to hearing from you soon and hope that our future business relations will be of mutual benefit.

Yours  
faithfully,  
Sports Committee

After Argos Sports had studied the enquiry of Sports Committee they sent the following reply:

Dnipropetrovsk Committee  
75 Karl Marx Avenue  
Dnipropetrovsk  
Ukraine

27-th March, 2009

Dear Sirs,

Thank you for your enquiry of the 20-th March 2009 in which you inform us that you are interested in purchasing the multi gyms from us. We enclose with the letter all particulars concerning technical characteristics of the machines.

Our company enjoys a first-class reputation and our products are exported to many countries. Our fitness equipment is widely known in many countries and used by high profile sports teams. We are happy to inform you that we can offer you multi gyms at the price of 1000 £ (pounds) per unit. As you know Argos Sports guarantee the lowest prices with first class service. We offer the advantages of the buying power of Europe's largest sports buying group. The price includes packing. We can promise delivery in 4 weeks if we receive your order immediately. As for the training machine instructors we can help you to solve this problem. We invite the representatives of your company to visit us in April to discuss business matters.

Yours faithfully,  
Argos Sports, Ltd.

### **Ex.3. Say what you have learned:**

a) from the first letter about:

1. the type and the number of sports equipment Dnipropetrovsk Sports Committee was interested in;
2. the time of delivery.

b) from the second letter about:

1. Argos Sports as exporters of fitness equipment;
2. the price which Argos Sports quoted;
3. the time of delivery.

### **Ex.4. Think and answer.**

1. Why were the Buyers interested in sports equipment of Argos Sports?
2. Why did the Buyers ask the Sellers to send them their quotation?

### **Ex.5. Supply the articles where necessary.**

1. We have been regular buyers of ... exercise bikes from this company for many years.
2. ...treadmills which we have bought from York Fitness have excellent, technical characteristics.
3. ...reliability is one of the most important features in the performance of ... machines.
4. ...reliability of ... Model AC rowing machines is very high.
5. We enclose with the letter all particulars concerning ... technical characteristics of the model.
6. ...technical characteristics of the machines are not as good as we expected.
7. We are sure ... above information will be helpful to you.
8. We are interested in receiving ...various information concerning the situation on the world market.

### **\*Ex.6. Supply the correct forms of the verbs.**

1. The goods can (to deliver) only six months after we sign the contract.
2. From the quotation which (to enclose) with the letter you (can, to get) all particulars concerning the model.
3. New features (to develop) in our machines not long ago, and now they quite (to satisfy) market demands
4. Export packing (to be, to include) into the price.
5. The capacity of the treadmills (must, to increase) in the shortest possible time.
6. Shipment of trampolines (can, to make) from Bradford next week.
7. We (can, to supply) the model to your company of the price of ... per unit.

### Ex.7. Supply the correct prepositions.

1. We enclose ... the letter our quotation ... boxing equipment.
2. Further ... our telephone talk with your Mr. Smith (з вашим представником паном Смітом) we'll be obliged if you will send us all particulars ... the Model CB machines.
3. We thank you ... your enquiry ... the 23 rd. March ... tennis tables ... delivery ... June.
4. The elliptical cross trainers can be delivered ... Dnipropetrovsk two weeks ... we sign the contract.
5. The price depends ... the quality of the fitness equipment.
6. The capacity of Model A is similar ... that of Model B.

### Ex.8. Speak on the topic „Sending an Enquiry”.

#### Booking the Tickets

#### Ex. 1. Read the following words and word-combinations and learn their meanings by heart.

##### Vocabulary

- |                                       |  |
|---------------------------------------|--|
| 1. to deal in smth (with smb.)        | - мати справу з ким-небудь, займатися, торгувати чим небудь (з ким-небудь) |
| 2. to make a reservation for a flight | - попереднє замовлення квитка на літак.                                    |
| 3. to leave for                       | - вилетіти (виїхати) до ...  |
| 4. to have some preference            | - віддавати перевагу   |
| 5. I'd rather                         | - мені б краще   |
| 6. check-in                           | - реєстрація   |
| 7. to put luggage on the scales       | - покласти багаж на ваги   |
| 8. a boarding-pass                    | - посадочний талон   |
| 9. this way, please                   | - сюди, будь ласка   |
| 10. a row                             | - ряд  |
| 11. refrain from smoking              | - не палити  |
| 12. peppermint                        | - м'ятна цукерка   |
| 13. take-off                          | - зліт   |
| 14. altitude                          | - висота   |
| 15. a purpose                         | - мета   |
| 16. a trip (to be on a trip)          | - поїздка  |
| 17. to go through passport control    | - проходити паспортний контроль  |
| 18. to be in order                    | - бути у порядку   |
| 19. to go through the customs         | - проходити митний контроль (догляд)                                       |
| 20. to declare                        | - заявляти про речі, які заборонені  |

- |                           |                                   |
|---------------------------|-----------------------------------|
| 21. liable to duty        | – для провезення через кордон     |
| 22. immigration officer   | – оподатковані митом              |
|                           | – службовець паспортного контролю |
| 23. a customs officer     | – чиновник митниці                |
| 24. to be duty free       | – не оподатковувати митом         |
| 25. to mark               | – відмітити                       |
| 26. have a nice stay, sir | – приємного перебування, сер.     |

**Ex. 2. Read and translate the text.**

**Booking the Tickets**

Victor Kostenko, a representative of Dnipropetrovsk Sports Committee, who deals in fitness equipment, got instructions to buy multi gyms and treadmills from Argos Sports.

Kostenko went to the airport to make a reservation for the flight in advance as there are only 2 flights a week to London.

**At the Booking-office**

*Kostenko:* I'd like to fly to London next week.

*Travel Agent:* What day are you going to leave for London?

*Kostenko:* On the 10th of April.

*Travel Agent:* Do you have any preference about the time of the day?

*Kostenko:* I'd rather leave at 10 a.m.

*Travel Agent:* Are you going to travel tourist class?

*Kostenko:* I'd like business class. How much will it be?

*Travel Agent:* 980 dollars.

**Check-in Desk**

*Kostenko:* Can I check in for the flight to London.

*Clerk:* Yes, sir. May I have your ticket and passport, please?

*Kostenko:* Certainly. Here you are.

*Clerk:* Will you put your luggage on the scales? It's all right. You may take your ticket and passport and here is your boarding-pass.

*Kostenko:* Thank you.

### **On Board the Plane**

*Stewardess:* May I have your seat number? It is given on your boarding pass.

*Kostenko:* Here you are.

*Stewardess:* This way please. Your seat is over there-third row on the right, next to the window. You may put your things on the luggage shelf.

*Stewardess:* Ladies and gentlemen, please, fasten your seat belts and refrain from smoking. Will you have some chewing gum or peppermint now?

*Kostenko:* Yes, please. My ears often ache during take-off. At what altitude are we going to fly?

*Stewardess:* The altitude will be about twenty five thousand feet.

*Kostenko:* Thank you.

Kostenko enjoyed the flight. Three and a half hours later the plane landed at Heathrow Airport in London. The airport is very large. Hundreds of planes land and take off and thousands of passengers get on and off planes at Heathrow every day. Kostenko is going through passport control.

*Immigration officer:* Your passport, please.

*Kostenko:* Here you are.

*Immigration officer* What's the purpose of your visit to London?

*Kostenko:* It's a business trip.

*Immigration officer* How long will you stay in Britain?

*Kostenko:* For 5 days.

*Immigration officer*      Your passport is in order. Please go through the customs in the next room.

*Kostenko:*                      Thank you.

### **At the Customs House**

*Customs officer:*              Is this your luggage, sir? Have you got any things to declare?

*Kostenko:*                      I've got two blocks of cigarettes. Are they liable to duty?

*Customs officer:*              You can have them duty-free.

*Kostenko:*                      Shall I open my suit-case? I've only got my personal things in it.

*Customs officer:*              No, that won't be necessary, I'll just mark it. Have a nice stay in Great Britain, sir.

### **Ex.3. Agree or disagree. Give your reasons.**

1. Kostenko went through passport control at the airport.
2. He came to London for pleasure.
3. Kostenko had some things to declare.
4. Kostenko's passport was in order.

### **Ex.4. Say what you have learned from the text about:**

1. Kostenko's talk with the travel agent at the booking-office;
2. a) how he checked-in for the flight to London;  
b) his talk with the stewardess.
3. Kostenko's talk with the immigration officer;
4. his talk with the custom's officer.
5. Heathrow Airport.

### **Ex.5. Think and answer.**

1. Why do people make reservations for flights to London in advance?
2. Why is it necessary to go through passport control and customs inspection when you arrive in a foreign country?

### **Ex.6. Supply the articles where necessary.**

1. – Can I make a reservation for ... flight 10 to London?



- Yes, I have got tickets for ... flight.
- 2. – What gate is the plane to New York leaving from?
  - It's leaving from gate 12, ... 3 rd gate from here.
- 3. – There is an airport in Dnipropetrovsk. It's ... large airport. Planes from different countries land and take off from ... airport every day.
- 4. – Is Mr. Blake in the office?
  - No, he isn't. He has just left for ... airport to meet the French trade delegation.

**\*Ex.7. a) Supply the correct tenses.**

Douglas [ 'dales ] (to arrive) at Kennedy Airport and (to come) up to the check-in desk. He (to put) his luggage on the scales, but the man at the desk (not to look) at his things.

- «You (to go) for a holiday?» he (to ask).
- «Yes,» Douglas (to answer).
- «You ever (to be) to Switzerland?»
- «No, I never (to be) out of the United States.»
- «You (to be going) to ski?»
- «Certainly.»
- «Why you (not to have got) skis with you?»
- «I (to buy) them there.»
- «Hope the weather (to be) good.»

Douglas (to show) the clerk his ticket and passport and the man (to give) him a boarding-pass. He (to be) early and he (to have) time to drink a cup of coffee and to read the evening newspaper.

Half an hour later he (to get on) the plane together with the other passengers.

**b) Say what you have learned from the text about:**

1. what Douglas did when he arrived at the airport;
2. what he did after the conversation with the man at the check-in desk.

**c) Act out the conversation between Douglas and the clerk.**

**Ex.8. Supply the correct prepositions where necessary.**

1. – Will the train arrive ... time or will there be a delay?
  - The train will arrive ... a delay ... 40 minutes.
2. The charge ... a room ... this hotel is not very high.
3. – What are you doing here?
  - I'm waiting ... the director. I'd like to speak ... him ... the offer of Blake & C<sup>o</sup>.

### Ex.9. Speak on the topics.

1. Dnipropetrovsk airport.
2. The flight you have made lately.

### Meeting a Businessman

#### Ex. 1. Read the following words and word-combinations and learn their meanings by heart.

#### Vocabulary

- |                              |  |
|------------------------------|--|
| 1. as soon                   | – як тільки                                  |
| 2. to get an appointment     | – назначити зустріч                          |
| 3. to expect                 | – чекати                                     |
| 4. a bit early               | – трохи рано                                 |
| 5. actually                  | – фактично                                   |
| 6. that's all right          | – нічого страшного; все нормально.           |
| 7. this way, please          | – прошу сюди (коли показують дорогу, напрям) |
| 8. wet                       | – волого, мокро                              |
| 9. to meet requirements      | – відповідати потребам                       |
| 10. to look through          | – переглянути                                |
| 11. a contract form          | – типовий контракт                           |
| 12. a discount on the price  | – знижка на ціну                             |
| 13. in great demand          | – у великому попиті                          |
| 14. to sign                  | – підписати                                  |
| 15. to require goods         | – вимагати товари                            |
| 16. say in May               | – скажімо, у травні                          |
| 17. to clarify another point | – уточнити ще одне питання                   |
| 18. to suit                  | – задовольняти, підходити                    |

#### Ex. 2. Read and translate the text.

#### Text

#### Meeting a Businessman

As soon as Kostenko arrived in London he contacted Argos Sports. Mr. Blake, the manager of the company, invited him to come to his office at 2 p.m.

It's 1.30 p.m. Mr. Kostenko has come to the office.

*Kostenko:* Good morning! My name is Kostenko. I am from Dnipropetrovsk Sports Committee. I've got an appointment with Mr. Blake at 2 o'clock.

*Receptionist:* Good morning, Mr. Kostenko. Mr. Blake is expecting you. Will you take a sit, please?

*Kostenko:* Thank you. I'm a bit early, actually.

*Receptionist:* That's all right, Mr. Kostenko.

*(in a few minutes the manager comes downstairs to meet him).*

*Blake:* Oh, Mr. Kostenko, it's nice to see you here. How are you?

*Kostenko:* Fine, thanks! And you?

*Blake:* Pretty well too, thank you. This way, please.

*(they come into the conference room and take their seats at the table).*

*Blake:* Would you like a cup of coffee?

*Kostenko:* Yes, please. It's very cold and wet outside today.

*Blake:* Yes, the weather hasn't been very good lately. Now Mr. Kostenko, have you looked through our quotational catalogues?

*Kostenko:* Sure. Your machines meet our requirements and we are interested in buying them. Can I look through our contract from?

*Blake:* Certainly. Here you are, Mr. Kostenko, and how many sport machines would you like to buy?

*Kostenko:* We can buy 4 multi gyms and 4 treadmills. But could you give us a 10% discount.

*Blake:* That's a bit difficult. The fact is our equipment is in great demand. However we can offer you a discount of 5% as we are going to be good partners bat a long time.

*Kostenko:* I' think we can agree to a 5% discount and to sign the contract.

*Blake:* Yes, certainly. And when do you require the goods?

*Kostenko:* As soon as possible, say in May. And I'd like to clarify another point. It's about training machine instructors. When can we send our specialists to your company to acquire necessary skills?

*Blake:* I think you can do it in a week.

*Kostenko:* That suits us all right. Thank you, Mr. Blake. Good-bye.

*Blake:* Good-bye, Mr. Kostenko.

**Ex.3. Agree or disagree. Give your reasons.**

1. Kostenko got an appointment with Mr. Blake.
2. Kostenko would like to have a cup of coffee.
3. Mr. Blake didn't agree to give a discount.
4. Kostenko and Mr. Blake decided to sign the contract the next day.
5. Mr. Blake refused to invite the Ukrainian specialists for acquiring necessary skills.

**Ex.4. Say what you have learned from the text about:**

1. Argos Sports;
2. the time of delivery.

**Ex. 5. Think and answer.**

1. Why was Dnipropetrovsk Sports Committee interested in buying fitness equipment from Argos Sports?
2. Why did Mr. Blake agree to a 5% discount?

**Ex.6. Supply the articles where necessary.**

1. The Seller offered us ... 3% discount, but ... discount did not suit us.
2. We usually give ... discount to the Buyers if we have known them for a long time.
3. ... demand for tennis tables is very big in the UK.
4. The company offers rowing machines at ... high price.
5. What's ... weather like today? ... weather is very cold.
6. I don't like to go out in ... wet weather.
7. York Fitness equipment is in ... great demand.
8. Exercise bikes are of ... high quality and they meet ... requirements of our customers.

**\*Ex.7. Supply the correct tenses.**

a) Petrenko, a manager of Vasil, (to phone) Mr. Hunt of York Fitness.

*Petrenko:* Good morning, Mr. Hunt. This (to call) Petrenko.

*Hunt:* Good morning, Mr. Petrenko. What I (can, to do) for you?

*Petrenko:* The fact (to be) I (to send) you our offer last week. In my letter I (to ask) you to study it and to give us your answer but we not (to receive it yet).

*Hunt:* You see, Mr. Petrenko, we (to receive) your offer 5 days ago, but I (cannot, to study) it as I (to be) outside London and just (to come back).

*Petrenko:* When you (can, to look through) it?

*Hunt:* I (to think) I (can, to do) it today. Will you call me tomorrow at 10 if that (to be) convenient to you.

*Petrenko:* That (to suit) me all right. Thank you, Mr. Hunt. Good-bye.

b) say why:

1. Petrenko has phoned Mr. Hunt;
2. Mr. Hunt hasn't studied the Seller's offer.

**Ex.8. Supply the correct prepositions where necessary:**

1. We'd like to have an appointment ... you to clarify some details.
2. Our company is interested ... buying heart rate monitors.
3. We haven't looked ... your quotational catalogues.
4. This company sells skate boards ... hight quality.
5. We can't agree ... the sellers ... that their price is attractive.
6. When can we discuss the terms ... the contract?
7. We can deliver the goods ... May.
8. The Sellers couldn't give us a discount ... the price.

**Ex.9. Speak on the topics.**

1. Business talks you have with foreign companies.
2. The talks you had last.

## \*PART III

### *TEXTS FOR INDIVIDUAL READING*

**Ex. 1. Read the following text and learn the dialogues.**

#### **Text I Wrong Numbers**

I have invented a new telephone game. It is a thoroughly discreditable, anti-social game, and I am not proud of it, but it has been forced upon me by circumstances. It is now clear that my telephone number is the only one the operators know, and my game follows the line of all the best modern movements, the principle of which is that if you cannot hit the man you are annoyed with, you hit somebody else instead. Nowadays, when some perfect stranger is introduced to me in error on the telephone, I no longer murmur, 'Wrong number, I'm afraid', in my usual accents of sweet sympathy, cool resignation, irritation, hatred or black despair; I pretend that it is the right number. I lead my fellow-victim on into a morass of notification; I worm out his precious secrets; I waste his precious time. If you can square your conscience, you will find it is a glorious game, though I ought to add that considerable skill is required. It is best, perhaps, to make a general rule of answering the call in the first instance in a high feminine voice, as much like a housemaid, or a charwoman, or a Government typist as possible; then you are prepared for any development. The following are some of the best matches I have played:

Me. Hullo!

A V. (Voice). Is that the Midland Railway?

Me. Yes, Madam. Which Department do you require?

A V. It's about some eggs. An egg-box was dispatched from Hitchin —

Me. (*Obsequious*), I will put you through to the Goods and Transit Department, Madam.

A V. (*Fervent*). Oh, thank you.

Me. (*After a short stroll round the garden — in a gruff railway-voice*). Hullo! Motor-vans and Haulage Department —

A V. Oh, it's about some eggs. An egg-box —

Me. (*More in sorrow than in anger*). You require the Goods and Transit Department. I will put you through.

A V. Oh, thank you!

Me. (*After planting a few more of those confounded cuttings — very suddenly*). The 4.45 to Bundy Major is suspended, Sir.

A V. (*Apologetic*). I want to speak about some eggs —

Me. (*Horried*). Some legs!

A V. (*Patient*). No, some eggs: — E — double G — S, eggs. An egg-box was dispatched from Hitchin by a friend of mine on the 21" —

Me. (*Sharply*). What name, Madam?

A V. Major Biudyer. It was dispatched on —

Me. Is he one of the Buckinghamshire Bludyers?

A V. What? Hullo! Hullo! It was dispatched on—

Me. I mean, is he the Major Biudyer — that well grown old boy?!..

A V. (*Growing fainter*). I can't hear you very well. It's about some eggs —

Me. Well, I'm very glad to have had this little talk. Remember me to old Biudyer. Good-bye.

Me. (*Squeaky*). Hullo!

A V. (*Business-like, in a great hurry*). Hullo! Is that you, Mortimer?

Me. (*Very deliberate*). Mr. Mortimer is in the next room. If you will hold the line, I will fetch him. Who is it speaking, please?

A V. Oh, never mind that.

Me. (*Firm*). Who is it speaking, please?

A V. Oh! Say it's George. And be quick, please.

Me. (*After a good deal of unavoidable delay*). Hullo, George!

A V. Hullo, Mortimer! You have been a time! Look here about this meeting: have you got your minutes ready yet?

Me. Not quite. Practically. I am just doing them —

A V. Oh! Well, it's like this: I've had a talk with Donald and he thinks you'd better leave out that scene about the Atkins and the Debentures. He thinks we might have trouble with the Manchester lot if you read that out, but if you don't say anything about it they'll never know —

Me. You dirty dog!

A V. What's that?

Me. (*Innocent*). I didn't say anything. I think there's someone on the line — (*in a brand-new voice*) Cuckoo!

A V. (*Indignant*), I say, do you mind getting off the line? Hullo! Hullo!.. He's gone now. Well, don't forget that. So long, old man. Sorry you couldn't come round the other night; I wanted you to meet my fiancee — you haven't, have you?

Me. Which one?

A V. (*Skittishly*). You old ass — Miss Tickle, of course.

Me. Oh, I know her. As a matter of fact I was engaged to her myself once — but that's many years ago.

A V. What's that? You sound as if you'd got a cold.

Me. I rather think I have. You always make such a draught down the telephone. Good-bye, old man.

**Ex.2. Work in pairs. Read the following dialogues, pay attention to the intonation and learn them by heart.**

## Text II

A V. Is that the Box-Office?

Me. Which Box-Office?

A V. Is that the Paragon Theatre?

Me. Yes.

A V. Oh, have you two seats for next Thursday?

Ale. Yes. There is a stall in row D and I have one seat left in the back row of the dress-circle — a very good view of the stage.

A V. Oh, but I want them together.

Me. I'm afraid we never sell seats together. Lord Chamberlain —

A V. Oh, but —

Me. May I ask why you want to see this play?

A V. I can't hear you... Hullo!

Me. I mean, between ourselves, it's a thoroughly bad adaptation of a thoroughly bad foreign play thoroughly badly acted by a rotten lot of actors. *Letty Loo* is perfectly awful, and there's no room for your legs, unless you would care for a box, and there isn't one if you would; so if I were you, I should stay quietly at home with Henry. *Au revoir!*

A V. (*Most important*). Hullo! Is that the Treasury?

Me. (*Sweetly feminine*). Treasury speaking. A V. (*As if the end of the world was in sight*). I want to speak to the Prime Minister's Private Secretary.

Me. The Prime Minister's Private Secretary is engaged. I can put you through to the Whip's Office.

A V. (*Angrily*). I don't want the Whip's Office. I want —

Me. One moment, please.

(*A good many moments pass*).

A V. (*Menacing*). Hullo! Hullo! Hullo!

Me. (*Sweetly, as if conferring some priceless boon*). Put three pennies in the slot and turn the handle, please.

A V. (*Spluttering*). Look here; put me through to the supervisor at once.

Me. (*Very far off*). Supervisor speaking.

A V. (*With suppressed passion, yet pompous withal*). Look here — I'm a Member of Parliament. I've been —

Me. (*Gently*). Do not shout into the receiver, please. —

A V. Hullo! I'm a —

Me. Do not say 'Hullo!'

A V. (*Maddened*). What's that? Hullo! Look here — I'm a Member of Parliament, and I've been trying for half an hour to get through to the Prime Minister's —

Me. I am sorry you have been trrrr — rroubled. You are thrrr —rough now.

A V. Hullo! Is that the Prime Minister's Private Secretary? Me. (*Quiet, weary and competent*). Which one do you want? A V. Hullo! Sir Thingummy Jig speaking. I want to speak to the Prime Minister's —

Me. Yes. I heard that. But do you want the Principal Private Secretary, or the Assistant Principal Private Secretary or one of the Personal Private Secretaries? I mean there are forty-seven of us altogether and it makes a lot of difference —



AV. (*Weakening*). I can't quite hear. Perhaps you can help me. It's about —  
Me. One moment, please. Here is the Prime Minister himself.  
Would you mind speaking to him? I'm rather busy.

A V. (*Awestruck*). Of course... Hullo!

Me. Hullo! The Prime Minister speaking... Look here, Jig, I want to have a word with you. Would you mind holding the line a moment while I speak to my secretary?

A V. (*Fazening*). By all means... There's no hurry — no hurry at all.

### Ex. 3. Supply articles where necessary. Translate the text.

#### Text III Formal and Informal Conversations

... language used for speaking on ... telephone is basically very similar to that of ... ordinary conversation, but limited in ... certain important respects by... special situation which imposes ... number of restrictions. Attention should be paid to some of ... essential differences between ... formal and informal telephone conversations. ... most notable difference is that ... formal telephone conversation is carried on at... much more formal level because ... people speaking are taking care to maintain ... high level of politeness usually felt appropriate in this kind of discussion. Another difference is that... formal discussion is very precise and factual, keeping to ... point and never straying off into ... chatty vagueness which can be found at ... times in ... informal telephone conversations. Finally, there is of course ... considerable difference in ... vocabulary, with more technical terms .than one would expect to find in ... average informal telephone conversation, and ... mixture of formal and informal words and phases. ... informal chatty telephone calls usually take place between friends who have nothing in particular to discuss. In this kind of a telephone conversation there is ... great deal of informal idioms.

#### CHECK UP YOURSELF

##### Test

#### 1. Закінчіть речення використовуючи подані вирази:

- |  |   |
|--|---|
| 1. You must find this book, ....                               | a) <i>It's dangerous to go out alone at night.</i>  |
| 2. You should try to practise Chinese fitness exercises, ... . | b) <i>It's very useful to perform them.</i>         |
| 3. You'll never lose weight, ... .                             | c) <i>It's very pleasant to wear it.</i>            |
| 4. You shouldn't leave home now ... .                          | d) <i>It's very interesting to read it.</i>         |
| 5. Your parents are very friendly, ... .                       | e) <i>It's stupid to have heavy meals at night.</i> |
| 6. What a nice dress! ... .                                    |   |

f) *It's very pleasant to communicate with them.*

**2. Визначте переклад речень з займенником ONE який виконує роль підмета в реченні.**

- |   |  |
|---|--|
| 1. Ніколи не знаєш, що він відповість.          | a) One can find ...                                |
| 2. Треба бути обережним, коли переходиш вулицю. | b) One never knows what his answer may be.         |
| 3. Можна знайти ...                             | c) One must observe ...                            |
| 4. Треба дотримуватись ...                      | d) One should be careful when crossing the street. |
| 5. Слід прийняти до уваги ...                   | e) One should take into consideration.             |

**3. Заповніть пропуски в реченнях.**

a) <i>what</i>	b) <i>that</i>	c) <i>that one</i>
----------------	----------------	--------------------

1. Your performance is much better than ... of your friend.
2. ... we saw surprised us.
3. This method of training is more effective than ... .
4. ... he is ill now, is know to everybody.
5. ... street is very long.
6. This gym is not so large as ... .

**4. Зазначте речення, в яких багатofункціональне слово “it” не перекладається:**

1. It was some years ago.
2. I am fond of my beautiful city and I want to show it to my friend.
3. Is it difficult to take exams?
4. It is our teacher.
5. It will be difficult to win this tournament.
6. It is clear that he doesn't know this rule.

**5. Виберіть правильний варіант:**

- |  |                 |
|--|-----------------|
| 1. Are the curtains longer than the old ...?                       | a) <i>one</i>   |
| 2. ... of the two medals won was gold and the other was silver.    | b) <i>one's</i> |
| 3. These articles are easier than the ... we translated last week. | c) <i>ones</i>  |
| 4. ... must do it.   |                 |
| 5. Oxford University consists of twenty-seven men's colleges       |                 |

and five women's ... .

6. When ... does not know grammar, ... often makes mistakes.

7. One must always do ... duty.

**6. Заповніть пропуски прийменниками: *from, in, for, into, at, to, of, per, by* де необхідно.**

1. Mr. Sedov has come ... the Hotel.

2. Now he is checking ... the reception desk.

3. My name is Ivan Sedov, I'm ... Kyiv.

4. I suppose I'll be staying ... London ... three weeks.

5. What's the price ... the room ... night?

6. Where can I fill ... the registration card?

7. Shall I pay ... cash or .. credit card?

8. Room service is available ... 6 a.m ... 10 p.m.

**7. Визначте правильний варіант.**

1. *In new York he'll be able ... some of the city.*

a) to see                      b) see

2. *But first he must ... an appointment with the business partner.*

a) to make                      b) make

3. *We were ... at 5.*

a) to meet                      b) meet

4. *Why didn't you call me? - But Harry was ... this.*

a) to do                      b) do

5. *Sam is ... us if he can ... next week.*

a) to come                      b) come                      c) inform                      d) to inform

6. *Where did you plan to meet with Jack? - We ... meet at the Supermarket.*

a) must                      b) have to

**8. Виберіть правильну форму дієслова:**

a) *clarifies*                      g) *will be clarifying*

b) *is clarifying*

c) *has clarified*

d) *clarified*

e) *was clarifying*

f) *will clarify*

1. Mr. Wilson ... some details with Mr. Collins next time.
2. Mr. Wilson ... some details with Mr. Collins every morning.
3. Mr. Wilson ... some details with Mr. Collins already.
4. Mr. Wilson ... some details with Mr. Collins yesterday.
5. Mr. Wilson ... some details with Mr. Collins now.
6. Mr. Wilson ... some details with Mr. Collins when I came in.
7. Mr. Wilson ... some details with Mr. Collins tomorrow at 9 a.m.

## **9. Прочитайте текст та виконайте завдання.**

### ***The Internet***

*to create* - створювати

*to store* - зберігати

*to download* - завантажувати

*to underline* - підкреслювати

*to click on* - натискати клавішу

### **The Internet**

The Internet is one of the most important inventions in our history. It was started in 1968 by the US government, but at first it was used mainly by scientists. Since 1990, when the World Wide Web was created, it has changed the world, and its uses are growing every day.

The Internet is a network of millions of computers around the world, connected by phone lines, satellite or cable, so that all the computers on the net can exchange information with each other.

The Internet links computers, and the World Wide Web is a system which links the information stored inside these computers.

A company or organization stores its information in electronic documents in one of the Internet computers, somewhere in the world. This computer space — the company's web site — has an address, in the same way that every telephone has a number. To visit a web site, you simply enter the address. The computer is connected to the web site, a document is downloaded, and a page appears on the computer screen.

When you visit a web site looking for information, some words on the page may be underlined, showing that there is more information about the subject in another document. If you click on one of these words, the Web automatically connects your computer to a new document or web site.

The main use of the Internet is to find information — for your job, about your hobbies, sports or current events. You can also use the Internet to read newspapers and magazines, play games, plan your holiday or buy things from your favourite shop. E-mail makes it possible to send electronic messages anywhere in the world in seconds, and you can use the Internet to chat with people and make new friends.

Using the Internet is getting cheaper and easier all the time. There is an exciting Internet world out there waiting for you.

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**Визначте які з тверджень є правильними: *T* (true) or *F* (false).**

1. The Internet was started in 1990.
2. The Internet links computers.
3. To visit a web site, you simply enter the telephone number.
4. The main use of the Internet is to find mistakes.
5. Using the Internet is getting more expensive.

**10. Підберіть до слів або словосполучень з лівої колонки означення з правої.**

1) the Internet	a) a system linking millions of documents stored on the Internet computers around the world.
2) the World Wide Web	b) a network of computers all over the world, joined by phone lines or cable.
3) a web site	c) electronic messages sent to someone over the Internet.
4) e-mail	d) the place on the Internet where a company stores its documents.

### Keys to the test

1. 1) d, 2) b, 3) e, 4) a, 5) f, 6) c       $36*6 = 186$   
2. 1) b, 2) d, 3) a, 4) c, 5) e       $36*5 = 156$   
3. 1) b, 2) a, 3) c, 4) b, 5) b, 6) c       $36*6 = 186$   
4. 3, 5, 6       $26*3 = 66$   
5. 1) c, 2) a, 3) c, 4) a, 5) c, 6) a, 7) b       $16*7 = 76$   
6. 1) into, 2) in, at, 3) from, 4) in, for, 5) of, per, 6) in, 7) –, by, 8) from, to       $16*12 = 126$   
7. 1) a, 2) b, 3) a, 4) a, 5) d, b, 6) b       $16*6 = 66$   
8. 1) f, 2) a, 3) c, 4) d, 5) b, 6) e, 7) g       $16*7 = 76$   
9. 1) f, 2) t, 3) f, 4) f, 5) f       $16*5 = 56$   
10. 1) b, 2) a, 3) d, 4) c       $16*4 = 46$

**Всього – 100 балів.**

100-90 – “5”

89-75 – “4”

74-60 – “3”

59-35 – “2”

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