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ПРИВАТНИЙ ВИЩИЙ НАВЧАЛЬНИЙ ЗАКЛАД
«МІЖНАРОДНИЙ ЕКОНОМІКО-ГУМАНІТАРНИЙ УНІВЕРСИТЕТ
ІМЕНІ АКАДЕМІКА СТЕПАНА ДЕМ'ЯНЧУКА»
КАФЕДРА РОМАНО-ГЕРМАНСЬКОЇ ФІЛОЛОГІЇ

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ДІЛОВА КОМУНІКАЦІЯ АНГЛІЙСЬКОЮ МОВОЮ

НАВЧАЛЬНИЙ ПОСІБНИК

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Навчальний посібник «Ділова комунікація англійською мовою» укладений для здобувачів другого (магістерського) рівня вищої освіти спеціальності 014.02 Середня освіта. Мова і зарубіжна література (англійська) галузі знань 01 Освіта / Педагогіка.

Матеріал посібника поєднує та систематизує різноманітність аспектів ділової комунікації англійською мовою, зміст побудовано на основі оригінальних автентичних матеріалів, його тематика охоплює основні аспекти ділової взаємодії та спрямована на вирішення життєвих і професійних ситуацій, а саме: працевлаштування, ділові подорожі, телефонні розмови, офісний етикет, виступи, презентації та ін.

Для викладачів, аспірантів, здобувачів вищої освіти філологічних факультетів вищих навчальних закладів.

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ПЕРЕДМОВА

Однією з найважливіших засад сучасної системи освіти є забезпечення компетентнісного підходу до навчання, що зумовлює формування у майбутніх учителів англійської мови здатності працювати в міжнародному контексті, спілкуватися з експертами з різних професійних груп в освітній та інших галузях, застосовувати при продукуванні текстів в усній та письмовій формах різностильові та різножанрові одиниці з урахуванням комунікативної ситуації та комунікативного завдання відповідно до етичних і моральних норм поведінки, прийнятих в іншомовному середовищі.

Пропоноване видання спрямоване на формування системних знань майбутнього учителя англійської мови у сферах міжкультурної комунікації та суспільних зв'язках, а також у сфері лінгвістичної освіти. Основна мета навчального посібника – забезпечити фахову підготовку здобувачів з дисципліни «Ділова комунікація англійською мовою», розширити, поглибити та викласти основи ділової комунікації англійською мовою.

Посібник містить оригінальні матеріали з газет, журналів, лекцій з питань ділової комунікації. Подаються перевірені практикою поради щодо того, як правильно написати резюме та заяву на працевлаштування, підготуватися до співбесіди, скласти діловий лист, запрошення, замовлення.

Посібник складається з 5 розділів. Кожний розділ розкриває окремий аспект ділової англійської мови. Пропонуються завдання і лексичні вправи, тлумачення окремих термінів (близько 1520 слів та словосполучень), переклад українських текстів та речень англійською мовою, а також зразки ділових документів, діалоги, рольові ігри, призначені для вивчення необхідного обсягу лексичного матеріалу, розвитку мовних навичок та практичного застосування набутих знань з ділової комунікації англійської мови.

ПРАКТИЧНІ ЗАНЯТТЯ

ПРАКТИЧНЕ ЗАНЯТТЯ 1.

ТЕМА 1. POLYSEMANTIC NATURE OF THE CONCEPT OF BUSINESS COMMUNICATION CULTURE

PLAN:

1. The Concept of Communication Culture and its Structure.
2. A Visit Card.
3. Cultural Differences in Body Language.
4. A Book of Etiquette.
5. A Formal Party.

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1. Read the following text

The concept of culture has polysemantic nature. Today, there are hundreds, of definitions of the term “culture”. It is usually understood as the level of spiritual (soul-spiritual) development of people or society. Achievements in language, religion, morality, philosophy, science, art, system of education and upbringing; in fact, the totality of these types of human activity is called culture.

Sometimes the concept of culture also includes law, state system, public order, etiquette, social customs and forms of communication, as well as economy, industry, technology. However, all this, although it also reflects the level of spiritual development, it is more appropriate to refer to the concept of the term “civilization” and, thus, to distinguish culture from civilization.

From this point of view, culture and civilization have different goals: culture primarily promotes development and education of the human soul, and civilization - development and maintenance of the body, and culture (at least true spiritual culture) pays the main attention to development of each individual soul and only then to a certain community of people (nation, society), and civilization - on the contrary, aims primarily at the social organization of a certain society, and to that extent - every person.

Note that in its etymological meaning, the term “culture” originates in antiquity. It can be found in the treatises of philosophers and teachers of Ancient Greece and Rome. First, in understanding of the culture of the soul, mind, and body, which is achieved through purposeful exercises and education. In general, in the ancient consciousness, understanding of culture is identified with paideia, that is, education. Thus, according to Plato, paideia is a guide to changing the very essence of a person.

2. Read the visit card and answer the following questions



9 North Road, Brighton, BN1, 5JF, England Phone: (0273) 543359 Fax: (0273) 559364

- Whose card is this?
- What is he?
- What company is he from?
- What city is he from?
- What is his telephone number?
- What is the address of his company?

2.1. Make up own visit card

**3. Read the following texts
Cultural Differences in Body Language**

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

4. Find the American equivalent

<i>subway</i>	<i>cab</i>	<i>apartment</i>	<i>corporation</i>
<i>downtown</i>	<i>highway</i>	<i>attorney</i>	<i>baggage</i>
<i>soccer</i>	<i>railroad</i>	<i>round-trip ticket</i>	<i>salesman</i>
<i>ticket-office</i>	<i>one-way ticket</i>	<i>fall</i>	<i>gas</i>
<i>schedule</i>	<i>trash bag</i>	<i>fancet</i>	<i>vacations</i>
<i>movie</i>	<i>truck</i>	<i>stove</i>	<i>drapes</i>
<i>cookies</i>	<i>candy</i>	<i>flashlights</i>	

Return ticket, film, shop assistant, company, dustbin bag, autumn, tap, petrol, holidays, lorry, torch, cooker, curtains, city centre, underground, biscuits, time-table, luggage, taxi, football, sweets, railway, motorway, lawyer, flat, single ticket, booking office.

5. Make own ABC:

A	Ambitious	N	Negotiative
----------	-----------	----------	-------------

B	Broad-minded	O	Obstinate
C	Clever	P	Polite
D	Determined	Q	Quick-thinking
E	Energetic	R	Reserved
F	Flexible	S	Self-assured
G	Gainy	T	Thrifty
H	High-lying	U	Uncorrupted
I	Industrious	V	Venturesome
J	Just	W	Well-bred
K	Keen	X	eXperienced
L	Loyal	Y	Youthful
M	Motivated	Z	Zealous

6. Read the text “A Book of Etiquette”

In the early 1900s, Emily Post wrote a book of etiquette. The book consisted of the “*shoulds*” and “*should nots*” of living in “high society”. For example, young women were told to always wear white gloves when they went to a dance. This was so that they would never touch a man’s hand. Men were told to always walk on the street side of the sidewalk when they walked with a woman. This was so that the woman would not get dirty from the carriages driving by on the street. The rules of etiquette has certainly changed since the early 1900s.

7. Fill in the blanks with the correct word

<i>a) dress code</i>	<i>b) make eye contact</i>	<i>c) facial expressions</i>
<i>d) corporate hospitality</i>	<i>e) small talk</i>	<i>f) personal space</i>

1. Polite discussion between strangers or acquaintances is called ____.
2. Rules limiting what people can or cannot wear are called a ____.
3. Smiling and frowning are two examples of ____.
4. The distance a person likes to keep from other people is called ____.
5. When you look in someone’s eyes, you make ____ with the person.

8. Translate into English

<i>to pay cash</i>	<i>staff (personnel)</i>	<i>to conclude (make) agreements (strike deals)</i>
<i>royal family</i>	<i>to be out of petrol</i>	<i>a bill</i>
<i>to place money on deposit</i>	<i>to be run by</i>	<i>construction business</i>
<i>small talk</i>	<i>to chat online</i>	<i>a representative</i>
<i>to miss negotiations</i>	<i>remember us Mr. P.</i>	<i>a member of staff</i>

		<i>(personnel)</i>
<i>to run a business</i>	<i>petrol (gas)</i>	<i>conversation</i>
<i>to record</i>	<i>to make an appointment with smb</i>	<i>to come to an agreement</i>

1. Я пропустив переговори, тому, що в мене закінчилось пальне.
2. Він працює під керівництвом свого дядька.
3. Наші директори не дійшли згоди.
4. Цей менеджер не вмiє укладати угоди.
5. Тут за пальне слід платити готівкою.
6. На 11 годину ранку в мене призначена зустріч з одним із представників цієї компанії.
7. Він не є членом нашого персоналу.
8. Мені дійсно подобається спілкуватися онлайн.
9. Вона повинна внести гроші на депозит.
10. Наш друг керує будівельним бізнесом.
11. Світська бесіда королеви Єлизавети та членів королівської родини була записана.
12. Якщо ви побачите пана Петровського, то передайте від нас вітання.
13. Йому не сподобалась їхня розмова.
14. Дайте, будь ласка, рахунок.

9. Read the text.

Formal Party

All formal parties are subdivided into day-time parties and evening parties with sitting at the table and without sitting.

Formal party with sitting at the table one can shortly defines by the term “*banquet*” and without sitting - (buffet) table; stand-up party.

According to the purpose of the party and its solemnity receptions are:

- day-time parties – a glass of champagne, a glass of wine, breakfast;
- evening parties – dinner, stand-up party, supper, cocktail, banquet-tea or coffee.

Banquet can continue for nearly 5-7 hours, is held at the table and accompanied by “cultural program” and dishes changing. The main part of the banquet guests sit at the table but banquet seldom can be held without any entertainment. Entertainment includes performances and sometimes dancing.

Stand-up party is shorter and more democratic: it continues for a couple of hours or ever less and gives the possibility to the guests to walk easily about the hall and communicate to each other.

As a rule, different presentations, conferences and symposiums are finished by a stand-up party. Meals – mostly cold collations. Covers, dishes and drinks are put on the high tables and the guests help themselves. Waiters (one for each table) only add dishes and change plates.

10. Here are some of the tried and tested ways of keeping your sanity and avoiding falling asleep during the sort of meeting you wouldn't wish to see your worst friend. Underline the most interesting variant you like

How to Survive a Boring Meeting

Imagine the Chairman or Chairwoman with no clothes.

Start a lottery for the time the meeting will finish.

Write a love poem.

Write a shopping list for the next six months.

Catch up on all your correspondence - remember to look up occasionally.

Photocopy the next 50 pages of the novel you are reading and put them between the pages of a report.

Fantasize about what absent members are doing.

Philosophize as follows: Am I really sitting here in this meeting?

Draw caricatures of the members you hate.

Note one of the favourite phrases of the Chairman / Chairwoman or any other verbose speaker and count how many times he / she uses it.

Pick a vogue word like, "transparent", "for example", "well", and count how many times it comes up.

11. How the impression you may give, especially to a foreigner, can be affected by. We form impressions from how people look, dress, speak, and express attitudes by nonverbal means such as gestures, eye movements, or posture. Try to determine the meaning of these statements

<i>a) shaking hands, touching, etc.</i>
<i>b) crossing your arms, sitting up straight, etc.</i>
<i>c) hair, make up, suit, tie, etc.</i>
<i>d) smiling, blinking, browning, looking someone straight in the eye, looking down, etc.</i>
<i>e) sighs, yawns, knocking loudly or softly at the door, clicking a ballpoint pen, etc.</i>
<i>f) sounding cool, friendly, familiar, serious, etc.</i>
<i>g) politics, business, sport, family, etc.</i>

1. Your expression ...
2. The noises you make ...
3. Body contact ...
4. Body language ...
5. Your clothes and appearance ...
6. What you talk about ...
7. Your tone of voice ...

ПРАКТИЧНЕ ЗАНЯТТЯ 2.

ТЕМА 2. RULES OF ETIQUETTE IN COMMUNICATION

ПЛАН

1. Table Manners in Great Britain.
2. Rules of Behaviour at Formal Parties.
3. Present Tenses.
4. Telephone etiquette.

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1. Read the text about

Table Manners in Great Britain

Although rules regarding table manners are not very strict in Britain, it is considered rude to eat and drink noisily. At formal meals, the cutlery is placed in the order in which it will be used, starting from the outside and working in. The dessert spoon and fork are usually laid at the top of your place setting, not at the side.

It is considered impolite to smoke between courses unless your hosts say otherwise. It is polite to ask permission before you smoke in people's home.

In Britain smoking is now forbidden in many public places, for example, on the underground, on stations, in shops, in theatres and in cinemas.

Rules of Behaviour at Formal Parties

- it is better to come up to a table once more to take the appetizer than to stay at a table for a long time;
- remember that the main purpose of such party is not treatment but communication. That's why, one should not eat and drink much but mainly have talks, share impressions and establish contacts. Don't forget to take sufficient amount of your own visit cards.

If the party is of high level in the invitation card one should indicate the form of clothes: a dinner-jacket or a tail-coat (a frock) for a man, an evening dress (a frock) or as variant – a cocktail dress – for a woman. Englishmen sometimes write: "Undress" – you may come to the formal party in daily clothes.

When you stand in a cloak-room in front of the mirror you can only tidy your hair. But if you want to comb your hair, touch up your make-up you should go to the lavatory. This also concerns the case if you have a bout of coughing or cold.

To official parties it is better to come in a frock. Jewelry – in moderate amount. For the day-time parties it is better to put on bijouterie or silver adornment.

To breakfast or cocktail you can come in a small little felt or silk hat and you may not to take it off during a party.

You should take off gloves right away on your coming. For day-time parties silk or kid-gloves are more suitable and for evening parties you can put on lacy or other gloves. Pay attention to this rule: the shorter are the sleeves of a dress so longer must be gloves.

2. Translate into English

<i>cold collations</i>	<i>to indicate</i>	<i>a formal party</i>
<i>a sleeve</i>	<i>a dinner-jacket</i>	<i>I would like to</i>

<i>a tail-coat</i>	<i>to gesture</i>	<i>to insult</i>
<i>an invitation card</i>	<i>covers</i>	<i>a form of clothes</i>
<i>to be excited</i>	<i>a frock</i>	<i>lacy</i>
<i>a representative</i>	<i>daily clothes</i>	<i>kid-gloves</i>
<i>a small little felt hat</i>	<i>to speak to smb</i>	<i>stand-up party</i>

1. Покладіть на стіл обідні прибори, потім поставте холодні закуски.
2. У запрошенні вказана форма одягу – вечірнє вбрання.
3. Мої друзі не люблять офіційні зустрічі.
4. Одягніть вечірню сукню без рукавів, мереживні або шкіряні рукавички і маленький фетровий капелюшок.
5. Чим я можу допомогти вам?
6. Я хотів би поговорити з вашим представником.
7. Вставайте кожного разу, коли в кімнату заходить жінка.
8. На цей фуршет слід одягнути смокінг або фрак, а не повсякденний одяг.
9. Коли цей менеджер схвильований, він сильно жестикулює і може образити людину.

3. Match the beginnings of the sentences below with their endings:

1. Communications are used ____
2. You must communicate with your teachers ____
3. And you will need to communicate with the examiner at the end of the course, ____
4. People communicate with each other in many ways, ____
5. Communications are only effective if the receiver ____
6. Many businesses and functions within businesses have their own jargon ____
7. Physical barriers include ____
8. Internal communications are communications ____
9. External communications are communications ____

a - in order to get through your course successfully

b - to pass on information, give instructions, check and receive feedback on activities, and to discuss matters of interest or concern.

c - if you are going to pass!

d - actually receives and understands the message the sender intends.

e - by talking face to face or over the telephone, or by sending e-mails and letters.

f - noise in a factory where a meeting or conversation is taking place, interference on a telephone line.

g - which uses words that have other meanings in everyday language.

h - with people outside the organisation.

i - between people in the same organisation.

Present Tenses Grammar Reference

4. Identify the tenses in bold, and then match them to their use.

1. The Earth **revolves** round the Sun.
2. The train leaves at 5:30.
3. John **is looking for** a new house.
4. She can't play. She **has broken** her leg.
5. He **is** always **biting** his nails.
6. **I have been trying** to call you for an hour.
7. He **is flying** to Madrid tomorrow.
8. **It's getting** colder and colder.

a - action which started in the past and continues up to the present with emphasis on duration;

b - law of nature **c** expressing irritation;

d - action happening around the time of speaking;

e - result / consequence of a past activity in the present;

f - fixed arrangement in the future;

g - timetable;

h - gradual development.

5. Put the verbs in brackets into the correct present tense, then identify their use.

1. She _____ (**move**) house next week.
2. Carl and Mary are looking for a new house. The landlord _____ (**evict**) them from their flat.
3. _____ (**you / wait**) a long time?
4. They _____ (**convert**) the old mill into a beautiful new home at the moment.
5. Water _____ (**freeze**) at 0°C.
6. Her flight _____ (**arrive**) tonight at 7 pm.
7. _____ (**you / sign**) the contract for the house next week?
8. The Earth _____ (**become**) warmer and warmer.
9. The bus _____ (**come**) every ten minutes.
10. Jack and Maggie _____ (**still / search**) for the perfect house.
11. Bob can't move house now because he _____ (**sign**) a two-year contract.

6. Fill in the correct tense of the verb in brackets.

1. A: _____ (**Jane / still / think**) of renting the house?

B: Yes, why?

A: Well, some people _____ (**think**) that it is haunted.

2. A: Mark _____ (**taste**) the curry to see if we need to add any more spices.
 B: I don't think we do. It _____ (**taste**) delicious as it is.
3. A: Why _____ (**you / smell**) the milk? I only bought it this morning!
 B: Well, it _____ (**smell**) off to me!

7. Circle the correct tense

1. I'm afraid I can't make it tonight. I _____ the estate agent at 7 pm.

a) see	b) am seeing	c) have seen	d) have been seeing
--------	--------------	--------------	---------------------

2. The film _____ at 7:30.

a) has been starting	b) has started	c) is starting	d) starts
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3. He _____ to find a cleaning woman for a month now.

a) has been trying	b) tries	c) is trying	d) has tried
--------------------	----------	--------------	--------------

4. Look! You _____ coffee all over my desk!

a) have been spilling	b) have spilt	c) were spilling	d) spill
-----------------------	---------------	------------------	----------

5. He _____ the property section of the newspaper every day, but he still hasn't found anything.

a) has been reading	b) is reading	c) have read	d) read
---------------------	---------------	--------------	---------

8. Read and try to answer the following questions.

A questionnaire "Etiquette"

About clothing

Do men have to wear jackets and ties in restaurants?

Are men and women allowed to wear shorts to work in offices in summer?

Are there any special rules about what you have to wear in holy places?

About money

Is it rude to ask people how much money they earn?

Is a woman expected to pay her share of the bill in a restaurant?

About hospitability

Should you take a present when you are invited to somebody's home?

Is it rude to smoke without asking in other people's homes?

Is it impolite to smoke between courses?

About tipping

How much should you tip a taxi driver?

Should you tip in a restaurant and at the hairdresser's?

9. Read the text and give your comments on the following rules etiquette

Telephone Etiquette

The techniques of telephoning are very much the same in countries. Only remember your good telephone manners.

When talking on the telephone – speak clearly. Do not shout and take your cigarette out of your mouth.

Make sure that your conversation with a busy person is as brief as possible.

When calling a friend who does not recognize your voice – don't play "Guess who". Announce yourself promptly.

When you get a wrong number don't ask "What number is this?" It is good manners to ask "Is this two-three-four-five-six?" If not – apologize.

If a wrong number call comes through don't lose your temper. Simply say: "Sorry, wrong number" – and hang up.

Always identify yourself when making a call, especially if you are calling on business, e.g. "This is Mr. Volkov of the Ukrainian Trade Mission. Could I speak to Mr. Goth...".

If you have a visitor, do not carry on a long chat while your visitor tries hard to avoid listening to your conversation. The best thing to do is to say you are busy at the moment and ... "May I call you back in a little while?" But don't forget to do so.

10. Read the following text and say if these statements are true or false

In France you are expected to shake hands with everyone you meet.

People in Britain shake hands just as much as people in Germany.

In France people prefer talking about business during meals.

It is not polite to insist on paying for a meal if you are in Italy.

Visitors to Germany never get taken out for meals.

A humorous remark always goes down well all over the world.

11. Choose appropriate word pairs to complete the sentences below

<i>a) working breakfast</i>	<i>c) lunch break</i>	<i>e) eye contact</i>
<i>b) corporate hospitality</i>	<i>d) public holiday</i>	

1. Make _____ with customers so that they know you are listening.
2. I usually go shopping during my _____ .
3. Tomorrow is a _____ so the office will be closed.
4. Let's discuss this over a _____ tomorrow morning.
5. We spent over \$ 65 000 last year on _____ .

ПРАКТИЧНЕ ЗАНЯТТЯ 3.

ТЕМА 3. ETIQUETTE IN BUSINESS

ПЛАН

1. Rules of Etiquette in Business in Different Countries
2. Etiquette in Business.
3. Handshakes.
4. How to be More Polite.

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1. Comment the rules of etiquette in business in different countries

1.1. Etiquette in Business

Social behaviour and manners are important factors in communication. The etiquette for communicating is more effective (sometimes) when conducting international business.

- Never give a gift of liquor in Arab countries.
- In Arab countries never turn down food or drink; it's an insult to refuse hospitality. But don't be too quick to accept either, a ritual refusal ("I don't want to put you to any trouble".) is expected before you finally accept.
- In Pakistan, remember the Moslems pray 5 times a day, so don't be surprised when, in the midst of negotiations, your partners excuse themselves and conduct prayers.
- In Africa and in India, people may distrust you and avoid doing business with you if you get strictly to business. Africans need plenty of time to get to know their future partners and are suspicious of those who are in a hurry.

You will see how important it is to know other cultures, use their experience in your own country.

1.2. Handshakes

In Spain, let a handshake last 5 to 7 strokes; pulling away too soon may be interpreted as a sign of rejection.

In France, however, the preferred handshake is a single stroke.

In Ukraine, the length of the strokes depends on the feeling you want to express: a short casual stroke is good for business and the longer the handshake, the warmer the welcome.

In Canada, a weak, "fishy" handshake is disliked. A strong firm handshake is most desirable.

In England, never stick pens or pencils or other subjects in your front suit pocket. Doing so is considered gauche (socially awkward, tactless).

Stress the longevity of your company when dealing with Germans, Dutch, and Swiss. If possible, print the founding date on your business card.

2. How culturally aware are you at the table? Try the quiz below

1. In *Greece / Finland* people frequently stop for lunch at 11.30 in the morning.
2. In *Switzerland / Brazil* it's common to be up to two hours late for a party.
3. In *Portugal / the USA* a business lunch can last up to three and half hours.
4. In *Japan / Russia* the soup is often eaten at the end of the meal.

5. In *France / Britain* cheese is normally served after the dessert.
6. In *France / Belgium* it is an insult not to leave a tip.
7. In *Arab / Asian* countries you must wait for your host to serve you the main meat dish.
8. In *Mexico / Belgium* you should keep both hands on the dinner table where they can be seen.
9. At a *Turkish / Chinese* dinner table it is extremely impolite to say how hungry you are.
10. The *Japanese / British* sometimes need to be offered more food three times before they will accept.
11. *American / Latin* executives like to be invited to your home for dinner.
12. In *Belgium / Spain* an 11 o'clock dinner is quite normal.
13. In *Asian / Arab* countries food is usually eaten with just three fingers of the right hand.
14. In *Poland / Japan* you should keep filling other guests' glasses until they turn them over.
15. In *African / Asian* countries it is the host who decides when the guests should leave.
16. In *Netherlands / Russia* they sit down at cocktail parties.
17. In the *USA / China* the most important guest is seated facing the door.
18. In *Japan / Portugal* a tip is not expected.
19. In *American / German* restaurants you may be asked if you want a bag for the food you can't eat.

3. How to be More Polite

<i>Don't say</i>	<i>Say</i>
<i>I want a hamburger.</i>	<i>I would like a hamburger.</i>
<i>Send me the report.</i>	<i>Could you send me the report?</i>
<i>Leave me alone.</i>	<i>Could you give me a minute?</i>
<i>Tell me when you are available.</i>	<i>Let me know when you are available.</i>
<i>You are wrong.</i>	<i>I think you might be mistaken.</i>
<i>That's a bad idea.</i>	<i>I am not so sure that's a good idea.</i>
<i>Your work isn't good.</i>	<i>I'm not quite satisfied with this work.</i>
<i>You don't like the colours in this design.</i>	<i>I'm not fond of the colours in this design.</i>

4. Correct impolite phrases of one of the interlocutor

Mr.Simpson	Hello, may I speak to Mr. Ward please?
Mr.Ward	Wait.
Mr.Simpson	Could you put me through to Mr. Ward?

Mr. Ward	Speaking. Charles Ward.
Mr.Simpson	Good morning. This is Gary Simpson.
Mr.Ward	What?
Mr.Simpson	This is Gary Simpson of Grant & Clark speaking.
Mr.Ward	What do you want?
Mr.Simpson	Could we make an appointment to discuss our contract? Will you be available next Monday?
Mr.Ward	No.
Mr.Simpson	Oh, that's a pity. How about this Friday or next Tuesday?
Mr.Ward	Tuesday or Friday is fine. I don't care which.

5. Speaking practice: Answer the questions concerning your economy:

Have you ever borrowed money from anyone?

Who from? How much?

Have you ever lent money to anyone?

Who to? How much?

Are you in a debt at the moment?

Does anyone owe you any money?

Do you save money?

Are you saving anything at the moment? What?

Do you keep your money:

a) in a bank?

b) in a safe?

c) in a money-box?

d) under the bed?

Do you spend more than you earn, or less than you earn?

Do you have a budget for your money?

Do you keep a record of your expenses?

Where do you keep your money?

a) in a purse;

b) in a wallet;

c) in a handbag;

d) in a pocket.

If you keep it in a pocket, which pocket do you keep it in?

a) inside jacket-pocket

b) back trouser-pocket

c) side trouser-pocket

d) top jacket-pocket

Have you ever had your pocket picked?

Have you bought anything this week? What?

What did it cost?

Was it worth it?

Was it new or second-hand?

What is a bargain? Did you get a receipt?

6. Complete the dialogue with the appropriate phrases in the box (1) у значенні: „перепрошую, повторіть ще раз”; 2) interfering in to conversation; 3) sorrow, grief, sympathy):

<i>Forgive me; I'm sorry; Sorry; Excuse me</i>
--

Clerk:	_____, can I help you? Something wrong?
Woman:	Yes, I've got a terrible toothache.

Clerk:	_____, to hear that. Have you taken a painkiller at all?
Woman:	No, I have not got any.

Travel Agent:	Can I help you, sir?
Customer:	I'd like to book a flight to Rome, please.
Travel Agent:	And how do you want to pay? Check or credit card?
Customer:	Credit card, please.
Travel Agent:	Can you give me the number?
Customer:	29678205777.
Travel Agent:	_____ ?
Customer:	29678205777.

7. Speaking practice

Read the main rules of safety given by the most prospects of the USA, Great Britain and other countries:

- Don't keep your wallet and purse out of sight.
- Don't wear a wrist wallet (they are very easily snatched. Keep your handbag securely closed.
- Don't leave a handbag, briefcase, bag or coat unattended, especially in pubs, cinemas, department stores or fast-food shops, on public transport, at railway stations and airports, or in crowds.
- Don't leave your bag or coat beside, under or on the back of your chair. Hook the handle of your bag around the leg of the chair on which you are sitting.
- Don't put your bag on the floor near the door of a public toilet.
- Don't wear expensive jewelers or watches that can be easily snatched.
- Don't put your purse down on the table in a restaurant or on a shop counter while you scrutinize the bill.
- Don't carry a wallet in the back pocket of your trousers.
- Don't enter parks and commons after dark and travel in groups of three or more if possible at night.

ПРАКТИЧНЕ ЗАНЯТТЯ 4.

ТЕМА 4. TELEPHONE CONVERSATION. WRITING AN INVITATION CARD

ПЛАН

1. Telephone Techniques.
2. Your Office Manners.
3. Basic Rules of Social Etiquette.
4. Samples of an Invitation Card.

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1. Test your Telephone Techniques

1. Do you answer your phone within one to three rings?	<i>Yes</i>	<i>No</i>
2. Does your answer include a greeting, such as "Hello"?	<i>Yes</i>	<i>No</i>
3. Does it include your full name, rather than only your first name (which is too informal) or just your last name (which can sound too abrupt)?	<i>Yes</i>	<i>No</i>
4. Does it include a verb - as in "This is Matnew Jones" or "Mathew Jones speaking"?	<i>Yes</i>	<i>No</i>
5. If you share an extension, does your answer include your department's name?	<i>Yes</i>	<i>No</i>
6. If you regularly receive outside calls, does your answer include your company's name?	<i>Yes</i>	<i>No</i>
7. Is your answer fewer than 10 words?	<i>Yes</i>	<i>No</i>

SCORE: The more "YES" answers you can mark, the more polite your answer is.

2. Prepositional Phrases

<i>IN</i>	<i>ON</i>	<i>AT</i>	<i>BY</i>
<i>in fairness to по відношенню до</i>	<i>on account of = because of за рахунок, в результаті того, що, у зв'язку з тим, що, заради</i>	<i>at a price дуже дорого</i>	<i>by birth 1) за народженням 2) природжений</i>
<i>in favour to на користь, у захист</i>	<i>on an island на острові</i>	<i>at a loss розгублений, невпевнений, що сказати, думати, робити</i>	

3. Translate into English

1. Вони зачинилися рано у зв'язку з тим, що випав сніг.

2. Плата за цей будинок дуже дорога.
3. Рахунок був 2-0 на користь іншої команди.
4. Вони жили на острові 3 роки.
5. Його батько – природжений вчитель.
6. Ми були розгублені, тому що не встигли на літак.
7. Наш старий кіт дуже активний по відношенню до собаки.

4. Mark one odd out word

1.	A shoe	B socks	C boot	D jacket
2.	A birds	B ants	C bats	D buses
3.	A green	B red	C sun	D brown
4.	A foot	B inch	C mile	D dish
5.	A trees	B plants	C rocks	D flowers

5. Read and translate about Business Etiquette

Your Office Manners

Introductions are usually made by your boss or the boss' assistant or secretary in the formal business pattern.

When introducing people to each other just remember that:

- A man is always presented to a woman, not a woman to a man.
- The honored one's name is said first, the name of the person being presented follows.
- "May I present?" or "May I introduce?" or "I have the honour to present?". They are all correct, but they're a bit stiff for modern usage. A plain and simple, "Mrs. Hammett, Mr. Crown". And you needn't go on to give each a biography.
- Present the young to the old, the lesser to the greater.

When you are introduced you stand, whether being introduced to a man or to a woman.

Please note: it is never correct to call anyone in business like "pal", "bud", "baby", "Honey" or "darling". Pet names are considered cheap.

<i>Don't say:</i>	<i>Do say:</i>
<i>How are you?</i>	<i>How do you do? (formal) Hello. (informal)</i>

Only after this routine you can say "Pleased to meet you", "Nice to meet you".

6. Read about basic rules of social etiquette

In public the best manners are the quietest. Try not to attract attention to yourself.

- Be careful of compliments. Give them in private, whenever possible.
- Don't use a lot of foreign words and phrases.

Don't say, "Huh?" or "What?" when you mean "What did you say?" or "Sorry – I didn't hear what you said".

AN INVITATION CARD

Sample of an Invitation Card

I. Informal Style

1.1. An Invitation Card

Dear Tetiana,
I should be very pleased if you would come to tea on Thursday, 5th November at 4.00 pm. I shall be delighted to come.

Yours sincerely,

Sofia

1.2. An Acknowledgement of an Invitation Card

Dear Sofia,
Thank you very much for your kind invitation. I shall very much like to come. I'll be over at about 4 p.m.

Yours sincerely,

Tetiana

1.3. A Refusal of an Invitation Card

Dear Sofia,
many thanks for your kind invitation. I am afraid I shall not be able to come as there is a lecture at I shall have to attend. I very much regret it.

Yours sincerely,

Tetiana

1.4. An Invitation Card

to: **Serhii**

from: **Michaella**

Michaella's 25th Birthday

when: **Saturday, May 19**
where: **New York Street Pizza Restaurant,**
Shopping centre "Zlata Plaza"
at 6.30 pm

form of clothes: **Holiday clothes**

II. Formal Style

2.1. An Invitation Card

Professor and Mrs Lang
request the pleasure of the company of

Mr and Mrs Priestly

on the occasion of the **birthday** of their daughter
ELITHABET

at "**Rose Flamingo**", 10th Avenue
on **Saturday, 2nd September,**
at 2.30 pm

form of clothes: **Without clothes**

2.2. An Invitation Card

President of the TST System Ltd
invites to the formal party
(buffet-table)

Mr Petrovskyi

on the occasion of **concluding a 1 000 000 Contract**

at “**Roses Garden**”, 24, Pryberezhna Street, Lviv
on **Friday, February 20**,
at 6.30 pm

form of clothes: **Black tie**

7. Make up your Invitation Card (in formal or informal style) with Acknowledgement or Refusal

8. Do the quiz “Around the World Trip”

1. China	You are invited to a person’s house. Which of the following may cause offence?	a) Blowing you nose. b) Refusing an offer of food. c) Not taking your shoes off before entering the house.
2. Saudi Arabia	You want to hire a car to tour the country. Is this allowed?	a) Yes, but you must take a test first. b) Yes, but only if you are not a woman. c) No, tourists have to travel by camel.
3. Finland	You are planning to relax in a Finnish sauna. What should you wear?	a) Nothing. b) A towelling robe. c) A bath hat.
4. Morocco	You would like to visit a mosque (a national Muslim church). Will you be allowed to go inside?	a) Yes, but you are to remove your shoes. b) Yes. c) You may enter only if you’re a Muslim.
5. Sweden	You go out for a meal. How many glasses of a wine can you drink before driving back home?	a) Any amount: there are no drink-driving laws. b) Two. c) None.
6. Spain	You want to taste the local cuisine. How late can you eat out?	a) Restaurants close at 9 p.m., so you have to finish your meal by this time. b) Spanish restaurants

		stay open all night. c) You can eat very late, because Spaniards often eat after 11 p.m.
7. USA	You are peacefully drinking a can of beer in Central Park. But suddenly you are approached by the police. Why?	a) You are not allowed to drink alcohol in Central Park. b) You should use a glass or a straw. c) It is forbidden to drink alcohol in Central Park unless the bottle or can is covered.
8. Singapore	You suggest a piece of chewing gum to your tour guide, but he looks shocked. Why?	a) Chewing gum is forbidden by law. b) Tour guides are forbidden to accept gifts. c) Chewing gum is given to animals.
9. Japan	Staying in a Japanese hotel you decide to relax in traditional, shared bath. What mustn't you do in a bath tub?	a) Stay too long. b) Talk to other people there. c) You shouldn't wash yourself.

9. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>cold</i>	<i>party</i>
<i>to chat</i>	<i>cash</i>
<i>stand-up</i>	<i>an agreement</i>
<i>to strike</i>	<i>gloves</i>
<i>a tail-</i>	<i>deposit</i>
<i>a invitation</i>	<i>talk</i>
<i>to make an</i>	<i>negotiations</i>
<i>a dinner-</i>	<i>petrol</i>
<i>a small</i>	<i>by</i>
<i>to pay</i>	<i>collations</i>
<i>to come to</i>	<i>deals</i>
<i>formal</i>	<i>negotiations</i>
<i>kid-</i>	<i>party</i>
<i>to be out of</i>	<i>coat</i>

<i>place money on</i>	<i>appointment with smb</i>
<i>small</i>	<i>online</i>
<i>to miss</i>	<i>jacket</i>
<i>to run a business</i>	<i>little felt hat</i>
<i>to be run</i>	<i>card</i>

10. Read and translate the text

Bad Behaviour Abroad (by Norman Ramshaw)

Travelling to all comers of the world gets easier and easier. We live in a global village, but how well do we know and understand each other? Here is a simple test.

Imagine you have arranged a meeting at four o'clock. What time should you expect your foreign business colleagues to arrive? If they're German, they will be bang on time. If they are American, they will probably be 15 minutes early. If they are British, they will be 15 minutes late, and you should allow up to an hour for the Italians.

When the European Community began to increase in size, several guidebooks appeared giving advice on international etiquette. At first many people thought this was a joke, especially the British, who seemed to assume that the widespread understanding of their language meant a corresponding understanding of English customs. Very soon they had to change their ideas, as they realized that they had a lot to learn about how to behave with their foreign business friends.

The British are happy to have a business lunch and discuss business matters with a drink during the meal; the Japanese prefer not to work while eating. Lunch is time to relax and get to know one another, and they rarely drink at lunchtime.

The Germans like to talk business before dinner; the French like to eat first and talk afterwards. They have to be well fed and watered before they discuss anything.

Taking off your jacket and rolling up your sleeves is a sign of getting down to work in Britain and Holland, but in Germany people regard it as taking it easy. American executives sometimes signal their feelings of ease and importance in their offices by putting their feet on the desk whilst (= while) on the telephone. In Japan, people would be shocked. Showing the soles of your feet is the height of bad manners. It is a social insult only exceeded by blowing your nose in public.

The Japanese have perhaps the strictest rules of social and business behaviour. Seniority is very important, and a younger man should never be sent to complete a business deal with an older Japanese man. The Japanese business card almost needs a rulebook of its own. You must exchange business cards immediately on meeting because it is so essential to establish everyone's status and position.

When it is handed to a person in a superior position, it must be given and received with both hands, and you must take time to read it carefully, and not just put it in your pocket! Also the bow is a very important part of greeting someone. You should not expect the Japanese to shake hands. Bowing the head is a mark of respect and the first bow of the day should be lower than when you meet thereafter.

The Americans sometimes find it difficult to accept the more formal Japanese manners. They prefer to be casual and more informal, as illustrated by the universal

“Have a nice day!” American waiters have a one-word imperative *“Enjoy!”* The British, of course, are cool and reserved. The great topic of conversation between strangers in Britain is the weather - unemotional and impersonal. In America, the main topic between strangers is the search to find a geographical link. *“Oh, really? You live in Ohio? I had an uncle who once worked there.”*

Here are some final tips for travellers.

- In France you should not sit down in a cafe until you've shaken hands with everyone you know.

- In Afghanistan you should spend at least five minutes saying *“Hello!”*.

- In Pakistan you mustn't wink. It is offensive.

- In the Middle East you must never use the left hand for greeting, eating, drinking, or mocking. Also, you should take care not to admire anything in your hosts' home. They will feel that they have to give it to you.

- In Thailand you should clap your hands together and lower your head and your eyes when you greet someone.

- In America you should eat your hamburger with both hands and as quickly as possible.

- You shouldn't try to have a conversation until it is eaten.

ПРАКТИЧНЕ ЗАНЯТТЯ 5-7.

ТЕМА 5. JOB HUNTING

ПЛАН

1. Where and How to Hire an Employee?
2. Job Interview.
3. Writing Application Forms.
4. Cover Letter.
5. Resume.
6. Letter of Reference.
7. Thank-You Letter.

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1. Read the texts

1.1. Where & How to Hire an Employee?

An employer has several options to consider when he wants to hire a new employee. First of all, he may look within his own company. But if he can't find anybody suitable for the position he will have to look outside the company. If there is a personnel office in the company, he can ask them to help him to find a qualified applicant. The employer can also use other valuable sources, for example, employment agencies and consulting firms. He can also advertise in a newspaper or in a magazine and request candidates to send in resumes.

The employer has two sets of qualifications to consider if he wants to choose from among the applicants. He must consider both professional qualifications and personal characteristics. A candidate's education, experience and skills are included in his professional qualifications. These can be listed on a resume. Personal characteristics must be evaluated through interviews.

1.2. Job Interview

When you go for a job interview, make sure you arrive on time. An employer will form a poor first impression if you show up late. If you realise you may be delayed, call ahead and explain the problem.

During the interview the employer will try to find out what kind of person you are, what experience you have, and how you can fit into the job situation.

After you have got an appointment, review the information that you wrote on the application form and resume. Be prepared to explain your skills and abilities. Bring a resume to the interview. The resume is a printed sheet that tells about your education and work experience.

Go to the interview alone; don't take your friends or children with you. Plan to arrive about ten minutes before the appointment time. Wear the proper clothes. You should have a neat, clean appearance to make a good impression.

During the interview be honest and modest about yourself.

At the close of the interview, express your thanks and be sure that the interviewer knows how to contact you if he or she wants to hire you.

2. Translate into English

<i>experience</i>	<i>delay</i>	<i>to hire</i>
<i>interview</i>	<i>an appointment</i>	<i>skills and abilities</i>
<i>to call ahead</i>	<i>to find out</i>	<i>an applicant</i>
<i>an employee</i>	<i>resume</i>	<i>proper clothes</i>
<i>a partner</i>	<i>modest</i>	<i>an employer</i>
<i>a personnel office</i>	<i>account</i>	<i>to employ</i>

1. Подзвоніть заздалегідь своєму роботодавцю.
2. Ви знайдете всю інформацію у відділі кадрів нашої компанії.
3. Цей кандидат – дуже скромна людина.
4. В цьому резюме вказано мій досвід та вміння і навички.
5. Поясніть, будь ласка, причину затримки.
6. Нам потрібно найняти нового працівника.
7. На співбесіду одягніть відповідний одяг.
8. Їхні партнери не прийшли ділову зустріч.
9. Вони мають великі рахунки у європейських банках.
10. Ця компанія надає гарну роботу.

3. Complete the dialogue “An Interview”

<i>firm</i>	<i>know</i>	<i>long</i>
<i>promising</i>	<i>contacts</i>	<i>countries</i>
<i>experimental</i>	<i>start</i>	<i>questions</i>
<i>quality</i>	<i>seat</i>	<i>team</i>
<i>excellent</i>	<i>people</i>	<i>main</i>
<i>equipment</i>	<i>month</i>	<i>application form</i>
<i>morning</i>	<i>work</i>	<i>much</i>
<i>pressure</i>	<i>lunch</i>	<i>salary</i>

Applicant:	<i>Good morning, sir.</i>
Employer:	Good 1) _____, sir. Come in, please. Are you, Mr Petrenko? Please, take a 2) _____. Please, fill in the 3) _____. Tell me, please, how 4) _____ were you in your last job for Alpha Company?
Applicant:	<i>Five years. I am only leaving because the 5) _____ is moving to Kharkiv. But I live in Rivne.</i>
Employer:	What do you 6) _____ about our company?
Applicant:	<i>I know that this is a very 7) _____ company, so I would like to 8) _____ for it.</i>
Employer:	Ok. We plan to expand our activity on English-speaking 9) _____, mainly on England to buy 10) _____ and technologies from them. We need a 11) _____ of creative persons to make our company competitive.
Applicant:	<i>What responsibilities do you suggest?</i>

Employer:	Well, first of all to be responsible for our 12) _____ with English partners, to buy equipment of high 13) _____ and be good at negotiations. You will have to travel very much.
Applicant:	<i>Yes, I see.</i>
Employer:	So tell me what are your three 14) _____ strengths?
Applicant:	<i>I think they are: reliability, loyalty, energy.</i>
Employer:	Ok. How do you relieve everyday tensions?
Applicant:	<i>I am accustomed to work under 15) _____.</i>
Employer:	Are you a leader by nature?
Applicant:	<i>Yes, I think so, because I make contacts with 16) _____ very easy.</i>
Employer:	All right. You have 17) _____ references from your previous job. What do you find a fair 18) _____?
Applicant:	<i>I think \$500.</i>
Employer:	Ok, but we'll begin from \$350 for 19) _____ period and if you do well we will review it by the end of three months. Hours are from 9 to 5.30 with an hour for 20) _____. Does that suit you? Any 21) _____?
Applicant:	<i>What about travel: length, where?</i>
Employer:	Mostly to England for not longer than a 22) _____.
Applicant:	<i>All right. When do you want me to 23) _____, sir?</i>
Employer:	In a week. See you the 10 th of October.
Applicant:	<i>Yes, certainly. Thank you very 24) _____. Goodbye.</i>
Employer:	Goodbye.

4. Translate into English

<i>be accustomed to</i>	<i>to speak to</i>	<i>a secretary</i>
<i>to fire</i>	<i>to work under pressure</i>	<i>a position (post)</i>
<i>responsibility</i>	<i>opening position (vacancy)</i>	<i>to apply for</i>
<i>a vice-president of production</i>	<i>a vice-president of marketing</i>	<i>to hire</i>
<i>red-tape</i>	<i>a controller</i>	<i>a manager</i>

1. Наша фірма має вакансії менеджера, віце-президента зі збуту та секретарки.
2. Адміністратор може приймати на роботу та звільняти.
3. Я хотів би поговорити з віце-президентом із виробництва.
4. Їй не подобається працювати під тиском.
5. Я не звик до канцелярської роботи.
6. Ви розумієте, що посада головного бухгалтера – це велика відповідальність?
7. Зверніться в агентство з працевлаштування.

5. Use the following words to complete the description

Job requirements; candidate; job advertisement; experience; job vacancy; interview; job title; career prospects; personal details; covering letter; resume (CV); salary; short list; appointment; working conditions; qualifications

The company usually advertises the j__ v__ in a newspaper. The j__ a__ usually gives the j__ t__ and describes the j__ r__. It sometimes gives the s__ and gives the description of the w__ c__ and c__ p__ as well.

The applicant then sends in a c__ l__ and a r__, which gives p__ d__ and lists q__ and e__. The company then makes a s__ l__ of the most suitable candidates and invites them for an i__. The company then chooses the best c__ and makes an a__ .

6. Exercise practice

Some pairs of words often occur together. Match the verb in column **A** with the noun in column **B**

A	B
<i>answer</i>	<i>an applicant</i>
<i>attend</i>	<i>a cheque</i>
<i>cash</i>	<i>lectures</i>
<i>join</i>	<i>a conference</i>
<i>programme</i>	<i>the phone</i>
<i>sign</i>	<i>a team</i>
<i>run</i>	<i>price</i>
<i>fill</i>	<i>tax</i>
<i>offer</i>	<i>money</i>
<i>owe</i>	<i>a business</i>
<i>export</i>	<i>a discount</i>
<i>welcome</i>	<i>a new manager</i>
<i>arrange</i>	<i>a visitor</i>
<i>send</i>	<i>a meeting</i>
<i>interview</i>	<i>a telex</i>
<i>type</i>	<i>a problem</i>
<i>appoint</i>	<i>in an application form</i>
<i>pay</i>	<i>a letter</i>
<i>solve</i>	<i>goods</i>

7. Translate into English

<i>to earn money for fees</i>	<i>salary</i>	<i>to hold the position</i>
<i>competitive</i>	<i>a head of department</i>	<i>a Board of directors</i>
<i>an executive</i>	<i>bonus</i>	<i>a managing director</i>

<i>to be competent</i>	<i>to recruit</i>	<i>upgrading</i>
<i>a vice-president</i>	<i>controller</i>	<i>promising</i> (syn. <i>prospective</i>)
<i>to fill in</i>	<i>reference</i>	<i>wages</i>
<i>obligation</i> (syn. <i>duty</i>)	<i>staff</i>	<i>an employer</i>

1. Він – дуже компетентний керівник і завжди комплектує кадри нашої компанії.

2. Це дуже конкурентноспроможна фірма, у них висока заробітна плата та премії.

3. Мій батько займає посаду керівника відділу.

4. Мері працювала офіціанткою в ресторані, щоб заробити гроші на навчання в коледжі.

5. Їх рада директорів складається з керівника, виконавчого директора, віце-президента та головного бухгалтера.

6. Впишіть своє ім'я та прізвище, будь ласка.

7. У вас яке підвищення кваліфікації і які рекомендації ви маєте?

8. Моя подруга – перспективний робітник, в неї багато обов'язків.

9. Зарплата робітників менша ніж зарплата службовців.

8. Complete the following sentences using suitable words. Be attentive: there are three extra words

competitive, directors, subordinate, colleagues, workforce, promising, employees, managing director, boss, personnel, competitive

1. The group of people working at the company are called _____.

2. Their _____ is over 5000 _____.

3. At least 45% of my _____ have been with the company over 11 years.

4. A _____ is a person of high rank in an organization, usually next in importance to the Chairman.

5. I am run by Peter Black. He is my _____.

6. Tom works under Sheila Fayol. He is her _____.

7. Bogdan is an important person in our company. He is a member of the Board of _____.

9. Speaking Practice.

9.1. You are the Director of Personnel. Your company has opening positions of a Secretary, Accountant / Bookkeeper / Controller, Sales Agent. Meet the applicants:

- *Доброго дня. Як Вас звати?*
- *Де Ви раніше працювали?*
- *Яку посаду займали?*

- Чи маєте рекомендації з попереднього місця роботи?
- Якими іноземними мовами володієте?
- Заповніть, будь ласка, анкету?
- Побачимось ... (число)

9.2. Introduce new employees to the President of your company, For example:

- *This is our new Secretary. Her name is Ms Gracham. She can operate a computer. Her English and German are fluent. Earlier she was working for Rugby & Co.*

- *Nice to meet you. Hope for fruitful cooperation.*

9.3. What activity is necessary for each position?

<i>Names & Job Title</i>	<i>Activities</i>
<i>1) Mr Black – he is a Clerk.</i>	<i>prepare invoices</i>
<i>2) Miss Quest and Mr Sikorskyi – they are Computer Operators.</i>	<i>design websites</i>
<i>3) Mrs Lyons and Mrs Gibbs – they are typists.</i>	<i>install equipment</i>
<i>4) Ms Frost - she is a Receptionist.</i>	<i>clean offices</i>
<i>5) Mr Sommer – he is an Accountant.</i>	<i>write computer programs</i>
<i>6) Miss Bee and Miss Shriver – they are Secretaries.</i>	<i>write computer programs</i>
<i>7) Mr Luckins – he is a Manager.</i>	<i>operate the computer</i>
	<i>type letters</i>
	<i>conclude agreements</i>
	<i>answers inquires</i>
	<i>welcome visitors</i>
	<i>use calculators</i>
	<i>write telexes</i>
	<i>answer telephone calls</i>

10. Speaking practice: What five functions do you think are the main in any manager's, director's, entrepreneur's, teacher's, interpreter's work:

1. Planning.
2. Organizing.
3. Staffing.
4. Directing.
5. Controlling.

How do you understand them? In what way are they reflected in your activity?
Which three qualities are necessary for manager, teacher, entrepreneur, director, book-keeper:

General education	Motivation to work	Foreign Languages
Flexibility	Resistance to stress	Ability to make decisions
Communication skill	Punctuality	Fantasy

11. Your executive is a very tough man. What should his staff do to please him?

For ideas:

<i>to be creative</i>	<i>творчо відноситися до справи</i>
<i>to be well-organized</i>	<i>бути добре організованим</i>
<i>to keep fit</i>	<i>тримати себе у формі</i>
<i>to be punctual</i>	<i>бути пунктуальним</i>
<i>to be enthusiastic</i>	<i>бути ентузіастом</i>
<i>to obey the rules</i>	<i>підкорятися правилам</i>

12. Speaking practice: look attentively at the list of adjectives which characterize people as employees

<i>active</i>	<i>diplomatic</i>	<i>methodical</i>
<i>attentive</i>	<i>disciplined</i>	<i>realistic</i>
<i>constructive</i>	<i>energetic</i>	<i>sincere</i>
<i>cooperative</i>	<i>extroverted</i>	<i>systematic</i>
<i>creative</i>	<i>independent</i>	<i>tactful</i>

Pick out the adjectives which, on your mind, can characterize:

You, secretary, accountant, teacher, sales agent, director, manager, advertising agent, librarian

13. If you decide to apply for a job in the western countries, you will probably need to form four documents: an Application Form, a Letter of Interest (or Covering Letter), a Resume and a Thank-You Letter. This is a way how to do it. Read these patterns and try to write own documents of the same kind

a) an Application Form

Personal			
Name	<i>Volodymyr Tkachenko</i>		
Address	<i>Kharkivm 6, Soborna Str., apt. 28</i>	Phone No.	<i>(0415) 67-18-11 (home) 068-05-47-521 063-23-94-797 050-68-78-121</i>
Year of	<i>13.08.1965</i>	Place of	<i>Kharkiv</i>

birth		birth	
Do you have a valid driver's licence		<u>yes</u>	no
Marital status	<u>married</u>	single	of dependents <i>a son and a daughter</i>
Education			
Name of School	Year graduated	Course taken or Degree	
Kyiv University	1987	M. Sc. in Economics	
Languages			
Ukrainian	<u>excellent</u>	good	fair
English	<u>excellent</u>	good	fair
German	<u>excellent</u>	good	fair
<i>Experience (give present or last position first)</i>			
Company		Address	
Kyiv State University, the Department of Economics		12, Kyivska Str.	
Types of business		Employed (month and year)	
Delivering lectures on Economics and Finance		from September, 1, 2003 – to present	
Position(s) held		Supervisor's name	
Senior Teacher, Deputy Head of Dpt of Economics		Academician Petrenko Oleksandr	
Why did you leave			
I have moved to Kharkiv			
Company		Address	
Kyiv State University, the Department of Management		12, Kyivska Str.	
Types of business		Employed (month and year)	
Delivering lectures on Management of Small and Medium Business		from September, 10, 1995 – to September, 1, 2003	
Position(s) held		Supervisor's name	
Teacher, Lecturer		Academician Petrenko Oleksandr	
Why did you leave			
Upgrading			
Company		Address	
Kyiv Company		36, Mlynivska Str.	
Types of business		Employed (month	

	<i>and year)</i>				
Concluding Agreements, Design of New Products	<i>from June, 15, 1989 – to September, 8, 1995</i>				
<i>Position(s) held</i>	<i>Supervisor's name</i>				
Manager	Nikonenko Ivan				
<i>Why did you leave</i>					
Upgrading					
<i>Company</i>	<i>Address</i>				
Lviv Sales Company	7, Naberezhna Str.				
<i>Types of business</i>	<i>Employed (month and year)</i>				
Sales Representative	<i>from September, 1, 1985 – to September, 1, 1989</i>				
<i>Position(s) held</i>	<i>Supervisor's name</i>				
Teacher	Fedorchenko Lidiia				
<i>Why did you leave</i>					
I have moved to Kyiv					
<i>Personal references</i>					
<i>Name</i>	Petrenko Oleksandr	<i>Address</i>	56, Soborna Str., Apt. 45	<i>Phone No.</i>	(046) 445-22-36; 097-44-57-789

b) a letter of interest (or Covering Letter)

Dear sir or madam,

I graduated from Kyiv State University in 1987. Now I am finishing my post-graduate studies to defend my candidate thesis this winter. My major is called "Increase of Economics in Ukraine", which includes the study of Ukrainian Economics.

I am interested in working in the Department of Economics of your Academy as a head of Department for the educational year 2005-2006. In high school I gained experiences teaching Economics, Banking and Management of Enterprises to students. In your Department I could give lectures or conduct a class in Economic subjects.

If you are interested in cooperation please inform me at the above address.

I look forward to hearing from you.

Sincerely yours,

Tkachenko Volodymyr

c) a resume

1.

<p style="text-align: center;"><i>Volodymyr Tkachenko</i> <i>6, Soborna Str., apt. 28</i> <i>Kharkiv, 45976</i> <i>Tel: (0415) 67-18-11 (home)</i> <i>Mobile phone: 068-05-47-521;</i> <i>063-23-94-797;</i> <i>050-68-78-121</i></p>	
Objective	A position as a Head of Department of Economics of Ukrainian National Academy (Kharkiv)
Summary	20 years of experience in all routine work in economics and banking. Perfect knowledge of Ukrainian, Russian, English, German languages and knowledge of computer
Education	Kyiv State University, Faculty of Economics, Department of Economics (1987). Kyiv State University, Post-graduate studentship (2005).
Experience	Kyiv State University, the Department of Economics. Delivering lectures on Economics (Fall 2003 – present). Kyiv State University, the Department of Management. Lecturer on Management of Small and Medium Business (Fall 1995-2003). Kyiv Company, Manager (Fall 1989–1995). Lviv Sales Company, Sales Representative (Fall 1985-1989).
Publications	I am the author of 24 articles published in different editions of collections of articles. The topic of these publications is connected with Economics in Ukraine and abroad. This is the subject of my candidate thesis which I am going to defend this winter.
Personal	Arrived in Ukraine May, 1980. Ukrainian subject. Married, two children
References	Available upon request

2.

<p style="text-align: center;"><i>John Y.Millen</i> <i>38, Park Avenue, Ap. 50</i> <i>New York, N.Y. 11298</i> <i>Tel: (312) 493-83-32</i></p>	
Objective	A position as a Bookkeeper
Summary	12 years of experience in all routine work in this field. Perfect knowledge of computers and statistics.
Education	London School of Economics, Great Britain, Bachelor (Ec.)

	(2008).
Qualifications	Make up all kinds of financial reports, balances and production planning
Experience	2015 – 2020 – FRISCO DOCKS, Inc., San Francisco, California. Deputy Chief of Planning, Commerce Dpt. In charge of account booksm statements, new adeas in planning. 2008 – 2015 – SAKHA Co, Ltd., New York. Accountant. Prepared accounts and balance sheets of every kind.
Personal	Arrived in the United States January, 2020. British subject. Married, one child
References	Available upon request

d) a Thank-You Letter

*Mrs. Tetiana Golovichenko
Director of Personnel
Ukrainian National Academy (Kharkiv)
186, Ozerna Str.
Kharkiv, 45000*

Dear Mrs. Golovichenko,

Thank you for your time and attention during my interview with you last week. I appreciated the opportunity to discuss my qualifications and aspirations with you.

I hope that all questions were answered to your satisfaction; however, I would be happy to supply any further information you may need.

I am very interested in the groth potential of the position we discuss, and I hope you will consider me as a serious candidate.

I am looking forward to hearing from you soon.

Sincerely yours,

Volodymyr Tkachenko
6, Soborna Str., apt. 28
Kharkiv, 45976
Tel: (0415) 67-18-11 (home)
Mobile phone: 068-05-47-521;
063-23-94-797;
050-68-78-121

14. Choose the proper English equivalent for

Керівник відділу закупок	<i>Production Manager</i>
Керівник відділу кадрів	<i>Executive</i>
Маркетинговий директор	<i>Chairman</i>

Керівник, адміністратор	<i>Financial Director</i>
5. Управляючий, керівник продажу на внутрішньому ринку	<i>Overseas Sales Manager</i>
6. Керівник із зв'язків із громадськістю	<i>Advertising Manager</i>
Керівник виробництва	<i>Chief Accountant, Controller</i>
Директор	<i>The Board</i>
Голова	<i>Purchasing Manager</i>
10. Фінансовий директор	<i>Personnel Manager</i>
11. Завідуючий (керівник) експортними операціями	<i>Marketing Director</i>
12. Керівник відділу реклами	<i>Managing Director</i>
13. Головний бухгалтер	<i>Home Sales Manager</i>
14. Рада директорів фірми	<i>Public Relations Manager</i>

15. Write a letter of recommendation for one of your students using the vocabulary provided below

active	fine	motivated	self-confident
accurate	flexible	natural	serious
adaptable	friendly	nice	supportive
affectionate	good	organized	single
aggressive	great	old-fashioned	shy
ambitious	generous	original	sincere
arrogant	gifted	optimistic	sly
beautiful	good natured	obstinate	strong-willed
broadminded	hardworking	outgoing	selfish
cheerful	helpful	obstinate	smart
creative	honest	passive	sociable
clever	handsome	patient	successful
certain	intellectual	progressive	tactful
cultural	independent	punctual	thorough
delicate	intelligent	purposeful	trustworthy
energetic	imaginative	public	talented
enthusiastic	initiative	quick	useful
entrepreneurial	jealous	real	young
excellent	lazy	reliable	well-balanced
emotional	leader	responsible	well-known
famous	mature	resourceful	wonderful

16. Read the samples of want ads. Which of them do you think you should ignore? Why?

A

	<i>Ordinary want ad</i>	<i>Abbreviated want ad</i>
<i>Type of job</i>	AUTOMOTIVE PARTS COUNTER SALESPERSON	AUTO PARTS CTR SALES
<i>Work experience required</i>	2 years experience	2 yrs exp. & H.S. req.
<i>Education required</i>	High School Graduate	
<i>Working hours</i>	5 days, Mon. - Fri.	M-F
<i>Pay</i>	\$9.00 hour	\$9/hr
<i>How to apply</i>	Apply in person, Before 10:00 a.m. CARSONS SUPPLY 4396 Melrose Ave.	Apply before 10 am CARSONS 4396 Melrose

B

<p>Do you want <i>to earn big \$\$\$?</i> \$1.000 EVERY WEEK! For life! Work at home, Simple, safe, guaranteed! Write P.O. Box 1234, Dept. 524, Palm Lakes, 22334 <i>Abbreviated want ad</i> AUTOMOTIVE PARTS COUNTER SALESPERSON AUTO PARTS CTR SALES</p>
--

17. Read the job advertisement. Answer the questions

BUSINESS DEVELOPMENT MANAGER

THE TRANS WORLD LUXURY TOURISM (TWLT) is the most exciting new concept of this season. It provides exclusive facilities for corporate leisure and entertainment in the most beautiful and interesting places all over the world.

We are looking for a creative, energetic and outgoing person to market luxury travel packages to the corporate travel industry worldwide. You must have excellent interpersonal and presentation skills, experience of working in the leisure or corporate travel sector, to enjoy international travel and contact. Ideally, you are 25-37 years old, and fluent in English.

Attractive salary, car, and bonus.

Please send resumes or apply to:

**World-Executive Search,
 Box No 1234, Condale Ave,**

London SW12DX

1. Why are "excellent interpersonal and presentation skills" required for this job?
2. Would you like to get this job? Why? Give your reasons.

18. Match the definitions in A with the correct adjectives or phrases in B

A	B
1. wants to get to the top	<i>a. sensitive</i>
2. open and friendly	<i>b. creative</i>
3. doesn't get tired easily	<i>c. attentive to detail</i>
4. can change people's opinions	<i>d. ambitious</i>
5. doesn't get angry or irritated quickly	<i>e. adaptable</i>
6. can produce new ideas	<i>f. independent</i>
7. thinks of other people's feelings	<i>g. outgoing</i>
8. doesn't mind changing his/her habits	<i>h. energetic</i>
9. can work alone	<i>i. persuasive</i>
10. regularly checks the quality of his/her work	<i>j. patient</i>

19. Write a short description of someone you like (or dislike) in your personal or professional life. MODEL - *My boss is very energetic. She works about 12 hours a day. She is a patient woman, and always has time to talk to us if we have a problem.*

20. Read the samples of the Letter of Recommendation

1.

Dear Mrs Woodson:

Peter Barns was a student in three of my travel courses since the 1996 semester. He was always an outstanding student.

Mr Barns demonstrated his thorough grasp of the subject matter in his class performance as well as in written work. His assignments were always executed with punctuality. Moreover, he was an enthusiastic participant in class discussions and helped make the courses rewarding experiences for everyone.

Therefore, I can recommend Mr Barns, without hesitation, for the position of assistant in your travel agency.

Yours truly,

2.

Dear Sir,

I have known Mr Brown for 5 years as a student at our University.

Mr Brown is an excellent student in French. He has scientifically oriented mind, a desire to work and master foreign language, and experience in working as a translator / interpreter.

He is gifted and differs from the other students in his preparation for French lessons. His essays, projects on the topics "French Literature in the XIX Century", - "Modern French Phonetics", "French Traditions and Customs" made a great impression on me. He is hard-working and organized.

While studying he took part and won the first prize at the competition among the fourth year students in French.

I can also state that comparing him with the other students in our University I came to the conclusion that he has a high intellectual ability. He can solve different problems and tasks himself. Mr Brown has a quick reaction to changing situations and he is able to find the right solution.

Mr Brown is perfect in spoken French, French Grammar, Phonetics, and French Literature.

As far as I know he has been working as an interpreter at Trade Company EPQ for three years.

Mr Brown has a great potential to study and to work. He is an initiative student. He helped in organizing a conference at our University on the problems of Post Graduate Courses.

He is highly motivated to pursue his Graduate study, and he is serious in achieving his goals. His marks in French were only excellent. He obtained good skills in conducting scientific research.

Mr Brown has a strong character. He deals with people easily.

It seems to me that Mr Brown has a big potential and future in the chosen field as a graduate student.

Yours truly,

21. Read the given Letter-Inquiry for recommendation with enclosed the Application Form

Dear Mr. Tompthon,

As Mr. Reeply who has named you as a reference may be given the job at the West Institute of Medical Technology; we would like you to fill in the following form. The position Mr. Reeply claims for suggests a lot of responsibility. This means you should make a through analysis when giving answers to the question.

1. Professional knowledge:

<i>profound</i>
<i>good</i>
<i>satisfactory</i>
<i>unsatisfactory</i>
<i>no information</i>

2. Practical skills:

<i>splendid</i>
<i>good</i>
<i>satisfactory</i>
<i>unsatisfactory</i>
<i>no information</i>

3. *Scientific intuition:*

<i>brilliant</i>
<i>good</i>
<i>satisfactory</i>
<i>unsatisfactory</i>
<i>no information</i>

4. *Thinking abilities:*

<i>excellent; thinks in clear categories</i>
<i>good</i>
<i>satisfactory; sometimes make not quite sound judgement</i>
<i>makes dubious conclusions</i>
<i>no information</i>

5. *Initiative:*

<i>very initiative</i>
<i>rather initiative</i>
<i>initiative</i>
<i>not always initiative</i>
<i>no information</i>

6. *Sociability:*

<i>very sociable</i>
<i>rather sociable</i>
<i>not always sociable</i>
<i>no information</i>

7. *Qualities of a leader:*

<i>born leader</i>
<i>enterprising; often takes leadership</i>
<i>prefers to be led rather than to lead</i>
<i>no information</i>

8. *Stress reaction:*

<i>usually react appropriately; preserves self-control</i>
<i>not always react appropriately</i>
<i>easy loses self-control and acts inappropriately</i>
<i>no information</i>

9. Appearance:

<i>always tidy</i>
<i>usually tidy</i>
<i>sometimes untidy</i>
<i>always untidy</i>
<i>no information</i>

10. Character:

<i>aggressive</i>
<i>unrestrained, emotional</i>
<i>a good mixer, a little restrained, sometimes shy</i>
<i>reserved, avoids personal contacts</i>
<i>no information</i>

11. Type of psychology:

<i>enthusiastic</i>
<i>usually well-balanced</i>
<i>apathetic</i>
<i>faultfinder, critically disposed</i>
<i>no information</i>

12. Reaction to criticism:

<i>excellent</i>
<i>good</i>
<i>satisfactory</i>
<i>unsatisfactory</i>
<i>no information</i>

13. Punctuality:

<i>hardly ever absent or late</i>
<i>sometimes absent or late on plausible excuse</i>
<i>often absent or late</i>
<i>no information</i>

14. Potential possibilities to succeed in the field of medical technology:

<i>brilliant</i>
<i>good</i>
<i>satisfactory</i>
<i>unsatisfactory</i>

I recommend Mr Reeply:

<i>with certainly</i>
<i>with reservation</i>

I do not recommend

*We will appreciate any additional information.
Sincerely,*

22. Look at the advertisement of VICTOR MOTOR COMPANY and write what a manager should do

VICTOR MOTOR COMPANY
ARE YOU INTERESTED IN A CAREER IN THE MOTOR INDUSTRY?

We have a vacancy for General Manager. We offer competitive salaries and benefits such as company cards, pension plans, profit-sharing and generous relocation allowances. Duties will include:

- running the company
- coordinating the work of the management team
- advising on new product development
- negotiating with trade union representatives
- representing the company

For further details and an application form please write to:

Chris George
164 Deansgate
Manchester M 60 2 KE
England

23. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>work under</i>	<i>position</i>
<i>to fill</i>	<i>directors</i>
<i>managing</i>	<i>to</i>
<i>to earn money</i>	<i>department</i>
<i>head of</i>	<i>position</i>
<i>Board of</i>	<i>tape</i>
<i>to hold the</i>	<i>director</i>
<i>red-</i>	<i>pressure</i>
<i>opening</i>	<i>for fees</i>
<i>be accustomed</i>	<i>in</i>

ПРАКТИЧНЕ ЗАНЯТТЯ 8.

ТЕМА 6. TYPES OF NEGOTIATIONS AND MEDIATION

ПЛАН

1. Negotiation and mediation as a type of communication.
2. Preparation for Negotiations.
3. Negotiation strategy and tactics.
4. Basic elements of negotiations.
5. Tactical techniques used during negotiations.
6. The Basic Methods of the Partner Perception during Negotiations.

1. Read the following text and do the postreading task:

Negotiations are an important part of our lives, although we do not think about it. We constantly agree on something, communicate, try to solve certain issues in the family, in the business sphere, etc. With the help of negotiations, the position of the parties is determined, agreements are reached and conflicts are resolved.

Negotiation is a method of reaching an agreement through business communication when both parties have both common and opposing interests.

The structural elements of negotiations are the following:

At the pre-communicative stage:

- collection of information;
- problem analysis;
- definition of the purpose⁴ and objectives;

2. At the communicative stage:

- representation of the parties;
- statement of problems and purposes;
- dialogue of participants (clarification, discussion, coordination of interests);

3. At the post-communicative stage:

- analysis of negotiations.

Preparation for Negotiations

The author of the book “How to Survive Among the Sharks”, millionaire Harvey McKay, believes that the one who has more information, a better plan and higher skills can win the negotiations. Therefore, this expert in the negotiation process puts careful preparation first.

Preparation for negotiations is carried out in two directions: substantive and organization.

Organization issues of negotiation preparation are:

- determination of the time (experts of the negotiation process think that the best time for the meeting is before or half an hour after lunch; on Wednesday or Thursday, that is, in the middle of the working week, and not at the beginning or end of the week);
- negotiation schedule (as a rule, 1.5-2 hours);

- meeting place (it can be the premises of each of the parties in turn or neutral territory; the office must be prepared for the meeting: a table (preferably round), notebooks, pencils, glasses, water, ashtrays);
- composition of the delegation (a leader and employees competent in the issues to be discussed).

The importance of the preparatory stage of negotiation is emphasized in the book “Preparation for Negotiations” written by R. Fischer and D. Ertel. According to the authors’ opinions, the most effective is a systematic approach in preparation for negotiation, which consists in the need to “cover” the entire process of negotiation. A good negotiation result can be seen as the sum of seven elements. They are the following:

1. Interests. In the negotiation process, we want to achieve a result that would correspond to our interests - what we need or what we value. The more we think about our interests in advance, the more likely we will be able to satisfy them.

2. Options. Options are understood as possible variants of an agreement or parts of a possible contract. The more options we are able to put on the table of negotiation, the more likely it is that there will be one that can reconcile our different interests.

3. Alternatives. A good result should be better than any alternative available off the table of negotiation. Before you sign the agreement (or reject it), you need to have a complete idea of what we can still do.

4. Legitimacy. We don’t want to be treated unfairly, and neither do other people. Therefore, it will be useful to find external standards that can be used as an instrument to convince others that they are being treated fairly and as a shield to protect oneself from the wrongdoing of the opposite part.

5. Communication. The result of a negotiation will be better if it is achieved skillfully, and it requires good two-way communication, because each side of the negotiation wants to influence the other. We need to think in advance what we can hear and what we need to say.

6. Relationships. A good result of the negotiations will lead to an improvement rather than deterioration in our working relationship. Preparation gives an opportunity to take into account the factor of human interaction - to think about the people at the negotiating table. We should have at least some vision of how to build the kind of relationship that can facilitate an agreement, rather than hinder it.

7. Obligations. The quality of the result of the negotiations is evaluated, in addition, by the content and reality of the promises that will be made during them. These commitments will obviously be easier to keep if we think in advance of concrete promises that we can realistically make and expect from the opposite party during the conduct or at the end of the negotiations.

Negotiation Strategy and Tactics

In order to achieve the desired results, the parties of the negotiation process choose appropriate strategic and tactical approaches to negotiations.

American researchers of the negotiation process distinguish the following three possible variants of behaviour during negotiations:

- 1) ***heavy-handed***;

- 2) *kid-glove*;
- 3) *principled (Harvard)*.

These options can be characterized in more detail according to the following criteria:

- 1) perception of other participants in the negotiations;
- 2) purpose of negotiations;
- 3) the course in relation to the participants;
- 4) degree of trust to them;
- 5) stability of the initial position;
- 6) technical methods;
- 7) final decision.

There are possible options of *strategic approaches* to negotiations.

<i>heavy-handed approach</i>	The purpose is victory at any cost	Distrust of participants
<i>kid-glove approach</i>	The purpose is agreement, preservation of good relations, despite the losses	Confidence in participants
<i>Principled (Harvard) approach</i>	The purpose is a rational solution to the problem, which is based on fair criteria	Conducting negotiations regardless of the degree of trust

Heavy-handed approach - when both sides, having taken opposing positions, stubbornly defend them, using tactical techniques to mislead the opponent about the true purpose, and make small concessions necessary to continue negotiations. In the course of negotiations, the dispute may turn into a competition and agreement may not be reached.

Kid-glove approach – when each side considers the other side friendly. Instead of waiting for victory, they emphasize the need to reach at least an agreement. The kid-glove approach strategy makes offers and concessions, it is trust to the other side, it is friendly and tries to avoid confrontation where necessary. Due to this approach, the parties may come to unclear and unreasonable decisions.

Principled (Harvard) – it is an alternative approach to the above-mentioned ones, it is focused on the main interests of the parties, mutually beneficial options and fair standards, and it leads to a reasonable result.

American specialists in the negotiation process described the principled negotiation method. They oppose the principled negotiation method they invented to the standard negotiation strategy - *position tender* - which often leaves the “negotiators” feeling dissatisfied and exhausted. After all, people are faced with a dilemma: to be ‘kid-glove’ and make concessions, or to be “heavy-handed”, to declare war and win, spoiling relations with the opposite side.

The peculiarity of the method of principled negotiations is the requirement to solve problems based on the essence of the case, and not on the positions of the negotiating partners. The partners try to find mutual benefit wherever possible. And where interests do not coincide, to achieve a result justified by fair norms.

As a result of applying the principled approach:

- negotiations should lead to such an agreement that would maximally satisfy the interests of each party, fairly regulate conflicts, be long-term and take into account the interests of society;
- negotiations must be effective, without losses, which, as a rule, are accompanied by agreements related to the desire not to give in to one's positions;
- the relationship between the parties should improve or at least not deteriorate.

Principled negotiations are characterized by four basic rules - recommendations that make up the basic elements of negotiations.

The first rule: ***Dissociate the participants of negotiations from the problem.***

It is necessary to focus on the essence of the problem, but not on the relationship between the parties. You cannot transfer your attitude towards the interlocutor to the subject of discussion; criticize the opponent's personal qualities. Better put yourself in their place. Remember, "your problem is not the fault of others". The foreign scientists suggest the following ways to implement this rule:

- construct working relationships;
- maintain working relationships;
- separate the relationship from the discussion on the essence of the matter;
- do not conduct positional bidding;
- deal with people, not problems.

The second rule: ***Focus on interests, not positions.***

Instead of arguing about positions, we should know about each other's interests. Imagine the situation: there are two cooks in the same kitchen, and both of them needed an orange at the same time. And it is only one! If you focus on the positions, then, in the best case, both will get half an orange. But if you show your interest, all of us will find out that one cook needs lemon zest, and another needs juice. So, we recommend, before dividing an orange, try to make it bigger.

To understand the interests of the parties concerning their positions, you need to perform the following actions:

- explain your interests;
- determine the interests of the other party;
- discuss a common topic;
- be specific but flexible;
- be persistent in protecting your interests;

The third rule: ***Develop mutually beneficial options.***

The reason for misunderstanding is the refusal of creative consideration of mutually beneficial options. In order to solve common problems, the following rules must be followed:

- separate judgment from decision;
- expand the range of approaches;
- seek mutual benefit;
- help your partner make a decision.

The fourth rule: ***Insist on using objective criteria and procedures.***

To reach a reasonable agreement, independent of the parties' aspirations, you can use:

- fair criteria in the essence of the issue;
- fair procedures for regulating conflicting interests.

In order for the negotiations to be fair, independent experts, observers, mediators are invited.

Appropriate ***tactical techniques*** may be used during negotiations.

The technique "avoiding the fight" - is used when there are issues that are undesirable for discussion, or when they do not want to give their partner accurate information, an unambiguous answer.

The technique "procrastination" or "waiting" is a measure close *avoiding the fight*, it is used when they want to delay the negotiation process in order to clarify the situation, get more information from the partner, and further study the problem.

The technique "packaging" means that there are some issues or proposals but not ones are offered for discussion. At the same time, the double tasks are solved. In one case, the "package" combines attractive and less acceptable offers for the partner. One can wait for that a partner interested in one or more proposals will also accept unfavorable ones. If during the negotiation process the interlocutor uses "dirty technologies", it is necessary to:

- a) analyze the reasons for the partner's behaviour and, if necessary, consider the possibility of changing it;
- b) create a business atmosphere;
- c) offer a break during which you can consult with experts.

The technique "maximum overestimation of requirements" means to include the items in to discussion, which can then be painlessly removed. Moreover, some items may contain proposals that are clearly not acceptable to the partner.

Placing false accents in one's own position is to show the partner an extreme interest in solving some issue that is actually secondary. Sometimes it is done in order to remove this issue from the agenda and get the necessary decisions on another, more important issue.

The technique "Salami" means providing information about your interests, grades, etc. in very small portions, similar to thin slices of salami. This technique is used to prolong the negotiations, the need to find out more information from the

partner, to force him to “open his cards” in order to gain an advantage in this way, a manoeuvre field.

The technique “ultimatum of demands” is used when one party declares its intention to withdraw from negotiations if their position is not agreed upon.

The technique “making demands at the last minute” - the essence of this technique is that at the end of the negotiations, when the contract remains to be signed, one of the partners makes new demands. If the other party is interested in the contract, it will accept these requirements, although the signing of the contract may “fail” for this reason. While one party agrees with the new demands, the other puts forward more and more new ones.

The Basic Methods of the Partner Perception during Negotiations

The reason for the lack of mutual understanding between the participants of the negotiations in many cases is not objective reality, but inability to correctly interpret people’s thoughts and actions. The appropriate techniques are offered to achieve mutual understanding. It is necessary:

- to put yourself in the partner’s place;
- to compare your points of view;
- to do not draw conclusions about the intentions of others based on personal fears;
- to do not transfer responsibility for your problems to your partner;
- to discuss each other’s perceptions;
- to create a sense of involvement in decision-making of the partner;
- to coordinate decisions with the principles and image of the communication participants;
- to control emotions.

Postreading task

1. Characterize Negotiation and Mediation as a Type of Communication.
2. Name the Main Stages of Preparation for Negotiations.
3. What do You Know about Negotiation Strategy and Tactics.
4. What are the Basic elements of negotiations?
5. Name the Basic Methods of the Partner Perception during Negotiations.

ПРАКТИЧНЕ ЗАНЯТТЯ 9.

ТЕМА 7. THEORY AND PRACTICE OF DIPLOMATIC NEGOTIATIONS

ПЛАН

1. Tactics of diplomatic negotiations.
2. Technology of the negotiation process.
3. “Dirty technologies” of negotiations.
4. Techniques of diplomatic presentations.

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1. Read the following text and do the postreading task:

Tactics of Diplomatic Negotiations

Analyzing international negotiations, scientists distinguish three main tactical lines of behavior in negotiations.

1. The initial position is formulated at the beginning of the negotiations, and it can be changed in the course of the negotiations.

2. The initial position remains unchanged throughout the negotiations, but at the last moment, a willingness to compromise is revealed.

3. The initial position does not change and an agreement is possible only if this position is accepted by other participants of the negotiations.

Technology of the Negotiation Process

The constructive conflict is based on competition, but does not have destructive consequences. The parties to such a conflict have common interests around some problem, but each of them has their own views on its solution, that is, debatable, controversial issues may arise in the process of negotiations.

The destructive conflict is war. The task of a diplomat during negotiations is to prevent the transformation of a constructive conflict into a destructive one.

Usage of Certain Verbal Constructions

In order to maintain intellectual contact, prevent interlocutors from separating from each other, agree on terminology, the following techniques are used in negotiations:

a) Paraphrasing is a technique of reproducing the previous thought of the interlocutor in order to make sure that you understood it correctly: “*If I understood correctly...*”.

b) Verbalization is the transfer of non-verbal constructions into verbal form, the transfer to the language level of what was not expressed: “*That is, you wanted to say ...*”.

Ability to Listen and Perceive Information

There are four levels of information perception (listening) are distinguished in the negotiation process:

- 1) substantive;
- 2) emotional;
- 3) motivational;
- 4) stimulating.

The following main points can be identified in the negotiation process:

- 1) Determination of the interests of the partners in the negotiation process.
- 2) The ability to connect the interests of partners with deeper motivators.
- 3) Creation of a system of criteria by which the progress of negotiations is evaluated.
- 4) Ability to take the initiative in negotiations and make concessions during the negotiation process.

Methods of Conducting Negotiations (Coordinating Positions)

- 1) the “Socratic” method;
- 2) concentration of attention on disagreements (controversial points). They must be clearly identified in order to develop tactics for their smoothing;
- 3) the logical method – concentration of attention on common points in positions and interests. This method is based on the usage of the following techniques:
 - gradual increase of complexity of the discussed issues (success achieved when discussing easier issues creates a favorable psychological background);
 - search for a common solution to the problem (first, the general formula for the outcome of the negotiations is agreed upon, then the details);
 - using compromises;
 - division of the problem into fragments. The subject of negotiations is divided into blocks. First, the possibility of solving individual blocks of questions is considered. If it is impossible to make a decision on one of them, it can be postponed. Then the agreement reached will be incomplete, but if it at least partially satisfies the parties, it can be considered a step forward in the relationship.

The following mistakes are most typical during negotiations:

- 1) ***Conducting position tenders***. Position tender is a situation when one of the interlocutors takes a certain, as a rule, inflated position, confirmed by digital material, and in the process of negotiations gradually changes it. Any step forward is considered a concession:
 - identification of participants of negotiations with the interests they defend;
 - lack of preliminary preparation for negotiations and internal mood;
 - perception of the interlocutor as an opponent, as an enemy at the initial stage of negotiations;
 - inability to listen and perceive (obsession of the interlocutor on a certain sequence of actions);
 - dominance of emotions in negotiations.

“Dirty technologies” of negotiations

1) <i>Willful deceit</i> , which can be manifested in three cases:	a) presentation of false, distorted data; b) presentation of incorrect information about the goals of the negotiations and one’s authorities; c) conducting negotiations for the purpose of collection of information or
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	for the benefit of a third party.
2) Psychological wars . Their purpose is to destabilize the interlocutor as a participant in the negotiation process and bring him out of balance. Psychological war is used at a more global (state) level, psychological wars is used at the level of diplomatic negotiations. Their technology is as follows:	<ul style="list-style-type: none"> a) creating stressful situations - inciting emotional tension, scandals; b) personal attacks against specific members of the delegation; c) two-factor model of negotiations; d) threats or blackmail from the opposite party (real or fake). <p>Defense in psychological wars:</p> <ul style="list-style-type: none"> a) usage of adequate methods of attack; b) blocking the attack.
3) Position pressure . Its manifestations:	<ul style="list-style-type: none"> a) the threat of a breakdown in negotiations - creation of such an atmosphere sometimes forces the interlocutor to make concessions so that the negotiations will still take place; b) declaration of extreme requirements; c) increasing demands – when the interlocutor makes a concession, the demands increase; d) psychological terror - the most aggressive and risky method, the ultimate form of negotiations; e) “psychological swing”; e) delaying time; g) “position stability” – simulated indifference to the result of negotiations.

Techniques of Diplomatic Presentations

A diplomatic presentation is an expression and presentation to the interlocutor of one’s point of view and beliefs about a specific topic.

1) the form of the material presentation:

- a) informing (information message);
- b) persuasion (motivvations).

2) the scale of audience coverage:

- a) large audience (more than 40-50 people);
- b) small audience (5-10 people).

Advice from Johann Sultzer (XVIII century) regarding the protocol rules of “sitting”:

- while sitting, you need to keep your knees together, feet, if possible, one next to the other;

- you can put one leg forward a little or slightly cross your legs at the bottom;
- sit quietly, do not jump on the chair. But don't sit as if you swallowed a stick.

A motionless body looks unnatural and funny. Place your hands, palm to palm, on your knees;

- keep the body straight. Do not sit on the chair as if you have grown to it, do not sit on the edge of the chair, do not move as if you are sitting on needles;

- while sitting, it is ugly to prop up your cheek with your hand and put your head on your hands. Do not cross your arms on your chest;

- pay attention to how you get up. Do not lean on the handle of the chair or your knee, it looks awkward.

Postreading task

1. Characterize the Tactics of diplomatic negotiations.
2. Analyze the Technology of the negotiation process.
3. Name the "Dirty technologies" of negotiations.
4. What do you know about the Techniques of diplomatic presentations?

ПРАКТИЧНЕ ЗАНЯТТЯ 10-11.

ТЕМА 8. BUSINESS CORRESPONDENCE

ПЛАН

1. Writing letters.
2. “Golden Rules” for Writing Business Letters.
3. Seven Steps in Planning a Business Letter.
4. Position of the word “YOU”.
5. Style of a Letter Colloquial Language and Idioms.
6. Types of letters.

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1. Read the following text and do the postreading task:

Writing Letters

Almost everyone occurs to write letters. Whether you write to a pen pal in other country, a friend on vacation, a relative or a business man, you should put into practice the suggestions in this lecture. If you take time to make your letters clear, correct, and interesting, you should not only enjoy writing them but also receive interesting answers to them.

No matter what kind of letter you should remember to do these things:

1. *Use the proper form of your letter.* It depends on the type of letter you are writing.

2. *Make the letter clear.* Remember that your letter is read; you neither will nor are there to explain what you mean. Plan what you are going to say and how you are going to say it.

3. *Make your letter attractive.* A letter represents you; you should therefore take pride in its appearance. If you write to people you have never met, they must judge the writer entirely by the letter.

4. *Use the correct grammar, punctuation, and spelling.* A letter filled with grammatical errors will not only lead the reader to assume that you are inadequate person, mistakes in usage, and misspelled words will not make a good impression.

5. *Be yourself.* Make your letter natural; write them in your own style. It will reflect your personality better than model letters taken from textbooks.

The friendly letter differs from the business one. It is informal, casual and personal. It is the kind of letter you write to your family and friends. There are no rigid, inflexible rules for writing friendly letters; but you should to follow widely accepted practice.

Businesses letter writing is a very special type of communication. That is why, you must carefully think over the style of such letters. By its outward appearance style, tone one can define you as a personality.

“Golden Rules” for Writing Business Letters

1. Give your letter a heading if it helps the reader to see at a glance what you are writing about.

2. Decide what you are going to say before you start to write.

3. Use short sentences.

4. Put each separate idea in a separate paragraph.

5. Use short words that everyone can understand.
6. Think about your reader. Your reader...
 - ... must be able to see exactly what you mean: *your letters should be clear;*
 - ... must be given all necessary information: *your letters should be complete;*
 - ... is a busy person with no time to waste: *your letters should be concise;*
 - ... must be addressed to in a polite tone: *your letters should be courteous;*
 - ... may get a bad impression if there are mistakes in grammar: *your letters should be correct.*

Seven Steps in Planning a Business Letter

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

In the USA where competition is developed business letter writing a science. In their correspondence Americans try to use many different means of expressions: jokes, anecdotes, humour, sarcasm, caricatures, drawings, diagrams are for attracting reader's attention. But Englishmen are restrained and preventive due to their national character and old formal traditions. That's why British letters are determined more professional.

Imagine the situation: the Company needs to send the final letter-reminder as demand to pay off debts. Compare two samples of such letters:

British letter:	American letter:
<p><i>Dear Sirs,</i></p> <p><i>As our previous letters of the 3rd July, 12th August and 14th September, requesting payment of the outstanding account of \$ 1000 have been ignored by you, we must now inform you that unless your cheque for the amount reaches us by the end of the month, we shall reluctantly be compelled to put the matter in the hands of our solicitors.</i></p> <p><i>Yours faithfully,</i></p>	<p><i>Gentlemen:</i></p> <p><i>Will you please send us the name of a good lawyer in your district? We may want to sue you.</i></p> <p><i>Sincerely,</i></p>

Position of the word “YOU” - Any letter has a purpose to convince a reader to do something: to buy your products, to transfer money on your account, to give information or to establish business contacts. If you managed to convince your correspondent, it means that you have written a good letter.

That is why, the main task of any business letter writing is the method which will help to convince your interlocutor. It seems to us that people are interested in our problems, believe in our prospects and sympathize with our failures. Your letter must be sincere, for example:

This will cut down your expenses and increase your profits.

This will save you time and work and worry.

By other words, total impression from your letter must be: small “we”, “I”, “us” and big “YOU”. You should imagine yourself in the place of your reader and write the letter of the kind you would like to receive. Compare these variants of the first sentence of the letter:

1) *Dear Mr. A,*

We are sorry you misinterpreted our catalogues ... (Шкода, але ви неправильно зрозуміли опис у нашому каталозі ...)

2) *Dear Mr. A,*

We are sorry the description in our catalogue was not entirely clear ... (Шкода, опис у нашому каталозі поданий недостатньо ясно ...)

In the first variant you hint at your client is a bit stupid and can't be able to understand the description in your catalogue. In the second – you suppose that you were fault and the description in your catalogue was not entirely clear. That is why the second sentence has a right position of the word “YOU”.

An American expert in process of studying “what makes correspondence be pleasant for reading” noted that the words “you”, “your”, “yourself”, “yours” must be in the business letter in 2 or 3 times frequently more than the words “I” and “we”.

About Copies - If you wrote a letter to your correspondent and send the analogous letters to some people one should write at the end of the letter abbreviation: “*c.c. – carbon copies*”.

But if you don't want that the addressee of your letter knows about copies one should indicate: “*b.c.c. – blind carbon copies*”.

How to Make Your Letter More Attractive - There are some methods to stress important information, to simplify reading of your letter and to make attractive. You can:

- 1) number paragraphs;
- 2) underline some words and sentences;
- 3) write certain words by capital letters or underline them;
- 4) use dash, stars, Roman numerals for enumeration of any items.

Style of a Letter - Remember peculiarities of business correspondence style:

- begin each new topic from a new paragraph;

- never use metaphors, comparison, allegories, if you are not sure that your correspondent can rightly understand them.
- all information in your letter must be simple, clear and short;
- don't write too many compliments.

For example:

Instead	Write
<i>advise, inform</i>	<i>say, tell, let us know</i>
<i>at early date</i>	<i>soon, today, next week</i>
<i>at the present day</i>	<i>now, at present</i>
<i>to deem</i> (заст. <i>думаму</i>)	<i>to believe, to consider</i>
<i>due to the fact that</i>	<i>because</i>
<i>for the purpose of</i>	<i>for</i>
<i>in accordance with</i>	<i>according to</i>
<i>in advance of, prior to</i>	<i>before</i>
<i>the writer, the undersigned</i>	<i>I, we</i>
<i>in compliance with your request</i>	<i>as you requested</i>

A sentence should consist of 8 – 16 words. It will be easy to read. All paragraph must contain one concrete thought.

It is better to use an Active Voice in business correspondence than a Passive one. The verb in the Active Voice bears more personal character than the sentences with Passive constructions. For example:

Your letter has been received by us ... - Passive Voice

We have received your letter ... - Active Voice

The letters addressed to the young employee of a company must differ from the letters addressed to Managers and Directors. People who hold positions of Executives consider themselves as very important persons and demand due respect.

To ordinary employee you can write:

Did you know the customers you already have

To Head of Department or Company you must write:

As you know, the customers you already have

Phrase “*Did you know ...*” can be considered by Head of Department as insulting of his dignity, but phrase “*As you know ...*” is flattered his vanity even in case he doesn't know something.

Colloquial Language and Idioms - Some people try to make their letter more personal cluttering up the language by idioms, phraseologisms, colloquial phrases, and short forms of words. Such letters can be not understood by the readers, especially in the case when English is not their native language. Use neutral words in your letters:

Instead	Write
<i>you have probably guessed</i>	<i>you probably know</i>

<i>you will get your money back</i>	<i>the will be repaid</i>
<i>you go into property</i>	<i>to invest in property</i>
<i>a couple of hundred quid</i>	<i>two hundred pounds</i>
<i>prices are at rock bottom</i>	<i>prices are very low</i>
<i>prices have gone through the roof</i>	<i>prices have increased rapidly</i>

About Abbreviations - Abbreviations are often used in business correspondence. They are quickly written and easily read. But one should use abbreviations only in the case when you and your correspondent know how they are decoded.

Some abbreviations are international, for example: *CIF (cost, insurance and freight)*, *CAF (cost and freight)*.

But if you are not sure that the abbreviation will be rightly understood by the reader it is better to write it with its decoding in the brackets.

The tone plays a great role in the letter. A letter must be maximum personal for achieving success. A reader must understand that this letter is written by a man but not a business-machine which can stamp cliché. Try to write in the tone and style in which you usually speak to your colleagues. If you want your colleague's help in the report making, for example, you will say to him:

"Serhii, I need to make up this report as quickly as possible. Can you help me?" and let's consider another variant:

"The aim of my visit is an application for your help in the finishing report."

Specimen Letters (Types of letters)

According to the purpose of the letter there may be quite a number of different kinds.

1. Bread-and-Butter Letters

- Whenever you have spent a day or two as a guest in someone's house, you must write a letter of thanks to your hostess within a day after the visit.

- It's good manners to write thank you for any presents expressions of good will.

2. Letters of Reference

- If you are asked to give a former employee a reference, you may write a letter without salutation and complimentary close. Such letters should contain main facts about the person you write about and should sound enthusiastic. Don't leave out any important qualities and remember that omission implies demerit in each trait of character not mentioned.

3. Letter of Recommendation

- Letters of recommendation serve to draw the employer's attention to the candidate's suitability for the vacancy.

4. Letter of Invitation

- Invitations to important entertainment are nearly always specially engraved, so that nothing is written except the name of the person invited.

5. Letters of Formal Acceptance or Regret

- Formal acceptance or regrets are always written.
- Answers to informal invitations are telephoned more often than not.
- In accepting an invitation the day and hour must be repeated. But in declining an invitation it is not necessary to repeat the hour.

6. Personal Business Letters

Business letters are written not only by the business employees. They are also written by others to conduct personal business.

Normally, if you know the person that you are writing to and have met him/her socially; you will want to make your letter less formal and friendlier.

Business letters can be divided in letters of Inquire or Request, letters-Offer, letters-Order, letters Acknowledgement or Confirmation, letters Refusal of Orders, letters of Complaint or Claim letters, and Promissory Notes.

The Inquiry - The first step of any deal concluding is the Letter-Inquiry writing and exactly the letter-inquiry forms further relations between business partners. Your Inquiry must be short, clear and concrete. The company sends the Inquiry when it wants:

- to receive detailed information about the goods;
- to find out about availability of goods;
- to make more exact the delivery dates;
- to receive information about the terms and discounts, the method of transportation and insurance;
- to receive information about the prices of goods;
- to receive catalogues and samples of goods;

In the process of Inquiry writing one should give full details of your problem or question and it will let for your business partner to reduce the time for making-up of answer.

In case, if you apply to the company at the first time your inquiry would consist of the following items:

- 1) Pointing out at the source of information of this company and its goods.
- 2) Essence of problem.
- 3) Concise information about your company.
- 4) Expression of hope of cooperation.

The Offer - Answering on Inquiry and Letter-Offer define your further relations with your future partner.

Remember some rules:

Rule 1 – you must always send a Covering Letter with catalogues, pricelists, and advertising leaflets.

Rule 2 – answering on Inquiry must be written at the same date when you have received the inquiry.

Rule 3 – try to make your Offer favourable for clients.

The Supplier usually answers by the Offer on the Inquiry. Answering he thanks for interest and usually encloses price-lists, catalogues or conditions of the Typical Contract.

Structure of the Offer:

- 1) Intention of writing.
- 2) Answers on the potential Offerer questions.
- 3) Additional proposals.
- 4) Expression of hope of cooperation.

You should give closer definition goods description, possible photo materials, pictures and samples. During the price determination you must take into consideration discounts. Other questions such as packing and transportation costs terms of delivery and terms of payment are solved separately.

The Supplier sends to the Offer when he wants to attract the client's attention or to find a new Offerer on special products or their range. The firm offer foresees special conditions e.g. deadline of an Offer receiving and discount system depending on quantity of goods and other terms.

The Order. Acknowledgement (Confirmation) and Refusal of Orders - All types of business correspondence have a purpose – to place an order. In comparison with all above-mentioned correspondence to make up a letter-order is easier than making up of other letters, because the most of orders are placed on special forms. You need only fill in such form writing in to necessary columns the name of the product, quantity, price, terms and method of delivery. All forms are numbered for comfort of further correspondence. For example,

Order # 436

Please supply:

50 copies "The Great General" at a price of £15 less 5%.

Delivery: prompt, carrier.

WILLIAM HUGH LTD.

A.S. Wills

Usually numbered form of order is sent with the covering letter. In this letter you need refer to the previous correspondence, say about enclosed letter-order and express hope for cooperation.

In case to place an Order on buying of any goods one should fill in the special order forms where quantity of goods, their description, price, terms of payment, date of delivery, discounts etc. are pointed out. If you need to make certain points quite clear the Cover Letter with an enclosed order form is writing.

If the Seller or Supplier is able to fulfil an order he sends to the Buyer the Acknowledgement or Confirmation in a form of an order copy or a duplicate signed

by the Seller. Cover letter expresses gratitude for an order and informs the Buyer about any changes as price changing, terms of delivery changing etc.

All letters-orders demand your attention. Sometimes some products are not at the stock now and you must propose an alternative product to a client. The price policy can change and you need to inform about it your customer who has placed an order.

On the whole all problem arisen after receiving orders you need to settle with your client.

If the Seller or Supplier can't be able to fulfil an Order he refuses the order or proposes the adequate change of the product which isn't availability.

Refusal Letters - When you receive a letter to which you must give a negative reply, you may need to write a refusal letter. The refusal letter is difficult to write because it contains bad news; however, you can tactfully and courteously convey the bad news.

The ideal refusal letter says *no* in such a way that you not only avoid antagonizing your reader but keep his or her goodwill. You must convince your reader of the justness of your refusal. Try to establish a pleasant and positive tone.

Promissory Note - A promissory note is a written promise to repay borrowed money, with or without interest.

ПРАКТИЧНЕ ЗАНЯТТЯ 12.

ТЕМА 9. PRESENTATION OF A COMMERCIAL LETTER

ПЛАН

1. The Body of a Business Letter.
2. The Letter Heading & the Layout.
3. Presentation of a Commercial Letter.
4. The Heading.
5. The Salutation.
6. The Subscription.
7. The Signature.
8. The Letter Heading & the Layout.
9. The Body of a Business Letter.

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Presentation of a Commercial Letter

Many businesses rely on overseas markets and suppliers, employ workers and managers from different countries, and maintain plants and offices abroad. Such companies need to communicate effectively with readers from diverse cultural and linguistic backgrounds.

The commercial correspondence in English has changed over time. It has lost its bombastic and formal style, but nevertheless the business letter differs in some respects from the personal letter. Unlike friendly letters, business letters are always written according to standard practice. The body of a business letter may be formal or informal in tone, but conventions should always be followed in the form and in the placement of the parts. Since the rules governing business letters are elaborated and rather precise, you should study them with special care:

1. Use appropriate stationery in standard size. It is advisable to use the good quality paper, unrolled, with the printed letterhead.

2. Make your letter attractive. A business letter should be typed, not handwritten. Think of the margins. The left margin should be about as wide as the right margin, the top margin - about as deep as the bottom margin. All business correspondence should present an even, well-balanced appearance neither crowded at the top of the page nor sitting lopsidedly on one side of it. If your letter is a very long one, plan on using two sheets instead of crowding it all on one. Most business letters are single-spaced, with double spaces between the paragraphs.

3. Standard forms or styles for business letters differ in certain respects from the style of the personal letter. There are three of the styles. Look at the models shown below:

The Heading - The sender's address as well as the address of the person or organisation to which the letter is written is given on the left-hand side of the page, against the margin, slightly lower than the date (which is on the opposite side).

Almost all business firms use stationery imprinted with a letterhead containing the firm name and address. On such stationery we only need add the date to complete the heading and write the inside address four spaces below the date. The

inside address consists of the addressee's name (this may be the name of a firm, an individual or both), and full address:

Date may be indicated in different ways:

- In England they use ordinal numerals: 5th March 1998 or 5 March 1998;
- In the USA the date is written as: March 5, 1998;
- Be careful in using figures only: 5.3.98 (*Britain*) 3.5.98 (*American*).

The Salutation - Type the salutation two spaces below the last line of the inside address. The salutation of a business letter is always followed by a comma or a colon. It is not of great importance what you put after *Dear Sir* either a comma or a colon. A colon is often used in American letters while a comma is used in British letters.

A letter written to a man should be addressed to, for example: *Mr Smith*. A letter to a woman should be addressed to, for example: *Mrs C.Gones*. Whether married or unmarried, a woman is always addressed as *Dear Madam* and never *Dear Miss*. If you don't know the name of the person for whom your letter is intended you may address it as *The Managing Director, The Secretary, The Branch Manager, The Export Manager* and so on. If the person you are writing to is known to you, you should begin with, for example: *Dear Mr Throp* or *Dear Mrs Warren*. This approach is more human:

The Body of a Business Letter - 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:

We have received your letter of ...

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 what you want and answer carefully and clearly all the questions you have been asked. Use short phrases when possible, avoid familiarities.

d) *Conclusion*. This usually consists of some polite remark to round the letter off:

We are looking forward to hearing from you.

The Subscription - If you begin your letter with *Dear Sir* or *Dear Madam* you may end it with the words "*Yours faithfully*". If you address a person by name, the words "*Yours sincerely*" are preferable. There is a modern tendency, however, to use "*Yours sincerely*" even to people you have never met.

Type the closing two spaces below the last line of the body of the letter, beginning to the right of the middle of the page:

Yours truly or
(Very) Truly yours

Sign your name clearly, in full as it should appear on the envelope of the letter addressed to you. The typed signature is not preceded by a title unless a woman chooses to identify herself as *Miss*. Your written signature is placed in the space between the closing and the typed signature:

Sincerely yours,
(Miss) Jennifer Highland

The Signature - It often happens that the person who has dictated the letter is unable to sign it as soon as it has been typed. Since it is often essential to send a letter as soon as possible, the typist or some other employee connected with the letter question will sign it instead: in such cases he or she will write the word „for” or the initials “p.p.” (per pro) immediately before the typed name of the employee responsible for the letter. The name of the person signing the letter is typed below the space left for the signature, and is followed on the next line by his position in the company or by the name of the department he represents.

If an enclosure accompanies the letter, this fact is indicated both in the text itself and by the word *Enclosure* (often reduced to *Enc.*, or *Encl.*) typed against the left-hand margin some distance below the signature. There are other ways of referring to enclosures – the use of adhesive labels, for instance, or the typing of lines in the left-hand margin beside the reference in the text to the document or documents enclosed – typing the word *Enclosure* at the bottom of the letter is by far the most common.

The words “*Dear Sirs*” are usual salutation in British business letters addressed to a company rather than to an individual within the company.

In the U.S.A. the most common salutation is “*Gentlemen*”.

The Letter Heading & the Layout - The heading, the reference, the date, the inside address, the salutation, the complementary close, the signature.

Letter-writing is an essential part of business language. In spite of telephone, telex and telegraphic communication the writing of letter continues.

The letter is often evidence of an arrangement or a contract, and must be written with care. This need is clear when you realize that in speaking the reaction to the spoken word can be seen or heard immediately, but reaction to a letter is not known until the answer is received.

When you have written a letter, read it carefully; see that you have put in everything you intended, and have expressed it well; read it again, trying to put yourself in the place of the receiver, to find out what impression your letter will make.

This gold rule becomes more important when you write a letter in a foreign language. Unless you know that particular language very well you are certain to translate some phrases from your own language literally. It is in any case impossible to translate all business phrases literally as each language has own characteristic idiom.

A question frequently asked is: “How long should a good letter be?” The answer is: “As long as is necessary to say what has to be said”.

The aim of the letter is to secure the interest of the reader, and his co-operation, the letter should begin with sentences that will introduce the matter without undue delay, and polite forms to help the introduction must not be too long. The letter should continue with the subject itself and all their necessary information or arguments connected with it, but the wording must carry the reader along smoothly; jerky, over-short or disjointed sentences spoil the impression. The letter should have a suitable ending – one that is not long but makes the reader feel that his point of view is being considered. This is especially necessary when sellers are writing to buyers.

A good vocabulary is necessary, both in your own and foreign languages; repetitions should be avoided as much as possible, except where the exact meaning does not allow any change of word.

The subject matter of a letter is often indicated in a subject line which appears below the salutation:

Dear Sirs,

Your order № 6544 of 15 March 2004

The term “Re-” is seldom used these days to introduce the subject: like other Latin words which have been employed in British correspondence for decades, it is now considered old-fashioned and artificial. Subject lines are not always required, and the date of a letter referred to in the first line of the answer is often sufficient to indicate what the subject is.

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ПРАКТИЧНЕ ЗАНЯТТЯ 13-15.

ТЕМА 10. ON A BUSINESS TRIP

ПЛАН

1. Going abroad.
2. Customs formalities.
3. Travelling by plane.
4. Travelling by train.
5. Hotel. Accommodation.
6. At the café and restaurants.

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1. Read the following texts

Going Abroad

In order to go to a foreign country you will need a visa. An application form can be obtained at the embassy. Instructions for filling it in are given with each form. You will need a form for each person.

Once you have completed the form, you bring or send it to the country embassy together with your passport, a passport-sized photograph and an official invitation to visit the country. It may take up from one to four weeks to get the visa.

Before boarding the plane, you are requested to present a valid passport together with a customs declaration ensuring that you are not violating any of your country's law. That's why it is important to know the existing regulations concerning the export of goods and currency. Upon arrival in a foreign country, you will have your passport inspected by the immigration service. Occasionally you may have your luggage checked by a custom officer. This is done to prevent importation of goods which for various reasons are undesirable to the country's authorities.

Bringing things illegally from one country to another is called smuggling. The smuggling or unlawful importation of the goods which are restricted as well as failure to declare such items is a violation of law and results in fines штраф; пеня or other penalties.

The importation of some items is limited for different reasons. For example, to prevent the entry of dangerous agricultural pests, plants, soil, plant products, meats, alive animals or animal products are not allowed.

The transportation of currency or financial documents is permitted but it is also regulated and you must report about them regardless the form of monetary instruments (cash, checks or bonds).

You also must declare the total value of all gifts and commercial items and if their value exceeds the determined sum, you will pay duty.

Hotels in Great Britain are divided into some classes.

1. Luxe Hotels are the most expensive. They are for Arabian sheikhs and millionaires.

2. Less expensive hotels are the hotels of class Charming Town House, which combine good service with comparatively moderate price.

3. The 3rd class is inexpensive hotels situated mostly around of the large railway stations.

4. The 4th class includes Boarding Houses, Bed & Breakfast (B&B) and inns.

5. The fifth class – are the cheapest hotels: Youth Hotels, Youth Holiday Centres, and Country Guest Houses.

To price for accommodation adds VAT (Value Added Tax), it makes up 17.5% of the price. Cost of breakfast often includes into cost of accommodation.

There are two variants of breakfast:

- 1) frugal continental breakfast (tea or coffee and a bun with butter or jam);
- 2) good or substantive English breakfast (starter (amep. appetiser) – maize (amep. corn) or oatmeal flakes with milk, juice, etc. plus the main course – fried eggs with fat and ham, tomatoes, white bread etc.). A tip as a rule includes in to a bill in hotels and some restaurants (column – Service Charge). If a tip doesn't include into a bill, one should “give a tip” 10-15% from sum of account.

Hospitality is of greatest importance for a hotel. Hospitality is not an abstraction - it is a clean room, a comfortable bed, a hot shower, a good meal, a courteous doorman and - last but not least - a good profit!

Some Original, Strange and Amusing Hotels of the World

1) *The Hotel Lady's First* - Switzerland. One inconvenience – it is forbidden enter here for men (except for “12-year-old escort”). A hotel is intended exceptionally for ladies. There are also not representatives of stronger sex among managers, cooks, drivers. Petticoat government! Guessing the clients' desires the hotel creators equipped the rooms by the large bathrooms and huge wardrobes where one can easily place into clothes, bags, hats, and shoes.

2) *The Crazy Bear Hotel* - Britain county Oksfordshir. Walls of this hotel are covered by plush, and we feel ourselves as we are in the Toy Teddy cottage. Each room has the bath instead of the bedside-table. Champagne is poured from a beer barrel in a restaurant. This hotel has both Chimney Sweep's (black and the blackest) room and Belosnezhka's “mint room” with a solarium.

3) *The Alton Towers Hotel* – England. The apartments of this hotel are designed, as a burrow of Peter Rabbit, bar of chocolate, Arabic large tent, theatre dressing-room and audio recording studio (for the karaoke admirers). The night in an eccentric township costs \$550.

4) *The Dog Bark Park Inn* - American staff Idaho. This hotel is created by the self-taught artist Sallivan. With the help of a saw he built the hound-shaped building. There is a sleeping room in its “stomach”, a mansard and library are in dog's “head”. The Denis Sallivan's workshop with his hand-made wood articles, animals' figures is situated near the hotel.

5) *The Hotel Everland* – Germany. Swiss architects Sabina Lang and Deniel Bauman opened on the modern art roof of the Leipzig gallery the hotel with the unique room. Diogen philosophized in a barrel free of charge from morning till night, and present Sabina and Deniel guests should pay for night \$288. Curiously, that there is concierge and a bar in a mini-hotel.

6) *The “Jules' Undersea Lodge”* - Florida. The hotel is situated on a depth 6,5 meter at the shore. You can enter in this hotel only with the help of aqualung. The hotel has own diving school. All rooms are equipped by the modern technique. The room

windows look like as illuminators and one can observe the various kinds of fish outside. The night here costs from \$390 and higher.

7) *The Hotel in the shape of a nest* - American state Maine. American publisher Peter Lewis built a hotel on the twenty hundred-year old cedar. He leases a house-nest after \$300 for night. Spiral staircase has 84 stages fixed with the steel staples; the observatory with a suspension bridge and romantic eagle's nest with a view on Cordilliers.

8) Every November the interesting hotel is opened in the Swedish willage Yukkasiarvi. Guests' rooms, hall, theater - all is built from 30 thousand tons of snow and 10 thousand tons of ice. If you are a lover of pungent feelings you can spend the night in the icy palace of the Snow Queen.

2. Complete the sentences with the following answers

<i>How long are they staying?</i>	<i>Are there any seats available?</i>
<i>When can the tickets come?</i>	<i>When do they plan to leave?</i>
<i>What are the options?</i>	<i>Are there any British Airways flights about the time?</i>

Susan	Grand Tour Agency. Susan Sharp speaking.
Hans	Hello, Susan. This is Hans Bradley. I need to send two of our sales managers to Rome next week. ___ ?
Susan	OK. ___ ?
Hans	Monday October 14 th .
Susan	And if you want to book a return flight I must ask you: ___ ?
Hans	Four days. They would like to come back on the night of the 17 th . ___ ?
Susan	Let me have a look. There is a flight at 8.50 p.m. with British Airlines.
Hans	_____ ?
Susan	Fortunately, there are. I've just called it up on the screen. Shall I reserve you two right now?
Hans	Yes, please. And make it Business Class, OK? _____ ?
Susan	In three or four days. I'll send them to you as soon as they arrive.

3. Translate into English

<i>a gift</i>	<i>concourse</i>	<i>an embassy</i>
<i>an open-date ticket</i>	<i>to vacate the room</i>	<i>to get the bill ready for smb</i>
<i>to be duty free</i>	<i>to apply for a visa</i>	<i>to declare</i>
<i>to check in</i>	<i>to pay customs fee</i>	<i>an entrance (entry) visa</i>
<i>to get a receipt</i>	<i>baggage</i>	<i>to be liable to duty</i>

<i>to see somebody off</i>	<i>to put a visa on a passport</i>	<i>to be accustomed to</i>
<i>to get through the customs</i>	<i>to travel light</i>	

1. Ці подарунки не підлягають оподаткуванню.
2. Ви повинні були запросити візу в посольстві 5 місяців тому.
3. Вам потрібно задекларувати свої речі.
4. Вам потрібно зареєструватися в головному вестибюлі аеропорту.
5. Ми повинні заплатити митні збори та пройти митний догляд.
6. На жаль, в мене немає в'їзної візи.
7. Він не любить проводити когось.
8. Коли ви поставите візу у паспорт?
9. Я звик мандрувати без речей.
10. Ми маєте білет з відкритою датою?
11. Ви повинні звільнити номер до 10 ранку.
12. Вони підготували рахунок для нас.
13. Чи можу я отримати квітанцію?
14. Ці речі підлягають оподаткуванню.

4. Read and translate the text

Very often it's in hotel that you have to enter into some detailed conversation in a foreign language. But it is not only the spoken language that had to be considered; there's usually plenty of written information that has to be interpreted. English is the most preferred foreign language used in notices, signs or warnings in hotels.

Sometimes you can witness many humorous notices in European hotels. A hotel notice in Finland, displayed in four languages, kindly requested in English that *waiters be collected from here*. They had in fact meant *trays not waiters*.

Let's read amusing and humorous notices:

<i>Please to bath inside the tub</i> Japanese hotel	<i>We take your bags and send them in all directions</i> Airline, Copenhagen
<i>Teeth extracted by the latest methodists</i> Dentist's advertisement, Hong Kong	<i>Visitors are expected to complain at the office between the hours of 9 and 10 a.m. daily</i> Greek hotel
<i>The flattening underwear with pleasure is the job of the chambermaid</i> Yugoslavian hotel	<i>Take one of our horse-driven city tours – we guarantee no miscarriages.</i> Czech hotel
<i>Ladies are requested not to have children in the bar</i> Norwegian hotel	<i>Ladies, leave your clothes and spend the afternoon having a good time</i>

	Italian hotel laundry
<i>No trespassing without permission</i> Private school	<i>Specialist in women and other diseases</i> Doctor's surgery, Rome
<i>The Manager has personally passed all the water served here</i> Hotel, Acapulco	<i>Coles and heats: if you want condition of warm air in your room, please control yourself</i> Hotel air-conditioner instructions, Japan:
<i>Please do not feed the animals. If you have any suitable food, give it to the guard on duty</i> Zoo, Hungary	<i>Customers who find our waitresses rude ought to see the manager</i> Restaurant, Nairobi
<i>When passenger of foot heave in sight, tootle the horn. Trumpet him melodiously at first, but if he obstacles your passage then tootle him with vigour</i> Car rental brochure, Tokyo	<i>Take notice: when this sign is under water, this road is impassable</i> River highway
<i>Are you an adult that cannot read? If so, we can help</i> Poster	<i>Open seven days a week, and weekends too</i> Restaurant
<i>Do not activate with wet hands</i> Automatic hand dryer in public lavatory	<i>Persons are prohibited from picking flowers from any but their own graves</i> Cemetery
<i>Our wines leave you nothing to hope to</i> Restaurant menu, Switzerland	<i>It is forbidden to enter a woman even a foreigner if dressed as a man</i> Temple, Bangkok
<i>For your convenience, we recommend courteous, efficient self-service</i> Supermarket, Hong Kong	<i>This hotel is renowned for its peace and solitude. In fact, crowds from all over the world flock here to enjoy its solitude</i> Hotel brochure, Italy
<i>You are invited to take advantage of the chambermaid</i> Hotel bedroom, Japan	<i>It is strictly forbidden on our Black Forest Camping Site that people of different sex, for instance, men and women, live together in one tent unless they are married with each other for this purpose</i> Black Forest, Germany
<i>You are welcome to visit the cemetery where famous Russian and Soviet composers, artists and writers are buried daily except Thursday</i> Hotel, Moscow (opposite Russian Orthodox Monastery)	

5. Translate the following sentences into English. Use the phrases from the table

<i>in the carriage</i> у вагоні	<i>in the compartment</i> у купе	<i>on the train</i> в поїзді
<i>to travel first-class</i> подорожувати в вагоні першого класу	<i>to announce the departure (arrival)</i> оголошувати відправлення (прибуття)	<i>an announcement</i> оголошення
<i>to book (reserve) a ticket in advance</i> замовляти білет заздалегідь	<i>a booking office</i> білетна каса	<i>to catch the train</i> встигнути на потяг
<i>to change trains</i> робити пересадку	<i>to get on (get off) the train</i> сідати (виходити) з поїзда	<i>an electric train</i> електричка
<i>a sleeping carriage</i> спальний вагон	<i>a berth (lower / upper berth)</i> спальне місце, полиця (у вагоні) (нижня / верхня полиця)	<i>a waiting room</i> зал очікування
<i>a refreshment room</i> буфет	<i>to be due to arrive</i> повинен прийти	<i>a long-distance train (fast, through, express)</i> потяг далекого прямування (швидкий, прямий, кур'єрський)
<i>to travel light</i> подорожувати без валіз	<i>to run on time (schedule)</i> йти згідно розкладу	<i>the bedding</i> постільні речі
<i>to have a snack</i> перекусити	<i>a dining-car</i> вагон-ресторан	<i>an inquiry office</i> довідкове бюро

1. Ви можете перекусити у буфеті на другому поверсі у залі очікування.
2. Ми сядемо у потяг далекого прямування, у нас верхня і нижня полиця у 6 купе.
3. Ми не почули оголошення про прибуття їхнього поїзду.
4. Він приїде електричкою.
5. Ми встигли на поїзд і їдемо згідно розкладу.
6. Вона хотіла б замовити білет заздалегідь щоб подорожувати у вагоні першого класу.
7. Скажіть, будь ласка, чи є в цьому поїзді вагон-ресторан?
8. Йому подобається подорожувати без речей.
9. У нас спальний вагон, а коли і де ми будемо робити пересадку?

10. Ось ваші постільні речі, наш поїзд повинен прибути в Лондон о 6 годині ранку.

11. Пасажири можуть купити білети у білетній касі.

12. Він зараз в поїзді.

13. Мій багаж у вагоні.

6. You would like to book the ticket on the flight to *Munich*. Translate your conversation into English

<i>to buy / book a ticket</i>	<i>a flight</i>	<i>an economy-class ticket</i>
<i>to include</i>	<i>airline taxes / fees</i>	<i>a flight number</i>
<i>departure</i>	<i>arrival</i>	<i>tips included</i>
<i>an open-date ticket</i>	<i>a booking office</i>	
<i>cost</i>	<i>a single ticket (one-way ticket)</i>	<i>a return ticket</i>

Travel agent	<i>Good afternoon. Can I help you?</i>
You	Привітайтеся. Спитайте, чи є білети до Мюнхена.
Travel agent	<i>Yes, we have. What tickets do you need and when?</i>
You	Спитайте, чи можна придбати один білет економічного класу до Мюнхена, на вівторок, 12 жовтня.
Travel agent	<i>Let me see ... I am sorry, sir. There are no seats left for Munich on Tuesday.</i>
You	Спитайте, чи лишилися білети на той самий рейс, на середу.
Travel agent	<i>Just a minute, sir ... Yes. There are some seats left for Wednesday.</i>
You	Скажіть, що середа вас влаштовує. Спитайте, скільки коштує білет і чи включені у вартість білета збори в аеропорту.
Travel agent	<i>It's 198 pounds, sir, including airport taxes. ... Here you are.</i>
You	Дізнайтеся номер рейса, спитайте, коли відправлення з Лондону і коли приїзд у Мюнхен.
Travel agent	<i>The number of your flight is 572PG. It departs from London at 2.20 pm and arrives to Munich at 6.30 pm.</i>
You	Спитайте, чи можна купити зворотний квиток з відкритою датою.
Travel agent	<i>Yes, you can.</i>
You	Подякуйте.

7. Translate the following sentences into English. Use the phrases from the table

<i>to stamp one's passport</i>	<i>to be on vacation</i>	<i>to fill in the form</i>
<i>to be on a business trip</i>	<i>prohibited goods</i>	<i>a receipt</i>
<i>a transit visa</i>	<i>to inspect</i>	<i>to plan to stay</i>
<i>a customs officer</i>	<i>a customs form</i>	<i>a purpose of visit</i>
<i>unlawful transportation</i>	<i>to pay duty</i>	<i>the Customs</i>
<i>a duty-free shop</i>	<i>regulations</i>	<i>smuggling</i>

1. Дайте мені, будь ласка, інший бланк декларації.
2. Покажіть, будь ласка, як заповнювати цю форму.
3. Поставте мені, будь ласка, штамп в паспорт.
4. Яка мета вашої поїздки?
5. Мій брат у відпустці.
6. Їхні менеджери у відрядженні.
7. Скільки часу ви збираєтеся залишитися у нашій країні?
8. Я збираюсь пробути в цій країні два тижні.
9. Ось моя транзитна віза.
10. Це крамниця товарів, які не підлягають оподаткуванню.
11. Чи потрібно мені платити податок за камеру, яку я тут придбав?
12. Можна попросити чек?
13. Митні інспектори працюють у митному управлінні і здійснюють нагляд у цьому аеропорті?
14. Я не знаю правил (положень) цієї країни.
15. Незаконне перевезення заборонених товарів називається контрабанда.

8. Translate the following sentences into English. Use the phrases from the table

<i>to pay customs fees</i>	<i>trafficking</i>	<i>customs free</i>
<i>fine штраф;</i>	<i>customs</i>	<i>a smuggler</i>
<i>to get through the customs</i>	<i>check-in</i>	<i>penalty</i>
<i>to be busy with</i>	<i>to restrict</i>	<i>term of staying</i>
<i>questioning</i>	<i>to declare</i>	<i>liable to duty</i>
<i>dutiable</i>	<i>a gift</i>	<i>articles for personal use</i>

1. Коли ви будете реєструватися, не забудьте сплатити митні збори.
2. Ви вже пройшли митний догляд?
3. Це – безмитні товари.
4. Я читав, що він – небезпечний контрабандист.
5. Ви повинні сплатити штраф і пеню.
6. Після допиту у вас буде обмежений термін перебування в нашій країні.
7. Ці речі підлягають обкладанням митом.

8. Ти знаєш, що він займається незаконним перевезенням недозволених товарів?

9. Вони не сплатили мито.

10. Мені нема що декларувати.

11. Це подарунок для мого друга.

12. Ця відеокамера для мого особистого користування.

9. Read the Samples of Customs Declarations

Keep for the duration of your stay in Ukraine or abroad. In case you lose this Declaration, you may be deprived of the right to transfer all the items mentioned in this Declaration across the border of Ukraine.

Persons giving false information in the Customs Declaration or to the Customs officers shall render themselves liable according to law of Ukraine.

CUSTOMS DECLARATION

Full name (first name, middle name, last name)

Citizenship _____

Arriving from _____

Country of destination _____

Purpose of visit (business, tourism, private, etc.)

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

In my luggage and with me I have:

1. Weapons of all descriptions and ammunition

2. Narcotics or narcotics paraphernalia

3. Poisonous, radioactive and explosive substances

4. Antiques and objects of art (painting, drawing, icons, sculptures, etc.)

5. Ukrainian currency, Ukrainian State Loan Bonds, Ukrainian State Lottery Tickets _____

6. Foreign currency (bank notes, exchequer bills, coins), payment vouchers, (cheques, bills, letters of credit, etc.) securities (shares, bonds, etc.) in foreign currency, precious metals (gold, silver, platinum, metals of platinum group) in any form of condition, crude and processed natural

precious stones (diamonds, rubies, emeralds, sapphires, and pearls), jewelry and other articles made of precious metals and stones or fragments thereof, as well as estate papers:

Description	Amount/quality	In figures/in words	For official use
Pounds sterling			
US Dollars			
Euros			
Hryvnias			

I am aware that in addition to the object listed in the Customs Declaration I must submit for inspection: printed matter, manuscripts, films, audio and video tapes or cassettes, magnetic media (i.e., computer disks, etc.), postage stamps, fine arts items, means of self-defense, foodstuff, high-frequency equipment, weapons other than firearms, as well as mineralogical and paleontological samples.

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

Date _____ 2005

Owner of luggage

_____ (signed)

10. You have an appointment in Glasgow. But you are in London now. Translate your questions to the inquire office clerk into English

<i>a compartment</i>	<i>an inquire office</i>
<i>an owl-train</i>	<i>to be due</i>
<i>in time</i>	<i>a reserved seats</i>

You	<i>Спитайте, коли іде наступний поїзд у Глазго.</i>
Clerk	At 8.45, Sir.
You	<i>Спитайте, чи це нічний поїзд?</i>
Clerk	Yes, the train has sleeping accommodation.
You	<i>Спитайте чи є в цьому поїзді купе та плацкарт.</i>
Clerk	Yes, it has.
You	<i>Скажіть, що ви хотіли б взяти місця для тих, хто не курить.</i>
Clerk	I can give you the first-class non-smoking compartment.
You	<i>Подякуйте. Спитайте коли він прибуває у Глазго.</i>

Clerk	It is due to arrive in Glasgow at 6.30 a.m.
You	<i>Скажіть, що ви сподіваєтесь, що поїзд прийде вчасно.</i>
Clerk	Yes, Sir, it usually runs in time.
You	<i>Спитайте, з якої платформи він від'їжджає.</i>
Clerk	It departs from the platform 5.
You	<i>Подякуйте за інформацію. Скажіть «До побачення».</i>

11. Speaking practice. Translate into English

<i>to exchange</i>	<i>to affix signature</i>
<i>to change for</i>	<i>rate of exchange</i> курс валюти
<i>a traveller's cheque</i>	<i>to get cash by check</i>
<i>profitable rate of exchange</i>	

- Добрий день, чи можу я отримати готівку за дорожнім чеком?
- Так, звичайно. Ваш паспорт, будь ласка.
- Будь ласка.
- Дякую, все гаразд. Скільки грошей Ви хочете отримати?
- 250 фунтів, і ще 50 розміняти на долари. Який курс обміну?
- 0,605 - дуже вигідний. Візьміть, будь ласка, Ваші фунти, а також 30 доларів та 25 центів. Перерахуйте, будь ласка.
- Дякую, все гаразд. Де можна поставити свій підпис?

12. All these words are connected with holidays. Choose the correct explanation

1. To register is:

<i>a) to pay your bill in a hotel;</i>	<i>c) to leave your luggage in a hotel;</i>
<i>b) to record your name in a hotel;</i>	<i>d) to have a meal in a hotel;</i>

2. A view is:

<i>a) something you taste;</i>	<i>c) something you see;</i>
<i>b) something you wear;</i>	<i>d) something you hear;</i>

3. A receipt is:

<i>a) kind of visa;</i>	<i>c) an insurance document;</i>
<i>b) a record of payment;</i>	<i>d) a single ticket;</i>

4. A hotel guest is:

<i>a) a person who works in a hotel;</i>	<i>c) a person who is staying at the hotel;</i>
<i>b) a person who is waiting to get a room;</i>	<i>d) a person who recommends hotels;</i>

5. A caravan is:

<i>a) used to sit on;</i>	<i>c) used to live in;</i>
<i>b) used to lie on;</i>	<i>d) used to sail with;</i>

6. A message is:

<i>a) a snack;</i>	<i>c) a piece of news;</i>
<i>b) a friend;</i>	<i>d) a parcel;</i>

7. A flight is:

<i>a) a trip by air;</i>	<i>c) a trip by train;</i>
<i>b) a trip by sea;</i>	<i>d) a trip by cai;</i>

8. Abroad is:

<i>a) outside your own country;</i>	<i>c) when you are on holiday;</i>
<i>b) in your country;</i>	<i>d) in Europe;</i>

9. A youth hotel is:

<i>a) a kind of reduction for young people;</i>	<i>c) a kind of exhibition;</i>
<i>b) a kind of hotel;</i>	<i>d) a kind of children's room;</i>

10. A fare is:

<i>a) an amusement park;</i>	<i>c) an extra charge on a bill;</i>
<i>b) a place to put your luggage;</i>	<i>d) a price of a journey;</i>

11. Welcome is:

<i>a) a greeting;</i>	<i>c) a class of hotel;</i>
<i>b) food;</i>	<i>d) warming;</i>

12. A frontier is:

<i>a) a foreign currency;</i>	<i>c) between two countries;</i>
<i>b) a foreign country;</i>	<i>d) an immigration form;</i>

13. Translate the following sentences into English. Use the phrases from the table

<i>I can't find</i>	<i>fragile things i</i>	<i>I didn't receive</i>
<i>taxi stand</i>	<i>baggage is broken</i>	<i>a porter</i>
<i>some things are missing</i>	<i>to get luggage / baggage</i>	<i>to be careful</i>
<i>a baggage claim check</i>	<i>to use</i>	<i>when I checked in</i>
<i>a baggage cart</i>		

1. Де можна отримати свій багаж?

2. Ось моя багажна квитанція.
3. Я не можу знайти свій багаж.
4. Мені не видали багажну квитанцію під час реєстрації.
5. Мій багаж пошкоджений, і деяких речей не вистачає.
6. Де можна знайти вантажника?
7. Це мій багаж.
8. Будь ласка, віднесіть ці речі до стоянки таксі.
9. В моєму багажі є крихкі речі.
10. Будьте обережні, будь ласка.

14. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>to pay</i>	<i>free</i>
<i>customs</i>	<i>ticket</i>
<i>to fill</i>	<i>vacation</i>
<i>to vacate</i>	<i>business trip</i>
<i>to be duty</i>	<i>light</i>
<i>to pay customs</i>	<i>in the form</i>
<i>duty-</i>	<i>use</i>
<i>an open-date</i>	<i>the customs</i>
<i>to get through</i>	<i>off</i>
<i>to be on</i>	<i>officer</i>
<i>check-</i>	<i>fee</i>
<i>to be on a</i>	<i>a visa</i>
<i>to apply for</i>	<i>the room</i>
<i>to put a visa</i>	<i>duty</i>
<i>to travel</i>	<i>in</i>
<i>articles for personal</i>	<i>passport</i>
<i>to see somebody</i>	<i>free shop</i>
<i>to be liable</i>	<i>to duty</i>
<i>to stamp one's</i>	<i>on a passport</i>

15. Translate the following sentences into English. Use the phrases from the table

<i>a single room</i>	<i>a standard room</i>	<i>a suite room</i>
<i>a twin room</i>	<i>a junior suite room</i>	<i>B&B (bed and breakfast)</i>
<i>an ocean view room</i>	<i>How much does it cost per night?</i>	<i>vacant (room)</i>
	<i>to book</i> <i>замовити</i>	<i>to see the room</i>
<i>an inn</i>	<i>a superior room</i>	<i>HB (half board)</i>
<i>FB (full board)</i>	<i>all inclusive</i>	<i>to reserve a single room</i>

		<i>for six days starting on April sixth</i>
<i>to reserve a double room</i>	<i>meals included</i>	<i>a room with a bed for a child</i>
<i>a room facing the park</i>	<i>a room overlooking the river</i>	<i>a room with a view of the lake</i>
<i>I would like</i>	<i>room service</i>	<i>to reserve</i>

1. Мій друг хотів би замовити *двомісний номер з одним двоспальним ліжком* з видом на парк на 7 днів з 2 грудня.

2. Ми хотіли би замовити номер з ліжком для дворічної дитини у сільському готелі.

3. Добрий день! Я хотів би замовити *одномісний номер* на 3 дні з 24 серпня.

4. Нам потрібний номер на двох.

5. Він хотів би замовити номер люкс на 2 дні з 12 жовтня.

6. Чи є у вас обслуговування номерів?

7. Ми хотіли би номер з видом на океан.

8. Чи є у вас вільні номери?

9. Представники нашої компанії хотіли би замовити номер з видом на озеро на 10 днів з 1 травня.

10. Мені потрібний готель *напівпансіон* на три тижні.

11. Минулого літа ми відпочивали у готелі де *харчування по програмі "все включено"*.

12. Ми хотіли б замовити номер "*напівлюкс*" у готелі, який надає тільки сніданок на 5 днів. Скільки це буде коштувати за добу?

13. Нам потрібний стандартний номер у готелі з триразовим харчуванням.

14. Чи можу я оглянути номер підвищеного комфорту? Чи включено харчування?

16. You need a room in the hotel. Translate your questions into English

Clerk	Good morning, Sir. Can I help you?
You	<i>Скажіть, що вам потрібно одномісний номер з душем, туалетом, континентальним сніданком на один тиждень.</i>
Clerk	I am sorry, sir. I am afraid we have no rooms with a shower available at the moment.
You	<i>Спитайте, чи можна зняти номер з ванною.</i>
Clerk	Let me see Yes, there are some rooms.
You	<i>Спитайте скільки коштує такий номер.</i>
Clerk	20 pounds a night.
You	<i>Спитайте, чи немає більш дешевих, номерів.</i>
Clerk	I'm afraid not. It's the cheapest.
You	<i>Спитайте, чи немає поблизу більш дешевого готелю.</i>

Clerk	You may try the Northern Star Hotel. It's near the station on Davies street.
You	<i>Подякуйте..</i>

17. Read the Samples of Hotel Reservation Forms

1.

RESERVATION FORM	
<i>March 29, 2004 – April 2, 2004</i>	
<i>International Practical and Scientific Conference</i>	
<i>Arrival Date</i>	<i>Time</i>
<i>Departure Date</i>	
<i>Name(s)</i>	
<i>Firm or Organization</i>	
<i>Street</i>	
<i>City</i>	
<i>State</i>	
<i>Please check accommodations desired:</i>	
<i>Single \$ _____</i>	
<i>Twin \$ _____</i>	
<i>Suite \$ _____</i>	
<i>(rates do not include 8% hotel tax)</i>	

2.

RESERVATION FORM
<i>Larochelle Inn</i>
<i>4977 Big Indian</i> <i>Havana, Cuba 70062</i>
<i>June 23, 2021</i>
Dear Larochelle Inn, Please be informed that I will be travelling to Cuba on July 5 th , 2021 and I will be requiring a room at your hotel for the duration of 3 (three) days. I would like to reserve an ocean view suite that has two beds included. I checked on your website, and the price is supposed to be \$231 per night. Please call me at 343-543-56-45 rto verify my reservation.
Thank you,

Julie J. Thayer

3.

RESERVATION FORM

to:

*Accommodation Manager
Grand Prince Hotel
1629 Ocean Line
Redding CA 96001
California*

October 15, 2022

Dear Sir,

I would like to make a reservation of a double bed suite room in your hotel Grand Prince, for the dates November 28-30, 2022.

This reservation is to be under my name. I shall be arriving with my family, comprising my husband, Mr James Mattew and my child below 10 years old. I would also like to reserve an extra bed for my child. We shall be arriving on November 28 at 2 pm. We hope that the room will be available for us then.

Settlement of payment shall be made in full upon our arrival.

Please respond with a confirmation on my reservation.

Thank you,

Yours sincerely,

Amanda James

18. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>room facing</i>	<i>six days starting on April sixth</i>
<i>I would</i>	<i>bed</i>
<i>room with a</i>	<i>broken</i>
<i>reserve a single room for</i>	<i>check</i>
<i>room</i>	<i>speak to 3</i>
<i>double</i>	<i>like to</i>
<i>all</i>	<i>bathroom</i>
<i>baggage is</i>	<i>the park</i>
<i>private</i>	<i>breakfast</i>
<i>baggage claim</i>	<i>service</i>
<i>I would like to</i>	<i>bed for a child</i>
<i>taxi</i>	<i>inclusive</i>

<i>bed and</i>	<i>stand</i>
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19. Speaking practice

You have to fly from London to Athens and then to Istanbul where you have some appointments. What questions will you ask in the airport inquire office? (Look at the airport time-table)

Depart	Flight	Arrive	Price (P)
London (Heathrow) – Athens			
07.50	BR 250	14.25	315.25
08.10	LZ 171	15.05	330.50
Damascus – Bangkok			
19.55	SU 213	22.15	85.10
Istanbul –Beirut			
15.50	LO 191	18.05	73.75
16.30	TU 233	18.45	91.96
Athens – Damascus			
14.55	SV 131	17.40	88.70
16.15	PM 102	19.15	88.10
Istanbul – Ankara			
14.20	LY 220	15.45	78.00
17.25	QM 110	18.35	82.75
Athens – Istanbul			
14.15	GF 810	15.30	40.16
15.15	BG 331	16.35	48.91

1. Can you get to Istanbul from Heathrow airport?
2. What flight can you use?
3. What time will you be in Istanbul at?
4. How much does it cost for you?

Plan other trips: Damascus - Bangkok; Athens - Ankara; Athens - Bangkok
How much does every trip cost?

20. You are working at a big company as a Personal Assistant to a Managing Director. In a month two representatives of your company will arrive in Vermont, the USA and plan to be there for a week. Using examples given below try to write:

a) your own letter of inquiry to the best hotel in the city

15 Maple Street, Montpelier, Vermont, USA
--

6th May, 2005

The Manager,
Park Hotel,
26, Lesstren Street,
Brighton,
England

Dear Sir:

The name of your hotel has been given to me by the Hotel association, and I shall be very much obliged if you let me know whether you have the following accommodation available for three weeks, from 15th July: one double room, if possible with private bathroom and one single room. Thank you in advance for your reply.

Yours faithfully,

W. D. Throp

b) book seats on a plane

Win Mouk Co.,
302 Barr Street,
Rangoon,
Burma,
7th July, 2005

Scandinavian Airline System

12, Chelsey Street,
London, W.I.,
England

Dear Sirs:

Our Technical Director, Mr. Thung, will be arriving in London next week and will then go on to Sweden and Finland. We shall therefore be obliged if you book a seat for him on a plane leaving Britain for Stockholm on or about the 21st.

We thank you in advance for your kind attention to this matter.

Yours faithfully,

Win Kyi
(Secretary)

21. Translate the following sentences. Pay attention to the phrases in the table

<i>accommodation</i>	<i>luxurious (deluxe)</i>	<i>I have a reservation for a single room for two nights.</i>
<i>price for the holiday</i>	<i>a vacant room</i>	<i>to pay by a credit card</i>
<i>front desk / reception desk</i>	<i>to check in</i>	<i>flight</i>
<i>a receptionist</i>	<i>a bell man</i>	<i>a concierge</i>
<i>How many nights are you going to stay?</i>	<i>a registration form</i>	<i>to pull out reservation</i>
<i>to book a room / to reserve a room</i>	<i>to make a reservation for</i>	<i>to pay in cash; to pay cash; to pay by cash</i>
<i>a motel</i>	<i>reception</i>	<i>check in procedure</i>
<i>a doorman</i>	<i>hospitality</i>	<i>service bureau</i>

1. Де знаходиться відділ реєстрації та обслуговування гостей?
2. Ця фірма витрачає багато грошей на корпоративну гостинність.
3. Це поганий готель, в них немає швейцара, портьє, консьєржа та коридорних.
4. Добрий день! Мене звати Дмитро Андрійчук. Я замовляв одномісний номер. Я хотів би зареєструватися.
5. Добрий день! Мене звати Оксана Дмитриченко. Я хочу замовити номер люкс на три дні.
6. На скільки днів ви збираєтесь залишитися у нашому готелі?
7. Ви можете розрахуватися кредитною карткою.
8. Будь ласка, заповніть форму реєстрації.
9. Ми хотіли би скасувати наше замовлення.
10. В минулому серпні ми відпочивали у розкішному готелі.
11. Добрий день! У вас є вільні номери? Мені потрібно одномісний номер на 3 дні.
12. Чи є поблизу інший готель для автотуристів?
13. Королівська родина призначила прийом (гостей, офіційних представників) на 16.00.
14. Ви вже пройшли процедуру реєстрації у сервісному бюро?
15. Я хотів би розрахуватися готівкою.
16. Переліт і проживання включені у вартість відпочинку.

22. Translate the sentences into English. Use the phrases and expressions from the table

<i>The key does not work.</i>	<i>There is no hot water.</i>	<i>The room is too ... (hot, cold, noisy).</i>
<i>extend one's stay for a few days</i>	<i>a bill</i>	<i>to check out номер</i>

<i>There is no ... (toilet paper, soap, shampoo).</i>	<i>The (heating, shower, television) does not work.</i>	<i>I have really enjoyed my stay</i>
<i>there's a mistake in the bill</i>	<i>an extra blanket</i> <i>додаткова</i>	<i>sheets</i>
	<i>to use the minibar</i>	<i>to leave one day earlier</i>

1. Минулого року ми жили в поганому готелі, там не було туалетного паперу і мила.

2. У кімнаті занадто холодно. Ви не могли б мені дати додаткову ковдру?

3. На жаль, я не можу відкрити двері ключем.

4. В мене в номері немає гарячої води.

5. Вчора я загубив ключі від номера.

6. Ви не могли б мені дати рушник, будь ласка?

7. У кімнаті занадто спекотно і не працює кондиціонер.

8. Ми не користувалися мінібаром.

9. В моєму номері занадто шумно.

10. В мене немає шампуню і не працює душ.

11. В моєму номері брудна білизна, поміняйте її, будь ласка.

12. У нас в кімнаті не працює телевізор.

13. Ми хотіли би виїхати на день раніше.

14. Вони хочуть продовжити своє перебування на 5 днів.

15. Я хотів би звільнити номер.

16. Дайте, будь ласка, рахунок.

17. Я думаю, що у цьому рахунку помилка.

18. Мені дійсно сподобалося перебування у вашому готелі.

23. Puzzle Out

There are five people staying at a hotel: Mr Petty, Mr Grove, Mrs Williams, Ms Stevens and Mr Harvey. Use the clues to complete the chart with the information below (each person's job, character, hobby and another item of information). Pay attention: some data are unnecessary.

Room number	101	102	103	104	105
Name					
Job					
Character					
Interest/hobby					
Other information					

Job:	Character:	Interest/hobby	Other information
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carpenter	sociable	painting	is a widower
solicitor	conceited	bird-watching	is Australian
estate agent	bossy	amateur dramatics	is deaf
surgeon	mean	tennis	is a twin
traffic warden	optimistic	modelling	is bald
plumber	generous	gardening	is bilingual

Clues:

1. Ms Stevens usually looks on the bright side of life.
2. The man in room 101 loves going to parties and meeting people.
3. The woman who works at a hospital is from down under.
4. Mr Grove doesn't like telling strangers what his job is - especially not motorists.
5. Mr Harvey sold two houses last week.
6. The person in room 103 can't hear.
7. The person in the room next to him often deals with divorces and wills.
8. The person who wears a uniform to work has green fingers.
9. The woman who speaks German as well as she speaks English hates spending money.
10. She has a dress rehearsal tonight.
11. The person who loves ordering people about has an end room.
12. Mr Harvey has been an ornithologist for nearly twenty years.
13. The estate agent's wife passed away last year.
14. Mrs Williams has an excellent serve.
15. The person with a tanned scalp has a very high opinion of himself.
16. The person in the room next to the plumber often visits art galleries.
17. Mr Petty is in the room between Ms Stevens and Mrs Williams.
18. The traffic warden's brother was born half an hour before him.
19. The optimist is staying in room 102.
20. The solicitor hopes to play at Wimbledon one day.
21. The person in room 104 never tips.
22. Mr Harvey is in room 105.
23. The man who is in the room between two women likes to give gifts.

24. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>to use the</i>	<i>does not work</i>
<i>I have lost my</i>	<i>credit card</i>
<i>pay in</i>	<i>a few days</i>
<i>There is no</i>	<i>room</i>
<i>The television</i>	<i>minibar</i>
<i>to check</i>	<i>cash</i>
<i>pay by a</i>	<i>man</i>

<i>to extend one's stay for</i>	<i>room key</i>
<i>vacant</i>	<i>room</i>
<i>reception</i>	<i>shampoo</i>
<i>bell</i>	<i>out</i>
<i>to reserve a</i>	<i>desk</i>

25. Translate the sentences into English. Use the phrases and expressions from the table

<i>medium</i>	<i>well-done</i>	<i>raw</i>
<i>fresh-water fish</i>	<i>a specialty of the house</i>	<i>shish kebab; shashlik</i>
<i>May I take your order?</i>	<i>noncarbonated water</i>	<i>wine list</i>
<i>fried potatoes</i>	<i>allergy</i>	<i>a regional dish</i>
<i>type of meat</i>	<i>I have a reservation.</i>	<i>I'd like to place an order</i>
<i>scrambled eggs</i>	<i>milk shake</i>	<i>non-alcoholic, alcohol-free</i>
<i>rare</i>	<i>continental breakfast</i>	<i>a bottle of white wine</i>
<i>T-bone steak</i>		<i>a whole bottle</i>
<i>fried eggs</i>	<i>ham sandwich</i>	<i>baked potatoes</i>
<i>mashed potatoes пюре</i>	<i>Do you serve vegetarian food?</i>	<i>soda water</i>

1. Мої друзі замовили столик у цьому кафе.
2. Мені не подобається цей біфштекс. М'ясо – сире.
3. Мій батько любить напівсире м'ясо, а ми би хотіли м'ясо середньої готовності.
4. Минулої суботи ми їздили відпочивати і Сергій приготував добре просмажений шашлик.
5. Ми хотіли би замовити яєчню, картопляне пюре, запечену картоплю, цілу пляшку мінеральної негазованої води та спробувати місцеву страву.
6. У мене алергія на річкову рибу та цукор.
7. Я хотів би пообідати. Яке м'ясо ви мені рекомендуєте?
8. Ми хотіли би зробити замовлення. Ви подаєте вегетаріанське меню?
9. Моя подруга надає перевагу легкому сніданку, а я хотів би замовити смажену картоплю, бутерброд з шинкою, молочний коктейль та зелений чай.
10. Яка фірмова страва у цьому ресторані?
11. Можна попросити меню і карту вин, будь ласка.
12. Що будете замовляти?
13. Скільки коштує ціла пляшка червоного сухого вина?

26. Check your knowledge of the etiquette, in order not to be confused. Read the following rules and fill in the gaps. Use the word combinations in the box below.

1) ... <i>with a fork and a knife.</i>	10) ... <i>on the table while eating.</i>
2) ... <i>with a special knife.</i>	11) ... <i>beneath the table.</i>
3) ... <i>on knees while eating.</i>	12) ... <i>from the cup.</i>
4) ... <i>by hands.</i>	13) ... <i>slowly and carefully.</i>
5) ... <i>in tall wine glasses.</i>	14) ... <i>before hot meals.</i>
6) ... <i>after eating a chicken.</i>	15) ... <i>across the table.</i>
7) ... <i>on the table before meals.</i>	16) ... <i>after everything is eaten.</i>
8) ... <i>after a hot meal, salads and drinks.</i>	17) ... <i>at first and then poured.</i>
9) ... <i>to a red wine.</i>	18) ... <i>by hands.</i>

Cheese is served ...; hands are washed ...; fruits are taken ...; bread is never passed ...; food is chewed ...; dishes are not passed ...; meat is eaten ...; napkin is laid ...; fish is cut ...; wine is probed ...; elbows are not put ...; conversations are held ...; champagne is served ...; dessert is given ...; a fork and a knife are put ...; tea is not squelched ...; legs are not crossed ...; salad is eaten

Example: Elbows are not put on the table while eating.

27. Translate the sentences into English. Use the terms below

<i>a long-stay visa</i>	<i>a student visa</i>	<i>an Embassy</i>
<i>to apply for</i>	<i>visa processing</i>	<i>to claim a visa</i>
<i>an entrance visa</i>	<i>a transit visa</i>	<i>a right to residency</i>
<i>to grant</i>	<i>to take a photo</i>	
<i>to apply for a visa</i>	<i>a valid passport</i>	<i>a consulate</i>
<i>health insurance</i>	<i>a passport-sized photo</i>	<i>a Ministry of Foreign Affairs</i>

1. Зверніться у консульство вашої країни.
2. Міністерство закордонних справ не надає право на проживання.
3. Вам потрібно запросити студентську візу в посольстві.
4. У вас є чинний паспорт?
5. В нього немає довгострокової візи.
6. Мені потрібно зробити фото на паспорт.
7. На жаль, у вас немає медичної страховки.
8. Скільки часу займає оформлення візи?
9. Чому в тебе немає в'їзної візи?
10. Спочатку вам слід подати заявку на оформлення транзитної візи.

28. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>an entrance</i>	<i>a visa</i>
<i>wine</i>	<i>bottle</i>
<i>to claim</i>	<i>steak</i>
<i>continental</i>	<i>residency</i>
<i>health</i>	<i>visa</i>
<i>a whole</i>	<i>dish</i>
<i>a right to</i>	<i>water fish</i>
<i>specialty of the</i>	<i>for a visa</i>
<i>T-bone</i>	<i>breakfast</i>
<i>a bottle of white</i>	<i>insurance</i>
<i>to apply</i>	<i>list</i>
<i>I would like to try a regional</i>	<i>wine</i>
<i>a long-stay</i>	<i>passport</i>
<i>a valid</i>	<i>house</i>
<i>a fresh-</i>	<i>visa</i>

29. Translate into English the following dialogue

<i>a suite</i>	<i>a lobby of the hotel</i>	<i>rush hours</i>	<i>a reserved seats car</i>
<i>to fill in</i>	<i>departure gate on the flight</i>	<i>I have a suite reserved at your hotel</i>	<i>a business trip</i>
<i>luggage (baggage)</i>	<i>a customs declaration</i>	<i>Our hotel is full</i>	<i>a single ticket (амер. one-way ticket)</i>
<i>When is our train due?</i>	<i>Where do we change?</i>	<i>a valise, dispatch box</i>	<i>a chambermaid, a maid</i>

1. Ви вже заповнили митну декларацію?
2. Як довго ви збираєтесь пробути у Великобританії? – Тільки два місяці.
3. Перепрошую, це вихід на посадку на рейс 225?
4. Яка мета Вашого візиту до нашої країни? - Це ділова поїздка.
5. Це Ваш багаж? - Так, ці дві валізи мої.
6. У нашому готелі немає вільних номерів.
7. Коли прибуває ваш поїзд і де у вас пересадка?
8. Перепрошую, але на моє ім'я замовлено номер люкс у вашому готелі.
9. Всі покоївки нашого готелю завжди їдуть на роботу у години пік.
10. Вони зустрінуть нас у вестибулі готелю.
11. Її батьки приїдуть плацкартним вагоном.
12. Він хотів би придбати квиток в одну сторону до Лондона.

30. Say the following in English

Tourist:	<i>Добрий день. Я хотів би зупинитись у Вашому готелі та замовити номер на одного з ванною і телефоном.</i>
Receptionist:	<i>Ви замовляли у нас номер?</i>
Tourist:	<i>Так, я надіслав вам телеграму з Манчестера з проханням зарезервувати мені номер на 12-17 вересня. Ось лист-підтвердження.</i>
Receptionist:	<i>Так, усе гаразд. Заповніть, будь ласка, бланк. Скільки часу Ви плануєте пробути у нашому готелі?</i>
Tourist:	<i>Моє відрядження розраховано на тиждень.</i>
Receptionist:	<i>Ваш паспорт, будь ласка.</i>
Tourist:	<i>Я маю ще одне питання до Вас, мій діловий партнер просив мене замовити йому номер у вашому готелі на 1-5 жовтня.</i>
Receptionist:	<i>На жаль, з 28 вересня по 10 жовтня у нас немає вільних номерів.</i>
Tourist:	<i>Якщо ви кажете, що ваш готель переповнений, чи не могли б ви порекомендувати інший готель?</i>
Receptionist:	<i>Звичайно, ви можете звернутися у "Інтурист", сподіваюсь, там є вільні номери.</i>
Tourist:	<i>Дікую. Попросіть, будь ласка, носильника віднести мій багаж до моєї кімнати.</i>
Receptionist:	<i>Звичайно, сер.</i>

31. Complete the dialogue with the phrases in the box (*awkwardness* (*[ˈɔkwərdnɪs]* незручність) for a dirty room in a hotel):

<i>unmade</i>	<i>can I do</i>	<i>morning</i>	<i>checked in</i>	<i>guest</i>
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Guest:	<i>This is Mr. Graham in 324. I've just ____.</i>
Clerk:	<i>Yes, Mr. Graham. What ____ for you?</i>
Guest:	<i>Well, my room obviously hasn't been cleaned since the last ____. The carpet is dirty, the bed is ____, and the bathroom hasn't been touched.</i>
Clerk:	<i>I'm terribly sorry. Housekeeping should have seen to everything this ____. I'll content them straight away and I'll send someone up to see you.</i>

32. Complete the following dialogues:

<i>come</i>	<i>proposal</i>	<i>you</i>
<i>bathroom</i>	<i>hotel</i>	<i>good</i>

<i>speak</i>	<i>agreement</i>	<i>at</i>
<i>expensive</i>	<i>me</i>	<i>next</i>
<i>Commercial Director</i>	<i>air</i>	<i>TST Systems</i>
<i>station</i>	<i>bus</i>	<i>week</i>

32.1.

Viktor Petrenko:	<i>This is Viktor Petrenko from ____ speaking. May I talk to Mr Cartwright?</i>
John Cartwright:	<i>Yes, Cartwright speaking... Do you want to ____ to me?</i>
Viktor Petrenko:	<i>Yes, Mr Cartwright. I'm the new ____ of TST Systems. I have pleasure in informing you that we carefully studied your materials and decided to accept your ____.</i>
John Cartwright:	<i>Thank ____, Mr Petrenko.</i>
Viktor Petrenko:	<i>I am going to come to Brighton and discuss with you the main principles of our ____ in detail.</i>
John Cartwright:	<i>When are you going to ____?</i>
Viktor Petrenko:	<i>On Wednesday, next ____.</i>
John Cartwright:	<i>That's fine. Are you going to travel by ____?</i>
Viktor Petrenko:	<i>Of course. The Ukraine International Airlines Flight from Kyiv arrives in Gatwick Airport ____ about 10 AM, as far as I know.</i>
John Cartwright:	<i>Ok. There is the 12.20 train from London to Brighton. If you take a train or a ____ to get the railway station, you'll be in time to catch this train. I'll meet you at the ____ in Brighton.</i>
Viktor Petrenko:	<i>Thank you, Mr Cartwright. What ____ in Brighton may I stay at?</i>
John Cartwright:	<i>I'd recommend the Northern Star Hotel. It's very nice and it isn't very _____. Shall we reserve a room for you?</i>
Viktor Petrenko:	<i>Yes. If it's not too much trouble. I'd like to book a single room with private ____ for three nights.</i>
John Cartwright:	<i>Ok. Remember ____ to Mr Melnychuk.</i>
Viktor Petrenko:	<i>Certainly.</i>
John Cartwright:	<i>Goodbye, Mr Petrenko. Have a ____ trip.</i>
Viktor Petrenko:	<i>Goodbye, Mr Cartwright. See you the ____ week.</i>

32.2. Reserving a Room at the Hotel

<i>English breakfast</i>	<i>spell</i>	<i>nights</i>
<i>send</i>	<i>reserve</i>	<i>right</i>
<i>very much</i>	<i>name</i>	<i>you</i>
<i>room</i>	<i>me</i>	<i>help</i>

<i>Receptionist of a hotel:</i>	<i>Hello. Northern Star Hotel. Can I ____ you?</i>
<i>Clerk of Continental Equipment Company (CEC):</i>	<i>Yes, I'd like to ____ a single room with bathroom for three ____, from Wednesday, the 12th of April, to Friday, the 14th of April.</i>
<i>Receptionist of a hotel:</i>	<i>Let me see. Yes, sir. A single ____ for three nights with ____, is that right?</i>
<i>Clerk of CEC:</i>	<i>Yes, that's ____.</i>
<i>Receptionist of a hotel:</i>	<i>What is your ____, please?</i>
<i>Clerk of CEC:</i>	<i>It's not for ____, it's for Mr Petrenko.</i>
<i>Receptionist of a hotel:</i>	<i>Could you ____ it, please?</i>
<i>Clerk of CEC:</i>	<i>Yes, of course. P-e-t-r-e-n-k-o.</i>
<i>Receptionist of a hotel:</i>	<i>Thank ____.</i>
<i>Clerk of CEC:</i>	<i>Shall I ____ a deposit?</i>
<i>Receptionist of a hotel:</i>	<i>No. It isn't necessary, sir.</i>
<i>Clerk of CEC:</i>	<i>Thank you ____.</i>

33. Speaking Practice

Уявіть, що до вас телефонує діловий партнер із Англії, який збирається приїхати у відрядження:

- спитайте якого числа він збирається приїхати;
- коли прибуває його рейс і пообіцяйте зустріти його у аеропорту;
- спитайте, чи замовити йому номер в готелі і побажайте приємної дороги;
- зателефонуйте в готель і замовте двокімнатний номер на 4 доби з вівторка, 18 листопада до п'ятниці 21 листопада.

34. Find the mistake in the following sentences and correct them:

- | |
|--------------------------------------|
| 1. My name Viktor. |
| 2. I want that he called me. |
| 3. Could you tell to him to call me? |

4. I get him for you.
5. He is Ukrainian city Kharkiv.
6. I'm sorry. The line busy.
7. Can I help to you?
8. He not here at the moment.
9. Nice meet you.
10. Can I take a massage?
11. I'm sorry. He have a meeting.
12. Hello. I'm Volodymyr Minko speaking.
13. He System Administrator.
14. Where you from?

35. Mr Petrenko is at Kyiv airport now. He has to fly to London and then to go by train to Brighton where he will bwe met by a Junior Manager of Continental Equipment Company. Complete the dialogue "At a Passport and Customs Desk":

<i>baggage weigh-in table</i>	<i>How much</i>	<i>excess baggage</i>
<i>bars of chocolate</i>	<i>suitcase</i>	<i>take care</i>
<i>forbidden</i>	<i>limitations</i>	
<i>entrance visa</i>	<i>customs-form</i>	<i>duty free</i>
<i>personal</i>	<i>to stay</i>	<i>to declare</i>

Customs officer:	<i>Your passport, please. How long are you planning _____ (залишитися) in the country?</i>
Petrenko:	<i>Three weeks. Could I plolong my _____ (в'їздна віза) in case of necessity?</i>
Customs officer:	<i>Sure. The receiving party will _____ (потурбується) of it. Now, put your bags on the _____ (стіл для зважування багажа) and give me, please, your _____ (митний формуляр)</i>
Petrenko:	<i>_____ does it weight?</i>
Customs officer:	<i>23 kilos. I'm sorry, but you'll have to pay an _____ (зайва вага) charge.</i>
Petrenko:	<i>OK. How much is it?</i>
Customs officer:	<i>That's \$6... Thank you. Have you anything _____ (декларувати)?</i>
Petrenko:	<i>What?</i>
Customs officer:	<i>Alcohol, cigarettes, fresh fruits, plants?</i>
Petrenko:	<i>No. Only for _____ (особистого) needs.</i>
Customs officer:	<i>Open your _____ (валізу), please. Any gifts?</i>

Petrenko:	One bottle of vodka, one can of coffee, three _____ (плитки шоколаду), two boxes of sweets and Ukrainian souvenirs.
Customs officer:	All right. It is _____ (не підлягає обкладанню митом). As you probably know, it is _____ (заборонено) to bring more than two bottles of alcohol and two blocks of cigarettes to England. And no _____ (обмежень) as to currency. Here is your form.
Petrenko:	Thank you.
Customs officer:	Not at all. The next, please.

36. Insert the sentences with the following words from the box

<i>decided</i>	<i>travelled</i>	<i>flying</i>
<i>put</i>	<i>came</i>	<i>took</i>
<i>travel</i>	<i>injured</i>	<i>found</i>

- _____ my be faster, but I prefer going by train.
- I always wanted to _____ abroad.
- Last summer I _____ to go to Europe.
- It was difficult to decide what to _____ in my suitcases.
- I _____ a bus to my hotel.
- The bus _____ in just at dinner time.
- I _____ my hotel room ready for me.
- I _____ through all the Mediterranean countries that summer without being _____.

37. Do the test

- I'm going _____ a trip to New York.

<i>a) on</i>	<i>b) by</i>	<i>c) with</i>
--------------	--------------	----------------

- I prefer to go _____ sea.

<i>a) in</i>	<i>b) by</i>	<i>c) with</i>
--------------	--------------	----------------

- I like travelling _____ a boat.

<i>a) on</i>	<i>b) with</i>	<i>c) for</i>
--------------	----------------	---------------

- My brother isn't going _____ me.

<i>a) on</i>	<i>b) by</i>	<i>c) with</i>
--------------	--------------	----------------

- he likes to go _____ air.

<i>a) in</i>	<i>b) by</i>	<i>c) for</i>
--------------	--------------	---------------

6. He prefers travelling _____ a plane.

a) <i>by</i>	b) <i>for</i>	c) <i>on</i>
--------------	---------------	--------------

7. My sister plans to take a trip _____ car.

a) <i>by</i>	b) <i>for</i>	c) <i>on</i>
--------------	---------------	--------------

8. She enjoys riding _____ an automobile.

a) <i>by</i>	b) <i>in</i>	c) <i>for</i>
--------------	--------------	---------------

9. My friends plan to travel _____ the train.

a) <i>for</i>	b) <i>in</i>	c) <i>by</i>
---------------	--------------	--------------

10. After we arrive, we will go around the city _____ bus.

a) <i>by</i>	b) <i>for</i>	c) <i>on</i>
--------------	---------------	--------------

11. We enjoy going _____ sight-seeing rides.

a) <i>for</i>	b) <i>to</i>	c) <i>by</i>
---------------	--------------	--------------

12. We like short rides _____ a bus.

a) <i>by</i>	b) <i>on</i>	c) <i>for</i>
--------------	--------------	---------------

13. We are planning to go _____ many leisurely walks.

a) <i>for</i>	b) <i>by</i>	c) <i>in</i>
---------------	--------------	--------------

14. We can see more of the city if we often go _____ foot.

a) <i>by</i>	b) <i>on</i>	c) <i>for</i>
--------------	--------------	---------------

38. Insert the sentences with the following words from the box

<i>besides</i>	<i>for</i>	<i>out</i>	<i>up</i>
<i>to</i>	<i>by</i>	<i>from</i>	<i>otherwise</i>
<i>on</i>	<i>at</i>	<i>when</i>	<i>with</i>
<i>before</i>	<i>every</i>	<i>to</i>	<i>before</i>

1. I would like to ask _____ an appointment.
2. I can come _____ day _____ Tuesday.
3. Please, fill _____ this application form.
4. Have you written _____ an employment agency?
5. Were you interviewed _____ Mr Cooper?
6. Did you change your appointment _____ Monday _____ Tuesday?
7. Did you put your signature _____ this application form?
8. Did you glance _____ the application form _____ you signed it?
9. Please make an appointment _____ you come.
10. Please lock _____ the office when you leave.

11. Please call _____ you come; _____ we might not be home.
 12. I was forced to cancel my appointment _____ Mrs Thomson.

39. Mr Petrivskiy has arrived in Brighton. He is talking to the personnel of the hotel, of the restaurant. Complete the dialogues:

<i>What is the time</i>	<i>things</i>	<i>What is your name</i>
<i>going to have your breakfast</i>	<i>single room</i>	<i>that's right</i>
<i>Just a moment</i>	<i>What can I do</i>	<i>key</i>

1. At the Hotel

Receptionist:	<i>Good evening, sir. _____ (Чим я можу допомогти) for you?</i>
Petrivskiy:	<i>Good evening. I have a _____ (номер) reserved at your hotel.</i>
Receptionist:	<i>_____ (Як Вас звати), please?</i>
Petrivskiy:	<i>I am Petrivskiy.</i>
Receptionist:	<i>_____ (Одну хвилину). I'll check. ... Yeah. A _____ (одномісний номер) with private bath and English breakfast for three nights. Is that right, sir?</i>
Petrivskiy:	<i>Yes, _____ (вірно).</i>
Receptionist:	<i>Just sign the register. Thank you. Here's your _____ (ключ). Room three-o-seven. It's on the third floor. The lift is over there. I'll have your _____ (печі) sent up.</i>
Petrivskiy:	<i>Thank you. _____ (О копій годині) for breakfast?</i>
Receptionist:	<i>Any time between 7 and 9.30. Where are you _____ (збираєтесь снідати), sir? In your room or in the restaurant?</i>
Petrivskiy:	<i>I'd rather have it in my _____ room.</i>
Receptionist:	<i>What time, sir?</i>
Petrivskiy:	<i>At 8 o'clock.</i>
Receptionist:	<i>OK. Anything else, sir?</i>
Petrivskiy:	<i>I'd like to eat here this evening. When is the restaurant closing?</i>
Receptionist:	<i>At 9.30, so you have got two hours to have your dinner, sir.</i>
Petrivskiy:	<i>Fine. Thank you.</i>

2. At the Restaurant

<i>wine list</i>	<i>main course</i>	<i>Near the window.</i>
<i>I'm not sure.</i>	<i>mashed</i>	<i>Would you like</i>

	<i>potatoes</i>	<i>something</i>
<i>a bill</i>	<i>speciality</i>	<i>an onion soup</i>
<i>your order</i>	<i>Are you alone?</i>	<i>if I were you</i>

Waiter:	<i>Good evening, sir. _____ (Ви один?)</i>
Petrivskiy:	<i>Good evening. Yes, I'm alone.</i>
Waiter:	<i>Would you like to sit over there, sir? _____ (Біля вікна.)</i>
Petrivskiy:	<i>Yes, thank you. May I _____ (подивитися) the menu?</i>
Waiter:	<i>Of course. Here it is.</i>
Waiter:	<i>Have you decided yet, sir? May I take _____ (ваше замовлення)?</i>
Petrivskiy:	<i>As a starter I'd have _____ (цибулевий суп).</i>
Waiter:	<i>OK. How about the _____ (основна страва), sir?</i>
Petrivskiy:	<i>_____ (Я не впевнений.) Perhaps, you can help me?</i>
Waiter:	<i>Oh, _____ (якщо я би був на Вашому місці), sir, I'd have a steak in wine sauce. I myself like it very much. Moreover, it's the _____ (фірмова страва) of the day.</i>
Petrivskiy:	<i>All right, I'll have a steak.</i>
Waiter:	<i>What would you like with the steak, sir?</i>
Petrivskiy:	<i>A salad and _____ (картопляне пюре), please.</i>
Waiter:	<i>_____ (Чи не бажаєте щось) to drink?</i>
Petrivskiy:	<i>Yes, some mineral water, please. And could I see the _____ (карту вин)?</i>
Waiter:	<i>Of course. Here it is, sir.</i>
Petrivskiy:	<i>Mmm... I'll have some French red wine.</i>
Waiter:	<i>Yes, sir ... Would you like something else?</i>
Petrivskiy:	<i>No. Give me, please, _____ (рахунок).</i>
Waiter:	<i>35 pounds and 48 pences, sir.</i>

40. Imagine, you are a waiter in the Kyiv restaurant. Your clients are English businessmen. Do the following:

- привітайтеся з ними та запропонуйте їм місце біля акваріума;
- запропонуйте їм меню;
- запитайте, що вони хочуть на перше, на друге, порекомендуйте якусь фірмову українську страву;
- запитайте, чи не хочуть вони чого-небудь випити.

41. Match the words from the left column of the table with the necessary one from the right. Translate them

<i>to fill</i>	<i>ticket</i>
<i>customs</i>	<i>on the flight</i>
<i>Our hotel is</i>	<i>hours</i>

<i>one-way</i>	<i>car</i>
<i>business</i>	<i>declaration</i>
<i>rush</i>	<i>hotel</i>
<i>lobby of the</i>	<i>in</i>
<i>departure gate</i>	<i>trip</i>
<i>reserved seats</i>	<i>full</i>

РОЛЬОВІ ІГРИ ТА СИТУАТИВНІ ЗАВДАННЯ

1. Act as a Director of the company. You have a meeting with the representative of a foreign company

a) introduce yourself and your staff: *Let me introduce myself. I am ... ; Let me introduce my staff to you. This is He/she is ... ; I'd like to meet He/she is ... ; May I introduce ... to you. He/she is*

б) ask him what city is he from; what company he represents and what position he holds;

в) propose him something to drink, cigarettes; ask him if he would mind your smoking;

г) make an appointment to him for the next day.

2. Correct impolite phrases of one of the interlocutor

Mr.Simpson	Hello, may I speak to Mr. Ward please?
Mr.Ward	Wait.
Mr.Simpson	Could you put me through to Mr. Ward?
Mr. Ward	Speaking. Charles Ward.
Mr.Simpson	Good morning. This is Gary Simpson.
Mr.Ward	What?
Mr.Simpson	This is Gary Simpson of Grant & Clark speaking.
Mr.Ward	What do you want?
Mr.Simpson	Could we make an appointment to discuss our contract? Will you be available next Monday?
Mr.Ward	No.
Mr.Simpson	Oh, that's a pity. How about this Friday or next Tuesday?
Mr.Ward	Tuesday or Friday is fine. I don't care which.

3. Make up the situation

You received by inheritance from your rich American uncle a big amount of money (\$20 mln). What will you do with this sum of money?

Base: to spent all money, to put into the bank, to invest, to travel around the world, to establish a business, to make a trip, to set up a company, to get profits, to run a business, to buy shares (stocks)

4. This is the telephone conversation between business partners. Answer the questions

1. Have you received our shipment of tires?
2. When did it arrive?

3. Are all the things of your order included?
4. Did you get the invoice too?
5. Have you paid the invoice for the last shipment yet?
6. But why haven't I got the record of the payment?
7. Does the amount of the invoice correspond to what you ordered?
8. Is it necessary for us to give you a credit note to cover the difference?
9. Will you be paying the new invoice immediately?
10. Can you send the check before the end of the month? Otherwise our accounts department is considering changing the conditions of payment.

5. You have a telephone conversation with your British business partner. Give your answers

He	Good afternoon, Mr. Ostapchuk. We've written to you several times detailing our complaint, but have not received your reply yet.
You	Попросіть у нього вибачення, скажіть, що ви уважно вивчили його скаргу, але не встигли написати відповідь. Так як були дуже зайняті останнім часом.
He	We are in a very awkward position now. We have not received the shipment which was supposed to arrive two weeks ago.
You	Скажіть, що ви шкодуєте, але затримка сталася не за вашою провиною. Назвіть причину затримки, яка на вашу думку, є достатньо важливою.
He	When will the shipment be ready for dispatch?
You	Скажіть, що товар буде відправлено не пізніше п'ятниці.
He	If we don't receive the shipment by the end of next week, we'll cancel the order.
You	Ще раз попросіть вибачення, запевніть його, що на цей раз затримки не станеться.

6. Make up the dialogues

1. Ask a lawyer how to form a corporation.
2. Discuss with your friend about advantages and disadvantages of a corporate form of proprietorship.
3. Advertise a corporate form of proprietorship.

7. Your executive is a very tough man. What should his staff do to please him?

For ideas:

<i>to be creative</i>	<i>творчо відноситися до справи</i>
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<i>to be well-organized</i>	<i>бути добре організованим</i>
<i>to keep fit</i>	<i>тримати себе у формі</i>
<i>to be punctual</i>	<i>бути пунктуальним</i>
<i>to be enthusiastic</i>	<i>бути ентузіастом</i>
<i>to obey the rules</i>	<i>підкорятися правилам</i>

8. Speaking practice: look attentively at the list of adjectives which characterize people as employees

<i>active</i>	<i>diplomatic</i>	<i>methodical</i>
<i>attentive</i>	<i>disciplined</i>	<i>realistic</i>
<i>constructive</i>	<i>energetic</i>	<i>sincere</i>
<i>cooperative</i>	<i>extroverted</i>	<i>systematic</i>
<i>creative</i>	<i>independent</i>	<i>tactful</i>

Pick out the adjectives which, on your mind, can characterize:

You, secretary, accountant, teacher, sales agent, director, manager, advertising agent, librarian

9. Speaking practice: What five functions do you think are the main in any manager's, director's, entrepreneur's, teacher's, interpreter's work:

1. Planning.
2. Organizing.
3. Staffing.
4. Directing.
5. Controlling.

How do you understand them? In what way are they reflected in your activity? Which three qualities are necessary for manager, teacher, entrepreneur, director, book-keeper:

General education	Motivation to work	Foreign Languages
Flexibility	Resistance to stress	Ability to make decisions
Communication skill	Punctuality	Fantasy

10. Speaking practice. Translate into English

- Чи можу я отримати готівку за дорожнім чеком?
- Так, звичайно. Ваш паспорт, будь ласка.
- Будь ласка.
- Дякую, все гаразд. Скільки грошей Ви хочете отримати?
- 250 фунтів, і ще 50 розміняти на долари. Який курс обміну?

- 0,605 - дуже вигідний. Візьміть, будь ласка, Ваші фунти, а також 30 доларів та 25 центів. Перерахуйте, будь ласка.
- Дякую, все гаразд. Де можна поставити свій підпис?

11. Speaking practice

Read the main rules of safety given by the most prospects of the USA, Great Britain and other countries:

- Don't keep your wallet and purse out of sight.
- Don't wear a wrist wallet (they are very easily snatched. Keep your handbag securely closed.
- Don't leave a handbag, briefcase, bag or coat unattended, especially in pubs, cinemas, department stores or fast-food shops, on public transport, at railway stations and airports, or in crowds.
- Don't leave your bag or coat beside, under or on the back of your chair. Hook the handle of your bag around the leg of the chair on which you are sitting.
- Don't put your bag on the floor near the door of a public toilet.
- Don't wear expensive jewelers or watches that can be easily snatched.
- Don't put your purse down on the table in a restaurant or on a shop counter while you scrutinize the bill.
- Don't carry a wallet in the back pocket of your trousers.
- Don't enter parks and commons after dark and travel in groups of three or more if possible at night

12. Discuss this question in groups and give your opinion *what are the good points and bad points about television?* For example:

Good points	Bad points
1. It keeps you informed about the rest of the world.	1. It stops people talking and visiting theatres.
2. It educates and brings up.	2. Television is “a chewing-gum” for our eyes.

Good points	Bad points
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

13. Match each sentence to the disaster it describes

1. Several people were walking along when suddenly tons of earth came

crashing down the hillside and blocked the road in front of them.

2. Over 50,000 people in Ethiopia have died of starvation in the past month. Questions are being asked concerning the delay in supplies of rice and grain which were recently sent to them.

3. The winds have already strengthened considerably and the sea is now very rough indeed. As a result, ferries across the harbour have stopped sailing and all large ships have been put out to sea.

4. The river overflowed in several places and huge areas of farming land are now several feet under water. Boats are being used to rescue people in nearby villages.

5. Suddenly the ground shook beneath our feet and the high building opposite the college began to sway. Windows and doors rattled, and several bookcases in the college library came crashing down.

6. Tankers full of water were sent, but it was too late to save many of the animals and crops there. The whole area was like a vast desert.

7. Smoke poured out of the crater but no one expected an eruption. A week later, however, red hot lava began to flow down the side of the mountain.

8. It swept onwards, covering everything in its path. The travellers had to get off their camels and lie down until it had eventually passed.

9. Flames swept through the block of offices, burning everything inside. Two hours later only the empty shell of the building remained.

10. It must have been at least twenty feet high as it swept towards the shore. In a few seconds it destroyed all the houses in its way, drowning everyone inside.

a.	fire	f.	drought
b.	typhoon	g.	sandstorm
c.	earthquake	h.	landslide
d.	tidal wave	i.	flood
e.	volcano	j.	famine

14. Act the meeting at which experts of the advertising department present their plan for the campaign to the General Manager. The purpose of the meeting is to come to a decision about the kind of advertising to be done. Ad experts should come with suggestions of ads and slogans. Roles:

Market Researcher - Your job in the meeting is to present the results of the study into the market for your brand. You can invent data.

Ad. Agent - You are in charge of media planning for the firm and should give an account of the possible alternatives for the choice of media for the campaign. Present the advantages and disadvantages of magazines, newspapers, television, and radio. You should choose one medium and recommend it firmly.

Accountant - You will be responsible for the co-ordination of the campaign. You think that the brand has enormous possibilities if it is well advertised. But you should be ready with a less expensive proposal as well.

15. Test on Publicity

If your products or services are excellent but no one knows about them, you will fail. That means that you should learn how to inform your future customers and how to do it effectively and not expensive.

If you do not take into account the role of advertising, you will get lost in the number of products, which appear every year on the market.

This test will let you understand if you are able to avoid mistakes in this area and to determine the best advertising methods.

“As a rule” - 6 points

“Sometimes” - 3 points

“Rare” - 0 point

	Answer as honestly as possible	As a rule - 6 points	Sometimes - 3 points	Rare – 0 points
1.	I like selling			
2.	I am convincing			
3.	When I am watching TV advertising I like to conceive the tricks to make them work more			
4.	To create slogans for ad is an easy matter for me			
5.	I talk of my success and achievements with pleasure			
6.	I like to make careful analysis of marketing strategies during advertising campaign			
7.	I often think how little shops could improve their tactic in promotion goods they are selling			
8.	A short and direct advertising message is more affective than a long and complicated one			
9.	When I buy a product I always want to know its merits			
10.	I pay attention and analyse the tricks which ad makers do to promote their product			
11.	People are more sensitive to what they see than to what they hear			
12.	When I enter a shop I try to understand the reason for which the products are exposed in this or that way			

13.	I make analysis of the attractive power of inscriptions and advertising boards			
14.	The placement of a shop is very important			
15.	It is very important to present an advertising message at regular messages so that people can remember it			

Now add your results:

71- 90 - You perfectly know what is selling. You understand how to promote products or services and you are able to make a bee-line to success in the complicated advertising industry.

41- 70 - You have good instincts in promoting and you must be able to find a segment on the market for your goods. Gradually you will win your place in the business world.

26 - 40 - You don't take into account many things, which are very important in relations with customers. You should be more attentive to the wants and wishes of buyers and learn a lot from your successful colleagues.

Under 26 - You seem to be lost in advertising industry. You are bombed with millions of ad messages. It is not easy for you get through. Perhaps you should try in another field.

САМОСТІЙНА РОБОТА

Самостійна робота 1.

1. Express your attitude to the following (Form of control – written answers)

1. Once you have said something, you cannot take it back.
2. Making a phone call is an easy way to solve a problem if you have no time to write a letter.
3. Keeping written records is helpful for future reference.
4. If you make a mistake when you are writing a letter, you can correct it before sending it off.
5. If you want to show another person your feelings, never write a letter.
6. If you speak to someone face to face, it is much easier to be honest.
7. If someone owes you money, it is no use phoning him up.

2. Write about the rules of etiquette in different countries (Form of control – report)

3. Read about the kinds of meetings (Form of control – written exercise)

- **chat** (informal discussion) with colleagues at the coffee machine.
- **brainstorming** among colleagues: where as many ideas as possible are produced quickly, to be evaluated later.
- **project meeting / team meeting** of employees involved in a particular activity.
- **department/departmental meeting.**
- **meeting with suppliers**, for example to negotiate prices for an order.
- **meeting with a customer**, for example to discuss a contract.
- **board meeting**: an official, formal meeting of a company's directors.
- **Annual general meeting/AGM** (BrE); annual meeting (AmE): where shareholders discuss the company's annual report.
- **EGM**: extraordinary general meeting: a shareholders' meeting to discuss an important issue such as a proposed merger.

Try to determine the type of a meeting in the following sentences below.
Put your variant in the table

#	<i>Sentences</i>	<i>Answers</i>
1	As you know, Megabook wants to buy this company. As chief financial officer, what do you think of their offer, Robert?	

2	I recommend to shareholders that you accept Megabook's offer for our company.	
3	Amazingly, we're ahead of schedule on this project.	
4	That's a deal then. Looking forward to working with you. I'm sure you won't be disappointed.	
5	Have you heard? Mary is being fired: apparently her sales figures aren't good enough.	
6	So, you think you can provide 10,000 a month at a unit cost of £4.90?	
7	Things in the sales department are getting out of control. We should all start making a real effort.	
8	I know this sounds crazy, but how about giving away 100,000 free samples?	
9	I am pleased to announce another good year for shareholders of this company.	

4. Answer the questions (Form of control – report)

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

5. Answer the questions (Form of control – written answers)

1. What working position is the best for you?
2. Are you accustomed to working under pressure?
3. What do you think about red-tape job?
4. What qualities does one need to be an executive of the company?
5. What does it mean to be a competent manager?

6. Answer the questions (Form of control – report)

1. What does the organization structure mean?
2. What does the organization structure provide?
3. What historically the oldest type of organization structure?
4. What is the difference between line and staff departments?

7. Answer the questions (Form of control – written answers)

1. What is the main objective of the personnel function?
2. What factors about each candidate must be carefully considered?
3. The employment interview, testing the applicant and references, which one of these three is more effective? What would you prefer if you were a personnel manager?
4. What are the forms of employees' upgrading?

8. Act as interviewer. You are an interviewer at a famous computer company. The company seeks a candidate for the position of an accountant; a coordinator; an interpreter; an analyst; a lawyer; an attorney; an engineer; an agent; a receptionist. Look through the requirements of the company (**Form of control – written composition**).

Prepare the questions you should ask every candidate:

Accountant - Will be responsible for the monitoring of all necessary accounting procedures, acting as a liaison to the tax authorities. Will also act as a support person for the Chief Accountant in all day-to-day activities.

The suitable candidate must possess: a degree in Finance or Economics; - a minimum of 2 year experience working with Western companies; excellent knowledge of Ukrainian financial legislation; fluent English is required, the salary is negotiable.

Warehouse Coordinator - Will assist Logistics Director in warehousing chain, control inventories, set up warehouse team of clerks, plan distribution resources. The candidate should have higher education, 1 year experience, general knowledge of Logistics - ability to control warehouse situation - excellent managerial skills - be a computer user (Excel, Word) with strong presentation skills, fluency in English, ability to travel.

Interpreter/translator - The candidate will translate orally/in writing from English/Spanish into Ukrainian/Russian and vice versa, realize simultaneous translations during negotiations (computer market), fulfill everyday office work. The possible candidate should possess University degree, excellent English/Spanish, computer skills (Word, Excel).

Capital Markets Analyst - Will collect information on securities, equities, etc. from different information sources, develop market ideas and find appropriate ways of implementing them in the Ukrainian market. Will participate in business trips, client meetings, project negotiations; adapt Western ideas for sales in the Ukrainian market. The appropriate individual should possess: absolutely fluent English - excellent presentational, organizational, and analytical skills - a banking, finance, or consulting background - western education (MBA (Master of Business Administration) is a plus) - willingness to travel (both locally and abroad) - a team-player's spirit and strong experience (Big Six or western investment banking).

Lawyer - Will realize association work and representation of company in professional circles. Business and commercial law including interest in regulatory requirements (control advertising and labeling, unfair competition, environmental issues). Industrial property (trademarks, patents, design patents, copyrights. Contacts

with other European and US lawyers. A specialist in Corporate Law, Taxes. Profile: Law degree, proficiency in legislative areas - 5+year similar experience in a multinational consumer products company - fluent English.

Attorney - Will consult the firm's clients on various aspects of Ukrainian operations, including commercial transactions, securities and share acquisitions, strategic planning, tax law, real estate transactions, and labour law. Successful candidate will be the responsible attorney for our office under the supervision of foreign managing partners. Ability to work independently is essential. Excellent communication skills required, fluent English.

Mechanical Engineer - Main responsibilities: service and repair of equipment for printed plates manufacturing - processing of technical documentation - ordering of spare parts. Personal profile: higher technical education in Mechanics - 3 year relevant working experience - knowledge of equipment with program control for automatic assembling of printed plates - basic English.

Regional Sales Agent - Main responsibilities: sales operations within a particular region - ensuring achievement of regional objectives - investigate customers' needs and competitive activity - plan and activate regional sales plan. Profile: Degree in Economics, fluent English, possibility to travel up to 60%.

Receptionist - Whose responsibilities will be as follows: answering phone calls, guests' accommodation, greeting clients, makes all the office work (typing, sending/receiving faxes, etc.) The right candidate should have: fluent English, PC literacy (Word, Excel), typing skills, higher education, and pleasant, helpful, friendly personality.

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Самостійна робота 2.

1. Make up a Business Letter (Form of control – Business Letter)

2. Make up own Declaration form (Form of control – Declaration form)

3. Do you know customs rule of Ukraine? (Form of control – written answers)

1. Is it allowed to take weapons to Ukraine?
2. What about automobiles? Video recorders, TV sets? Computers? Precious metals? Narcotics? Antiques?

4. Write own Letter of Inquiry to the hotel in the city and the Letter Order for booking seats on a plane (train) (Form of control – writing of letters)

5. Substitute the reasons you want to get a visa to Great Britain (the USA, Spain, Italy etc.) at the Embassy (Form of control – written substantiation of reasons)

6. Make up the Letter Inquiry, Letter Offer, Letter Order and Covering Letter, Acknowledgement (Confirmation) and Refusal of Orders (Form of control – writing of letters)

7. Answer the questions (Form of control – written answers)

1. What are the main parts of a business letter?
2. What are the common rules in writing a letter?
3. What does the body of a business letter usually include?
4. How is the letter to be ended?
5. Where do you put your signature?

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ІНДИВІДУАЛЬНА РОБОТА

Індивідуальна робота 1.

Завдання. Опрацювавши матеріал теми “Культура професійного спілкування” стор. 33-41, навчальний посібник Ділова іноземна мова / Скребкова-Пабат М.А. та відповідну літературу, проаналізувати особливості американської англійської мови (правопис, вимова, граматики, лексика), охарактеризувати культуру професійного спілкування та класифікацію організаційних структур.

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Індивідуальна робота 2.

Завдання. Опрацювавши матеріал теми “Пошук роботи” стор. 42-50, навчальний посібник *Ділова іноземна мова / Скребкова-Пабат М.А.* та відповідну літературу, охарактеризувати лінійні та штабні посади, пояснити де і яким чином можна влаштуватися на роботу, мотивувати необхідність співбесіди під час влаштування на роботу, розказати як писати резюме та супроводжуючий лист, описати функції керівника.

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МОДУЛЬНИЙ КОНТРОЛЬ

Модульна контрольна робота 1

1. Personal space for Americans is _____ apart from one another, whenever possible. {two feet}; {one foot}; {two steps}
2. In Britain _____ is now forbidden in many public places, for example, on the underground, on stations, in shops, in theatres and in cinemas. {smoking}; {drinking}; {drinking of beer}
3. Banquet can continue for _____, is held at the table and accompanied by “cultural program” and dishes changing. {nearly 5-7 hours}; {4-7 hours}; {nearly 2-3 hours}
4. The employer has _____ to consider if he wants to choose from among the applicants. {a reference}; {two sets of qualifications }; {an application form}
5. Joint stock Company, is the commonest type of firm in the United Kingdom. {акціонерна компанія}; {компанія з обмеженою відповідальністю}; {партнерство}
6. CIF is an abbreviation of _____ {Cost and Freight}; {Cost and Insurance}; {Cost, Insurance and Freight}
7. Something came up so they _____ Monday’s meeting till Friday. {cancelled}; {fixed}; {postponed}
8. Robert is off sick so Michael will have to _____ the staff meeting. {chair}; {chief}; {charge}
9. It wasn’t really a meeting, just an informal _____ over coffee. {speech}; {report}; {≈ chat}
10. In order if an American client arrives you _____. {≈ shake her hand}; {kiss her on the cheek}; {say “Good evening!” and bow}
11. If someone frowns whilst you're explaining something, this means they _____ {≈ are concentrating}; {are angry}; {have a headache}
12. If you’re doing business with a German, you have to shake hands _____ {when you meet}; {when you leave}; {≈ when you meet and when you leave}
13. In the Middle East you have to give presents to business contacts _____ {in private}; {every time you meet}; {in public}
14. If you’re giving a present to your Latin American customer, you mustn’t give _____ {food and drink}; {cutlery}; {a clock}
15. If an Indian says “Come any time”, he or she expects you to _____ {ignore the invitation}; {arrange a visit immediately}; {visit him/her the next day}
16. You can’t do business in Muslim countries _____ {on Wednesdays}; {on Sundays}; {on Fridays}
17. If an American nods his/her head, it probably means _____ {he understands}; {he is interested}; {he says “Yes”}
18. If a Japanese person gives you his business card, you have to _____ {take it with both hands and study it carefully}; {put it straight into your wallet or pocket}; {write notes about them on it}

19. If you're in a pub in England, you have to buy a drink ____ {for everyone in the group you're with}; {for yourself}; {for everyone in the pub}
20. In _____ people frequently stop for lunch at 11.30 in the morning. {Greece}; {Finland}; {France}
21. In _____ the soup is often eaten at the end of the meal. {Japan}; {Latin America}; {Italy}
22. In _____ cheese is normally served after the dessert. {France}; {Ireland}; {Britain}
23. In _____ restaurants you may be asked if you want a bag for the food you can't eat. {Russian}; {Italy}; {American}
24. In _____ countries you must wait for your host to serve you the main meat dish. {Asian}; {Indian}; {Arab}
25. In _____ you should keep both hands on the dinner table where they can be seen. {Mexico}; {Belgium}; {Australia}
26. At _____ dinner table it is extremely impolite to say how hungry you are. {Turkish}; {Indian}; {Chinese}
27. The _____ sometimes need to be offered more food three times before they will accept. {Japanese}; {Indian}; {British}
28. In _____ countries food is usually eaten with just three fingers of the right hand. {Turkish}; {Indian}; {Arab}
29. Polite discussion between strangers or acquaintances is called _____. {small talk}; {corporate hospitality}; {facial expressions}
30. Rules limiting what people can or cannot wear are called a _____. {small talk}; {dress code}; {facial expressions}
31. An important business meeting is not the place for _____. It can go horribly wrong. {humour}; {entertainment}; {gestures}
32. Bogdan is an important person in our company. He is a member of the Board of _____. {Directors}; {Executives}; {colleagues}
33. The group of people working at the company are called _____. {colleagues}; {staff}; {employees}
34. the planned times and events for a day, week, etc. is called _____ {planner}; {calendar}; {schedule}
35. We call the planned topics or tasks for a meeting as _____ {appointment}; {agenda}; {planner}
36. TS shares dropped _____ 10 % this afternoon. {on}; {with}; {to}
37. The advantage _____ direct marketing is that it enables us to cut out the middleman. {of}; {from}; {on}
38. The government has spent less _____ defense last year. {on}; {at}; {for};
39. The telephone lines can be so busy that people have to wait _____ an hour to get through. {in on} {up to}; {out for};
40. What effect could these new EC directives have _____ the company? {over}; {about}; {on}

Модульна контрольна робота 2

1. A phone you can take with you and use anywhere. A mobile phone with access to the Internet {mobile phone}; {phone} {WAP phone}
2. Phone in a public place operated with money, a credit or a credit card. {phone} {payphone}; {pager}
3. The ____ is the most expensive link in a chain between a producer and a consumer. {customer} {retailer}; {discount}
4. Usually a wholesaler has a large _____ of items. {chain} {assortment}; {line}
5. The department store gives a 30 % ____ on all Chinese shoes. {discount}; {guarantee}; {cost}
6. A wholesaler does not deal with the _____, he deals with a retailer. {cost}; {manufacturer} {consumer}
7. There are different ____ of distribution helping to bring goods to the market. {chains}; {lines} {channels}
8. We can't ____ you good quality of service. {insurance} {guarantee}; {certificate}
9. Franchise is a good way a person to {get rich}; {get business experience}; {meet competition}
10. delegate authority - {розподіляти повноваження}; {брати на себе відповідальність}; {розподіляти обов'язки}
11. controller - {головний фінансист}; {контролер}; {бухгалтер}
12. red-tape - {непотрібна робота}; {нецікава робота}; {канцелярська робота}
13. specification – {специфікація}; {внесення доповнень}; {≈ уточнення}
14. upgrading - {підвищення зарплатні}; {підвищення кваліфікації}; {підвищення посади}
15. Рада директорів фірми - {the Board}; {Chief Managers}; {Executives}
16. Управляючий, керівник продажу на внутрішньому ринку - {Interior Manager}; {Domestic Trade Manager}; {Home Sales Manager}
17. Please, fill in the анкета. {Application form}; {form}; {sheet of paper}
18. We need the strong creative team to do the company конкурентноспроможний on the world market. {countable}; {promising}; {competitive}
19. He is going to discuss with you some details of our future угода. {agreement}; {settlement}; {negotiations}
20. I know your company has вакансія of a Sales Manager. {a position}; {a post}; {an opening position}
21. The Director вирішує питання найму та звільнення. {deals with staff}; {decides the questions of hiring and firing}; {decides on hiring and firing}
22. I'd like to put an amount of money into нерухомість. {belongings}; {real estate}; {assets}
23. I am afraid to have повна юридична відповідальність. {limited liability}; {unlimited liability}; {law liability}

24. The limited partner has no реальні повноваження. {authority}; {law power}; {management}
25. A good бухгалтер can do books better than you. {blue-collar worker}; {officer}; {bookkeeper}
26. Таємний партнер takes part in management of the company but he isn't known to the public. {The silent partner}; {The general partner}; {The secret partner}
27. My робочий досвід is tied in with the management. {activity}; {working activity}; {background}
28. I and my partner у хороших стосунках. {are friends}; {get along well}; {have communicative}
29. She is good in бухгалтерська справа. {book-keeping}; {accounting}; {controlling}
30. A corporation can випускати та продавати акції. {print and sell stocks}; {issue and sell stock}; {buy and sell stock}
31. We must consider два види характеристик. {two sets of qualifications}; {two sets of characteristics}; {two types resumes}
32. A corporation can порушувати карну справу. {law}; {deal}; {sue}
33. Stockholders hold щорічні збори and choose раду директорів. {yearly meetings ... executives}; {an annual meeting ... the company's officers}; {yearly meetings ... management}
34. The structure of our enterprise is складний. {difficult}; {complex}; {complicated}
35. There are three heads of departments in сфера мого безпосереднього підпорядкування. {my sphere of activity}; {my disposal}; {my span of control}
36. Shareholders have вирішальне слово in management of the company. {a final word}; {a final voice}; {a final authority}
37. Our оборот капітала is more than £ 300 mln. {cash turnover}; {turnover of capital}; {money turnover}
38. Besides we have two дочірні фірми in Holland and Germany with their headquarters. {daughter management}; {daughter companies}; {sister companies}
39. Shares and bonds can be перепродані та перекуплені. {resell and rebuy}; {sell and buy many times}; {negotiable}
40. I'd like to buy 10% облігації. {10% bonds}; {10% interest bonds}; {10% shares}

Модульна контрольна робота 3

1. We intend to pay all debts to the beginning of the фінансовий year. {fiscal}; {fisical}; {fisacal}; {fiscal}
2. I'd like to make a career in банківська справа. {bank business}; {banking}; {bank dealing}
3. Найменший процент з позики is given to the preferred customers. {The prime-rate}; {The least percent}; {The least rate}

4. They prepare звіт про прибутки and балансовий звіт at the end of the fiscal year. {the income statement ... balance sheet}; {the profit report ... balance report}; {the report about income ... balancing sheet}
5. Our bank intends to give короткострокова позика to this company. {a short loan}; {a simple loan}; {a short-term loan}
6. Уряд комерційні банки. Government засновує commercial banks. {establishes}; {creates}; {charters}
7. All banks set проценти на позику. {percents on loan}; {interest for a loan}; {loan interest}
8. Бухгалтерський звіт represents a data for creditors and investors. {Book-keeping report}; {Book-keeping sheet}; {Accounting}
9. Real estate is the власність of the company. {things}; {building}; {property}
10. We check актив і пасив and define вартість майна з вирахуванням зобов'язань. {assets and liabilities ... net worth}; {active and passive ... cost of property}; {active and passive ... property worth}
11. They must research попит та пропозиція before they start to produce the new item. {inquiry and need}; {supply and demand}; {requires and wants}
12. The supermarket offers додаткові послуги: home delivery, credit, installation. {extra-services}; {additional services}; {super-services}
13. This company pursues нерозумна ціноутворююча політика. {fool pricing policy}; {unsound price policy}; {irregular price policy}
14. Banks can issue акредитиви та рекомендаційні кредитні листи. {the letters of credit and credit reference letters}; {the credit letters and the reference letters}; {the cheques and credit references}
15. We determine the efficiency of production with help of аналіз коефіцієнтів. {analysis of indicators}; {ratio analysis}; {analysis of attenuation}
16. Marketing includes transporting, storage, advertising, калькуляція цін and selling. {pricing}; {calculation of price}; {pricing calculation}
17. Some companies don't manufacture and sell computers they здають їх у прокат. {rent them}; {lease them}; {leasing}
18. You are in Saudi Arabia and want to hire a car to tour the country. Is this allowed? {Yes, but only if you are not a woman}; {Yes, but you must take a test first}; {No, tourists have to travel by camel}
19. You would like to visit a mosque in Morocco. Will you be allowed to go inside? {at first, you must remove your shoes}; {you may enter only if you're a Muslim}; {yes}
20. Ретельне дослідження ринку needs for guarantying of success. {Attentive market research}; {Careful market research}; {accurate market investigation}
21. You suggest a piece of chewing gum to your tour guide in Singapore, but he looks shocked. Why? {Chewing gum is forbidden by law}; {Tour guides are forbidden to accept gifts}; {Chewing gum is given to animals}
22. The right to grant a franchise is reserved to the _____ {vendor}; {franchisee}; {parent company}

23. Програмне забезпечення is expensive. {Programm Providing}; {Software}; {Programming}
24. Usually a wholesaler has a large _____ of items. {chain} {assortment}; {line}
25. The department store gives a 30 % _____ on all Chinese shoes. {discount}; {guarantee}; {cost}
26. A wholesaler does not deal with the _____, he deals with a retailer. {cost}; {manufacturer} {consumer}
27. There are different _____ of distribution helping to bring goods to the market. {chains}; {lines} {channels}
28. We can't _____ you good quality of service. {insurance} {guarantee}; {certificate}
29. Franchise is a good way a person to {get rich}; {get business experience}; {meet competition}
30. delegate authority - {розподіляти повноваження}; {брати на себе відповідальність}; {розподіляти обов'язки}
31. controller - {головний фінансист}; {контролер}; {бухгалтер}
32. red-tape - {непотрібна робота}; {нецікава робота}; {канцелярська робота}
33. specification – {специфікація}; {внесення доповнень}; {≈ уточнення}
34. At _____ dinner table it is extremely impolite to say how hungry you are. {Turkish}; {Indian}; {Chinese}
35. The _____ sometimes need to be offered more food three times before they will accept. {Japanese}; {Indian}; {British}
36. In _____ countries food is usually eaten with just three fingers of the right hand. {Turkish}; {Indian}; {Arab}
37. Polite discussion between strangers or acquaintances is called _____. {small talk}; {corporate hospitality}; {facial expressions}
38. Rules limiting what people can or cannot wear are called a _____. {small talk}; {dress code}; {facial expressions}
39. An important business meeting is not the place for _____. It can go horribly wrong. {humour}; {entertainment}; {gestures}
40. Bogdan is an important person in our company. He is a member of the Board of _____. {Directors}; {Executives}; {colleagues}

Модульна контрольна робота 4

1. From our own experience we can testify that native speakers as a rule excuse _____, grammatical or lexical errors of a communicator - foreigner.

a) <i>mistake</i>	b) <i>pronunciation</i>	c) <i>misunderstanding</i>
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2. The communicative etiquette is accompanied by the _____, which are not the same for the representatives of different cultures.

a) <i>nonverbal means of communication</i>	b) <i>some means</i>	c) <i>verbal means of communication</i>
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3. Passing from business dinner to a directly discussing of a certain project or agreement business partners take off their _____ and turn up their shirts sleeves.

a) jackets	b) hats	c) shoes
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4. The Nordic nations use gestures _____ .

a) very often	b) very little	c) seldom
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5. The employer can also use other valuable sources, for example, _____ agencies, consulting firms, placement offices and professional societies.

a) professional	b) employment	c) searching
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6. An application form of a visa can be obtained at the _____ .

a) embassy	b) office	c) department
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7. Before boarding the plane, you are requested to present a valid passport together with a _____ ensuring that you are not violating any of your country's law.

a) custom declaration	b) valid passport	c) special document
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8. Bringing things illegally from one country to another is called _____ .

a) stealing	b) plundering	c) smuggling
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9. To price for accommodation at the hotels adds VAT, it makes up 17.5% of the price. Cost of _____ often includes into cost of accommodation.

a) breakfast	b) dinner	c) lunch
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10. The main task of any business letter writing is the method which will _____ to convince your interlocutor.

a) convey	b) help	c) must
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11. під керівництвом

a) under control	b) with superior	c) to be run by
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12. прийти до згоди

a) come to an agreement	b) to agree	c) to go to consensus
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13. місце призначення

a) place to attend	b) arriving city	c) destination
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14. пройти митний догляд

a) to go through customs	b) to get the customs	c) get through the customs
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15. керувати бізнесом

a) to run business	b) to control business	c) to run a business
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16. Цей менеджер не вміє укладати угоди.

a) to conclude an agreement	b) to sign a contracts	c) to do deals
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17. Вам потрібно zareєstrуватися в головному вестибюлі аеропорту.

a) to check in	b) to register	c) to sign
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18. На 11 годину ранку в мене призначена зустріч з одним із представників цієї компанії.

a) have a business meeting to	b) have an appointment with	c) have got a small talk with
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19. In Pakistan, remember the Moslems pray 5 times a day, so don't be surprised when, in the midst of _____, your partners excuse themselves and conduct prayers.

a) negotiations	b) business meeting	c) appointment
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20. Stress the _____ of your company when dealing with Germans, Dutch, and Swiss.

a) responsibility	b) reliability	c) longevity
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21. Body language ...

a) sighs, yawns, knocking loudly or softly at the door, clicking a ballpoint pen, etc.	b) shaking hands, touching, etc	c) smiling, blinking, browning, looking someone straight in the eye, looking down, etc.
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22. We have got to _____ the meeting in London because our boss will be in Spain.

a) go	b) attend	c) visit
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23. Something came up so they _____ Monday's meeting till Friday.

a) postponed	b) cancelled	c) fixed
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24. If someone looks you straight in the eye, this means that they are _____

a) not honest	b) trying to frighten you;	d) being friendly
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25. You are talking to a visitor from Britain. Which of these questions do you ask him or her?

a) <i>How old are you?</i>	b) <i>Are you married?</i>	c) <i>What part of Britain do you come from?</i>
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26. Polite discussion between strangers or acquaintances is called ____ .

a) <i>working breakfast</i>	b) <i>corporate hospitality</i>	c) <i>small talk</i>
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27. We spent over \$ 65 000 last year on _____

a) <i>working breakfast</i>	b) <i>corporate hospitality</i>	c) <i>public holiday</i>
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28. fruits are taken

a) <i>with special fork</i>	b) <i>by hands</i>	c) <i>after meat</i>
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29. Вам потрібно задекларувати свої речі.

a) <i>declare</i>	b) <i>comitted</i>	c) <i>pay</i>
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30. головний фінансист

a) <i>main accountant</i>	b) <i>major bookkeeper</i>	c) <i>controller</i>
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31. штат

a) <i>personnel</i>	b) <i>workers</i>	c) <i>colleagues</i>
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32. підвищення кваліфікації

a) <i>upgrading</i>	b) <i>rise of experience</i>	c) <i>background</i>
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33. Ми повинні заплатити митні збори та пройти митний догляд.

a) <i>customs costs</i>	b) <i>customs charge</i>	c) <i>customs fee</i>
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34. Пані Т. вміє розподіляти обов'язки.

a) <i>delegate authority</i>	b) <i>distribute responsibilities</i>	c) <i>divide authority</i>
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35. У сфері мого безпосереднього підпорядкування три керівника відділів.

a) <i>field of control</i>	b) <i>sphere of authority</i>	c) <i>span of control</i>
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36. Я не знайомий з організаційною структурою нашого підприємства.

a) <i>organisational chart</i>	b) <i>organisation structure</i>	c) <i>complex structure</i>
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37. А ____ is a person of high rank in an organization, usually next in importance to the Chairman.

a) <i>director</i>	b) <i>managing director</i>	c) <i>colleague</i>
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38. doesn't mind changing his/her habits

a) <i>nervous</i>	b) <i>obstinate</i>	c) <i>ambitious</i>
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39. You will need to communicate with the examiner at the end of the course,

<u>_____</u> a) if you are going to pass	b) by talking face to face	c) in order to get through your course successfully
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40. doesn't get angry or irritated quickly

a) not nervous	b) patient	c) happy
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Модульна контрольна робота 5

1. Він хоче створити та zareestruvati нову компанію.

a) organise ... register	b) create ... list	c) set up ... register
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2. У цій акціонерній компанії timchasoviy штат.

a) permanent staff	b) temporary staff	c) part-time personnel
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3. Наша фірма має dochirni kompanii в Італії та Англії із штабквартирами.

a) subsidiaries ... offices	b) additional firms ... offices	c) daughter companies ... headquarters
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4. Це неприбуткова kompaniya, її акції не котируються на біржі.

a) listed company	b) unlisted company	c) joint-stock company
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5. Який oborot kapitalu Вашої компанії?

a) profits and losses	b) movement of capital	c) turnover of capital
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6. Цей finansoviy rik був складним для нашої фірми.

a) fiscal year	b) credit year	c) current year
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7. Він має власний galantereynii magazin.

a) grocery	b) small shop	c) fancy goods department
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8. Він очолює promislavii viddil нашого підприємства.

a) enterprise office	b) commercial department	c) factory department
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9. На жаль, в мене немає v'iznoi vizi.

a) entrance visa	b) exit visa	c) current visa
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10. People communicate with each other in many ways, _____

<i>a) to pass on information, give instructions and to discuss matters of interest</i>	<i>b) actually receives and understands the messages</i>	<i>c) by talking face to face or over the telephone, or by sending e-mails and letters</i>
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11. can change people's opinions

<i>a) persuasive</i>	<i>b) independent</i>	<i>c) attentive to detail</i>
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12. External communications are communications _____

<i>a) noise in a factory where a meeting or conversation is taking place</i>	<i>b) between people in the same organisation</i>	<i>c) with people outside the organisation</i>
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13. Я не відповідаю за виробничі борги.

<i>a) responsible</i>	<i>b) correspond to</i>	<i>c) fulfil</i>
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14. open and friendly

<i>a) sensitive</i>	<i>b) outgoing</i>	<i>c) adaptable</i>
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15. Ви вже заповнили митну декларацію?

<i>a) fill</i>	<i>b) occur</i>	<i>c) fill in</i>
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16. Яка мета Вашого візиту до нашої країни? - Це відрядження.

<i>a) business trip</i>	<i>b) small trip</i>	<i>c) business mission</i>
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17. regularly checks the quality of his/her work

<i>a) adaptable</i>	<i>b) independent</i>	<i>c) attentive to detail</i>
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18. Ви маєте чудові рекомендації.

<i>a) references</i>	<i>b) annotations</i>	<i>c) resumes</i>
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19. Я знаю, що Ваша фірма має вакансію менеджера за збуту.

<i>a) a position</i>	<i>b) a free position</i>	<i>c) an opening position</i>
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20. Члені правління несуть юридичну відповідальність.

<i>a) juridical responsibility</i>	<i>b) unlimited liability</i>	<i>c) limited liability</i>
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21. Мій безпосередній керівник – дуже пунктуальна людина.

<i>a) immediate superior</i>	<i>b) direct manager</i>	<i>c) ingenious superior</i>
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22. Хороший бухгалтер може вести справу краще ніж ви.

<i>a) financial superior</i>	<i>b) financist</i>	<i>c) bookkeeper</i>
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23. Я звільню мого безпосереднього підлеглого тому, що він ледар.

a) <i>subordinate</i>	b) <i>direct employee</i>	c) <i>immediate worker</i>
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24. Ця фірма пропонує більш високу платню.

a) <i>fee</i>	b) <i>wages</i>	c) <i>salaries</i>
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25. A Multicultural Person - ...

a) <i>is someone who can hardly adapt to living in a culture different from their own</i>	b) <i>is someone who can easily adapt to living in a culture different from their own</i>	c) <i>is a member of a community</i>
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26. People in the USA tend to guard their _____ and often feel that those who do not respect it are being offensive, invasive or too intimate.

a) <i>personal space</i>	b) <i>personal paper</i>	c) <i>personal place</i>
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27. The employer has _____ sets of qualifications to consider if he wants to choose from among the applicants.

a) <i>three</i>	b) <i>four</i>	c) <i>two</i>
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28. ... native speakers as a rule excuse _____, grammatical or lexical errors of a communicator-foreigner

a) <i>pronunciation</i>	b) <i>behaviour</i>	c) <i>multiculturalism</i>
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29. People in the USA shake hands more often than _____.

a) <i>Muslims</i>	b) <i>Ukrainians</i>	c) <i>Europeans</i>
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30. The communicative etiquette is accompanied by the _____ of communication, which are not the same for the representatives of different cultures.

a) <i>nonverbal means</i>	b) <i>contacting means</i>	c) <i>verbal means</i>
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31. The employer must consider a candidate's education, _____ and skills.

a) <i>personal features</i>	b) <i>experience</i>	c) <i>abilities</i>
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32. There are _____ key qualities you need in order to be a multiculturalist.

a) <i>five</i>	b) <i>three</i>	c) <i>four</i>
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33. If you would like to be a multiculturalist you ...

a) <i>should be cultural</i>	b) <i>must be attentive</i>	c) <i>must be adaptable</i>
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34. If you would like to be a multiculturalist you ...

a) <i>should be open-minded</i>	b) <i>must be attentive</i>	c) <i>must be successful</i>
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35. If you would like to be a multiculturalist you ...

<i>a) should be open-minded</i>	<i>b) must be attentive</i>	<i>c) must be successful</i>
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36. If you would like to be a multiculturalist you ...

<i>a) need to be interested in other cultures</i>	<i>b) need to be correct</i>	<i>c) must be successful</i>
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37. Americans rarely _____ to say goodbye, except on business occasions.

<i>a) shake hands</i>	<i>b) see in to eyes</i>	<i>c) contact</i>
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38. ... native speakers rather painfully respond to violation of the communicative and behaviour _____

<i>a) book of etiquette</i>	<i>b) rules of etiquette</i>	<i>c) etiquette</i>
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39. The employer must evaluate both personal characteristics or personality traits through _____.

<i>a) chats</i>	<i>b) meetings</i>	<i>c) interviews</i>
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40. A contract often covers areas such as the methods to be followed if a partner _____ (*відмовитися від участі*) or dies or new ones enter the business.

<i>a) withdraws</i>	<i>b) refuse</i>	<i>c) come back</i>
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Модульна контрольна робота 6

1. The Country Guest Houses are _____ hotels in Great Britain.

<i>a) cheapest</i>	<i>b) cheaper</i>	<i>c) more expensive</i>
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2. The text of an advertising letter must be original and base on _____ main rules:

<i>a) three</i>	<i>b) four</i>	<i>c) five</i>
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3. In the Scandinavian countries, in Britain, Holland, Belgium, and Germany, people stand _____ from each other - the "fingertips zone".

<i>a) further away</i>	<i>b) close to</i>	<i>c) very close to</i>
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4. One of steps to firm business contacts establishments is exchange by advertising materials with the purpose to give more full imagination about that services which can _____ (*траплятися, відбуватися*) the base of the future partnership.

<i>a) occur</i>	<i>b) take</i>	<i>c) make</i>
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5. In Pakistan, remember the Moslems pray 5 times a day, so don't be surprised when, in the midst of _____ (*переговори*), your partners excuse themselves and conduct prayers.

<i>a) business parties</i>	<i>b) negotiations</i>	<i>c) appointments</i>
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6. At formal meals, the _____ (*столові прибори*) is placed in the order in which it will be used.

<i>a) dish sets</i>	<i>b) cutlery</i>	<i>c) knives</i>
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7. The group of people working at the company are called _____.

<i>a) workforce</i>	<i>b) staff</i>	<i>c) subordinate</i>
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8. Bogdan is an important person in our company. He is a member of the Board of _____.

<i>a) subordinate</i>	<i>b) colleagues</i>	<i>c) directors</i>
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9. In _____ you should keep both hands on the dinner table where they can be seen.

<i>a) Bolivia</i>	<i>b) Africa</i>	<i>c) Mexico</i>
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10. The _____ sometimes need to be offered more food three times before they will accept.

<i>a) Spaniards</i>	<i>b) Japanese</i>	<i>c) Arabs</i>
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11. Tom works under Sheila Fayol. He is her _____.

<i>a) subordinate</i>	<i>b) superior</i>	<i>c) director</i>
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12. Управляючий _____ (*уклав угоду*) з акціонерною компанією з обмеженою відповідальністю.

<i>a) stroke a deal</i>	<i>b) made an appointment</i>	<i>c) stoke negotiations</i>
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13. *юридична назва*

<i>a) legal name</i>	<i>b) legal title</i>	<i>c) legal requisites</i>
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14. Once you have completed the application form obtained at the embassy, you bring or send it to the country embassy together with your passport, a passport-sized photograph and an _____ to visit the country.

<i>a) legal name</i>	<i>b) official invitation</i>	<i>c) currency</i>
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15. Before boarding the plane, you are requested to present a _____ passport together with a customs declaration ensuring that you are not violating any of your country's law.

<i>a) valid</i>	<i>b) real</i>	<i>c) legal</i>
-----------------	----------------	-----------------

16. It is important to know the existing regulations concerning the export of _____ and currency.

<i>a) money</i>	<i>b) shares</i>	<i>c) goods</i>
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17. The _____ procedure in the most hotels takes a few minutes.

a) <i>check-about</i>	b) <i>check-in</i>	c) <i>check-over</i>
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18. In the countries of East Europe such as Hungary, Poland, and Romania, people stand a _____, that is a little more distant than the “elbow zone”.

a) “ <i>fingertips zone</i> ”	b) “ <i>hand zone</i> ”	c) “ <i>wrist zone</i> ”
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19. Hospitality for a hotel is not an abstraction - it is a clean room, a comfortable bed, a hot shower, a good meal, a courteous doorman and - last but not least - a good _____!

a) <i>profit</i>	b) <i>advantage</i>	c) <i>peculiar profit</i>
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20. Service of the hotels is supposed to begin at the door. So another person who is important during the reception procedure is the doorman. He is stationed at the entrance to the hotel and _____ the guests in and out of taxis and cars, calls for cabs, etc.

a) <i>assists</i>	b) <i>desings</i>	c) <i>proposes</i>
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21. The transportation of currency or financial documents is permitted but it is also regulated and you must report about them regardless the form of monetary instruments (cash, checks or bonds). You also must declare the total value of all gifts and commercial items and if their value exceeds the determined sum, you will pay _____.

a) <i>finance</i>	b) <i>duty</i>	c) <i>cash</i>
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22. For example, peculiarity of the Americans’ communicative behaviour is that the main place among typical samples of English communicative etiquette is expression of _____, which automatically are learned and used by the Americans and English from their childhood.

a) <i>invitation</i>	b) <i>gratitude</i>	c) <i>thank you</i>
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23. Bringing things illegally from one country to another is called smuggling. The smuggling or unlawful importation of the goods which are restricted as well as failure to _____ such items is a violation of law and results in fines or other penalties.

a) <i>declare</i>	b) <i>register</i>	c) <i>report</i>
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24. The guest is given a registration form to _____: the name and address, the passport number.

a) <i>fill in</i>	b) <i>fill over</i>	c) <i>fill out</i>
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25. At formal meals, the cutlery is placed in the order in which it will be used, starting from the outside and working in. The dessert spoon and fork are usually laid at the ____ of your place setting, not at the side.

a) top	b) right	c) left
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26. It is considered impolite ____ between courses unless your hosts say otherwise.

a) to dance	b) to leave	c) to smoke
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27. Concierges can ____ for theatres or flights, arrange sightseeing tours, mail letters and, in general, provide all kinds of useful information.

a) take part	b) make reservations	c) do all impossible
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28. The handshake, with the right arm extended forward horizontally, allows personal space to be maintained; other forms of ____ (touching the elbow, kissing the hand) are considered too intimate.

a) communication	b) eyes to eyes	c) physical contact
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29. There are resort hotels used for entertainment or recreation. There are also a lot of motels. They provide _____ near the guests' rooms.

a) accommodation with parking space	b) settling	c) catering and rest
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30. Oxford University research psychologist, Dr Peter Collett, examined some of the differences in the "body language" among Europeans; he says that if we compare the way different European nations use gestures, they fall into _____ groups.

a) five major	b) three major	c) several major
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31. Generally, p c) two feet eople in the USA stand ____ apart from one another, whenever possible; this is true when people are conversing, waiting in line (especially in banks), or on public transportation.

a) three feet	b) four feet	c) two feet
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32. A hotel bill can be paid in several ways: cash, credit cards are universally accepted. The guests may also pay with _____.

a) traveller's documents	b) traveller's checks	c) travel's checks
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33. The distance that separates one person from another – _____ - also varies between people of different nationalities.

a) "personal place"	b) "special space"	c) "personal space"
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34. According to the purpose of the party and its solemnity receptions are: day-time parties – a glass of champagne, a glass of wine, breakfast; evening parties – dinner, fourchette, _____.

a) <i>cold collations</i>	b) <i>banquet</i>	c) <i>supper, cocktail, banquet-tea or coffee</i>
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35. People stand close enough to _____ in such countries as France, Spain, Greece, and Italy.

a) <i>touch each other easily</i>	b) <i>speak each other hardly</i>	c) <i>pull each other</i>
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36. Upon arrival in a foreign country, you will have your passport inspected by the immigration service and have your _____ checked by a custom officer.

a) <i>money</i>	b) <i>clothes</i>	c) <i>luggage</i>
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37. Я не звик до _____ (канцелярська робота).

a) <i>white-collar</i>	b) <i>red-tape</i>	c) <i>blue-collar</i>
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38. Rules of behaviour at formal parties: it is better to come up to a table once more to take the appetizer than to stay at a table for a long time; remember that the main purpose of such party is not _____.

a) <i>communication but treatment</i>	b) <i>treatment but communication</i>	c) <i>communication</i>
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39. Some want _____ ads say that certain qualifications are required, while other qualifications are preferred or hoped for.

a) <i>ads</i>	b) <i>announcement</i>	c) <i>billboard</i>
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40. A tip as a rule includes in to a bill in hotels and some restaurants (column – Service Charge); if a tip doesn't include into a bill, one should "give a tip" _____.

a) <i>5-9% from sum of account</i>	b) <i>25% from sum of account</i>	c) <i>10-15% from sum of account</i>
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ДОДАТКИ

Додаток 1.

Example 1. – awkwardness for a dirty room in a hotel:	
Guest:	<i>This is Mr. Graham in 324. I've just checked in.</i>
Clerk:	<i>Yes, Mr. Graham. What can I do for you?</i>
Guest:	<i>Well, my room obviously hasn't been cleaned since the last guest. The carpet is dirty, the bed is unmade, and the bathroom hasn't been touched.</i>
Clerk:	<i>I'm terribly sorry. Housekeeping should have seen to everything this morning. I'll content them straight away and I'll send someone up to see you.</i>

Додаток 2.

Example 2. – 1) interfering in to conversation; 2) sorrow, grief, sympathy.	
Clerk:	<i>Excuse me (1), can I help you? Something wrong?</i>
Woman:	<i>Yes, I've got a terrible toothache.</i>
Clerk:	<i>I'm sorry (2), to hear that. Have you taken a painkiller at all?</i>
Woman:	<i>No, I have not got any.</i>

Додаток 3.

Example 3. – у значенні: „перепрошую, повторіть ще раз”	
Travel Agent:	<i>Can I help you, sir?</i>
Customer:	<i>I'd like to book a flight to Rome, please.</i>
Travel Agent:	<i>And how do you want to pay? Check or credit card?</i>
Customer:	<i>Credit card, please.</i>
Travel Agent:	<i>Can you give me the number?</i>
Customer:	<i>29678205777.</i>
Travel Agent:	<i>Sorry?</i>
Customer:	<i>29678205777.</i>

Додаток 4.

Structure of dialogue	Communicative intentions	Examples of communicative formulae
<i>Start</i>	<i>Establishment of</i>	<i>- Good morning, sir!</i>

	<i>communicative contacts</i>	<ul style="list-style-type: none"> - Good afternoon, madam! Welcome to our hotel! - Good evening, Mr. Smith! It's so nice to see you!
	<i>Request to satisfy initial client's demand</i>	<ul style="list-style-type: none"> - May I have your name, please? - Do you have a confirmed reservation? - Would you fill out this form, please? - Can I help you? - How can I help you? - What can I do for you?
	<i>Creation of favourable conditions of communication</i>	<ul style="list-style-type: none"> - Please allow me to get to the door with you? - I would be happy to take care of that for you, Mr Smith! - I would be glad to order a taxi for you! - Could I check it for you? - Could you tell me when you are coming?
	<i>Inquire of additional detailed information about certain fact, subject and etc.</i>	<ul style="list-style-type: none"> - Mr. Smith, I see. Could you spell your name, please? - A single room for three nights, is that right? - You are leaving tonight, aren't you? - You didn't reserve the table, did you? - What particular excursion you mean?
	<i>Inquire of information about client's idea</i>	<ul style="list-style-type: none"> - Would you mind waiting one moment while I get the key? - Could you hold on, please while I check the reservation for you? - Does the room suit you?
	<i>Speaking about idea concerning received information: an agreement/a disagreement, sorrow (grief) etc.</i>	<ul style="list-style-type: none"> - I understand why that would be upsetting! - I understand how you feel! - I am sorry you have been inconvenienced! - I feel sorry, that it happens to you! - I do feel sorry that you have missed the train! - I do apologize! - Please, accept my sincere apology!
<i>Finish</i>	<i>Gratitude, speaking about idea concerning given to</i>	<ul style="list-style-type: none"> - Good buy! Thank you for staying with us! - Good buy! Please, come back again,

	<i>the client service.</i>	<p><i>you will always be welcome!</i></p> <ul style="list-style-type: none"> <i>- Have you enjoyed your staying with us?</i> <i>- Looking forward to welcome you on your next visit to the hotel!</i> <i>- We hope you'll be our regular guest!</i>
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Додаток 5.

Sample of Resume

<p>JOHN SMITH 123 Any Street Any City, Any State 12345 e-mail: jsmith@anywhere.com</p>	
Objective	<p><i>To obtain a position as a Distribution Manager that utilizes my 7 years of distribution and logistics management experience, my experience founding and managing a small business, and my bachelor's degree in business administration.</i></p>
Professional Summary	<p><i>Experience with successfully managing all aspects of a large distribution centre including implementing automated distribution systems; selecting, managing and training staff; developing and managing the departmental budget; establishing and monitoring productivity goals; and leading cross-functional teams on key projects. Have designed the layout, organization, processes, and procedures for a distribution facility. Proven leadership skills gained from managing a large distribution centre as well as founding and managing a multi-million dollar business.</i></p>
Experience	<p><i>General Manager, Distribution ABC Companies, Any City Any State, 1989-1999,</i></p> <ul style="list-style-type: none"> <i>Developed operating budget for Distribution Centre based on detailed forecasts and managed Distribution Centre to operate effectively within the operating budget.</i> <i>Reduced Distribution Centre expenses by more than \$1.5 million, a 30% reduction, over a 2-year period while maintaining productivity levels, service quality, and inventory accuracy.</i> <i>Designed an employee productivity improvement incentive program that resulted in a 28% increase in productivity.</i> <i>Developed a seasonal staffing program that eliminated the need for temporary labour resulting in a \$500,000 savings.</i> <i>Led cross-functional team integrating the distribution system with a new database merchandising system.</i> <i>Redesigned receiving and picking operations to incorporate an automated system completing the project on time and under budget.</i> <i>Responsible for residential construction projects for over 150 new single-family homes.</i>

	<i>Managed the complete project including bidding, design, scheduling, purchasing, subcontracting, and customer service. Scheduled subcontractor activities and oversaw multiple subcontractors to ensure construction projects were completed on time and within budget.</i>
Education	<i>Any University/Any City, Any State Bachelor of Arts, Business Administration</i>
Skills	<i>DMS, MS Office, Spreadsheet Software, ORACLE</i>
Professional Development	<i>World Class Logistics, CLM Annual Conference Supply Chain Management, CLM Annual Conference</i>
Professional Affiliations	<i>Member, Council of Logistics Management</i>

Додаток 6

*Dear Sir,
Post of Assistant
I should be glad if you would consider how far my qualifications (set out on the attached resume) meet your requirements.
It has been my ambition, ever since I was at school, to become a member of a publishing firm, and, if successful in obtaining this post, I would do my best to give loyal and enthusiastic service.
I could come for an interview at any time and I enclose a card, addressed to myself in the hope that you will use it to tell me when I may come.
Yours faithfully,*

Додаток 7.

*Dear Dr. Sheldon:
Please consider me for the position of mathematics instructor in your high school. I am not only well-grounded in mathematics and the liberal arts, but have the skills to motivate students to learn.
The best teachers I have had were all knowledgeable of their subject matter and capable of imparting their knowledge to students. They also loved teaching profession. I am of the same mold. I challenge students to go beyond self-imposed barriers to learning, and provide them with the encouragement and knowledge to do so.
My teaching practicum showed me that mathematics is a dreaded subject for many students. With my joy for teaching and ability to illuminate math concepts, I will impart my enthusiasm and knowledge to your students. Mathematics class will not be dreaded; it will be eagerly anticipated.
Thank you for your consideration.
Sincerely,*

Dear Sir,

It seemed as I read your advertisement in this morning's "Herald", that it must have been written for me and me alone! For my training, experience and qualifications fit your requirements exactly.

You want a stenographer who has some experience in the publishing business: all my experience – 9 years of it - has been with publishing firms.

You want a speedy, competent stenographer: I take 160 to 175 symbols a minute, and I type 90 words neatly, without mistakes.

You want an intelligent, well-educated young woman, interested in books: I am 30 years old, a graduate of Smith College, and so deeply interested in books that I have never accepted a job that wasn't in some way connected with them. I am considered by those who know me to be alert, intelligent and well-informed.

I am sure the firms for which I have worked will tell you the personal side of me. I refer you to:

- Mr. Ellis Bark, Brandt & Co., New York, publishers of medical books;*
- Mr. James Board, City Publishing Company, New York.*

I'll be very pleased if you call me.

My telephone number is 343-7575.

Sincerely,

Sample of Letter of Recommendation

Dear Mrs. Woodson:

Peter Barns was a student in three of my travel courses since the 1996 semester. He was always an outstanding student.

Mr. Barns demonstrated his thorough grasp of the subject matter in his class performance as well as in written work. His assignments were always executed with punctuality. Moreover, he was an enthusiastic participant in class discussions and helped make the courses rewarding experiences for everyone.

Therefore, I can recommend Mr. Barns, without hesitation, for the position of assistant in your travel agency.

Yours truly,

Dear Sir,

I have known Mr. Brown for 5 years as a student at our University.

Mr. Brown is an excellent student in French. He has scientifically oriented mind, a desire to work and master foreign language, and experience in working as a translator/interpreter.

He is gifted and differs from the other students in his preparation for French lessons. His essays, projects on the topics "French Literature in the XIX Century",

- "Modern French Phonetics", "French Traditions and Customs" made a great impression on me. He is hard-working and organized.

While studying he took part and won the first prize at the competition among the fourth year students in French.

I can also state that comparing him with the other students in our University I came to the conclusion that he has a high intellectual ability. He can solve different problems and tasks himself. Mr. Brown has a quick reaction to changing situations and he is able to find the right solution.

Mr. Brown is perfect in spoken French, French Grammar, Phonetics, and French Literature.

As far as I know he has been working as an interpreter at Trade Company EPQ for three years.

Mr. Brown has a great potential to study and to work. He is an initiative student. He helped in organizing a conference at our University on the problems of Post Graduate Courses.

He is highly motivated to pursue his Graduate study, and he is serious in achieving his goals. His marks in French were only excellent. He obtained good skills in conducting scientific research.

Mr. Brown has a strong character. He deals with people easily.

It seems to me that Mr. Brown has a big potential and future in the chosen field as a graduate student.

Yours truly,

Додаток 11.

Sample of Customs Declaration

U.S. Customs and Border Protection							
CUSTOMS DECLARATION 19 CFR 122.27, 148.12, 1498; 31 CFR 5316				Form Approved JMB No. 1651-0009			
Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required). the term "family" is defined as "members of a family residing in the same household who are related by blood, marriage, domestic relationship, or adoption".							
1	Family Name First (Given)				Middle		
2	Birth date	Month	Day	Year			
3	Number of Family members travelling with you						
4	a) U.S. Street Address (hotel name / destination) b) City c) State						
5	Passport issued by (country)						

6	Passport number		
7	Country of Residence		
8	Countries visited on this trip prior to U.S. arrival		
9	Airline / Flight No. or Vessel Name		
10	The primary purpose of this trip is business :	Yes	No
11	I am (We are) bringing (a) fruits, vegetables, plants, seeds, food, insects: (b) meats, animals, animal / wildlife products: (c) disease agents, cell cultures, snails: (d) soil or have been on a farm / ranch / pasture:	Yes Yes Yes Yes	No No No No
12	I have (We have) been in close proximity of livestock: (such as touching or handling)	Yes	No
13	I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: (see definition of monetary instruments on reverse)	Yes	No
14	I have (We have) commercial merchandise : (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects)	Yes	No
15	RESIDENTS – the total value of all goods, including commercial merchandise I / we have purchased or acquired abroad, (including for someone else, but not items mailed to the U.S.) and am / are bringing to the U.S. is: VISITORS – the total value of all articles that will remain in the U.S., including commercial merchandise is:		\$ \$
Read the instructions on the back of this form. Space is provided to list all the items you must declare.			
I have read the important information on the reverse side of this form and have made a truthful declaration.			
_____		_____	
signature		Date (month / day / year)	
CBP Form 6059 B (04/14)			
U.S. Customs and Border Protection Welcomes You to the United States			
U.S. Customs and Border Protection is responsible for protecting the United States against the illegal importation of prohibited items. CBP officers have the authority to question you and to examine you and your personal property. If you are one of the travelers selected for an examination, you will be treated in a courteous, professional, and dignified manner. CBP Supervisors and Passenger Service Representatives are available to answer your questions. Comment cards are available to compliment or provide feedback.			
Important Information			
U.S. Residents –	Declare all articles that you have acquired abroad and are bringing into the United States.		
Visitors (Non-Residents) –	Declare the value of all articles that will remain in the United States.		
Declare all articles	on this declaration form and show the value in U.S. dollars. For gifts, please indicate the retail value.		
Duty -	CBP officers will determine duty. U.S. residents are normally		

	entitled to a duty-free exemption of \$800 on items accompanying them. Visitors (non-residents) are normally entitled to an exemption of \$100. Duty will be assessed at the current rate on the first \$1,000 above the exemption.	
Agricultural and Wildlife Products -	To prevent the entry of dangerous agricultural pests and prohibited wildlife, the following are restricted: Fruits, vegetables, plants, plant products, soil, meat, meat products, birds, snails and other live animals or animal products. Failure to declare such items to a Customs and Border Protection Officer / Customs and Border Protection Agriculture Specialist / Fish and Wildlife Inspector can result in penalties and the items may be subject to seizure.	
Controlled substances, obscene articles, and toxic substances are generally prohibited entry.		
The transportation of currency or monetary instruments, regardless of the amount, is legal. However, if you bring in to or take out of the United States more than \$10,000 (U.S. or foreign equivalent, or in combination of both), you are required by law to file a report on FinCEN 105 (formerly Customs Form 4790) with U.S. Customs and Border Protection. Monetary instruments include coin, currency, travelers checks and bearer instruments such as personal or cashiers checks and bonds. If you have someone else carry the currency or monetary instruments for you, you must also file a report on FinCEN 105. Failure to file the required report or failure to report the total amount that you are carrying may lead to the seizure of all the currency or monetary instruments, and may subject you to civil penalties and / or criminal prosecution. SIGN ON THE OPPOSITE SIDE OF THIS FORM AFTER YOU HAVE READ THE IMPORTANT INFORMATION ABOVE AND MADE A TRUTHFUL DECLARATION.		
Description of Articles (list may continue on another CBP Form 6059B)	Value	CBP Use Only

Додаток 12.

Sample of Hotel Reservation Form

RESERVATION FORM	
<i>March 29, 2004 – April 2, 2004</i>	
<i>International Practical and Scientific Conference</i>	
<i>Arrival Date</i>	<i>Time</i>
<i>Departure Date</i>	
<i>Name(s)</i>	
<i>Firm or Organization</i>	
<i>Street</i>	
<i>City</i>	
<i>State</i>	
<i>Please check accommodations desired:</i> <i>Single \$ _____</i>	

<i>Twin \$</i> _____ <i>Suite \$</i> _____
<i>(rates do not include 8% hotel tax)</i>

Додаток 13.

<i>9, Henry Barbuss str. Kyiv, Ukraine 03015 Slavonic University 21st September 2005</i>	<i>Whiteleaf Ltd. 9225 Apple Drive Midwest City, OK 73130 the USA</i>
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Додаток 14.

<p><i>Київський інститут „Словянський університет” Kyiv institute “Slavonic university”</i></p> <p><i>Україна, 03150 Київ, вул. Анрі 9, Н. Barbuss str, Kyiv, 03150, Ukraine Барбюса, 9 Tel.: (044) 268-63-83 Fax: (044) 269- E-mail: ksu@ukrpak.net 29-50</i></p> <p><i>23rd April 1999 Bengt Dalvist Box 823 S-201 18 Halmstad Sweden</i></p>

Додаток 15.

<p><i>Ms. Dorothy Adams Department of Mathematics Baptist University Oklahoma city, OK 53202</i></p> <p><i>Dear Ms Adams</i></p>
--

Додаток 16.

*We have received your letter of ...
We thank you for your letter of ...
We are pleased to inform you that ...
It was a great pleasure to receive your letter of ...
We learned from your letter that ...*

Додаток 17.

*Your early reply will be appreciated.
We are looking forward to hearing from you.
Please, inform us in the shortest possible time.
We expect to hear from you in the near future.*

Додаток 18.

<i>Name & Address</i>	<i>Salutation</i>	<i>Complimentary close</i>
<i>Southern Airways Ltd. 250 Oxford Street London WI 7TM</i>	<i>Dear Sir</i>	<i>Yours faithfully (Yours truly)</i>
<i>The Marketing Manager Software Ltd. Richmond Surrey SFY 3DF</i>	<i>Dear Sirs</i>	<i>Yours faithfully (Yours truly)</i>
<i>Ms J.Faulkner British Films Ltd. 3 Wardour Street London WI 5JN</i>	<i>Dear Ms Faulkner</i>	<i>Yours sincerely</i>

Додаток 19

About envelopes

Information about peculiarities of correspondence always indicates in the right top corner:

<i>Air mail/AIR MAIL</i>
<i>By hand</i>
<i>Express</i>
<i>Please forward</i>
<i>Registered</i>
<i>To be called for</i>

<i>Urgent</i>
<i>Private</i>
<i>Private and Confidential</i>
<i>Confidential</i>
<i>Strictly Confidential</i>

Додаток 20.

Sample of Business Letter

Адрес а відправника	ELSEVIER SCIENCE <i>Log-In Department</i> <i>Sara Burgerhartstraat 25</i> <i>1055 KV Amsterdam</i> <i>The Netherlands</i> <i>Tel. (+31) 30-885-3900</i> <i>Fax: (+ 31) 62-293-5754</i> <i>e-mail: elsevier.science@edu.gg</i>	
Адрес отримувача	<i>Dr. A.A.Fedin</i> <i>Kharkiv Ins.of Phsysics & Tech.</i> <i>National Science Centre</i> <i>Akademichna Str. 1</i> <i>61108 Kharkiv</i> <i>Ukraine</i>	<i>Phone: (572) 53-62-03</i> <i>Fax: (572) 53-38-58</i> <i>e-mail: fedin@kipt.kharkiv.ua</i>
Дата	<i>Amsterdam, 30 November, 2005</i>	
Тема	<i>Subject: Phrase stability in alloys under irradiation</i> <i>To be published in: Journal of Nuclear Materials</i>	
Посилання	<i>Our ref.: NUMA 40488</i>	
Звертання	<i>Dear Dr. Fedin,</i>	
Текст листа	<p><i>We have just received your above-mentioned article for publication. On behalf of Elsevier Science I would like to take this opportunity to thank you for choosing our journal as your publishing medium.</i></p> <p><i>From the details supplied by the journal editor, we have logged your address and, if available, your e-mail, phone and fax number. Please check that the details are correct and complete so we can contact you quickly if necessary.</i></p> <p><i>Enclosed you will find a copyright transfer and offprint</i></p>	

	<p><i>order form.</i></p> <p><i>If any questions or problems arise, please do not hesitate to contact us by telephone, fax or e-mail.</i></p>
Формула ввічливості	<i>Yours sincerely,</i>
Блок підпису	<p><i>Elsevier science</i></p> <hr/> <p><i>A.D.Briffin</i> <i>Administrator</i></p>
P.S.	<i>P.S. Information on the status of your paper can be obtained at www.elsevier.nl/oasis. You need to fill your surname and our reference number as given above, right-hand-side</i>

Додаток 21.

<i>SCHOOL OF ENGINEERING & APPLIED SCIENCE</i>	
<i>DEPARTMENT OF MATERIAL SCIENCE AND ENGINEERING</i>	
Адреса відправника	<p><i>University of Virginia</i> <i>Thornton Hall</i> <i>Charlottesville, VA 22903-2442</i> <i>Tel. 804-982-5641</i> <i>Fax: 804-982-5660</i></p>
Адреса отримувача	<p><i>Dr. A.S.Krasnov</i> <i>Kharkiv Ins.of Phsycics & Tech.</i> <i>National Science Centre</i> <i>Akademichna Str. 1</i> <i>61108 Kharkiv</i> <i>Ukraine</i></p> <p><i>Phone: (572) 44-12-84</i> <i>Fax: (572) 56-11-56</i> <i>e-mail:</i> <i>krasnov@kipt.kharkiv.ua</i></p>
Дата	<i>September 20, 2005</i>
Звертання	<i>Dear Dr. Krasnov,</i>
Текст листа	<p><i>I made several attempts to contact you, via telephone and e-mail, about your copyright form for each of the attached manuscripts. The deadline is approaching and we do not have sufficient time to collect your forms. I have gone ahead and signed your form so that your manuscripts may be included in the PTM94 Proceedings. Otherwise, we we would have had to withdraw papers.</i></p>

	<p><i>Please sign and return the attached copyright forms as soon as possible so that we have may a copy on file with your original signature.</i></p> <p><i>Thank you for your prompt attention.</i></p>
Формула ввічливості	<i>Sincerely yours,</i>
Блок підпису	<p>_____</p> <p><i>Nelly Wanty (Mrs)</i> <i>p.p. William C. Johnson</i> <i>Professor</i></p>

Додаток 22.

Адреса відправника	<p>“MORE” PUBLISHING HOUSE <i>Pushkin Str. 133</i> <i>61057 Kharkiv</i> <i>Ukraine</i> <i>Tel. 8 (0572) 499-606, 8 (0572) 499-513</i> <i>Fax: 8 (0572) 499-513</i> <i>e-mail: more@online.kharkiv.ua</i></p>																
Адреса отримувача	<p><i>Modern Language Division</i> <i>Directorate General 4</i> <i>Council of Europe</i> <i>S 67075 Strasbourg</i> <i>France</i> <i>Tel/fax: (33 388) 412-706-81</i> <i>e-mail: decs-lang@soe.int</i></p>																
Дата	<i>16 November, 2005</i>																
Звертання	<i>Dear Colleagues,</i>																
Текст листа	<p><i>In reply to the request of your Ukrainian coordinator Kovalenko O.Ya. we inform you that we have quoted the prices for publishing of the following items:</i></p> <table border="1" data-bbox="367 1742 1356 2011"> <thead> <tr> <th><i>Name</i></th> <th><i>Quantity</i></th> <th><i>Price (UA Hrn)</i></th> <th><i>Price (US \$)</i></th> </tr> </thead> <tbody> <tr> <td><i>1. Information Pack</i></td> <td><i>5 000</i></td> <td><i>1 350</i></td> <td><i>250</i></td> </tr> <tr> <td><i>2. Leaflet</i></td> <td><i>5 000</i></td> <td><i>1 750</i></td> <td><i>320</i></td> </tr> <tr> <td><i>3. Folder</i></td> <td><i>5 000</i></td> <td><i>13 250</i></td> <td><i>2 400</i></td> </tr> </tbody> </table>	<i>Name</i>	<i>Quantity</i>	<i>Price (UA Hrn)</i>	<i>Price (US \$)</i>	<i>1. Information Pack</i>	<i>5 000</i>	<i>1 350</i>	<i>250</i>	<i>2. Leaflet</i>	<i>5 000</i>	<i>1 750</i>	<i>320</i>	<i>3. Folder</i>	<i>5 000</i>	<i>13 250</i>	<i>2 400</i>
<i>Name</i>	<i>Quantity</i>	<i>Price (UA Hrn)</i>	<i>Price (US \$)</i>														
<i>1. Information Pack</i>	<i>5 000</i>	<i>1 350</i>	<i>250</i>														
<i>2. Leaflet</i>	<i>5 000</i>	<i>1 750</i>	<i>320</i>														
<i>3. Folder</i>	<i>5 000</i>	<i>13 250</i>	<i>2 400</i>														

	<p><i>We guarantee you that we will send the printed production to your Ukrainian coordinator within a month after the money transfer to our bank account.</i></p> <p><i>We are sure that you know the current situation on the publishing market, so you should agree that our prices are reasonable.</i></p> <p><i>We look forward to further cooperation.</i></p> <p><i>If any questions or problems arise, please do not hesitate to contact us by telephone, fax or e-mail.</i></p>
Формула ввічливості	<i>Sincerely yours,</i>
Блок підпису	<hr/> <p><i>“More” Publishing House</i> <i>Alexander V. Artyiomov</i> <i>Director</i></p>

Додаток 23.

<p>UNIVERSITY OF BERLIN <i>Faculty of Mathematics and Physical Sciences</i> <i>Department of Physics</i> <i>Solid State Physics Laboratory</i> <i>Prof. dr. H.W. den Hoffmann</i> <i>Nijenborg 4</i> <i>9747 AG Berlin</i> <i>Phone: +35-50-36-34-789</i> <i>Telefax: + 35-50-36-34-825</i> <i>e-mail: h.w.denhoffmann@phyc.rug.de</i> <i>Dr. N.A. Stupkov</i> <i>Institute of Nuclear Physics</i> <i>Kyiv 01702</i> <i>Ukraine</i> <i>Date: 10 January, 2005</i> <u><i>Subject: invitation</i></u></p>	<p><i>Our reference:</i> <i>HdH/1001200/1</i></p>
<p><i>Dear Dr. Stupkov,</i></p> <p><i>I would like to invite you to come to our Institute as a guest-researcher for a period of two months, starting at March 1st 2005. We will cover your travel expenses and expenses for duration of your stay in Germany, including your medical insurance. As we have discussed I am inviting you to come to Berlin on order to collaborate with us on a research project “Investigation of radiation Damage in Rock Materials” subsidized/financed by the NATO Science Program.</i></p>	

I look forward to your visit.

Yours sincerely,

Prof. Dr. H. W. den Hoffmann

Додаток 24.

Sample of Inquiry

*Pet Product Ltd.
180 London Road
Exeter EX4 4 JY
England*

25th February, 2004

Dear sirs,

We read your advertising in the "Pet Magazine" of 25th December. We are interested in buying your equipment for producing pet food. Would you kindly send us more about this equipment:

- *price (please quote CIF Odessa price);*
- *dates of delivery;*
- *terms of payment;*
- *guarantees;*
- *if the price include the cost of equipment installation and our staff training.*

Our company specializes in distributing pet products in Ukraine. We have more than 50 dealers and representatives in different regions and would like to start producing pet food in Ukraine. If your equipment meets our requirements, and we receive a favourable offer, we will be able to place a large order for your equipment.

Your early reply would be appreciated.

Yours faithfully,

(signature)

V.Smurov

Export-Import Manager

Додаток 25.

Samples of Inquiries. All letters are given in the short form:

Dear Sirs,

Portable Notebooks

Following my conversation with the representative in your London showroom, I should be glad if you would send me your new catalogue of portable notebooks. If you can guarantee prompt delivery and can quote really competitive

prices we may be able to place an order. First class references will be supplied with the order.

Yours faithfully,

Додаток 26.

Dear Sirs,

We have an inquiry for wristwatches in stainless steel case with luminous dial and unbreakable glass. Please, send us an offer quoting your best terms and discount for cash payment. We should be grateful for an early reply.

Yours faithfully,

Додаток 27.

Dear Sirs,

I have heard from your representative, Mr. Wolf that you are producing for export jackets in pure leather. There is a constant demand in Austria for high-class goods of this type. Sales are not high, but a good price can be obtained for fashionable design.

Will you please send us your catalogue and a pricelist with terms of payment? If it is possible, please send us also several samples of leather used in your jackets.

We look forward to your reply.

Yours faithfully,

Додаток 28.

Dear Sirs,

We want to show your book "The Great General" in a special window display and should be glad if you would send us 6 showcards, 2 or 3 framed photographs and a large dummy as a centrepiece. If you have any other suitable material that you can supply we shall be most grateful.

We hope that the display will considerably assist the sale of the book. Up to to-day we have sold over 300 copies.

Yours faithfully,

Sample of Offer

Mr Fred North
Purchasing Manager
Broadway Autos

11th November, 2004

Dear Mr North,

Thank you for your inquiry. We are of course very familiar with your range of vehicles and are pleased to inform you that we have a new line in batteries that fit you specification exactly.

The most suitable of our products for your requirements is the Artemis 66A Plus. This product combines economy, high power output and quick charging time and is available now from stock.

I enclose a detailed quotation with prices, specifications and delivery terms. As you will see from this, our prices are very competitive. I have arranged for our agent Mr Martin to give you five of these batteries to you next week, so that you can carry out the laboratory tests. Our own laboratory reports, enclosed with this letter, show that our new Artemis 66A Plus performs as well as any of our competitor's product and, in some respects, outperforms them.

If you would like the further information, please telephone or telex me: my extension number is 776. Or you may prefer to contact Mr John Martin: his telephone number is 01 77 99 02.

I look forward to hearing from you.

Yours faithfully,
(signature)
Fred Stock

Dear Sir,

In reply to your request for our Catalogue # 135 we enclose a copy herewith, and we hope you may find it useful. You will find an order form inside to assist you in choosing the items you may require.

Yours faithfully,

Read the British sample of the letter-offer

Dear Mr. Shoe,

Your inquiry about our "Midget" Portable notebook has been referred to me and I remember very well the talk I had with you when you visited our London

showroom. It may interest you to know that we have had several hundred inquiries as a result of our exhibit.

It gives me great pleasure to send you our catalogue, which contains all technical details about the model you inspected. You will find that the prices vary slightly according to the finish you prefer; the most popular color seems to be the elephant-gray. We are convinced that at these prices our notebooks are the best value in the market.

Owing to the very large orders we have taken at the exhibition we regret that we cannot promise delivery under four weeks and even then only if your order is received in the very near future. I hope we may hear from you within the next few days.

Yours sincerely,

Додаток 32.

Dear Sirs,

We thank you for your inquiry of October 12th for your interest in our products.

A copy of our illustrated export catalogue will be sent to you today, together with a range of samples of the various skins used in the manufacturing of our jackets. We think that the beauty and elegance of our designs coupled with the superb quality should appeal to the discriminating buyer.

Our representative, Mr. Wolf, will be in your city next week and he will be pleased to call on you and to tell you about our firm and products. He is also authorised to discuss the terms of an order with you or to negotiate a contract.

It will be a pleasure to serve you.

Yours faithfully,

Додаток 33.

Dear Sirs,

Thank you for your letter.

We shall be only too pleased to supply you with display material of our book "The Great General". We have instructed our advertising department to despatch immediately 12 show-cards, 6 posters, 3 photographs and 1 life-size portrait of General MacAndrew; we have asked them to add 12 wrappers which, we think, you will find very effective. We are very sorry that we cannot send you a large dummy but we have not made one of this title.

We should appreciate it very much if you could send us a photograph of your window and hope that your display will be very successful.

Yours faithfully,

Sample of the letter-offer written by Americans as an Answering on Inquiry

WILLIAM WOODWARD & COMPANY

Washington D.C.

Dear Mrs. Walsh,

It really was good of you to write such a charming letter to us asking for our catalog.

In a few days your mail man will bring you one of the most artistic photographs of the Capitol you've ever seen. Although it is the cover of our Christmas Catalog, it is so striking that we couldn't bring ourselves to mar it with any title or captions. Lots of people will want to frame that picture.

And striking is the word for the gallery of splendid Christmas gift items inside the catalog ... gift items and smart new shoes, hose, socks and handbags you'll want for yourself.

Enjoy the catalog. It is designed for your pleasure. Enjoy the ease of making your selection in any of Woodward's eight stores. Enjoy the extra convenience of saying, "Charge it please".

Cordially yours,

William Woodward,
President

Sample of Covering Letter

Men's Clothes Dealers Ltd.
142 South Road
Sheffield S20 4HL
England

21st March, 2004

Dear Sirs,

Our Order for Silk Shirts

In response to your letter of 17th March, we thank you for sending us your catalogues of men's silk shirts. We are sure there will be a great demand for them in Ukraine.

We are enclosing our order No.144, and would ask you to return its duplicate to us, duly signed, as an acknowledgement.

Yours faithfully,
(signature)

Vladymyr Smurov
Export-Import Manager

Sample of Order**ORDER**

No.144

*(please refer to this number
on all correspondence)**Men's Clothes Dealers Ltd.
142 South Road
Sheffield S20 4HL
England*21st March, 2004*Please**Supply 400 men's silk shirts in the colours and sizes (collar) specified below:*

Size	Colour	Quantity
14	white	70
14	blue	30
15	white	70
15	blue	30
16	white	70
16	blue	30
17	white	70
17	blue	30

*Price: \$ 10.53 each (total - \$ 4212)**Delivery: air freight, CIF Kyiv**Payment: by letter of credit**Packing: standard**p.p. Chief Buyer
(signature)
Vysteria Ltd.**Please send us the copy of this order, duly signed, as an acknowledgement.**Order # 436**Please supply:**50 copies "The Great General" at a price of £15 less 5%.**Delivery: prompt, carrier.***WILLIAM HUGH LTD.***A.S. Wills*

Додаток 38.

Order # 162

Please send us by rail:

6 "Midget" Notebooks - \$180 — in Elephant-gray as offered.

References:

Central Bank Ltd. Burfield

J. Campbell & Son, Liverpool

Usual Terms

Додаток 39.

SHAUM & ROBIN LTD.

16th Oct., 1997

Order # 6235

Please supply the under mentioned goods:

12 coats "Fora"..... \$16 cl4

24 coats "Riva"..... \$18 cl2

12 coats "Azra"..... \$19 c60

36 coats "Nika"..... \$17 c30

Delivery: Feb/Mar 1998

Invoice: in triplicate

The above order # must be quoted on the invoices and correspondence

Додаток 40.

Sample of Covering Letter

Gentlemen:

We thank you for letter of November 4th.

We have studied your catalogue and have chosen 3 models for which we enclose our order. We would stress that this is a trial order and if we are satisfied with your shipment you can expect regular repeat orders.

To avoid difficulties with the customs authorities here, please make sure that our shipping instructions are carefully observed.

For our credit status we refer you to the Transatlantic Bank, Old Bond St., London and Trusso & Co, Geneva.

Yours truly,

Encl.

Philadelphia

12 Nov., 1997

Order # EC/1644

*To be quoted on all documents.
Please ship by next boat via Southampton and Lisbon:
75 Model TD/24 - £40.80 - less 5%
50 Model NC/6 - £60.20 - less 5%
108 Model LR/14 - £30.30 – less 5%
f.o.b British Port
Invoice in quadruplicate*

Додаток 41.

Sample of Acknowledgement of Order (Додаток 24)

*Vysteria Ltd.
P.O.Box 82
Kyiv 33000
Ukraine*

28th March, 2004

Ref. Order #144 of 21st March, 2004

Dear Sirs,

Thank you for your letter of 21st March, 2004. We are pleased to acknowledge your order for 400 men's silk shirts and enclose the copy of it, duly signed, as requested.

Delivery will be made immediately on opening a letter of credit with our bank for the amount of \$ 4212.

We hope our shirts will be in great demand in Ukraine and you will be able to place large orders with us in the future.

*Yours faithfully,
(signature)
Alfred Smith
Sales Manager*

Додаток 42.

Sample of Acknowledgement to a new client

Dear Sirs,

We want to tell you how pleased we were with your order because it represents our first dealing with you. We have always felt that our high quality merchandise should have a ready sale in a fashionable shop like yours.

It is our hope that this first transaction will be the beginning of long and happy relations; you can be sure that we will do our best to satisfy you.

Yours faithfully,

Sample of Acknowledgement to a permanent client

Dear Mr. Perterson,

We were pleased to get such a good order from you after a lapse of time, which had been much too long for our liking.

The goods will be dispatched next week and we hope that to-day's order will be followed by many more.

We have always appreciated our friendly relations with your firm and shall do our best to maintain them.

Yours truly,

American samples of Acknowledgement

How do you do, Mr. Ronson,

“Thank you for your “First Time” order. Now that we’ve got started we are sure you will find that our aim is to PLEASE YOU ... ALWAYS! You will always get the kind of service and treatment that folks like. We sure would like to have you become a REGULAR CUSTOMER ... and call upon us often.

We are always on the job to please you! We don’t merely “deliver the goods” and forget you ... but want to take care of your every office need ... for continued satisfaction always YOUR BUSINESS IS INVITED.

Dear Mr. Storms:

When a friend helps us on with a coat, we smile and say “Thank you”. If we drop something and someone picks it up for us, we practically burst with gratitude.

Strange? Not at all. But it is strange that when we get into business, we take so many things for granted that we forget to say “Thank you”. Take old customers like you, for instance.

You did something pretty important for us - important because we think so much of your business that it gives us a great deal of pleasure to see it grow.

I just wanted to write to you personally, telling you how much we appreciate your order, and saying “Thank you” for your confidence in us.

Very truly yours,

Sample of Acknowledgement as alternative of ordered product

Dear Sirs,

Thank you for your order of 20th February. Unfortunately 7390/6 is out of stock at present and will not be available again before the end of April. We can, however, offer the slightly better, very similar model 7395/4 at a price of \$19 instead, which is in stock and is perhaps even more suitable. Please let us know whether we may send it with model 1260/3, which we have reserved, for you.

Look forward to your reply.

Yours faithfully,

Додаток 47.

Dear Sirs,

We acknowledge with thanks your order №6235.

We regret, however, that we cannot book the order at the prices we quoted 6 weeks ago. As you know, wages and materials have risen substantially in the meantime and we were reluctantly compelled to adjust our prices in order to cover at least part of this increase.

The lowest prices we can quote today are as follows:

“Fora” - \$17 c 12

“Riva” - \$18 c 19

“Azra” - \$21 c 14

“Nika” - \$18 c 13

We do not want to influence you, but we think it only fair to mention that we shall have to increase these prices substantially again when our old stock of material is used up.

Please inform us whether we may book your order at these prices; we should then be able to give you delivery in Feb./March as required.

Yours faithfully,

Додаток 48.

Dear Sirs,

Your letter of 16th September arrived today and we thank you for your order for 5000 sets “Chip”.

Before we send you our official confirmation we must tell you that we cannot agree to your request for a special discount of 3%; as we said in our letter of 13th September we possibly go beyond 2%. Our calculation is so fine and our profit is so small that it is impossible for us to make any further concession.

If you take into account that we allow you a cash discount of 2, 5% for payment within 30 days you will, we hope agree to the 2% we have offered. May we ask you to confirm this, because we can only guarantee prompt delivery if we can start on the order at once?

We want to assure you again that we shall give your order our most careful attention.

Yours faithfully,

Додаток 49.

Sample of Refusal Letter

Dear Mr. Walker,

We appreciate your interest in establishing an open account at our company. We know that your firm has earned an excellent reputation in the business community.

As you know, interest rates have been rising sharply this past year, while sales have declined. With current negative economic climate we think that an open account would not be appropriate at this time.

We will be happy to have you renew your request around the first of next year, when the economic climate is expected to improve. In the meantime, we will be happy to continue our present cash relationship, with a 2% discount for payment made in ten days.

Sincerely,

Додаток 50.

Sample of Promissory Note

On March, 1 2000 I, Tim Cox, borrowed 100 USD from you, Olga Golovneva, which I promise to pay back on or before 20 March 2000.

Signatures

Tim Cox

(borrower)

Olga Golovneva

(lender)

Chris Allen

(witness)

Додаток 51.

Sample of Letter of Complaint on the Letter-Order

Men's Clothes Dealers Ltd.

138 South Road

Sheffield S20 4HL

England

18th April, 2004

Ref.: Our Order #144 of 21st March, 2004

Dear Sirs,

Thank you for your delivery of men's silk shirts we discovered some manufacturing defects:

- there are oil stains on 12 shirts;*
- the colour of buttons of 5 shirts does not match the colour of these shirts;*

- one shirt is in a different style.

We are returning defecting shirts by separate mail, carriage forward, and would ask you to replace them by shirts in the colours and sizes specified below:

<i>Size</i>	<i>Colour</i>	<i>Quantity</i>
15	white	9
17	white	1
14	blue	6
16	blue	3

We would appreciate a prompt reply

Yours faithfully,

(signature)

Vladymyr Smurov

Export-Import Manager

Додаток 52.

Sample of Answer on the Letter of Complaint

Vysteria Ltd.

P.O.Box 82

Kyiv 33000

Ukraine

21st April, 2004

Ref.: Our Order #144 of 21st March, 2004

Dear Sirs,

Your letter of 18th April, 2004, was duly noted. The shirts you returned us are indeed defective. We have to admit that these defects were overlooked by our controller and offer apologies for the oversight.

We are sending you new shirts as a replacement this week by air; carriage paid, and would ask you to confirm their receipt by fax.

If any other problems arise, please do not hesitate to contact us in the shortest possible time.

Yours faithfully,

(signature)

Jack Brown

Claims Department

Додаток 53.

Dear Sirs,

Your invoice and two parcels, supposed to contain 50 copies of "The Great General" arrived today. On opening the parcels we found that one contained 25 copies of "Little Women" and the other 40 copies of "Cooking without Fat".

We have, as you know, given "The Great General" a special display in our front window and need the copies urgently as we have only a few left.

This is the first time in all our dealings with you that any mistake has occurred and we hope you will do your utmost to remedy it. Will you please therefore on receipt of this letter dispatch the correct copies Express and make sure that they reach us to-morrow afternoon.

Yours faithfully,

Додаток 54

Dear Sirs,

Our order № 6235

Your consignment arrived today and has been found correct with the exception of "Azra" of which 12 were ordered while the case contained only 6.

Please examine the matter and send the missing 6 coats by Air Freight as we can accept them only if they arrive before the end of the month.

Yours faithfully,

Додаток 55.

Settlement

Dear Sirs,

We were really distressed when we received your letter and learned that your parcels had been mixed up with two others. We have made the most searching inquiries but the only explanation we could find was that the labels had been confused. How this error failed to be found out by our checking system is beyond our understanding.

We hasten to offer our sincere apologies for this mistake which is all the more unfortunate as we were so pleased that you had given "The Great General" such splendid publicity.

It goes without saying that 50 copies were on their way to Kings Cross within 15 minutes of receipt of your letter, and we hope that they will reach you in time.

To compensate you to a certain extent for the trouble we have caused you we are sending you a specially bound copy, signed by the author, which may remind you of this incident which has, we trust, been happily concluded.

Yours faithfully,

Додаток 56.

Dear Sirs,

Your order № 6235

Your letter of 13th March has crossed ours of 12th March in which we informed you that the mistake in our consignment had been noticed and that the 6 coats had been dispatched by Air Freight free of charge.

We apologize once more for this most regrettable mistake and have taken measures to prevent a recurrence of similar errors in future.

Yours faithfully,

Додаток 57.

Dear Sirs,

... the lamp was sold me by a highly inefficient salesman in your lamp department, who is known, for obscure reasons, as Salesman Number One. If it is impossible to send me the base of my lamp, perhaps you could ship me Salesman Number One. That ought to help the lamp department a lot, and he would make a better lamp-base than a salesman.

Yours faithfully,

Додаток 58.

Sample of Answering

Dear Mr. Black:

Having examined Salesman Number One from all angles we feel rather reluctantly that he wouldn't make a good lamp-base.

We are sending you another lamp-base. If the original one arrives, we'd appreciate having it returned to us. We might have to use it, at a pinch, as a salesman.

Yours faithfully,

Candy

Додаток 59

Sample of Reminder

*Carsons Inc.
Bay Avenue
San Francisco*

July 23, 2004

Dear Mr. Carsons:

Accordingly to our records payment of our invoice No. 35823, sent to you in April, has not yet been made.

As specified on all our estimates and invoices our terms of business are 30 days net. Your invoice has now been outstanding for 90 days. In the case of unsettled debt of this duration it is our company policy to take legal action.

We would naturally prefer not to have to go so far. Would you please send us a check by return? In case you have lost or mislaid the original I am enclosing a copy of our invoice.

We look forward to receiving your payment by return.

Yours sincerely,

(signature)

Pierre Lacoste

Credit Controller

Додаток 60

Dear Sirs,

May we remind you that our January statement amounting to \$400 is overdue?

We should be grateful to receive your cheque at your early convenience.

Yours faithfully,

Додаток 61.

Dear Sirs,

We refer to our letter of 15th April in which we drew your attention to the overdue balance of our January statement of \$400.

We must assume that this account has escaped your attention and we should be glad if you would look into the matter without delay.

Yours faithfully,

Додаток 62.

Dear Sirs,

We have rendered our statement for your January account three times and have asked you for settlement of the overdue amount of \$400 in our letters of 15th and 29th April. We are surprised that we have not even had a reply to our letters.

No item of the account is in dispute we must now insist on an immediate settlement.

Please note that we shall have to hand this matter to our solicitors if your cheque is not received by the 20th May.

We need not tell you how much we should regret such a step after the long

and friendly connection with your firm and we hope that you will help us to avoid it by giving this matter your immediate attention.

Yours faithfully,

Додаток 63.

Gentlemen,

You know how hard it is to ask for money and say just enough to get it without offending.

Your check may be on its way. If not we know you will send it immediately. In either case, thank you.

Yours very truly,

Додаток 64.

**THE NATIONAL RESEARCH BUREAU
CHICAGO 10**

Dear Mr. Willis,

Here is a list of the seven most expressive words in the English language, according to Dr. Wilfred Funk, lexicographer and dictionary publisher:

- 1. The most reverent is "mother".*
- 2. The most beautiful is "love".*
- 3. The most tragic is "death".*
- 4. The warmest word is "friendship".*
- 5. The coldest is "no".*
- 6. The most bitter is "alone".*

And the 7th and saddest word is "forgotten" - that is where we come in, for apparently you have sadly "forgotten" all about us, as you have apparently forgotten to pay your overdue account. You probably put the statement on one side intending to pay it promptly, and then have forgotten all about it.

Won't you please let us have your check by return mail?

Most sincerely yours,

R. Ward

Credit Manager

ГЛОСАРІЙ

A	
<i>absorb</i>	поглинати;
<i>accept</i> <i>accept a claim</i>	приймати; приймати претензію;
<i>access</i>	доступ
<i>accomplish</i>	виконувати;
<i>accordance</i> <i>in accordance with</i> <i>accordingly</i> <i>according to</i> <i>according to your request</i> <i>according to the circumstances</i>	відповідність; згідно з; відповідно; згідно до; 1) згідно вашого прохання; 2) залежно від; залежно від обставин;
<i>account</i> <i>checking account</i> <i>accountancy (accounting)</i> <i>accountant</i> <i>accounts</i> <i>accounts receivable (payable)</i> <i>chief accountant</i> <i>current account</i> <i>customer accounting</i> <i>keep an account</i> <i>on account</i> <i>open account</i> <i>savings account</i> <i>take into account</i> <i>total accounts</i>	1) фінансовий звіт; 2) рахунок; 3) запис фінансової операції; чековий рахунок; бухгалтерський облік; бухгалтерський звіт; 1) експерт з аналізу банків і фінансової звітності; 2) кваліфікований бухгалтер; 3) ревізор; 1) рахунки; 2) звітність; 3) ділові книги; 1) рахунки дебіторів; 2) прогнозовані надходження; головний бухгалтер; поточний рахунок; розрахунок з клієнтом; вести рахунок; за рахунок; відкритий рахунок; рахунок із встановленим процентом; брати до уваги, враховувати; сумувати рахунки;
<i>accustom</i> <i>be accustomed to</i>	привчати; звикнути до
<i>acknowledge</i> <i>we acknowledge (the) receipt of</i> <i>your letter</i>	підтверджувати; 1) ми підтверджуємо отримання вашого листа; 2) признавати;

<i>acquire</i> <i>acquire a majority stake</i>	1) <i>набувати, здобувати;</i> 2) <i>досягати;</i> <i>одержати контрольний пакет акцій компанії;</i>
<i>adjustment</i>	<i>регулювання, узгодження;</i>
<i>administrator</i>	<i>управляючий, адміністратор;</i>
<i>adopt</i> <i>adopt methods</i>	1) <i>приймати;</i> 2) <i>засвоювати;</i> <i>впроваджувати методи;</i>
<i>advance</i> <i>advance in price</i> <i>in advance</i>	1) <i>просування вперед;</i> 2) <i>успіх, поліпшення, прогрес;</i> 3) <i>позика;</i> 4) <i>підвищення, зростання (цін);</i> 5) <i>просування (по службі);</i> 6) <i>випередження;</i> 1) <i>підвищення в ціні;</i> 2) <i>аванс;</i> 1) <i>зарання, попередньо;</i> 2) <i>платити авансом;</i> 3) <i>давати позику;</i>
<i>advantage</i> <i>absolute advantage</i> <i>comparative advantage</i>	<i>перевага, вигода;</i> <i>абсолютна перевага;</i> <i>відносна перевага;</i>
<i>advertise</i> <i>advertisement, advertising</i> <i>chainwide advertising</i>	<i>рекламувати;</i> <i>реклама;</i> <i>реклама, що розповсюджується по всій сітці (магазинів);</i>
<i>advice</i> <i>piece of advice</i> <i>advice of sale</i> <i>advise</i> <i>advisory</i>	1) <i>порада;</i> 2) <i>повідомлення;</i> <i>порада;</i> 1) <i>повідомлення про продаж;</i> 2) <i>порада;</i> 1) <i>повідомляти;</i> 2) <i>радити;</i> <i>консультативний;</i>
<i>agency</i>	1) <i>агентство;</i> 2) <i>посередництво;</i>
<i>agenda</i> <i>be on the agenda</i>	<i>порядок денний;</i> <i>бути на порядку денному (зборів, наради);</i>
<i>agent</i> <i>average agent</i> <i>shipping (forwarding) agent</i>	<i>агент;</i> <i>аварійний комісар;</i> <i>експедитор;</i>
<i>agree</i> <i>agree (up) upon</i> <i>agreed</i> <i>agreement</i> <i>conclude an agreement</i> <i>gentlemen's agreement</i> <i>verbal agreement</i>	<i>погоджуватись;</i> <i>домовитись про;</i> <i>домовлений, узгоджений;</i> 1) <i>домовленість;</i> 2) <i>договір;</i> 3) <i>угода;</i> <i>укладати угоду;</i> <i>джентльменська угода;</i> <i>усна угода;</i>

<i>alliance</i>	союз
<i>allocate</i> <i>allocation</i> <i>allocation of costs</i>	1) розміщати, розподіляти; 2) асигнувати; 1) розміщення; 2) розподіл; розподіл прямих витрат;
<i>allowance</i> <i>make an allowance</i>	знижка; надавати знижку;
<i>alter</i> [oltər]	1) змінювати; 2) перероблювати; 3) міняти;
<i>amendment</i>	виправлення;
<i>amortization</i> <i>amortize</i>	1) амортизація; 2) списання; списувати;
<i>amount</i> <i>to the amount of</i> <i>amount due</i> <i>amount in cash</i> <i>up to he amount</i> <i>amount of balance</i> <i>amount of loss</i>	сума; на суму; належна сума; сума готівкою; в межах суми; залишок на рахунку; сума збитків;
<i>annual</i> <i>annual report</i>	щорічний, річний; щорічний звіт;
<i>anticipate</i>	очікувати, передбачати;
<i>anxious</i> <i>be anxious (to be eager, to be keen)</i> <i>anxious for success</i>	1) занепокоєний; 2) тривожний; 3) що прагне (до чогось); чекати з нетерпінням, хвилюватися, прагнути; той, хто прагне успіху;
<i>applicants</i>	претендент;
<i>apply</i> <i>apply for a corporate charter</i> <i>apply for a patent</i> <i>apply for a visa</i>	1) звертатися; 2) стосуватися; 3) використовувати; подавати заяву на корпоративний патент; подати заяву на патент; запросити візу;
<i>appoint</i> <i>appointment</i> <i>have (have got) an appointment with smb</i>	призначати; 1) ділова зустріч; 2) призначення; мати ділову зустріч з кимось;
<i>appreciate</i> <i>appreciate smb's kindness</i>	1) розуміти цінність; 2) оцінювати; оцінювати чийсь доброту;
<i>arbitration</i>	арбітраж, третейський суд (м.Стокгольм);
<i>assess</i>	оцінювати

<i>assets (assets and liabilities)</i> <i>personal assets</i> <i>reserve assets</i>	1) якість, цінний внесок; 2) кожна окрема стаття (опису, інвентарю); 3) юр. майно; 4) розм. майно; 5) фін. assets and liabilities актив(и) і пасив(и); авуар; приватна власність; резервні активи;
<i>assure</i>	запевнювати;
<i>attempt</i>	спроба, замах;
<i>attract</i> <i>attract customers</i>	приваблювати, чарувати; залучати покупців;
<i>authority</i> <i>have a final authority</i>	1) влада; 2) повноваження; 3) авторитет; 4) доказ, підстава; мати вирішальне слово;
<i>average</i> <i>general average</i> <i>particular average</i>	1) середнє число, середня величина; 2) аварія; загальна аварія; часткова аварія;
<i>axle</i>	вал, вісь
B	
<i>backbone</i>	основа
<i>background</i>	робочий досвід
<i>balance</i> <i>balance of payment deficit</i> <i>balance of payment surplus</i> <i>balance of payments</i> <i>balance of trade</i> <i>balance sheet</i> <i>balance sheet account</i> <i>be in balance</i> <i>keep the balance</i>	1) рівновага; 2) балансувати, урівноважувати; дефіцит платіжного балансу; надлишок платіжного балансу; платіжний баланс; торговий баланс; балансовий звіт; стаття бухгалтерського балансу; бути збалансованим; зберігати рівновагу;
<i>ban</i> <i>ban on import</i> <i>lift a ban</i>	заборона; заборона на імпорт; зняти заборону;
<i>bank</i> <i>bank services</i> <i>banking</i>	банк; банківські послуги; банківська справа;
<i>bargain</i> ['ba:gin] <i>bargain and sale</i> <i>bargaine away</i>	домовленість; договір купівлі - продажу; продати за безцінь;
<i>bear</i> <i>bear in mind</i> <i>bear expenses</i>	1) носити; 2) народжувати; 3) витримувати; 4) терпіти; пам'ятати;

<i>bearer of a bill</i>	оплатити витрати; власник векселя;
<i>beneficial</i>	корисний, вигідний;
<i>benefit</i> <i>to our mutual benefit</i> <i>unemployment benefits</i>	1) вигода, користь; 2) прибуток; 3) пенсія; 4) грошова допомога; із взаємною вигодою; допомога по безробіттю;
<i>bill</i> <i>bill of lading</i> <i>bill of sale</i> <i>dirty (clean) Bill of Lading</i> <i>original Bill of Lading</i> <i>overdue bills</i> <i>rail (road) or air waybill</i> <i>through Bill of Lading</i>	1) рахунок (у ресторані, магазині); 2) законопроект, біль; 3) амер. банкнота; 4) вексель, тратта; коносамент (транспортна накладна на вантаж під час морських перевезень, квитанція, що реєструє відвантажений товар на корабель; купча; „брудний” („чистий”) коносамент (коносамент, який містить (не містить) приписки про те, що вантаж отримано у пошкодженому вигляді); оригінал коносаменту; прострочені векселя; транспортна накладна (виконує роль коносаменту під час залізничних, автомобільних та авіаперевезень); наскрізний (прохідний) коносамент (означає, що відправник та отримувач вантажу звільнені від турбот про перевантаження у порту);
<i>board</i> <i>on board vessel (ship, steamer)</i> <i>board of directors</i> <i>be on the board</i>	1) борт; 2) дошка; 3) рада; орган управління; правління; посадка на літак; рада директорів; бути членом правління;
<i>bond</i> <i>short bond</i> <i>bonded</i>	боргове зобов'язання, облигація; короткострокова облигація; забезпечений облигаціями;
<i>bonus</i> <i>night shift bonus</i> <i>no claim bonus</i> <i>overtime bonus</i> <i>quality bonus</i>	надбавка, премія; премія за роботу в нічну зміну; премія за безаварійну роботу; премія за понаднормову роботу; премія за якісну роботу;

<i>boom</i> <i>consumer boom</i> <i>economic boom</i> <i>stock market boom</i>	процвітання, швидкий підйом; різкий зріст споживання; економічний підйом; різке підвищення курсу акцій на фондовій біржі;
<i>boon</i>	зручність;
<i>borrow</i> <i>borrowing</i> <i>borrow at interest</i> <i>borrow on mortgage</i> <i>borrow short</i>	1) позичати; 2) брати в борг; позика коштів (напр. від банку); позичати під процент; позичати під закладну; отримати короткостроковий займ;
<i>branch</i>	філіал, галузь, відділення;
<i>brand</i>	сорт;
<i>brand</i> <i>new brand</i>	1) татунок, сорт, якість; 2) марка (товару); нова марка (товару);
<i>break</i> <i>break (infringe) a contract</i>	1) ламати, руйнувати; 2) порушувати; порушувати контракт;
<i>bring</i> <i>bring an action of damages against smb</i>	1) приносити; 2) постачати; 3) спричинювати; пред'являти комусь позов за збитки;
<i>break</i> <i>breakage</i> <i>broken</i> <i>broker</i> <i>brokerage</i>	ламати, розбивати; поламка; розбитий; 1) брокер; 2) маклер; 3) посередник; брокерська комісія;
<i>budget</i> <i>approve the budget</i> <i>build up the budget</i> <i>budget of expenditure</i>	бюджет; кошторис; затвердити бюджет; розробити кошторис; кошторис витрат;
<i>bulk</i> <i>in bulk</i>	маса; 1) без упаковки насипом; 2) без розфасовки;
<i>business</i> <i>business relations on business</i>	справа, діло; ділові відносини; у справі;
<i>busy</i> <i>be busy with (to go into business)</i>	зайнятий; займатися бізнесом;
<i>buy</i>	купувати;

<i>buying power</i> <i>buy-out</i>	купівельна спроможність; викуп;
<i>bylaws</i>	юридичні положення для підприємств;
<i>by-effect</i> <i>by-work</i>	побічний ефект; допоміжні роботи;
C	
<i>cable</i> <i>by cable</i>	1) телеграма; 2) телеграфувати; по телеграфу;
<i>cancel</i> <i>cancel a contract</i>	1) відмінити; 2) скасовувати; розірвати (скасувати) контракт;
<i>capital</i> <i>arrregate capital</i> <i>available capital</i> <i>borrowed capital</i> <i>capital account</i> <i>capital assets</i> <i>capital surpluses</i> <i>capital of a company</i> <i>circulating capital</i> <i>current capital</i> <i>endow with capital</i> <i>dead (idle) capital</i> <i>debt capital</i> <i>fixed capital</i> <i>human capital</i> <i>in exchange for investment</i> <i>capital</i> <i>invest capital</i> <i>keep capital intact</i> <i>recovered capital</i> <i>shared capital</i> <i>spare capital</i> <i>transfer capital</i> <i>turnover of capital</i> <i>withdraw capital</i>	капітал; спільний капітал; ліквідний капітал; зайнятий капітал; 1) рахунок основного капіталу; 2) рахунок основних фондів; 3) баланс руху капіталів; 4) економічні санкції; 1) основні фонди; 2) основний капітал; 3) основні засоби; додатковий (прибавочный) капітал; акціонерний капітал компанії; оборотний капітал; оборотні фонди; забезпечувати капіталом; мертвий капітал; залучений капітал; основний капітал; основні засоби; людський капітал; в обмін на вкладений капітал; вкладати капітал; зберігати величину капіталу незмінною; капітал, що окупився; акціонерний капітал; вільний капітал; переводити капітал; оберт капіталу; вилучати капітал;
<i>cards</i> <i>automated teller machine cards</i>	1) картка; 2) квиток; пластикові картки для

	банкоматів;
<i>cargo</i> <i>deck cargo</i> <i>carriage</i> <i>carriage paid (to)</i> <i>carry</i> <i>carrier</i> <i>carrier and insurance paid to</i>	вантаж; палубний вантаж; 1) екіпаж; 2) пасажирський вагон; перевезення оплачено (до); 1) везти; 2) нести; 3) приносити; транспортне агентство; перевезення і страхування оплачено до;
<i>case</i> <i>packing case</i> <i>in case of</i> <i>in the case of</i> <i>case in dispute</i>	1) ящик; 2) випадок; 3) справа; 4) судова справа; ящик для пакування; у випадку; стосовно (чого-небудь); спірне питання;
<i>cash</i> <i>cash and carry</i> <i>cash flow</i> <i>cash in advance</i> <i>cash on delivery</i> <i>cash on hand</i> <i>cash payments</i> <i>cash price</i> <i>cash receipts</i> <i>petty cash</i>	готівка; оплата готівкою; потік готівки; грошовий аванс; оплата під час доставки; готівка на руках; готівкові платежі; ціна за товар, сплачена готівкою, нижча ніж встановлена; готівкові надходження; дрібна сума;
<i>casual</i>	випадковий;
<i>catch</i> <i>catch on</i>	1) зловити; 2) наздогнати; 3) привертати (увагу); стати модним;
<i>cater (for)</i>	постачати;
<i>cause</i> <i>be caused by smth</i>	1) причина; 2) підстава бути викликаним (спричиненим) чимось
<i>challenge</i>	складне завдання;
<i>chamber</i> <i>chamber of commerce</i>	палата; торгівельна палата;
<i>charge (for)</i> <i>free of charge</i> <i>charges</i> <i>bank charges</i> <i>interest charges</i>	1) нарахування; 2) плата, збір (за); безкоштовно; витрати; банківські витрати; проценти, які потрібно виплатити;
<i>charter</i>	1) створювати; 2) засновувати; 3)

<i>charter-party</i> <i>chartering</i>	чартер; чартер-партія, фрахтовий контракт (контракт на здійснення морських перевезень; фрахтування;
<i>check</i> <i>check in</i>	1) перевіряти; 2) стримувати; 3) перешкоджати; 4) чек; zareєструватися;
<i>choose</i> <i>choose the company's officers</i>	1) вибирати; 2) обирати; 3) вирішувати; обирати адміністративних виконавців компанії;
<i>circumstances</i> <i>in the circumstances</i> <i>force majeure circumstances</i> <i>in (under) the circumstances</i>	1) обставина, випадок; 2) умови; 3) матеріальне становище; при даних обставинах; форсмажорні обставини; за таких обставин;
<i>claim</i> <i>claim a penalty</i> <i>claim smth (money, compensation, etc.) from smb</i> <i>groundless (unjustified) claim</i> <i>make a claim</i> <i>claim for damages</i>	1) вимога; 2) претензія; 3) рекламація; вимагати пеню; вимагати щось (гроші, компенсацію) від когось; необґрунтована претензія; заявити претензію; позов (претензія) про збитки;
<i>clarify</i> <i>clarify disputes</i> <i>clarify your meaning</i>	1) з'ясувати; 2) пояснювати; залагоджувати суперечки; пояснить свою думку;
<i>clause</i> <i>under clause 2</i>	1) пункт; 2) умова (контракту); за статтю 2;
<i>close</i> <i>close down a company</i> <i>closing of the gaps</i>	1) закривати; 2) закінчувати; закрити компанію; зближення кордонів;
<i>clear</i> <i>clear of debt</i> <i>clearance</i> <i>clearing</i>	1) чистий; 2) ясний; 3) прозорий; 4) зрозумілий; 5) очищати; 6) виконати митні формальності; без боргу; 1) проведення розрахунків через розрахункову палату; 2) оплата боргу; 3) урегулювання претензій; безготівкові розрахунки між банками;
<i>collateral</i>	1) додаткове забезпечення; 2)

	застава;
<i>collect</i> <i>collect the goods</i> <i>collection</i>	1) збирати; 2) колекціонувати; 3) підсумовувати; забрати товар; грошовий збір, інкасація;
<i>come</i> <i>come to an agreement</i>	1) приходити; 2) відбуватися; 3) ставати; 4) випадати; прийти до згоди;
<i>commercial</i> [кə'мз:][əл] <i>commercial invoice</i>	торговий, комерційний; комерційний рахунок;
<i>commission</i> <i>be on commission</i>	1) доручення; 2) комісійна винагорода, комісійні отримувати комісійні з продажу;
<i>commitment</i>	зобов'язання;
<i>common</i> <i>common market</i>	1) загальний; 2) простий; 3) поширений; загальний ринок;
<i>community</i> <i>community goodwill</i>	1) громада; 2) співдружність; доброзичливість суспільства;
<i>company</i> <i>daughter company (subsidiary)</i> <i>global company</i> <i>listed company</i> <i>parent company</i> <i>unlisted company</i> <i>unquoted companies</i>	компанія; дочірня компанія; міжнародна компанія; компанія, акції якої котируються на біржі; материнська компанія; компанія, акції якої не котируються на біржі; компанії, акції яких не зареєстровані на біржі;
<i>compensate smb</i> <i>compensate smb for losses (expenses)</i> <i>compensate smb for smth</i> <i>compensation for smth (to make compensation for smth)</i> <i>full (partial) compensation</i>	компенсувати; компенсувати комусь збитки (витрати); компенсувати комусь щось; компенсація за щось; повна (часткова) компенсація;
<i>complain (of smth)</i> <i>complaint (claim)</i> <i>without complaint</i>	жалітися (на щось), виражати незадоволення (чимось); скарга, претензії, невдоволення; безумовно;
<i>complex</i>	складний;
<i>complicated channels</i>	ускладнені канали;
<i>compliance</i> <i>in compliance with</i>	1) згода; 2) відповідність; до відповідно;

<i>comply with comply with smb's wishes</i>	виконувати; йти на зустріч чимось побажанням;
<i>concession</i>	поступка;
<i>concourse</i>	(амер.) зал, головний вестибюль вокзалу;
<i>consider consider null and void</i>	1) розглядати; 2) брати до уваги; 3) думати; вважати недійсним;
<i>consignment consignee consignment note consignor (shipper)</i>	1) партія (товарів); 2) вантаж; той, хто отримує вантаж; 1) накладна; 2) консигнація; той, хто вправляє вантаж;
<i>consult consult partners</i>	консультуватися; консультуватися з партнерами
<i>consumption</i>	споживання
<i>contract infringement of terms and conditions of the contract integral part of the contract make (conclude) a contract sign a contract (agreement) subject of the contract</i>	контракт; порушення умов контракту; невід'ємна частина контракту; укладати контракт; підписувати контракт; предмет контракту;
<i>contribute contribute services, skills contribution (to smth) contribution to a fund</i>	1) робити внесок; 2) сприяти; 3) жертвувати; робити внесок, сприяти вмінням та навичкам; вклад (в щось); вклад у фонд;
<i>control control profits controller span of control</i>	1) управляти; 2) керувати; 3) регулювати; 4) контролювати; 5) перевіряти; контролювати прибутки; головний фінансист, контролер, ревізор; сфера безпосереднього підпорядкування;
<i>convertible</i>	конвертований
<i>convince</i>	переконувати
<i>cope (with smth)</i>	упоратись (з чимось)
<i>corporation multinational corporation</i>	корпорація; міжнародна корпорація;
<i>correspond (with, to)</i>	1) відповідати; 2) означати; 3) представляти собою; 4) рівнятися;

corrupt corruption	корумпований; продажний; продажність, корупція;
costs cover costs cross-border road freight costs cost of production at any cost at heavy cost below cost prune away costs cost of sale acquisition cost actual cost	1) ціна; 2) вартість, собівартість; 3) витрати; 4) коштувати; покривати витрати; подорожнє мито з вантажів, що перетинають кордони; витрати виробництва; за будь-яку ціну; через великі витрати; нижче собівартості; знижувати витрати; економити; собівартість реалізованої продукції; початкова вартість; фактичні витрати;
commodity commodity association	товар, продукт, предмет споживання; міжнародна асоціація з продажу товарів;
compete competent be competent	1) конкурувати; 2) змагатися; 1) компетентний; 2) спроможний; бути компетентним;
copyright copyright piracy	авторське право; порушення авторського права;
counter counter trade	1) вікно реєстрації; 2) протилежний, зворотний, зустрічний; зустрічна торгівля;
course in due course in the course of the year	1) курс валюти; 2) курс судна; 3) хід; в належний строк; впродовж року;
cover under separate cover cover all losses cover requirements	1) сплата, покриття; 2) забезпечення; 3) страхування; 4) конверт; 5) страхувати; в окремому конверті; відшкодувати всі збитки; задовольнити вимоги;
credit credit reference letter credit terms letter of credit on credit	1) надійність; 2) довіра; 3) кредит, борг; рекомендаційний кредитний лист; 1) умови акредитиву; 2) умови позики;

	кредитний лист, акредитив; в кредит;
<i>currency</i> <i>blocked currency</i> <i>in native currency</i> <i>currency pegged to dollar</i> <i>convertible (hard) currency</i>	гроші, валюта; блокована валюта; в національних грошових одиницях; валюта, „прив’язана” до курсу долара; вільноконвертована (тверда) валюта;
<i>custom</i> <i>customs check</i> <i>customs clearance</i> <i>customs fee (dues)</i> <i>customs red tape</i> <i>customs union</i> <i>the Customs</i> <i>custom house</i> <i>exchange customs</i> <i>customer</i> <i>preferred customer</i> <i>customary</i> <i>in a customary manner</i>	1) клієнтура; покупці; 2) мито, митний збір; 3) митне управління; 4) звичай; митний контроль; розмитнення; митні збори; митна бюрократія; митний союз (спілка); митна служба; митниця; біржесві правила; покупець; привілейований покупець; звичайний; як завжди;
D	
<i>damage</i> <i>by way of damage to</i> <i>assess the damage</i> <i>agreed and liquidated damages</i> <i>be damaged</i> <i>damages</i>	1) шкода, збитки; 2) шкодити; псувати; через відшкодування збитків; оцінювати збитки; узгоджені та заздалегідь оцінені збитки; бути пошкодженим; збитки, компенсація за щось;
<i>data</i> <i>process data</i> <i>input data</i> <i>output data</i> <i>price level data</i>	дані, відомості; обробляти дані; вхідні дані; вихідні дані; дані про рівень цін;
<i>date</i> <i>date of issue</i> <i>maturity date</i>	1) дата; 2) число; 3) обчислювати; 4) підраховувати; дата випуску; термін погашення;
<i>day</i>	1) день, доба; 2) робочий день; 3)

<i>days of grace</i> <i>in a few days</i> <i>day-to-day</i>	<i>період, відрізок часу;</i> <i>пільгові дні;</i> <i>через декілька днів;</i> <i>повсякденний;</i>
<i>dead</i> <i>deadline</i> <i>deadlock</i> <i>deaswieght</i>	<i>1) мертвий; 2) той, що втратив</i> <i>силу, основну якість, функцію;</i> <i>останній термін;</i> <i>застій; тупик;</i> <i>грузопідємність судна; дедвейт;</i>
<i>deal</i> <i>deal (square deal)</i> <i>deal in</i> <i>dealings</i> <i>deal with</i> <i>deal with a claim</i> <i>dealer</i> <i>authorized dealer</i>	<i>1) мати справу; 2) відноситися; 3)</i> <i>користуватися; 4) торгувати; 5)</i> <i>угода; б) кількість; 7) частина;</i> <i>угода (справедлива угода);</i> <i>продавати (щось, децо);</i> <i>комерційні угоди; торгові</i> <i>операції;</i> <i>займатися;</i> <i>розглядати скаргу;</i> <i>ділер;</i> <i>офіційний ділер;</i>
<i>debt</i> <i>repayment of debt</i> <i>active debt</i> <i>run into debts</i>	<i>борг;</i> <i>погашення боргу;</i> <i>нсплачений борг;</i> <i>наробити боргів;</i>
<i>decide</i> <i>decide on vacation, hours,</i> <i>salary, hiring and firing</i>	<i>приймати рішення;</i> <i>вирішувати питання, пов'язані з</i> <i>відпусткою, тривалістю робочого</i> <i>дня, платнею, наймом та</i> <i>звільненням;</i>
<i>declare</i> <i>declare personal bankruptcy</i> <i>declared value</i> <i>declaration</i> <i>customs declaration</i> <i>tax declaration</i>	<i>задекларувати;</i> <i>оголосити власне банкрутство;</i> <i>заявлена цінність;</i> <i>1) заява; 2) декларація;</i> <i>митна декларація;</i> <i>податкова декларація;</i>
<i>decline</i> <i>business decline</i> <i>decline 3 points</i>	<i>1) падіння; знижка; спад; 2)</i> <i>погіршення життєвого рівня; 3)</i> <i>відхилити; 4) зменшуватися;</i> <i>спад ділової активності;</i> <i>знизити на 3 пункти;</i>
<i>default</i> <i>default of payment</i> <i>be in default</i>	<i>1) невиконання зобов'язань (угоди);</i> <i>2) присвоєння чужих грошей; 3)</i> <i>несплата;</i> <i>1) несплата; 2) в разі несплати;</i>

<i>claim default</i>	прострочити платежі; пред'явити претензію за невиконання домовленості;
<i>defer deferred payment</i>	1) відкладати, відстрочувати; 2) затримувати; відкладений платіж;
<i>delay delay (behind time, in bad time) in delivery (in shipment)</i>	1) затримка; 2) відкладання; затримка у поставці;
<i>delegate delegate authority</i>	1) передавати повноваження; 2) доручати; розподіляти обов'язки;
<i>deliver delivered at frontier delivered duty paid delivery charge delivery of substandard (wrong) goods</i>	1) доставляти; 2) передавати; поставлено на кордон; поставлено, мито сплачено; плата за постачання; поставка недоброякісного товару (не того товару, який замовляли);
<i>demand on demand be in demand payable on demand promoted demand</i>	1) попит; 2) вимога; на вимогу; користуватися попитом; що підлягає сплаті по пред'явленню; пропагандистський попит;
<i>department factory department fancy goods department department store accounts department</i>	1) департамент; 2) відділ; промисловий відділ; галантерейний магазин; універмаг; бухгалтерія;
<i>departure</i>	1) відправлення; 2) відхилення;
<i>deposit</i>	1) задаток; 2) вклад у банк, депозит;
<i>deposit issue a deposit place money on deposit safety deposit box sight deposit</i>	1) депозит; 2) рахунок; відкривати рахунок; вносити гроші на депозит; сейф для депозитів (надається у банку приватним особам); 1) рахунок до запитання; 2) поточний рахунок;
<i>depreciation</i>	знецінення;
<i>destination</i>	місце призначення;
<i>devalue</i>	проводити девальвацію;
<i>difference difference in quotation</i>	1) різниця; 2) відхилення; різниця в курсах;

<i>meet the difference</i> <i>different</i>	сплатити різницю; інший, другий;
<i>direct</i> <i>direct investment</i> <i>directions for use</i>	1) прямий; 2) відвертий; 3) безпосередній; прямі (безпосередні) інвестиції; правила користування;
<i>disadvantage</i> <i>least comparative disadvantage</i> <i>sell disadvantage</i>	1) недолік; 2) шкода, збиток; 3) невигідна ситуація; 4) несприятливі умови; найменші відносні збитки; продавати зі збитками;
<i>disburse</i> <i>disbursement (disbursements)</i>	1) витратити; 2) платити; сплачувати; витрати;
<i>disclose</i>	розкривати; показувати;
<i>discount (allowance, rebate, reduction)</i> <i>discount coupon</i> <i>discount house</i>	знижка; купон на знижку; магазин з відносно низькими цінами на продукцію;
<i>disposal</i> <i>be at smb's disposal</i>	1) передавання, вручення; 2) розташування; 3) управління; 4) усунення; бути у чьомусь розпорядженні;
<i>dissolve</i> [di'zolv]	1) ліквідувати; 2) розформувати; 3) припиняти діяльність
<i>distribute</i> <i>distribute profits and losses</i>	розподіляти; розподіляти прибутки та збитки;
<i>divisible</i> <i>division of labour</i>	поділений; поділ праці;
<i>do</i> <i>do books (to keep books)</i> <i>do one's task</i> <i>do smb's best (to try smb's best)</i> <i>don't agree unless he insists</i>	1) робити; 2) діяти; 3) виконувати; вести бухгалтерський облік; виконувати завдання; намагатися щось зробити; не погоджуйтесь, якщо він не буде наполягати;
<i>draft</i>	1) чек; 2) витрата; 3) переказний вексель; 4) тратта;
<i>draw up</i> <i>draw up (make up) a contract</i> <i>draw up a balance</i>	складати; складати контракт; складати баланс;
<i>druggist</i>	1) аптекар; 2) продавець
<i>durable</i> ['djuərəbl] <i>durable goods (durables)</i>	1) тривалий, довгочасний; 2) тривалого користування;

	товари тривалого користування;
<i>due</i> <i>be due to smth</i> <i>customs dues</i>	1) належний; 2) рл. <i>dues</i> збори, податки, мито; бути викликаним; митні збори;
<i>duty</i> <i>duty free</i>	податок, мито; безкоштовно;
E	
<i>earn</i> <i>earnings</i>	заробляти; безкоштовно;
<i>economic</i> <i>“tiger economies”</i> <i>economic integration</i> <i>economic reprisal</i>	1) економічний; 2) рентабельний; 3) практичний; економіка Південно-Східних Азіатських країн (країн „тигрів”); економічна інтеграція; економічні санкції;
<i>effect</i> <i>effect shipment</i> <i>effect payment</i> <i>favourable psychological effect</i> <i>efficiency</i>	1) робити, виконувати; 2) здійснювати; 3) наслідок; 4) дія, вплив; 5) ефект, враження; здійснювати завантаження; здійснювати оплату; сприятливий психологічний ефект; ефективність;
<i>eligible</i> <i>be eligible for a loan</i>	підхожий, прийнятний, бажаний; підходить для позики;
<i>eliminate</i>	усувати, знижувати;
<i>elsewhere</i>	де-небудь в іншому місці;
<i>embargo</i>	ембарго;
<i>emphasises</i> [‘emfəsaiz]	підкреслювати, надавати особливого значення;
<i>encourage</i>	підтримувати;
<i>encrypt</i> [in’kript]	шифрувати;
<i>end-users</i>	кінцеві споживачі;
<i>engaging</i>	займатися;
<i>engine</i>	двигун;
<i>ensure</i>	забезпечувати, гарантувати;
<i>entail</i> <i>entail expences</i>	спричиняти; викликати; спричиняти витрати;
<i>entity</i>	юридична особа;
<i>equity</i> <i>equity capital</i> <i>equity funding</i>	1) акціонерний капітал; 2) звичайна акція; акція без фіксованоо дивіденду; капітал у вигляді акцій;

	акціонерний спосіб заснування грошового фонду за допомогою позики грошей;
<i>establish</i> <i>establish a company</i> <i>established demand</i>	1) засновувати; 2) установлювати; заснувати (відкрити) компанію; сформований попит;
<i>European Community</i> <i>European Council</i>	Європейське співтовариство; Європейська Рада;
<i>exchange</i> <i>exchange rate</i> <i>exchange-rate fluctuations</i> <i>foreign exchange</i>	1) обмін; 2) валюта; обмінний курс; коливання обмінного курсу; іноземна валюта;
<i>execute</i> <i>execute (perform, implement) a contract</i> <i>executive</i> <i>top executives</i>	1) виконувати; 2) оформляти; виконувати контракт; керівник; керівники (компанії, організації);
<i>expand</i>	розширятися;
<i>expertise</i>	особливі знання, компетентність;
<i>export</i> <i>export management company</i> <i>export trading company</i> <i>export/transit/import tariff</i>	експорт; вивезення; компанія, що керує експортом; експортна компанія; експортний / транзитний / імпорتنний тариф;
<i>extend</i> <i>extending credit</i> <i>extension of credit</i>	простягатися; подовжувати; розширювати; довгостроковий кредит; продовження кредиту;
F	
<i>facilities</i>	1) засоби (обслуговування); 2) можливості;
<i>fail</i> <i>failure</i>	1) не мати успіху; 2) збанкрутувати; 3) зазнати поразки; 1) невдача; 2) банкрутство;
<i>fall</i> <i>fall (get, run) into debt</i> <i>fall out</i>	1) падати; 2) зазнати краху; 3) випадати; 4) потрапляти; наробити боргів; розвалитися;
<i>fault</i>	1) недолік, дефект; 2) промах, помилка;
<i>feathers</i>	пір'я;
<i>fee</i>	1) винагорода; 2) гонорар; 3) збір;

<i>fees and royalties</i> <i>initial fee</i> <i>commission fee</i> <i>customs fee</i>	дохід від продажу ліцензій, патентів, технічного досвіду; перший внесок; комісійна винагорода; митний збір;
<i>feed</i> <i>feed the information in the computer</i>	1) годувати, жити; 2) вводити дані; закладати дані у комп'ютер;
<i>fidelity</i> <i>fidelity bonds</i>	1) вірність, відданість, лояльність; 2) точність; гарантія однієї особи іншій;
<i>file</i>	1) зберігати; 2) підшивати;
<i>finance</i> [ˈfaɪnæns] <i>finance</i> [faɪˈnæns] <i>financial</i> [faɪˈnæns] <i>financial accounting</i> <i>financial performance</i> <i>financial standing</i> <i>financial statement</i> <i>financial year (fiscal year)</i> <i>financially sound bank customers</i> <i>firm's financial condition</i> <i>overall financial structure</i>	Noun. 1) фінансові відносини; 2) фінанси, гроші; 3) фінансування; Verb. 1) фінансувати; 2) продавати в кредит; Adjective. 1) фінансовий; 2) що платить внески; фінансова звітність; фінансова діяльність; фінансовий стан фінансовий звіт; фінансова документація; фінансовий (звітний) рік; клієнти банку, що мають стабільне фінансове становище; фінансовий стан фірми; загальна фінансова структура;
<i>fine</i>	пеня; штраф;
<i>fire</i>	звільняти;
<i>float</i> [fləʊt] <i>thirty (30)-day float</i>	відстрочка погашення боргу; 30-денна відстрочка погашення боргу;
<i>follow</i> <i>follow a legal procedure</i> <i>follow smb's advice</i> <i>as follow</i>	1) йти слідом; 2) супроводжувати; згідно юридичної процедури; (амер.) слідувати пораді когось; наступний;
<i>foreman</i>	майстер;
<i>foresee</i>	передбачувати;
<i>form (set up) a company</i>	створювати компанію;
<i>foster</i>	сприяти, заохочувати;
<i>franchise</i> <i>franchisee</i>	1) франшиза, особливий контракт; 2) право, або привілеї в продажі товарів або послуг під назвою

<i>franchiser</i> <i>franchising</i>	іншої фірми; торгівельне підприємство, яке торгує на пільгових умовах (підприємство, що має пільгові умови у торгівлі); компанія, що має патент на діяльність; компанія, що орендує інші підприємства; одержання особливих прав або спеціальних привілеїв;
<i>freight</i>	фрахт (судна і т. ін.);
<i>fuel (petrol, gas)</i>	пальне;
<i>fulfil</i> <i>fulfilment</i>	1) виконувати; 2) здійснювати; виконання обов'язків;
<i>furnish</i> <i>furnish smb with smth</i>	постачати; постачати щось комусь;
G	
<i>gain</i>	1) вигравати; 2) отримувати користь (прибуток, виграш);
<i>gains</i>	1) прибутки; 2) заробіток; 3) збільшення, ріст;
<i>get</i> <i>get a raise</i> <i>get along well</i> <i>get through the customs</i>	1) одержувати; 2) заробляти; 3) досягати; 4) домагатися; 5) визначати; 6) діставатися; 7) зазнавати; отримати підвищення; бути у хороших відносинах; проходити митний догляд;
<i>give</i> <i>give directions (to smb)</i>	давати; давати інструкції (комусь);
<i>go up</i>	піднімати (ціну)
<i>good</i> <i>inferior good</i>	товар; товар низької якості;
<i>goods</i> <i>complement good</i> <i>final goods</i> <i>loss-leader item</i> <i>normal good</i>	1) товар, товари; 2) речі, майно, вантаж, багаж; товар-доповнення (<i>goods</i> – традиційний іменник у значенні товар, товари вживається тільки у множині. Але в особливих економічних текстах це слово використовується у однині, як звичайний злічуваний іменник.); готові вироби, готова продукція;

<i>inferior good</i>	товар, який продається за дуже низькою ціною, яка приваблює покупців; товар стандартної якості; товар низької якості;
<i>goodwill</i>	ділова репутація; престиж фірми;
<i>grant</i> <i>grant a discount</i> <i>grant-in-aid</i>	1) дотація; субсидія; 2) надавати (знижку, кредит); 3) давати дотацію (субсидію); надавати знижку; дотація, субсидія, фінансова допомога;
<i>grocery</i>	бакалійна крамниця;
<i>gross</i> <i>gross domestic product (GDP)</i> <i>gross national product (GNP)</i> <i>gross pay</i> <i>gross margine</i> <i>by the gross</i>	1) валовий; 2) брутто; валовий національний продукт (ВНП); валовий внутрішній продукт (ВВП); оплата з вирахуваннями; валовий прибуток; гуртом;
<i>guide</i>	керувати, спрямовувати;
H	
<i>hand</i> <i>hand in</i> <i>hand over</i>	1) рука; 2) бік; сторона; 3) передавати; вручати; передавати;
<i>handle</i> <i>handle (make, undertake) a transaction</i>	1) керувати; 2) амер. торгувати, продавати; виконувати (укладати) угоду;
<i>hand-over/transfer</i>	переводити (пересилати);
<i>hardware</i>	металеві вироби;
<i>head</i> <i>head buyer</i> <i>head of department</i> <i>headquarter</i>	1) керівник; 2) начальник; керівник відділу постачання; керівник відділу; штаб-квартира;
<i>hedging</i>	страхування від збитків (хеджування);
<i>heavy</i> <i>heavy expences</i> <i>heavy order</i>	1) важкий; 2) великий; великі витрати; велике замовлення;
<i>hire</i>	наймати;
<i>hold</i>	1) тримати; 2) володіти; 3)

<i>hold an annual meeting</i> <i>hold the position</i> <i>holder</i> <i>holder of a bill</i> <i>hold on (hold the line)</i> <i>hold up</i> <i>holding</i>	вміщувати; 4) проводити; проводити щорічні збори; займати посаду; 1) власник; 2) пред'явник; той, хто має вексель; тримати (телефонну) трубку; затримувати; 1) (орендоване нерухоме) майно; 2) внески;
<i>hospitality</i>	гостинність;
<i>housing</i>	житлове будівництво;
I	
<i>immediately</i> (promptly, <i>urgently, right now</i>)	терміново;
<i>impose (on, upon)</i> <i>impose a tax</i>	оподатковуватися; нав'язувати(комусь); обкладати податком;
<i>incentive</i> <i>incentive wage</i> <i>tax incentives</i>	1) стимул; 2) мотив; прогресивна система заробітної плати; податкові пільги;
<i>incidence</i> <i>incidence of the costs</i>	сфера дії; на кого випадають витрати;
<i>inadequate</i> <i>inadequate packing</i>	недостатній, не відповідає вимогам; упаковка, що не відповідає вимогам;
<i>inclined</i> <i>be inclined</i>	схильний, прихильний; мати намір, схилитися до чогось
<i>income</i> ['ɪnkʌm] <i>income statement</i> <i>incomes policy</i> <i>income tax</i> <i>gross income</i> <i>net income</i> <i>statement of income</i>	1) прибуток; 2) надходження; 3) заробіток; звіт про доходи; політика прибутків; податок на прибуток; валовий дохід; чистий прибуток; звіт про прибутки;
<i>incorporate</i> [ɪn'kɔ:pəɪt]	1) об'єднувати; 2) зареєструвати як юридичну особу;
<i>indemnify</i> <i>indemnification</i> <i>inseemnify bond</i>	відшкодувати; компенсувати; відшкодування; гарантійний лист;
<i>inflation</i>	інфляція;

<i>inflation rate</i> <i>suppressed inflation</i>	темп інфляції; прихована інфляція;
<i>inflow/outflow</i>	приток (грошей)/відтік;
<i>influence</i> <i>have influence on smb</i> <i>be influenced by smb</i>	вплив; впливати на когось; бути під чьимось впливом;
<i>information</i> <i>sensitive information</i>	1) інформація; 2) відомість; 3) знання; таємні відомості; таємна інформація;
<i>inherited</i>	наслідувати;
<i>input</i> <i>input costs</i> <i>input price</i>	вклад, витрати, інвестиції; вартість витрат; вартість ресурсів; вартість основних засобів виробництва;
<i>insist</i>	1) наполягати; 2) вимагати, домагатися;
<i>insolvent</i> <i>insolvent industries</i>	неплатоспроможний; неплатоспроможні галузі промисловості;
<i>installation</i> <i>installation services</i>	установлення, розміщення, монтаж; послуги по установці;
<i>insure</i> <i>insurable</i> <i>insurance against all risks</i> <i>insurance against fire (fire insurance)</i> <i>insurance against usual marine risks</i> <i>insurance risk</i> <i>insurer</i> <i>insurance policy</i> <i>cargo insurance</i> <i>insurance indemnity</i>	1) страхувати (від - against ; у, в - with); 2) уберегти; який підлягає страхуванню; страхування від будь-якого ризику; страхування на випадок пожежі; страхування від звичайного морського ризику; страховий ризик; страховий агент; страховий поліс; страхування вантажу; страхов відшкодування;
<i>interest</i> <i>interest rate (interest at the rate of 5%)</i>	1) інтерес, зацікавленість; 2) частка, відсоток; проценти; 3) фіксований процент; процентна ставка;
<i>intermediate</i>	1) посередник; 2) проміжна ланка;
<i>intermediary (middleman)</i>	посередник;
<i>intervention</i>	втручання;
<i>invalid</i>	недійсний;
<i>inventory</i>	матеріально-виробничі запаси,

	<i>інвентар;</i>
<i>investment</i>	<i>інвестиції;</i>
<i>portfolio investment</i>	<i>портфельні інвестиції;</i>
<i>invoice</i>	<i>рахунок-фактура;</i>
<i>involve</i> <i>involve a chain of complications</i>	1) містити в собі; 2) спричинювати, викликати; потягнути за собою ланцюжок ускладнень
<i>irrespective</i>	1) безвідносний, не залежний; 2) незалежно від ... ;
<i>irrevocable confirmed Letter of Credit</i>	безвідзивний підтверджений аккредитив;
<i>issue</i>	1) випуск; 2) видача; 3) емісія;
<i>item</i> <i>high quality expensive item</i> <i>itemize</i>	1) пункт; стаття; 2) питання; 3) номер; 4) окремий предмет; позиція; високоякісний дорогий продукт; перераховувати по пунктах;
J	
<i>joint</i> <i>joint action</i> <i>joint owner</i> <i>joint stock</i> <i>joint-stock</i> <i>joint-tenancy</i> <i>joint venture</i>	з'єднаний, спільний; спільна дія; співвласник; акціонерний капітал; акціонерний; співоренда; об'єднане підприємство;
K	
<i>keep</i> <i>keep in stock</i> <i>keep smb informed of smth</i>	1) зберігати; 2) тримати; зберігати на складі; тримати в курсі справ когонебудь;
<i>knowledge</i> <i>with knowledge</i> <i>without knowledge</i>	знання; з відома; без відома;
L	
<i>label</i> <i>labelling scheme</i>	1) етикетка; 2) ярлик; 3) позначка; проект розробки відповідної етикетки;
<i>labour</i> <i>labour turnover</i>	1) робота; 2) робітники; текучість робочої сили;
<i>leaflet</i>	проспект;

<i>lease</i>	1) оренда, найм; 2) здавати в оренду;
<i>ledger</i> <i>general ledger</i>	1) гросбух; 2) бухгалтерська книга; загальна бухгалтерська книга;
<i>lend</i> <i>lending</i> <i>lending terms</i>	давати в борг; позичання (напр. діловому підприємству); умови видачі кредиту;
<i>let</i> <i>let smb down</i> <i>let smth out on hire (to hire out smth)</i>	1) дозволяти; 2) здавати в оренду; підводити, ставити у незручне становище; давати щось напрокат;
<i>letter</i> <i>covering letter</i> <i>registered letter</i> <i>letter of credit</i>	1) літера; 2) лист; 3) документ; супроводжуючий лист; зарєстрований лист; акредитив;
<i>levy</i> [ˈlevi]	стягувати податки; оподатковувати;
<i>liabilities</i> <i>liabilities (obligations, commitment) under the contract</i>	1) відповідальність; 2) необхідність; 3) зобов'язання; 4) борги; 5) пасиви; обов'язки сторін за контрактом;
<i>liable</i> <i>be liable</i> <i>be liable for</i> <i>be liable to duty / duty free</i>	1) відповідальний; 2) зобов'язаний; нести юридичну відповідальність; бути відповідальним за; підлягає оподаткуванню/не підлягає ... ;
<i>licence/license (US)</i> <i>licencor</i> <i>licensee</i>	ліцензія; ліцензіар (власник ліцензії); ліцензіат (покупець ліцензії);
<i>limit</i> <i>limit price</i>	1) межа; ліміт; 2) обмежувати; лімітна ціна;
<i>line</i> <i>line chain of command</i> <i>line of credit</i> <i>line position</i>	1) лінія; 2) особливість, риса; 3) рід діяльності; заняття, спеціальність, фах; лінійна структура підпорядкування; кредитний ліміт; лінійна посада;
<i>list</i> <i>list price</i>	1) список; 2) реєстр; ціна за прейскурантом;
<i>load (cargo)</i> <i>load into/onto</i> <i>loading</i>	1) вантаж; 2) вантажити; вантажити на ... ; завантаження;

<i>loan</i>	<i>позика;</i>
<i>mortgage loans</i>	<i>позика під нерухомість;</i>
<i>location</i>	<i>місце розташування;</i>
<i>loss</i>	<i>1) шкода; 2) збиток; 3) втрата;</i>
<i>offset losses</i>	<i>компенсувати збитки;</i>
<i>loyal</i>	<i>вірний, відданий;</i>
M	
<i>mail</i>	<i>1) пошта; 2) посилати поштою;</i>
<i>junk mail</i>	<i>рекламні матеріали, що</i>
<i>mail-order house</i>	<i>розповсюджуються через пошту;</i>
<i>by return (of) mail</i>	<i>посилторг;</i>
	<i>звотною поштою;</i>
<i>maintain</i>	<i>підтримувати;</i>
<i>maintenance</i>	<i>1) підтримка; 2) догляд; 3) експлуатація;</i>
<i>make</i>	<i>1) робити; 2) складати; 3) здійснювати; 4) заробляти; 5) укладати; 6) визначати; 7) призначати (на посаду);</i>
<i>make a career (in smth)</i>	<i>робити кар'єру (у чомусь);</i>
<i>make a claim</i>	<i>пред'являти претензію;</i>
<i>make a loan (to smb)</i>	<i>давати позику (комусь);</i>
<i>make a profit on the sale</i>	<i>отримати прибуток у процесі продажу;</i>
<i>make an appointment (with smb)</i>	<i>призначити ділову зустріч (з кимось);</i>
<i>make calculations (amendments)</i>	<i>робити перерахунки (поправки);</i>
<i>make decisions</i>	<i>приймати рішення;</i>
<i>make more precise/exact/accurate (to specify, to define more exactly/precisely/accurately)</i>	<i>уточнювати;</i>
<i>management</i>	<i>1) керування, управління, менеджмент; 2) адміністрація, дирекція;</i>
<i>management buy-in</i>	<i>купівля менеджерами</i>
<i>management buy-out</i>	<i>контрольного пакету акцій іншої компанії;</i>
<i>managerial approach</i>	<i>купівля менеджерами контрольного пакету акцій своєї компанії;</i>
	<i>керівний підхід;</i>
<i>manual</i>	<i>1) підручник; 2) статут; 3) ручний;</i>
<i>manufacture</i>	<i>виробляти;</i>

<i>manufacturer</i> <i>manufacturing</i>	виробник, постачальник; виробництво;
<i>margin</i>	1) різниця; залишок; 2) гарантійний внесок; 4) додаткова сума;
<i>market</i> <i>fair market</i> <i>market hurdles</i> <i>saturated market</i> <i>target market</i>	1) ринок; 2) продавати; сприятливі ринкові умови; ринкові бар'єри; насичений ринок; цільовий ринок;
<i>measure</i>	вимірювати;
<i>meet</i> <i>meet (satisfy) a claim</i> <i>meet the deadline</i> <i>meet the requirements</i> <i>meet the request</i>	1) бачитися; 2) збиратися; 3) задовольняти (щось), відповідати (чомусь); 4) оплачувати; задовольняти претензію; вкластися в строк; задовільняти потреби; відповідати вимогам; задовольняти прохання;
<i>merchandise</i> <i>merchandising counseling</i> <i>merchant wholesaler</i>	товари; консультація щодо асортименту товарів; оптовий покупець;
<i>minor</i> <i>be of minor importance</i>	незначний; мати другорядне значення;
<i>misdirection</i>	відправка товару за невірною адресою;
<i>monetary</i> ['mɒnɪtəri] <i>monetary policy</i> <i>monetary gift</i> <i>International Monetary Fund (IMF)</i>	1) монетний; 2) грошовий; 3) валютний; фінансово-кредитна політика; грошова пожертва; Міжнародний Валютний Фонд (МВФ);
<i>money</i> <i>stash money</i>	гроші; вкласти гроші;
<i>mount</i>	1) встановлювати; 2) монтувати;
<i>movement</i> <i>chain movement</i>	1) рух, пересування; 2) розвиток дії; 3) зміна; рух до об'єднання;
<i>multibuys</i>	купівля кількох однотипних речей;
<i>mutual</i> <i>mutually</i> <i>be mutually agreed</i>	взаємний; взаємно; за взаємною згодою;

N	
<i>need</i> <i>need a lawyer</i> <i>be in (urgent) need of smth</i>	1) потребувати; 2) заслуговувати; потребувати юриста; (терміново) потребувати щось;
<i>negotiate</i> <i>negotiable</i> <i>carry (conduct) negotiations</i> <i>negotiate purchases or sales</i> <i>negotiation group</i> <i>sole negotiator</i>	1) домовлятися; вести переговори (про for); 2) переборювати; те, що може бути перепроданим, перекупленим; вести переговори; вести переговори з приводу купівлі або продажу; комітет з переговорів; єдина особа, яка веде переговори;
<i>net</i> <i>net assets</i> <i>net income</i> <i>net liability</i> <i>net loss</i> <i>net pay</i> <i>net worth</i>	чистий, нетто; вартість майна з вирахуванням зобов'язань; чистий прибуток (амер. прибуток, який оподатковується); чисте зобов'язання; чиста втрата; оплата без вирахувань; вартість майна з вирахуванням зобов'язань;
<i>note</i> <i>promissory note</i> <i>Release Note for Shipment</i>	1) нотатки; 2) записка; 3) накладна, вексель, банкнот; 4) (боргова) розписка; простий вексель; повідомлення про готовність до відправлення;
<i>null</i> <i>null and void</i>	недійсний; той, що втратив силу;
O	
<i>obligation</i> <i>without obligation</i> <i>oblige</i> <i>be obliged (to)</i>	зобов'язання; без зобов'язань; зобов'язувати; бути вдячним;
<i>observe</i> <i>observation</i>	1) помічати; бачити; 2) притримуватись; зауваження;
<i>obstacle</i>	перепона, перешкода;
<i>obstruct</i>	завадити;
<i>obtain</i>	одержувати, здобувати;
<i>obviously</i>	очевидно;

official	офіційний;
omission omit omit to do (doing)	пропуск; 1) пропускати; 2) випускати; 3) опускати; не зробити;
operation put into operation	1) робота; 2) дія; 3) експлуатація; вводити в дію;
opportunity lose an opportunity seize one's opportunity (chance); take an opportunity have the opportunity of doing smth	1) шанс (можливість); 2) зручна нагода; втратити шанс (можливість); скористатися можливістю; мати можливість зробити що-н.;
oppose	оскаржити;
option at (in) our (your) option	вибір, право вибору; на (ваш) розгляд;
order online ordering against (on) Order No. cash with order by order for order's sake	1) наказувати; 2) відсилати; 3) замовляти; 4) замовлення; 5) наказ; 6) ордер; 7) порядок; замовлення товарів через комп'ютерну мережу; замовлення за №; готівкою при отриманні замовлення; за наказом; заради порядку;
organization organization structure organizational chart	організація; організаційна структура; організаційна схема;
origin	походження;
outer	зовнішній;
outgrowth	продукт, результат;
outlet	ринок збуту, торговельна точка; торговельне підприємство;
output	1) продукція; 2) об'єм виробництва; 3) випуск;
outside outside the seller's control	1) за межами; 2) зовнішня сторона; незалежний від продавця;
overall	повний;
overlook smth	1) не помітити, випустити щось із виду; 2) дивитися на щось зверху; 3) наглядати;
overseas	заморський;

<i>overseas transport</i>	<i>морське перевезення;</i>
<i>oversight</i> <i>through an oversight</i>	<i>1) недогляд, помилка; 2) нагляд; через недогляд;</i>
<i>overtime</i>	<i>надурочний час;</i>
<i>own</i>	<i>1) власний; 2) власник;</i>
P	
<i>pack</i> <i>packing</i> <i>cost of packing</i> <i>Packing List (Sheet)</i>	<i>пакувати; упаковка; вартість упаковки; упаковочный лист;</i>
<i>parcel</i> <i>by parcel post</i>	<i>1) пакет; пачка; посылка; 2) партія (товару); поштовим відправленням;</i>
<i>part</i> <i>partial owner</i> <i>part-payment</i> <i>spare and wear parts</i> <i>party</i>	<i>1) частина; 2) участь; 3) значення; 4) група, фракція; співвласник; часткова оплата; запасні та зношуючі деталі; юридична сторона</i>
<i>particular</i>	<i>1) подробиця; 2) деталь; 3) особливий; 4) спеціальний;</i>
<i>pay</i> <i>pay a debt (to smb)</i> <i>pay at sight</i> <i>pay cash</i> <i>pay check</i> <i>pay dividends</i> <i>pay in kind</i> <i>pay for smth</i> <i>pay on demand</i> <i>pay out</i> <i>pay to order</i> <i>payable</i> <i>payee</i>	<i>1) платити; 2) звертати увагу; сплатити борг (комусь); сплатити за пред'явленням; платити готівкою; платіжний чек; сплачувати дивіденди; сплатити натурою; платити за що-н.; сплатити за першою вимогою; сплачувати; сплатити за наказом; підлягає оплаті; одержувач платежів;</i>
<i>payment</i> <i>guarantee of payment</i> <i>payment by results</i> <i>payment in advance,</i> <i>prepayment</i> <i>payment of expenses</i> <i>point-of-sale payments</i> <i>progress payment</i> <i>system of payment (mode of</i>	<i>оплата; гарантія платежу; оплата по результатам; попередня оплата; оплата витрат; платежі, що здійснюються в розрахункових пунктах; поетапна оплата; спосіб оплати;</i>

<i>payment, manner of payment)</i>	
<i>penalty</i> <i>have a right to claim a penalty</i>	1) покарання; 2) штраф; пеня; мати право вимагати пеню;
<i>per capita (per head)</i> <i>per capita consumption</i> <i>per unit</i> <i>per hour</i> <i>per cent (percent)</i>	на людину (на душу населення); споживання на душу населення; за одиницю; погодинно; відсоток (процент);
<i>peril</i>	1) небезпека; 2) ризик;
<i>pile up</i>	накопичувати, збільшувати;
<i>pilferage</i>	розкрадання;
<i>place</i> <i>place an order with smb</i>	1) місце; 2) положення; 3) посада; 4) розміщувати; 5) робити замовлення; розміщувати замовлення у кого-н.;
<i>plane</i> <i>jet plane</i>	літак; реактивний літак;
<i>pledge</i> <i>pledge goods with a bank</i>	закласти; покласти товар під заклад у банк;
<i>policy</i> <i>policy of insurance (insurance policy)</i>	1) політика; 2) поліс; страховий поліс;
<i>pool</i>	об'єднання;
<i>portable</i>	портативний;
<i>possession</i>	1) володіння; 2) власність; 3) майно;
<i>precious</i>	дорогоцінний, коштовний;
<i>predict</i>	передбачати;
<i>premises</i>	приміщення;
<i>premium</i>	страхові внески;
<i>prepare</i> <i>preparation of payrolls</i>	1) готувати; 2) підготовляти; підготовка відомостей (звітів)
<i>pressure</i> <i>work under pressure</i> <i>pressure of work</i>	1) тиск; 2) вплив; 3) скрутні обставини; працювати під тиском; завантаженість терміновою роботою;
<i>prevent</i>	1) запобігати 2) зупиняти;
<i>price</i> <i>asking price</i> <i>attractive price</i> <i>cut price</i> <i>equilibrium price</i> <i>off-even pricing</i>	ціна; перша ціна; приваблива ціна; ціна із значною знижкою; рівноцінна ціна; ціна, яка не досягає до круглої

<p><i>acceptable price</i> <i>best price</i> <i>competitive prices</i> <i>cost price</i> <i>cut price</i> <i>equilibrium price</i> <i>final price</i> <i>price competition</i> <i>price de-emphasis</i></p> <p><i>price emphasis</i> <i>price leader</i></p> <p><i>price sensitive item</i> <i>pricing</i> <i>pursue unsound price policies</i> <i>pursue unsound price policies</i> <i>reasonable price</i> <i>unreasonable price</i></p>	<p>цифри, але стимулює бажання у покупця купити цю річ; розумна ціна; найнижча ціна; конкурентноспроможні ціни; собівартість; ціна із значною знижкою; рівноцінна ціна; кінцева ціна; конкуренція у ціноутворенні; спроба продажу товару не за рахунок низької ціни, а за рахунок інших факторів; продаж товару за рахунок низької ціни; виробник (встановлює найнижчу ціну на певну продукцію); товар, рівень продажу якого залежить від ціни; калькуляція цін; вести нерозумну ціноутворюючу політику; ціна, що пропонується; розумна ціна; нерозумна ціна;</p>
<i>prime-rate</i>	найменший процент з позики (встановлений в певний час у певному місці);
<i>principal</i>	1) голова, начальник; 2) директор; 3) основний; 4) провідний; 5) основна сума;
<i>procedure</i>	процедура;
<i>proceeds</i>	рл. 1) сума; 2) виручка;
<i>process</i>	1) обробляти; 2) переробляти;
<i>producer</i> <i>large scale producer</i>	виробник; крупний виробник;
<i>product</i> ['prodʌkt] <i>product planning</i> <i>production and consumption</i> <i>production costs</i> <i>production input</i> <i>mass production</i> <i>means of production</i> <i>mode of production</i>	1) продукція, продукт, виріб; 2) результат, наслідок; розробка нової продукції; виробництво та споживання; виробничі витрати, собівартість; виробничі ресурси (затрати на виробництво); масове виробництво;

	засоби виробництва; спосіб виробництва;
<i>profit</i>	прибуток;
<i>profitability</i>	прибутковість;
<i>anticipated profit</i>	запланований прибуток;
<i>prohibit</i>	забороняти;
<i>proof</i>	доказ;
<i>final proof of quality</i>	підтвердження якості;
<i>property</i>	власність;
<i>prospect</i>	1) перспектива; 2) проспект; 3) публікація;
<i>prosperity</i>	розквіт;
<i>provide</i>	1) постачати; 2) надавати; 3)
<i>provide channels</i>	забезпечувати;
<i>provide data</i>	забезпечувати системою збуту;
<i>provided (that)</i>	забезпечувати відомості;
<i>provision</i>	при умові, що; у тому випадку,
<i>provisonal</i>	(якщо); 1) умова; 2) положення; попередній;
<i>proximo</i>	наступного місяця;
<i>on the 2nd proximo</i>	2 числа наступного місяця;
<i>public</i>	1) суспільний; громадський; 2)
<i>public procurement</i>	народний;
<i>publicity</i>	державна закупівля;
<i>in public</i>	пропаганда;
<i>publicity</i>	відкрито; публічно; реклама;
<i>punitive</i> [ˈpju:nitiv]	каральний;
<i>punitive measure</i>	каральний захід;
<i>purchase</i>	1) купівля; 2) покупка; 3) вартість; 4) перевага; 5) точка опори; 6)
<i>purchase order (p.o.)</i>	купувати;
<i>purchasing power</i>	замовлення на купівлю;
<i>purchaser</i>	купівельна спроможність; покупець;
<i>put</i>	1) додавати; 2) приводити; 3)
<i>put a visa on a passport</i>	оцінювати; 4) пропонувати; 5)
<i>put an amount of money</i>	призначати;
<i>put data</i>	поставити візу у паспорт;
<i>put policies into effect quickly</i>	вкласти гроші;
<i>put into port</i>	закладати дані (відомості);
<i>put forward a claim</i>	швидко досягти хороших результатів;

<i>put forward a quotation</i>	входити в порт; пред'явити претензію; пред'явити пропозицію;
Q	
<i>quota</i>	квота, норма;
<i>quote</i> <i>quote (a price)</i> <i>quotation</i>	визначення ціни; призначати (ціну, умови); 1) котировка; 2) ціна; 3) курс; 4) пропозиція;
R	
<i>ransom</i>	викуп;
<i>rate</i> <i>basis rate</i> <i>rate of exchange</i> <i>rating</i>	1) розмір; 2) норма; 3) ставка; 4) курс; базисна ставка; валютний курс; 1) потужність; 2) продуктивність;
<i>ratio</i> <i>ratio analysis</i> <i>Return on Investment Ratio</i>	1) коефіцієнт; 2) раціон; аналіз коефіцієнтів; коефіцієнт повернення інвестицій;
<i>receipt</i>	1) отримання; 2) розписка; 3) квитанція; 4) отримувати;
<i>recession</i>	рецесія, спад;
<i>reciprocal</i> <i>reciprocal trading</i>	взаємний; взаємовигідна торгівля;
<i>record</i>	документ, запис, протокол;
<i>recruit</i> <i>recruitment</i>	комплектувати; набір штату;
<i>red-tape</i>	канцелярська робота;
<i>reduce</i> <i>reduction</i> <i>reduction in the price</i>	знижувати; зниження; зниження ціни;
<i>refer (smth to smb)</i> <i>referrals, reference</i> <i>with reference to</i>	1) передавати (щось на розгляд когось); 2) посилатися (на когось (щось); посилання; посилаючись на;
<i>refuse</i> <i>refuse to specialize their</i> <i>productive efforts</i>	1) відмовлятися; 2) відкидати; 3) заперечувати; відмовляються від спеціалізації в галузі виробництва;
<i>refund</i>	повертати; відшкодувати

	(грошові суми);
register register a company	1) реєструвати; 2) показувати; 3) запам'ятовувати; zareєструвати компанію;
regulations	правила;
reimburse reimbursement	відшкодовувати, оплачувати, повертати; відшкодування;
reject reject (to decline) a claim (an offer, a proposal) rejection reject the goods	1) відхиляти; 2) бракувати; 3) відкидати; відхиляти претензію (пропозицію); відмова; відмовитись від товару;
relation relationship in relation to trading relations	зв'язок; взаємовідносини; відносно; торгові зв'язки;
rely (on smb, smth)	покладатися (на щось, когось);
remedy remedy the defects	виправляти; виправити дефекти;
remember Remember me Mr. P.	1) пам'ятати; 2) згадувати; Передайте від мене вітання Містеру П.;
remind remind smb of smth reminder	нагадувати; нагадувати комусь про щось; нагадування;
remit remittance	переказувати (гроші); переказ (грошей);
render render a service	1) платити; 2) подавати; 3) надавати; 4) відтворювати; надавати послугу;
rent	рента, орендна плата, прибуток з нерухомості;
repay	повертати борг;
replace replacement replacement parts	1) замінювати; 2) згадувати; заміна; частини для заміни;
replication	копіювання (досвіду);
reply in reply to	відповідь; 2) відповідати (на - to); у відповідь на;
report turn in the report report of survey	звіт; здавати звіт; акт перевірки;

<i>request</i> <i>in accordance with your request</i> <i>(as requested (by you))</i>	1) прохання; 2) просити; згідно Вашого прохання;
<i>require</i> <i>required</i> <i>requirement</i> <i>meet the requirements</i>	1) вимагати; 2) потребувати; необхідний; 1) вимога; 2) потреба; задовольнити (відповідати) вимогам;
<i>reserve</i> <i>I have a room reserved ...</i> <i>reserve the right</i>	1) зберігати; 2) замовляти, резервувати; 3) призначати; На моє ім'я замовлено номер (у готелі) ...; 1) зберігати за собою право; 2) призначати;
<i>response</i> <i>in response to</i> <i>responsible</i> <i>responsibility</i> <i>be responsible for all business</i> <i>debts</i> <i>accept responsibility</i>	відповідь; у відповідь на ; відповідальний; відповідальність; бути відповідальним за всі виробничі борги; брати на себе відповідальність;
<i>restrict</i> <i>restriction (restraint)</i> <i>driving restrictions</i>	обмежувати; обмеження; обмеження автомобільного руху;
<i>retailer</i> <i>single line retailer</i>	крамар; торговець (той, що продає який- небудь один товар);
<i>revenue</i> ['rɪvɪnju:]	прибуток;
<i>risk</i> <i>foreign-exchange risk</i> <i>incur risk</i> <i>justify a risk</i>	ризик; валютний ризик; зазнати ризику; виправдати ризик;
<i>royalty</i>	ліцензійний платіж, роялті;
<i>body</i> <i>ruling body</i>	1) тіло; 2) основна частина; 3) юридична особа; корпорація, організація; керівний орган;
<i>run</i> <i>run a risk</i> <i>run fast</i>	1) бігти; 2) діяти; 3) бути чинним; 4) брати участь; 5) заборгувати; б) долати перешкоду; ризикувати; йти швидко (про поїзди, автобуси);
S	

<i>sale</i> <i>inhibit the sale</i>	торгівля; заважати торгівлі;
<i>sale</i> <i>consignment sales</i> <i>sales trainee</i>	1) збут; 2) торгівля; продаж товарів за дорученням за комісійну винагороду; торговий стажер;
<i>satellite</i> <i>satellite communication</i>	1) супутник; 2) прихильник; супутниковий зв'язок;
<i>save</i>	економити;
<i>schedule</i>	1) розробляти план; 2) розклад;
<i>security</i> <i>securitization of credit cards</i> <i>debts</i>	1) безпека; 2) охорона; 3) забезпечення, гарантія; 4) упевненість; 5) порука; гарантування боргів по кредитних картках;
<i>self-sufficient</i>	самозабезпечений;
<i>sell</i> <i>sell abroad</i>	1) продавати; 2) рекламувати; продавати за кордон;
<i>service</i> <i>extra services</i> <i>service and maintenance</i>	1) праця, робота; 2) послуга; 3) сервіс; 4) експлуатація; додаткові послуги; експлуатація та обслуговування;
<i>set</i> <i>set objectives</i> <i>set oneself a task</i> <i>set prices (to charge prices)</i>	1) ставити, розміщувати; 2) подавати (приклад); 3) набар, комплект; 4) установка; ставити мету; поставити завдання; встановлювати ціни;
<i>settle</i> <i>settle a debt (with smb)</i> <i>settlement</i> <i>settle the matter</i>	1) поселятися; 2) обґрунтовувати; 3) вирішувати; виплатити борг (комусь); 1) поселення; 2) обґрунтування, урегулювання; владнати питання;
<i>share</i> <i>share capital</i>	Noun 1) частка; 2) акція, пай; Verb 1) ділити; 2) брати участь; 3) поділяти (думку); акціонерний капітал;
<i>shifting</i>	1) перенос; 2) перестановка;
<i>ship</i> <i>shipment (consignment)</i> <i>shipping</i>	1) завантажувати на корабель; 2) перевозити (відправляти) вантаж будь-яким видом транспорту; 1) вантаж (партія товару); 2) завантаження, відвантаження (не

<i>shipping documents</i> <i>shipping specification</i> <i>shipowner</i> <i>shipping agent</i>	вживається означений артикль); транспортування; документація відвантаження; специфікація відвантаження; власник судна; експедитор;
<i>shop</i> <i>shopping centre</i> <i>shopping guide</i>	1) крамниця; 2) цех; 3) професія; 4) скуповуватися; торгівельний центр; довідник магазинів;
<i>shortage</i> <i>shortage (of smth)</i>	1) дефіцит; 2) нестача, брак (чогось); 3) недолік; недостача (чогось);
<i>short-delivery (short-shipment)</i>	недопоставка, неповна поставка;
<i>sight</i> <i>at sight</i>	Noun 1) зір; 2) погляд; 3) вигляд; 4) поле зору; Verb 1) побачити; 2) спостерігати; на пред'явника;
<i>simplify</i>	спрощувати;
<i>single</i> <i>single copies of a catalogue</i> <i>(brochure etc)</i>	1) один, єдиний; 2) суцільний, цілий; по одному екземпляру каталогу (брошури та ін.);
<i>spare</i> <i>spare parts (spares)</i>	запасний; запасні частини;
<i>specification</i>	1) специфікація; 2) технічні умови; 3) уточнення;
<i>specimen</i> <i>specimen letters</i>	зразок; зразки листів;
<i>staff (personnel)</i> <i>staffing</i> <i>temporary or permanent staff</i>	штат; підбір та розташування кадрів; постійний або тимчасовий штат;
<i>stamp</i>	перевіряти;
<i>standard</i> <i>standard of living</i> <i>Government standard</i> <i>standard form of a contract</i>	1) стандарт; 2) норма; 3) грошова система; життєвий рівень; державний стандарт; типовий контраст;
<i>standby</i> <i>standby reserve</i>	1) надійний; 2) запасний; резервний запас;
<i>start</i> <i>start own business</i> <i>start with especially low prices</i> <i>starting</i>	1) починати; 2) стартувати; розпочати свою справу; починати з особливо низьких цін; 1) пусковий; 2) початковий;

<i>starting equipment</i>	<i>пусковий пристрій;</i>
<i>state as stated statement of account profit and loss statement</i>	<i>1) установлений; 2) призначений; 3) заявляти; 4) констатувати; як вказано; 1) звіт; 2) заява; 3) відомість; 4) специфікація; виписка із рахунку; звіт про прибутки та збитки;</i>
<i>statute</i> ['stætju:t]	<i>1) статут; 2) законодавчий акт;</i>
<i>status financial status</i>	<i>1) статус; 2) стан; фінансовий стан;</i>
<i>steady</i>	<i>стійкий, постійний;</i>
<i>stock stock certificate stockbroker stock-in-trade in stock issue and sell stock joint stock company</i>	<i>1) запас; 2) склад; 3) фонди; 4) акції; акція; біржовий маклер; 1) товарний запас; 2) залишок непроданих товарів; 1) у наявності, в асортименті; 2) на складі; випускати та продавати акції; акціонерна компанія;</i>
<i>store storage store of value</i>	<i>1) запас; запаси; 2) універмаг; 3) крамниця; 4) склад; 6) статок; 7) складувати; зберігати на складі; 1) зберігання; 2) склад, сховище; 1) засіб збереження; 2) засіб „збереження вартості” (як функція грошей)</i>
<i>sublet</i>	<i>передавати в найм;</i>
<i>submit submission</i>	<i>1) доводити; 2) твердити; 3) представляти (на розгляд); передача на розгляд;</i>
<i>subsequent</i>	<i>наступний;</i>
<i>subsidiary free standing subsidiary</i>	<i>помічник; незалежне дочірнє підприємство;</i>
<i>substitute</i>	<i>1) заміна; замінник; 2) замінити;</i>
<i>sue be sued</i>	<i>переслідувати судовим порядком; підпадати під розгляд карної справи;</i>
<i>suffer suffer losses (to suffer defeat)</i>	<i>1) страждати; 2) дозволяти; 3) терпіти; 4) бути покараним; нести збитки;</i>
<i>sufficiency</i>	<i>1) статок; 2) здатність; уміння;</i>

<i>subscribe</i> <i>viewpoint</i> <i>sufficient</i>	<i>self-sufficiency</i>	дотримуватися точки зору самозабезпеченості; достатній;
<i>sum</i> <i>sum it up (summing it up)</i>		1) додавати; 2) підсумовувати; узагальнювати; підвести підсумки;
<i>supervise</i> <i>supervise daily management</i>		контролювати, завідувати; здійснювати постійне керівництво;
<i>supplement</i>		додаток; доповнення
<i>supply</i> <i>supplies</i> <i>supply and demand</i>		1) постачання; 2) попит; рл. запас; припаси; плата; попит та пропозиція;
<i>support</i> <i>on-going support</i>		підтримка; постійна підтримка;
<i>surplus</i>		надлишок;
<i>survive</i>		оглядати, досліджувати;
<i>swap</i> [swop] <i>swap (smth for smth)</i>		обмін; мінати (щось на щось);
T		
<i>take</i> <i>take risks (to run a risk)</i> <i>take title to the goods</i> <i>take/assume responsibility</i>		1) оволодівати; 2) орендувати; 3) потребувати; 3) споживати; 4) їздити; 5) впливати; б) зазнати; ризикувати; купляти товар як власність; приймати (на себе) відповідальність;
<i>tangible</i> <i>tangible assets</i> <i>tangible item</i>		матеріальний; матеріальні активи; матеріальний предмет;
<i>tariff</i>		тариф, мито;
<i>task</i> <i>task in hand</i>		1) справа; 2) обов'язок; 3) мито; 1) розпочата робота; 2) найближче завдання;
<i>tax</i> <i>tax benefits</i> <i>tax cuts package</i> <i>tax rate</i> <i>tax relief</i> <i>tax revenue</i> <i>taxable</i>		податок; пільги з оподаткування; пакет законів стосовно зменшення податків; норма податків; пом'якшення податків; прибуток за рахунок податкових надходжень; податкові надходження;

	<i>підлягає оподаткуванню;</i>
<i>tenant</i>	<i>наймач, орендатор;</i>
<i>tender</i>	<i>1) пропозиція; тендер;</i>
<i>term</i> <i>in terms of</i> <i>in terms of money</i> <i>long term view</i> <i>long-term investment</i> <i>long-term/short-term loan</i> <i>on the terms</i> <i>terms of sale</i> <i>terms of payment</i>	<i>1) термін; 2) умова;</i> <i>з точки зору; у відношенні;</i> <i>у грошовому вираженні;</i> <i>довгостроковий;</i> <i>довгостроковий вклад;</i> <i>довгострокова (короткострокова)</i> <i>позика;</i> <i>на умовах;</i> <i>умови продажу;</i> <i>умови платежу;</i>
<i>terminal</i> <i>terminus, termini</i>	<i>1) термінал; 2) межа; 3) висновок;</i> <i>4) кінець;</i> <i>кінцева зупинка;</i>
<i>test</i> <i>test report</i> <i>test certificate</i> <i>running test</i> <i>service test</i>	<i>1) випробування; 2) перевірка; 3)</i> <i>тест;</i> <i>1) звіт про випробування; 2)</i> <i>протокол випробування;</i> <i>свідоцтво про випробування;</i> <i>поточне випробування;</i> <i>експлуатаційне випробування;</i>
<i>threaten</i>	<i>загрожувати;</i>
<i>time</i> <i>time of delivery</i> <i>in due time</i>	<i>1) час; 2) нагода; 3) мить; 4) раз;</i> <i>5) термін;</i> <i>термін поставки;</i> <i>своєчасно;</i>
<i>title</i>	<i>1) назва; 2) звання; 3) право; право</i> <i>на власність; 4) титул;</i>
<i>ticket</i> <i>open-date ticket</i> <i>return ticket</i>	<i>білет; квиток;</i> <i>білет з відкритою датою;</i> <i>зворотний квиток;</i>
<i>tie</i> <i>be tied in with the company</i> <i>product</i>	<i>зв'язувати;</i> <i>мати відношення до кінцевого</i> <i>продукту;</i>
<i>toll</i>	<i>податок, оплата за послуги;</i>
<i>total</i>	<i>1) загальна кількість; 2) підсумок;</i>
<i>trade</i> <i>free trade area</i> <i>predatory trading</i> <i>trade deficit</i> <i>trade duty</i> <i>trade surplus</i>	<i>торгівля;</i> <i>зона вільної торгівлі;</i> <i>грабіжницька торгівля;</i> <i>торговельний дефіцит;</i> <i>торговий податок;</i> <i>торговельний надлишок;</i>

<i>trade-in allowance</i>	сума грошей, сплачена за стару річ і включена у рахунок купівлі нової;
<i>trade gap</i>	дефіцит торговельного балансу;
<i>trademark</i>	торгова (фабрична) марка;
<i>trade price</i>	гуртова ціна;
<i>trade-union</i>	профспілка;
<i>trade-off</i>	альтернатива;
<i>traffic</i>	1) рух (транспорту); 2) торгівля (часто незаконна); 3) перевезення; 4) торговельні угоди;
<i>transaction</i>	банківська операція, угода;
<i>transfer</i>	Noun 1) перенесення; 2) переказ;
<i>transfer</i>	Verb 1) переміщати; 2)
<i>unilateral transfers</i>	переказувати (гроші); односторонні перекази;
<i>transit</i>	1) проходження; 2) перевезення; 3) зміна; 4) переміщення; 5) транзит;
<i>during (in) transit</i>	під час перевезення;
<i>transmission</i>	пересилка;
<i>treatment</i>	1) ставлення; поводження; 2) лікування; догляд; 3) трактування;
<i>to put to a treatment</i>	4) обробка (чогось); піддавати обробці;
<i>trend</i>	тенденція, загальний напрямок;
<i>trial</i>	1) суд; 2) спроба;
<i>trial balance</i>	пробний баланс;
<i>triplicate</i>	третій екземпляр;
<i>in triplicate</i>	в трьох кеземплярах;
<i>turn</i>	1) обертання; 2) зміна напряму; 3) черга; 4) послуга; 5) перегортати;
<i>in turn</i>	б) бути в обігу; 7) отримувати
<i>do not turn over</i>	прибуток; по черзі; не кантувати (надпис на ящиках);
U	
<i>ultima</i>	1) лат. кінець слова; 2)
<i>ultimate</i>	остаточний;
<i>ultimatum</i>	1) останній; 2) крайній; 3) основний; 4) критичний; 5) максимальний; 6) остаточний;
<i>undercover</i>	1) заключне слово; 2) ультиматум;
	1) таємний; 2) секретний; 3) прихований;

undergo	1) зазнавати; 2) зносити;
undersign undersigned	підписувати(ся); ніжчепідписаний;
understand understanding	1) розуміти; 2) припускати; 3) дізнаватися; 1) розуміння; 2) угода; 3) розумний;
undertake undertaking	1) починати; 2) ручатися; гарантувати; 3) зобов'язуватися; зобов'язання;
underuse	використовувати не на повну потужність;
underwrite	гарантувати розміщення (цінних паперів);
unforeseen unforeseen circumstances unforeseen complications (difficulties)	непередбачуваний; непередбачувані обставини; непередбачувані складнощі;
unload (discharge)	розвантажувати;
upgrading	підвищення кваліфікації;
utility marginal utility utilities utilize utilization	1) корисність; 2) корисна річ; 3) комунальні споруди (послуги); межова корисність (додаткова корисність, яку отримують від споживання додаткової одиниці товарів або послуг); комунальні підприємства; використовувати, утилізувати; використання;
V	
valid be valid validity	1) вагомий; 2) чинний; 3) дійовий; бути дійсним; термін дії;
value face value value added tax (VAT) value of goods insurance value valued at	1) вартість; 2) цінність; 3) оцінювати; номінальна вартість; податок на додану вартість (ПДВ); вартість товарів; застрахована вартість вантажу; вартістю;
vary vary from ... to	1) змінюватися; 2) відрізнятися; 3) різноманітити; 4) коливатися; змінюватися, коливатися в межах

<i>vary in</i> <i>vary with</i>	від ... до; відрізнятися (за якоюсь ознакою); відрізнятися в залежності від; залежати від;
<i>velocity</i> <i>velocity of money</i>	швидкість; швидкість обігу грошей;
<i>venture</i>	ризикований захід, авантюра;
<i>vessel (merchant (motor) vessel</i> <i>MV)</i>	торгове (моторне) судно;
<i>vice-president (vice-president of</i> <i>marketing, vice-president of</i> <i>production)</i>	віце-президент (віце-президент із збуту, віце-президент з виробництва);
<i>visa</i> <i>entrance (entry) visa</i> <i>exit visa</i> <i>grant a visa</i>	віза; в'їзна віза; виїзна віза; надати візу;
<i>vote</i> <i>by a majority vote</i>	1) голосування; 2) виборче право; 3) вотум; більшістю голосів;
W	
<i>ware</i> <i>warehousing</i> <i>warehouseman</i>	1) вироби; 2) продукти виробництва; складування товарів; власник складу;
<i>wasteful</i>	марнотратний;
<i>way</i> <i>in the required way (properly,</i> <i>proper)</i> <i>way bill</i>	1) шлях; 2) метод; 3) стан, становище; певним чином; накладна;
<i>welfare</i>	добробут;
<i>well-grounded (justified)</i>	обґрунтований;
<i>wholesaling</i> <i>wholesaling unit</i>	гуртова торгівля; контора продажу гуртом;
<i>withdraw</i> <i>withdraw a claim</i> <i>withdraw credit</i> <i>withdraw money from a bank</i> <i>withdrawal</i>	1) відкликати; 2) відмовитися, взяти слова назад; відкликати (зняти) претензію; закрити кредит; взяти гроші з рахунку; скасування, анулювання;
<i>within</i>	у межах;
<i>worth, worthiness</i>	1) цінність; значення; 2) важливість; гідність; 3) ціна; вартість; 4) багатство; майно;

<i>write</i>	1) писати; 2) надсилати листа; 3) вводити інформацію; 4) страхувати (життя);
<i>writing</i>	1) записка; 2) почерк; 3) писання; 4) документ;
<i>in writing</i>	у письмовому вигляді;

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ДІЛОВА КОМУНІКАЦІЯ АНГЛІЙСЬКОЮ МОВОЮ

НАВЧАЛЬНИЙ ПОСІБНИК