

МІНІСТЕРСТВО ОСВІТИ І НАУКИ
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

Видання друге
доповнене і перероблене

Рівне – 2023

*Рекомендовано Вченою радою приватного вищого навчального закладу
«Міжнародний економіко-гуманітарний університет
імені акад. С. Дем'янчука» (протокол №10 від 27 червня 2023 року)*

**ПРИСВЯЧУЄТЬСЯ 30-РІЧЧЮ ПВНЗ «МІЖНАРОДНИЙ ЕКОНОМІКО-ГУМАНІТАРНИЙ
УНІВЕРСИТЕТ ІМЕНІ АКАДЕМІКА СТЕПАНА ДЕМ'ЯНЧУКА»**

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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. Grammar: Present Tenses.

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1. Complete the following text with the correct form of the word.

The concept of culture has polysemantic nature. Today, there are hundreds, of **1) _____ (to define)** of the term “culture”. It is usually understood as the level of spiritual (soul-spiritual) development of people or society. **2) _____ (to achieve)** in language, religion, **3) _____ (moral)**, 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 **4) _____ (to communicate)**, 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 **5) _____ (to develop)** 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 **6) _____ (to organise)** 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 **7) _____ (philosophy)** and teachers of Ancient Greece and Rome. First, in understanding of the culture of the soul, mind, and body, which is achieved through **8) _____ (purpose)** exercises and education. In general, in the ancient **9) _____ (conscious)**, understanding of culture is identified with paideia, that is, education. Thus, according to Plato, paideia is a guide to **10) _____ (to change)** the very essence of a person.

2. Read the visit card and answer the following questions.

BON VISAGE
Nick S. Jeimson Vice President of Marketing
167 Fifth Avenue, Vancouver, GSV5, Canada 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 text. For questions (1-5) choose the correct answer (A, B, C or D).

Cultural Differences in Body Language

Oxford University research psychologist, Dr. Peter Collett, examined some of the differences in the “body language” 1) _____ Europeans. Dr. Collett says that if we compare the way different European nations 2) _____ gestures, they fall into three major groups. The Nordic nations belong 3) _____ 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 Ukrainians, use some gestures 4) _____ they are excited, or want to communicate over long distances, or insult each other. The third group use gestures a 5) _____, to emphasize what they are saying, or to hold the other person’s attention. They are the Italians, Greeks, French, Spanish, and Portuguese.

1	A	in	B	between	C	among	D	of
2	A	do	B	use	C	make	D	act
3	A	to	B	be	C	with	D	at
4	A	that	B	when	C	who	D	where
5	A	little	B	bit	C	lot	D	much

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>jelly</i>	<i>line</i>	<i>mail post</i>	<i>napkin</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>zebra crossing</i>	<i>period</i>	<i>potato chips</i>	<i>kerosene</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>	<i>pacifier</i>

Return ticket, film, crosswalk, shop assistant, company, dustbin bag, autumn, tap, petrol, holidays, lorry, torch, cooker, curtains, serviette, city centre, jam, underground, full stop, biscuits, crisps, time-table, luggage, taxi, football, paraffin, sweets, railway, motorway, lawyer, flat, single ticket, booking office, dummy, queue, post.

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

5.1. Using the adjectives of this list describe the character of your friend / boyfriend / girlfriend / mother / sister or brother and etc.

6. Read the text “A Book of Etiquette”. For questions (1-5) choose the correct answer (A, B, C or D).

In the early 1900s, Emily Post wrote a book **1)** _____ etiquette. The book consisted of the “*shoulds*” and “*should nots*” of living **2)** _____ “high society”. For example, young women were told to always wear white gloves when they went **3)** _____ a dance. This was so that they would never touch a man’s hand. Men were told **4)** _____ 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 **5)** _____ on the street. The rules of etiquette has certainly changed since the early 1900s.

1	A	below	B	of	C	at	D	above
2	A	in	B	about	C	near	D	at
3	A	to	B	be	C	with	D	at
4	A	the	B	to	C	when	D	where
5	A	by	B	near	C	at	D	next

7. Fill in the blanks with the correct word expressions.

<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 (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. Complete the text with necessary prepositions.

Formal Party.

All formal parties are subdivided into day-time parties and evening parties with sitting 1) _____ the table and without sitting.

Formal party with sitting at the table one can shortly defines 2) _____ the term “*banquet*” and without sitting - (buffet) table; stand-up party.

According 3) _____ the purpose of the party and its solemnity receptions are:

- day-time parties – a glass 4) _____ champagne, a glass of wine, breakfast;

- evening parties – dinner, stand-up party, supper, cocktail, banquet-tea or coffee.

Banquet can continue 5) _____ nearly 5-7 hours, is held at the table and accompanied by “cultural program” and dishes changing. The main part 6) _____ 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 7) _____ the guests to walk easily about the hall and communicate to each other.

As a rule, different presentations, conferences and symposiums are finished 8) _____ a stand-up party. Meals – mostly cold collations. Covers, dishes and drinks are put 9) _____ the high tables and the guests help themselves. Waiters (one 10) _____ 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 ...

GRAMMAR

Present Tenses

Tenses	Positive	Negative	Question I	Question II	Question III
Present Simple	I prefer my coffee black.	I do not prefer my coffee black.	Do I prefer my coffee black?	Why do I prefer my coffee black?	Who prefers my coffee black?
Present Continuous	She is listening to the music now.	She is not listening to the music now.	Is she listening to the music now?	What is she listening to the music now?	Who is listening to the music now?
Present Perfect	We have bought a nice felt hat.	We have not bought a nice felt hat.	Have we bought a nice felt hat?	What hat have we bought?	Who has bought a nice felt hat?

have / has Verb III	He has done his hometask.	He has not done his hometask.	Has he done his hometask?	Why has he done his hometask?	Who has done his hometask?
Present Perfect Continuous have / has Verb III	She has been learning English for 12 years.	She has not been learning English for 12 years.	Has she been learning English for 12 years?	Where has she been learning English for 12 years?	Who has been learning English for 12 years?
been Verb ing	We have been working at this company for 10 years.	We have not been working at this company for 10 years.	Have we been working at this company for 10 years?	What company have we been working for 10 years?	Who has been working at this company for 10 years?

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

1. The Earth **revolves** round the Sun.
2. The next train arrives at 19:45.
3. Oleh **is looking for** a new flat.
4. My daughter can't play the guitar. She **has broken** her right hand.
5. His brother **is** always **biting** his nails.
6. **I have been trying** to call you for an hour.
7. He **is flying** to Berlin tomorrow.
8. **It's getting** warmer and warmer.

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.

13. Put the verbs in brackets into the correct present tense.

1. She _____ (to move) house next week.

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

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

1.	A:	_____ (Jane / still / to think) of renting the house?
	B:	B: Yes, why?
	A:	Well, some people _____ (to think) that it is haunted.
2.	A:	Mark _____ (to taste) the curry to see if we need to add any more spices.
	B:	I don't think we do. It _____ (to taste) delicious as it is.
3.	A:	Why _____ (you / to smell) the milk? I only bought it this morning!
	B:	Well, it _____ (to smell) off to me!

15. 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
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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
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4. Look! You _____ coffee all over my desk!

a) have been spilling	b) have spilt	c) were spilling	d) spill
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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
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It is Interesting to Know

The shortest complete sentence in the English language is ***“I am”***.

The longest word in the English language whose letters are not repeated is ***“uncopyrightable”***.

In this sentence, the sound [i:] is conveyed by 7 different letter combinations: ***“He believed Caesar could see people seizing the seas”***.

Do you know what is special about the sentence ***“The quick brown fox jumps over the lazy dog”***? This sentence contains all 26 letters of the English alphabet.

There are no words in the English language that rhyme with such words ***“month”, “orange”, “silver”, and “purple”***.

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.
5. Grammar: Past Tenses.

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1. Read the text about Table Manners in Great Britain. Complete the text with necessary words.

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, **1)** _____ (**to start**) 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 **2)** _____ (**polite**) to smoke between courses unless your hosts say otherwise. It is polite to ask permission before you smoke in people's home.

In Britain **3)** _____ (**to smoke**) 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 **4)** _____ (**to communicate**). That's why, one should not eat and drink much but mainly have talks, share **5)** _____ (**to impress**) and establish contacts. Don't forget to take sufficient amount of your own visit cards.

If the party is of high level in the **6)** _____ (**to invite**) 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 **7)** _____ (**day**) 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 **8)** _____ (**to adorn**).

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 **9)** _____ (**to suit**) 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 **10)** _____ (**long**) 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. Я хотів би поговорити з вашим представником.
6. Вставайте кожного разу, коли в кімнату заходить жінка.
7. На цей фуршет слід одягнути смокінг або фрак, а не повсякденний одяг.
8. 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.

4. 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?

5. Read the text and complete the words in it. 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 **1) m _ _ _ e _ _**.

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

Make **2) s _ r _** that your conversation with a busy person is as brief as possible.

When calling a friend who does not recognize your **3) v _ _ c _** – don't play "Guess who". Announce yourself promptly.

When you get a **4) w _ _ _ g** 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 **5) I _ _ _ t _ f _** 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 **6) s _ _ _ k** to Mr. Goth..."

If you have a **7) v _ _ i _ _ r**, do not carry on a long chat while your visitor tries hard to **8) a _ _ _ d** listening to your conversation. The **9) b _ _ _** 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 **10) f _ _ g _ _** to do so.

6. 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.

7. Choose appropriate word pairs to complete the sentences below.

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

GRAMMAR

Past Tenses

Past Simple	She watched the news last night.	I did not watch the news last night.	Did I watch the news last night?	When did I watch the news last night?	Who watched the news last night?
Past Continuous	She was learning German last year.	She was not learning German last year.	Was she learning German last year?	What language was she learning last year?	Who was learning German last year?
Past Perfect	He had left when I went to the club.	He had not left when I went to the club.	Had he left when I went to the club?	What had he done when I went to the club?	Who had not left when I went to the club?
Past Perfect Continuous	They had been being friend since childhood.	They had not had been being friend since childhood.	Had they been being friend since childhood?	How many years had they been being friend?	Who had been being friend since childhood?

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

1. She **left** university six years ago. (*Past Simple*)
2. He **was waiting** for the bus when the accident happened. (*Past Continuous*)
3. He **had just finished** his report when his boss asked to see him. (*Past Perfect*)
4. She **had been working** as a clerk for two years before she got promoted. (*Past Perfect Continuous*)

- a** - happened before another past action with emphasis on continuation;
- b** - happened at a specific time in the past;
- c** - happened before another past action;
- d** - was in progress at a certain time in the past.

9. Match the prompts from each other column to make sentences.

1. They had been looking for a house for six months	while	the lights went off.
2. Martin has been living in Thailand	when	two years now.
3. Janet was working on her computer	since	this year.
4. I haven't seen Joanne	for	they found what they were looking for.
5. Joe was cooking	before	Ann was laying the table.
6. Gail has been abroad	three times	she got married.

10. Put the verbs in brackets into the correct past tense. Justify your answers.

1. Paul _____ (**to break**) his arm while he _____ (**to paint**) the wall.
2. Sandra finally _____ (**to pass**) the exam. She _____ (**to study**) really hard for months.
3. A: How long _____ (**Mary / to work**) here before she _____ (**to retire**)?
B: More than twenty years.
4. While I _____ (**to walk**) home last night, I _____ (**to bump**) into Sally.
5. The sun _____ (**to shine**) and the birds _____ (**to sing**) as we _____ (**to drive**) towards the village.
6. We _____ (**to finish**) the main course and _____ (**to wait**) for dessert when the fire alarm _____ (**to ring**).
7. “_____ (**you / to work**) late last night?” “Yes, actually I _____ (**not / to leave**) until 11 pm.”
8. She _____ (**to visit**) France before but she only *went* _____ (**to go**) to Paris last month.
9. A: _____ (**you / to see**) Jamie at the party last night?

B: No, by the time I ____ (**get**) there, he _____ (**already / to leave**).

10. Amy _____ (**to walk**) home when she _____ (**to hear**) her mobile phone ring.

11. Underline the correct words.

1. When she entered her flat she **had found / found** that someone **had broken / broke** it.

2. He **had been driving / was driving** home **when / after** he crashed into a tree.

3. When Laura **arrived / had arrived** at the restaurant, Tony **had gone / had been gone** home.

4. **When / While** I walked into the room, they had **just / yet** finished their dinner.

5. After they **had been living / lived** there **since / for** two years they decided to build an extension to their house.

6. He **didn't shave / hadn't been shaving** this morning because he **hadn't had / didn't have** time.

7. **While / After** he graduated from university, he **joined / was joining** the army.

8. She **had been watching / watched** TV **when / since** Tom came home.

9. He **was having / had** a bath when the lights **had gone / went on** out.

10. She had **never / ever** been to South America **before / after**.

12. Put the verbs in brackets into the *past simple* or the *present perfect*.

Alex Morton is a talented writer who 1) _____ (to **lead**) a very interesting life. He was born in 1945 in Manchester, and he was the youngest of six children. From the moment he could read, he was never without a book in his hands. He was an avid reader throughout his schooldays, and he soon 2) _____ (to **show**) his talent for writing, too. In fact, his teachers 3) _____ (to **give**) him extra assignments just to be able to read more of his work.

After he 4) _____ (to **leave**) school he went to Manchester University. By the time he got his BA, he had already published a number of short stories, and his first novel was almost finished. Over the next few years he 5) _____ (**write**) non-stop and each of his books was more successful than the last. Despite being so busy with his work, Alex still 6) _____ (to **find**) time for romance. He met Fiona Jones while he was at university and they were married in 1971. They have two children. He 7) _____ (**always / to be**) a devoted husband and father.

Alex Morton 8) _____ (**write**) over twenty books so far and his name 9) _____ (to **be**) on the best seller list more times than he can remember. However, the pinnacle of his career was when he 10) _____ (**win**) the Booker Prize for Fiction in 1995. Since then, Alex 11) _____ (to **continue**) to write and many of his books 12) _____ (**be / made**) into films.

It is Interesting to Know

The word **“*bride*”** comes from an ancient Proto-Germanic verb meaning **“*to cook*”**.

If you remove the last 4 letters of the word **“*queue*”**, the pronunciation will remain the same.

The word **“*mortgage*”** comes from the French noun meaning **“*lifetime contract*”**.

The word **“*screeched*”** is the longest one-syllable word in the English language.

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.
5. Grammar: Future Tenses.

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1. Complete the text with the necessary words from the table.

<i>refusal</i>	<i>you</i>	<i>hospitality</i>	<i>cultures</i>
<i>of</i>	<i>countries</i>	<i>prayers</i>	<i>business</i>
<i>partners</i>	<i>negotiations</i>	<i>communication</i>	<i>drink</i>

Etiquette in Business.

Social behaviour and manners are important factors in 1) _____. The etiquette for communicating is more effective (sometimes) when conducting international 2) _____.

- Never give a gift of liquor in Arab 3) _____.

- In Arab countries never turn down food or 4) _____; it's an insult to refuse 5) _____. But don't be too quick to accept either, a ritual 6) _____ ("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 7) _____, your partners excuse themselves and conduct 8) _____.

- In Africa and in India, people may distrust you and avoid doing business with 9) _____ if you get strictly to business. Africans need plenty 10) _____ time to get to know their future 11) _____ and are suspicious of those who are in a hurry.

You will see how important it is to know other 12) _____, use their experience in your own country.

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. Read the text below and look carefully in each line. If the line has a word that should not be there, write this word on the line.

Handshakes.

In Spain, let a handshake last 5 to 7 strokes; pulling away too soon may be interpreted as a sign of rejection.	1	
In France, however, the preferred handshake a single stroke.	2	
In Ukraine, the length of the strokes depends on the feeling you want to express:	3	
a short casual stroke is good for business and longer the handshake, the warmer the welcome.	4	
In Canada, a weak, "fishy" handshake is disliked. A strong firm handshake is most desirable.	5	
In England, never stick pens or pencils other subjects in your front suit pocket.	6	
Doing is considered gauche (socially awkward, tactless).	7	
Stress the longevity your company when dealing with Germans, Dutch, and Swiss.	8	
If possible, print the founding date your business foundation.	9	

4. 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 / Poland* 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 / France* 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.

5. 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>

6. 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 it a bargain? Did you get a receipt?

7. 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).

Forgive me; I'm sorry; Sorry; Excuse me

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

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

<i>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>	_____ ?
<i>Customer:</i>	29678205777.

8. 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.

GRAMMAR

Future Tenses

Future Simple	She will study Spanish next week.	She will not study Spanish next week.	Will she study Spanish next week?	When will she study Spanish next week?	Who will study Spanish next week?
Future Continuous	They will be going to London .	They will be not going to London .	Will they be going to London?	Where will she be going to?	Who will be going to London?
Future Perfect	By next week, they will have earned lots of money.	By next week, they will not have earned lots of money.	Will they have earned lots of money by next week?	How much money will they have earned by next week?	Who will have earned lots of money by next week?
Future Perfect Continuous	By the end of November 2022 he will have been staying at this hotel for 15 days.	By the end of November 2022 he will not have been staying at this hotel for 15 days.	Will he have been staying at this hotel for 15 days by the end of November 2022?	When will he have been staying for 15 days by the end of November 2022?	Who will have been staying at this hotel for 15 days by the end of November 2022?

9. Look at the question, then read sentences 1 to 4. Which suggests: a future action already arranged? an intention / plan? an uncertainty / possibility? a prediction based on evidence?

10. What are Your Holiday Plans for the Summer?

1. We don't do it yet. We think we *shall / will do* it later.
2. They are having a rest last week and they *are going to* go for work now.
3. The weather is getting hotter and hotter. I *am going to* spend the summer on my yacht.
4. I *am touring* Malta.
5. I don't know yet. I think I *shall / will go* to Rio.
6. I am working all summer but I *am going to* spend a few days in Majorca in September.
7. Our kitchen is looking worse. My parents *are going to* repair it.
8. Marta and her sister *are travelling* at the moment.

11. Discuss your plans for your next holiday. Talk about:

<i>destination</i>	<i>means of transport</i>
<i>people to go with</i>	<i>length of stay</i>
<i>place to stay</i>	<i>things to do</i>

- Are you doing anything on your next holiday?
- Yes, I'm visiting a friend in Edinburgh.
- That will be nice. Is anybody going with you?
- I think my brother will come but he's not sure yet. etc.

12. Put the verbs in brackets into the correct tense.

1. Jenny is going to finish her essay before she _____ (to meet) her friends.
2. When _____ (Sam / to finish) work tonight?
3. He will pay us back when he _____ (to get) a job.
4. We were not going out now. We are going to wait until Sandra _____ (to arrive).
5. As soon as he _____ (to come) back, I'll tell him to call you.

13. Fill in the correct future form of the verbs in brackets.

1.	A:	Are you doing anything this afternoon? I _____ (to go) to Marco's for lunch if you're interested.
	B:	Oh that sounds good. I _____ (to be) in town this morning. I _____ (to meet) you after I _____ (to finish) my shopping.
2.	A:	I _____ (go) to the baker's. Do you need anything?
	B:	Yes, please, a loaf of brown bread.
	A:	OK, I _____ (to get) you one.
3.	A:	We _____ (to go) to the park later.
	B:	Are you crazy? Look at the clouds. It _____ (to rain). You _____ (to get) soaked.

4.	A:	_____ (you / to help) me clean the house today?
	B:	Yes of course. I _____ (to pick) Jane up from the station at 11 am, but I _____ (to help) you as soon as I _____ (to get) back.

14. Put the verbs in brackets into the correct tense. How do you feel about holidays in space?

Do you want a holiday that is really out of this world? Well how about booking tickets for two weeks in outer space. This 1) _____ (to be) a dream of science-fiction writers for decades but some scientists are predicting that soon this dream 2) _____ (to become) a real possibility. It seems that big businesses 3) _____ (also / to realise) that there is plenty of money to be made from taking tourists into orbit. The race is on to build a cheap and reusable spacecraft to carry passengers and freight. Once they 4) _____ (to be) in space, these tourists 5) _____ (need) somewhere to stay. A Japanese company 6) _____ (already / to make) plans to build the first space hotel. They say that they 7) _____ (to be) ready to accept the first guests in as little as five years. The guests 8) _____ (to pay) more than £40,000 and many 9) _____ (to suffer) from space sickness, but this isn't expected to put off people who 10) _____ (to look for) the ultimate adventure holiday.

15. Write the sentences about your:

1. plans for next year, for example:
2. ambitions:
3. predictions about the future of the world:
4. hopes / fears for the future:

It is Interesting to Know

Very Popular Symbol!

You have seen this sign in the names of companies **AT&T, Barnes & Noble, Marks & Spencer, Procter & Gamble**. It replaces the conjunction “and”.

This symbol is more than 2000 years old. It was invented by the Roman Mark Tullius Tyrone, the secretary of the famous orator Cicero.

By 63 BC Tyrone invented many abbreviations that have been used by scribes and secretaries for more than a thousand years. Tiron can be considered the founder of rapid note-taking.

Specifically, the sign **&** is a ligature (hybrid of two letters): **E** and **T**. In Latin, the conjunction “and” was written “**et**”. And in quick writing, the letter **E** was simply crossed out vertically.

The Romans called it “**et**”. In English, the symbol **&** is pronounced **AND**.

Fun fact: for many centuries the sign **&** stood as the last letter of the alphabet!

Until the beginning of the 19th century, the letter **Z** (“**zet**” in the English and “**zi**” in the Americans) was not the last, followed by the sign **AND**. It was the twenty-seventh letter!



When schoolchildren pronounced the alphabet, the ending sounded like this: ...“*ex-y-zet/zi*” and “*and*” by itself” = “... *X Y Z and per se* “*and*”.

“*Per se*” (“*as such*”) is another Latinism.

If you try to pronounce “*and per se and*” several times and very quickly, you will get one word – “*ampersand*”.

This is the official name of this sign since 1837.

Is it possible to use the *ampersand* in any case and replace the conjunction **AND**? No! You can not.

The rules recommend using the *ampersand* only in a few cases:

1. In the names of firms and companies: *Smith&Wesson; AT&T; Dolce & Gabbana; Janofsky & Walker.*

2. In Two-Letter Abbreviations: *M&M; R&D (research and development); B&B (bed and breakfast); P&L (profit and loss).*

3. In the names of music styles: *rock & roll (rock ‘n’ roll), country & western.*

4. In long lists: *The following sandwiches are available: turkey & Swiss and ham & cheddar.*

Grilled peanut butter & jelly sandwiches (PB&J).

5. Love relationship, close cooperation, co-authorship: *Romeo & Juliet.*

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.
5. Grammar: Use of Articles.

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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)?		
4. Does it include a verb - as in “This <i>is</i> Matnew Jones” or “Mathew Jones <i>speaking</i> ”?	<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. Mark one odd out word.

1.	A employee	B white-collar worker	C blue-collar worker	D employer
2.	A conduct	B strike	C make	D conclude
3.	A principal	B headmaster	C programmer	D director
4.	A buying	B purchase	C rent	D shopping
5.	A translation	B producing	C interpretation	D conveying
6.	A blue-collar worker	B unskilled worker	C trainer	D apprentice
7.	A contract	B small talk	C agreement	D deal
8.	A goods	B things	C products	D commodity
9.	A conductor	B buyer	C customer	D client
10.	A producer	B maker	C manufacturer	D seller
11.	A accountant	B book-keeper	C shop-assistant	D controller

3. 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. Hamment, 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”.

4. 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.

<p>Dear Tetiana,</p> <p>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.</p> <p>Yours sincerely,</p> <p>_____</p> <p>Sofia</p>
--

1.2. An Acknowledgement of an Invitation Card.

Dear Sofiia,
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 Sofiia,
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 Petrovskiy

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**

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

6. 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	a) Nothing.

	Finnish sauna. What should you wear?	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.

7. 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>an 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>a business</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</i>	<i>little felt hat</i>
<i>to be run</i>	<i>card</i>

8. Read and translate the text “Bad Behaviour Abroad” (by Norman Ramshaw). Complete the gaps with the correct forms of verbs in brackets.

Travelling to all comers of the world 1) _____ (**to get**) 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 2) _____ (**to arrange**) 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 3) _____ probably _____ (**to 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 4) _____ (**to increase**) in size, several guidebooks appeared giving advice on international etiquette. At first many people 5) _____ (**to think**) this was a joke, especially the British, who seemed to assume that the widespread understanding of their language meant a corresponding 6) _____ (**to understand**) 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 7) _____ (**to 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 8) _____ (**to 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 **9)** _____ (**to put**) their feet on the desk whilst (= while) on the telephone. In Japan, people would be shocked. Showing the soles of your feet **10)** _____ (**to be**) 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 **11)** _____ (**to need**) a rulebook of its own. You must **12)** _____ (**to 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 **13)** _____ (**to 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 13)* _____ (**to work**) *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 **14)** _____ (**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 **15)** _____ (**to eat**) your hamburger with both hands and as quickly as possible.
- You shouldn't try to have a conversation until it is eaten.

GRAMMAR

Use of Articles

<i>Article</i>		
<i>Indefinite Article</i> <u>a (an)</u>	<i>Definite Article</i> <u>the</u>	<i>нульовий артикль</i>

Можна подати безліч правил щодо того, який саме артикль слід вживати у тому чи іншому випадку, стільки ж буде і винятків.

Називаючи предмет вперше, перед ним вживається незначений артикль **a (an)**. називаючи цей самий предмет вдруге, ставиться означений артикль **the**:

This is a book. The book is interesting. Це книга. Вона цікава.

Деякі словосполучення потрібно запам'ятати:

1)

to <u>the</u> cinema	at <u>the</u> cinema
to <u>the</u> theatre	at <u>the</u> theatre
to <u>the</u> shop	at <u>the</u> shop
to <u>the</u> market	at <u>the</u> market
to <u>the</u> country	<u>the</u> rest of <u>the</u>

2)

to go for <u>a</u> walk	in <u>a</u> day
after <u>a</u> while	in <u>a</u> week
<u>a</u> great deal	in <u>a</u> month
	in <u>a</u> year

3)

it's high time	at sunrise	in town
to take aim	at sunset	to town
to take care of	from place to place	for life
it was morning	to go on strike	to go to school
it was daytime	to be on strike	to go to college
it was night	by day	to go to work
by mistake	at first sight	at night
at dinner (breakfast, supper)	by heart	to take part
from time to time		to declare war

Щодо вживання означеного артикля:

1) Коли власне ім'я супроводжується постійним означенням: **Alexander the Great; Elizabeth the Second**

2) Перед незлічуваними та абстрактними поняттями, як **weather** погода, **music** музика; **food** їжа і т.д. артикля нема, але

I like nice <u>weather</u>. Мені подобається хороша <u>погода</u> . ☺	але	<u>The</u> weather is very nice today. Сьогодні хороша <u>погода</u> . (мається на увазі – „погода сьогодні”)
I like <u>music</u>. Я люблю <u>музику</u> .		I like <u>the</u> music of this film. Мені подобається <u>музика</u> з цього кінофільма. (мається на увазі – „саме ця музика”)

3) Перед назвами шкільних дисциплін також не ставиться артикль, але:

I don't like <u>History</u> because it's boring subject. Мені не подобається <u>історія</u> , тому що це нудний предмет.	але	He is interested in <u>the</u> History of his country. Він цікавиться <u>історією</u> своєї країни („історія його країни”).
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Отже, узагальнимо основні характеристики артиклів, які допоможуть у нескладних ситуаціях.

<p><u>A (AN)</u> неозначений:</p> <ul style="list-style-type: none"> - ставить в ряд із йому подібними; - якийсь один, деякий, будь-який; - вперше згаданий; - один із групи подібних. 	<p><u>THE</u> означений:</p> <ul style="list-style-type: none"> - конкретизує; - відомий, ось цей; - не вперше згаданий; - єдиний у своєму роді.
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Хотілося б мати чіткі правила, де і який артикль ставити, але їх, на жаль, немає.

Можна ще раз підкреслити, що артикль ставиться перед іменником для того, щоб конкретизувати його значення. Якщо цю функцію виконують інші показники іменника, то артикль стає

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One must remember some word-combinations:

1)

to <u>the</u> cinema	at <u>the</u> cinema
to <u>the</u> theatre	at <u>the</u> theatre
to <u>the</u> shop	at <u>the</u> shop
to <u>the</u> market	at <u>the</u> market
to <u>the</u> country	<u>the</u> rest of <u>the</u>

2)

to go for <u>a</u> walk	in <u>a</u> day
after <u>a</u> while	in <u>a</u> week
<u>a</u> great deal	in <u>a</u> month
	in <u>a</u> year

3)

it's high time	from place to place
to take aim	to go on strike
to take care of	to be on strike
it was morning	by day
it was daytime	at first sight
it was night	by heart
by mistake	in town
at dinner (breakfast, supper)	to town
from time to time	for life
at sunrise	to go to school
at sunset	to go to college
to go to work	at night
to take part	to declare war

Use of Definite Article

1) when the proper name is accompanied with the constant definition:
Alexander the Great; Elizabeth the Second

2) there is no definite article before uncountable and abstract notions such as:
weather, musik; food and etc. but:

I like nice <u>weather</u> .	<i>ale</i>	<u>The weather</u> is very nice today.
I like <u>music</u> .		I like <u>the music</u> of this film.

3) there is no definite article before school subjects, but:

I don't like <u>History</u> because it's boring subject.	<i>ale</i>	He is interested in <u>the History</u> of his country.
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9. Insert the article if it is necessary.

- 1) ... Mediterranean Sea is laying between ... Africa and ... Europe.
- 2) ... Danube flows through ... Vienna, ... Budapest and ... Belgrade.
- 3) ... Peru is in ... South America.
- 4) ... Alps are in ... Europe.
- 5) ... Hague is the city in ... Netherlands.
- 6) ... Pacific Ocean is between ... America and ... Asia.
- 7) ... Panama Channel joins ... Atlantic and Pacific Ocean.

10. Fill in the where necessary, justifying your answers.

Holiday Destinations.

1) ____ Venezuela is a beautiful country in 2) ____ South America which has something to offer to every visitor. There are tropical beaches where 3) ____ land meets 4) ____ Caribbean Sea and 5) ____ Atlantic Ocean. To 6) ____ east there are 7) ____ snow-capped peaks of 8) ____ Andes Mountains and in 9) ____ south there is 10) ____ Amazonian rainforest.

Most tourists come into 11) ____ country by 12) ____ air, landing in 13) ____ capital city, 14) ____ Caracas. While you are there, 15) ____ Plaza Bolivar with its architecture from 16) ____ 17th century is well worth a visit as is 17) ____ busy 18) ____ Parque Central.

Most people, however, come to see 19) ____ natural wonders on offer. Two of 20) ____ favourite destinations are 21) ____ Angel Falls, 22) ____ highest waterfall in 23) ____ world, and 24) ____ Lake Maracaibo. More adventurous travellers can take a canoe trip up 25) ____ Orinoco River, climb 26) ____ Pico Bolivar, 27) ____ country's highest mountain or take a boat trip along 28) ____ Carrao River to 29) ____ Hacha Falls. It will be 30) ____ experience of a lifetime.

11. Fill in the gaps using “a”, “an”, “the” or “x” (for the zero articles).

1. Are you going to ____ this afternoon?
2. Susan is eating ____ apple. ____ apple is red.
3. Tell us, please, where is ____ Bile situated?
4. He is at ____ home now.
5. Olha is ____ nice girl.
6. Taras is ____ strongest boy in our team.
7. My father is ____ policeman.
8. This is ____ interesting book.
9. I am going to ____ bed.
10. He wants to know more information about ____ Mars.
11. This is ____ most incredible building I have ever seen.
12. Today is ____ third day of our vacation.
13. What time is it? It's ____ quarter past ten am.
14. ____ sun is very big planet.
15. Where is ____ Nile? It's in ____ Africa.

16. My cousin is from ____ Washington.
17. My aunt is staying in ____ USA now.
18. The ship sank in ____ Atlantic Ocean.
19. ____ rabbits are faster than ____ tortoises.
20. What do you know about ____ Bible?
21. He came home ____ hour ago.
22. My mum has ____ headache.
23. ____ elephants are very big animals.

12. Choose the correct articles to complete the text. If no article is needed, choose “-”.

For most teenagers like you, 1) **a / an / the / -** ideal travelling companions are unlikely to be your parents. However, the family holiday is still a reality for most teens under 2) **a / an / the / -** age of eighteen. So, what can you do to avoid being taken to 3) **a / an / the / -** remote cottage where there is 4) **a / an / the / -** nothing to do? Well, you could ask your parents to take you to 5) **a / an / the / -** New York. 6) **A / An / The / -** street culture is lively and the Museum of Modern Art is ultra-cool, with 7) **a / an / the / -** exhibitions by well-known artists. If staying in 8) **a / an / the / -** hotel will break the budget, your parents can rent 9) **a / an / the / -** apartment, where you can save 10) **a / an / the / -** money by sometimes having meals there. The city doesn't disappoint when it comes to food. You can have 11) **a / an / the / -** intergalactic meal at 12) **a / an / the / -** restaurant Mars 2112 which is designed around the Red Planet. So what are you waiting for? Ask 13) **a / an / the / -** your parents to take you to the Big Apple now.

It is Interesting to Know

What Latin Abbreviations Mean:

Etc. - *Et cetera* translates to “and the rest” or “and so forth” in English. It is used to indicate that there are additional items or elements they are not listed explicitly, for example:

She bought tomatoes, bananas, cucumbers etc.

i.e. – *Id est* means “that is” or “in other words” in English. It is used to clarify or rephrase a statement that has been made. For example:

The weather was hot (i.e., the temperature was above 40 degrees).

e.g. - *example gratia* means “for example” in English. It is used to introduce an example or a list of examples that illustrates the preceding statement. For example:

She enjoys outdoor activities (e.g. football, biking and swimming).

ПРАКТИЧНЕ ЗАНЯТТЯ 5.

ТЕМА 5. JOB HUNTING

ПЛАН

1. Where and How to Hire an Employee?
2. Job Interview.
3. Grammar: The Adjective. Degrees of Comparison.

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1. Read the texts and decide which answers (A, B, C or D) best fits each gap.

Where & How to Hire an Employee?

An employer has several options to consider when he wants to **1)** _____ a new employee. First of all, he may look within his own company. But if he can't find anybody suitable **2)** _____ 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 **3)** _____ a qualified applicant. The employer can also use other valuable **4)** _____, for example, employment agencies and consulting firms. He can also advertise in a newspaper or in a magazine and request candidates **5)** _____ send in resumes.

The employer has two sets of qualifications to consider if he wants to choose from **6)** _____ 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 **7)** _____ on a resume. Personal characteristics must be evaluated through **8)** _____ .

Job Interview.

When you go for a job interview, make sure you arrive **9)** _____ time. An employer will form a poor first impression if you show up late. If you realise you may be delayed, call **10)** _____ and explain the problem.

During the interview the employer will try to find out what kind of person you are, what **11)** _____ 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 **12)** _____ that tells about your education and work experience.

Go to the interview **13)** _____ ; 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 **14)** _____ 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 **15)** _____ you if he or she wants to hire you.

1	A employ	B sack	C hire	D hires
2	A for	B in	C to	D under
3	A want	B find	C propose	D support
4	A sources	B services	C companies	D proprietorships

5	A to	B at	C for	D in
6	A between	B among	C near	D above
7	A educated	B found	C painted	D listed
8	A small talk	B correspondence	C interviews	D chat
9	A on	B at	C during	D under
10	A advance	B ahead	C near	D during
11	A institution	B behaviour	C experience	D manners
12	A folder	B file	C paper	D sheet
13	A alone	B together	C personally	D sole
14	A mood	B appearance	C stature	D hair-up
15	A write	B call	C contact	D speak

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 на 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 Usachenko? 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</i> <i>(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.

GRAMMAR

The Adjective. Degrees of Comparison.

5. Underline the comparative and superlative forms in the sentences.

How are *more* and *most* used?

1. Olesia is smarter than Iryna.
2. The test was easier than they expected.
3. This café is more comfortable than others.
4. The bus was going faster and faster.
5. The roads in the city are becoming more and more crowded.
6. We really think that the richer we become, the happier we shall be.

6. Make up as many sentences as possible, as in the example:

	<i>bicycle</i>	<i>car</i>	<i>train / plane</i>
good	***	*	** / *
fast	*	**	*** / ***
noisy	*	**	*** / ***
clean	***	*	** / *
expensive	*	***	** / ***
comfortable	*	**	*** / ***

Note: * - not very; ** - quite; *** - very

Example: *A bicycle is not very fast. A car is faster than a bicycle. A train is the fastest of all. A car is quite fast. A train is very fast.*

7. Complete the sentences using the correct forms of the comparative or superlative.

1. Ruth seems much _____ (**happy**) today than yesterday, doesn't she?
2. Some scientists think that global warming is _____ (**big**) problem facing the world today.
3. It's becoming _____ (**hard**) and _____ (**hard**) to find a job nowadays.
4. Steve is definitely _____ (**good**) player in the team.
5. Venice is _____ (**beautiful**) city I have ever visited.
6. He feels much _____ (**healthy**) since he started that diet.
7. Tim finds history _____ (**interesting**) than math.
8. It was one of _____ (**difficult**) things he has ever had to do.
9. The _____ (**early**) we leave, the *sooner* _____ (**soon**) we'll arrive.
10. I'm sure you can do _____ (**good**) than that. Try harder.

8. In pairs, use the pictures and the prompts to compare life now and in the past. Think about: *life; people; dwelling; transportation; work; cities; streets.*

hard / easy	work short / long hours
noisy / quiet	healthy / unhealthy
slow / fast	exciting / boring
inconvenient / convenient	safe / dangerous
<i>People used to ...;</i>	
<i>These days ...;</i>	
<i>Most people in the past / nowadays ...;</i>	
<i>The ... used to ... but now ...;</i>	

A: *Life used to be harder in the past than it is now.*

B: *I agree. These days life seems to be quite easy.*

9. In pairs use the prompts to ask and answer questions about the animals listed, as in the example.

<i>giraffe</i>	<i>butterfly</i>	<i>falcon</i>	<i>elephant</i>	<i>lizard</i>	<i>mouse</i>	<i>crocodile</i>
<i>seal</i>	<i>tiger</i>	<i>ant</i>	<i>horse</i>	<i>monkey</i>	<i>shark</i>	<i>parrot</i>
<i>cobra</i>	<i>centipede</i>	<i>whale</i>	<i>bear</i>	<i>dolphin</i>	<i>cat</i>	<i>zebra</i>

<i>poisonous</i>	<i>high</i>	<i>many legs</i>	<i>like honey</i>	<i>large</i>
<i>tail</i>	<i>reptile</i>	<i>mammal</i>	<i>female</i>	<i>cub</i>
<i>claw</i>	<i>sleep in winter</i>	<i>climb trees</i>	<i>paw</i>	<i>hunt small animals</i>
<i>small</i>	<i>hard skin</i>	<i>tall</i>	<i>aggressive</i>	<i>fast</i>
<i>wild animal</i>	<i>live in water</i>	<i>hungry</i>	<i>imitate sounds</i>	<i>hard-working</i>
<i>no legs</i>	<i>strong</i>	<i>sharp teeth</i>	<i>feather</i>	<i>fur</i>
<i>loud</i>	<i>attack human</i>	<i>slow</i>	<i>kind</i>	<i>hunt fish</i>

- A:** Which animal has got the most legs?
B: I think it's the centipede. Which animal ...

10. Read the text below. For questions (1-5) choose the correct answer (A, B, C or D).

It was my first surprise party that I decided to throw for 1) _____ brother. We are not as 2) _____ now as we used to be, so I hoped it would reunite us. I invited all his friends and even ordered balloons with our photos from childhood. Everything went 3) _____ better than I had expected. Max said it was his 4) _____ memorable day so far. I was thrilled. I could never imagine that arranging someone else's party can make me so 5) _____ .

1	A	the eldest	B	elder	C	the oldest	D	more old
2	A	closer	B	close	C	closest	D	more closest
3	A	more	B	lot	C	by far	D	much
4	A	more	B	much	C	the most	D	most
5	A	happy	B	more happier	C	more happier	D	the happiest

11. Read the text below. For questions (1-5) choose the correct answer (A, B, C or D).

Our trip to London didn't go as well as we had planned it. Actually it was my 1) _____ trip ever. At first, the weather was much 2) _____ than we expected. It was windy and freezing cold; London is known for its unpredictable weather. It was not so 3) _____ as the forecast predicted. When we went sightseeing we got lost. Wondering around crowded streets, we couldn't find our way back. As the result we went even 4) _____ away from the hotel we were staying in. To top it all, someone bumped into me and tried to steal my purse. It was 5) _____ exciting experience of the whole trip.

1	A	worst	B	bad	C	worse	D	the worst
2	A	cold	B	colder	C	coldest	D	the coldest
3	A	warmer	B	warm	C	the warmest	D	warmest
4	A	farthest	B	far	C	farer	D	further
5	A	less	B	least	C	least	D	the least

It is Interesting to Know

9 Types of Adjectives in English

1. Attributive Adjectives.

For example:

She handed me a **blue** book.

We sat down to a **well-made** breakfast.

Looking back, it was a **fantastic** trip.

2. Predicate Adjectives.

These adjectives can add the verbs. It is combination of verbs with other verbs. Such a combination helps to determine or describe the noun. For example:

Coffee is **life-giving**.

I shouldn't complain, but they really are **slower than promised**.

3. Compound Adjectives.

Usually this adjective consists of two or more words. If such an adjective is before the noun it has a hyphen. For example:

It's **turn-of-the-century** architecture.

My mother loves **home-made** bread.

The bill was **bigger than anticipated**.

He has a **five-year-old** boy.

We went in the **three-seat** car.

4. Coordinate Adjectives.

These are some adjectives which change the noun and have approximately similar meaning. Each of these adjectives is used to the noun separately and neither of them is not more difficult than other for the noun meaning.

She is a **knowledgeable and experienced** / **knowledgeable, experienced** instructor.

I have written a book that is **long, dense, and convoluted** / **long, dense and convoluted**.

5. Noncoordinate Adjectives.

Unlike from coordinated these adjectives have different meaning. But they also concern the same word. For example:

They bought her a **bright warehouse** apartment.

The most important adjective here is "**warehouse**", and the word "**bright**" concerns the whole word combination concerns the word combination "**warehouse apartment**".

It was a **complicated interview** question.

6. Proper Adjectives.

Proper adjectives are as the proper nouns which transformed in adjectives. The proper noun is the name of a specific person, name of the place or thing such **Benjamin** or **Australia** or **Pizza Hut**. For example:

That's how it was during **Elizabethan** times.

I've been studying **Australian** history.

How very **Machiavellian** of you.

7. Absolute Adjectives.

Absolute adjectives describe nouns through their properties but not due to connection with something. For example:

He was **tall**.

The gathering was **large**.

The room was **messy**.

8. Comparative Adjectives.

Comparative adjectives compare two or more things. For example:

The **taller** brother wasn't there.

The gathering was **larger** than last year's.

The room was **messier** than I'd expected.

9. Superlative Adjectives.

These adjectives are the comparative adjectives, they emphasise the largest number or the best property of something.

He was **the tallest** of all the brothers.

The largest gathering was three years ago.

It was **the messiest** room I'd ever seen.

ПРАКТИЧНЕ ЗАНЯТТЯ 6.

ТЕМА 6. FILLING IN AN APPLICATION FORM AND WRITING A RESUME

ПЛАН

1. How to Fill in an Application Form.
2. What is Covering Letter.
3. How to Write a Resume.
4. Grammar: The Numeral.

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1. Use the following words to complete the description.

<i>job requirements</i>	<i>candidate</i>	<i>job advertisement</i>	<i>experience</i>
<i>job vacancy</i>	<i>interview</i>	<i>job title</i>	<i>career prospect;</i>
<i>personal details</i>	<i>covering letter</i>	<i>resume (CV)</i>	<i>salary</i>
<i>short list</i>	<i>appointment</i>	<i>working conditions</i>	<i>qualifications</i>

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__ .

2. 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>

3. 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>a 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 employee</i>

1. Він – 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.

4. Complete the following sentences using suitable words. Be attentive: there are two extra words.

<i>competitive</i>	<i>subordinate</i>	<i>directors</i>	<i>promising</i>	<i>workforce</i>
<i>colleagues</i>	<i>employees</i>	<i>managing director</i>	<i>boss</i>	<i>personnel</i>

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 ___.

5. Speaking Practice.

5.1. 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).*

5.2. 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.*

5.3. What activity is necessary for each position?

<i>Names & Job Title</i>	<i>Activities</i>
<i>1) Mr Petrenko is a clerk.</i>	<i>prepare invoices</i>
<i>2) Miss Klimchenko and Mr Rozumkiv are Computer Operators.</i>	<i>design websites</i>
<i>3) Mrs Olesiuk and Mrs Holubovska are typists.</i>	<i>install equipment</i>
<i>4) Ms Sirenko is a Receptionist.</i>	<i>clean offices</i>
<i>5) Mr Veselovskyi is an Accountant.</i>	<i>write computer programs</i>
<i>6) Miss Stasiuk and Miss Demchenko are Secretaries.</i>	<i>answers inquires</i>
<i>7) Mr Nepyivoda is a Manager.</i>	<i>operate the computer</i>
<i>8) Mr Kats is a driver.</i>	<i>type letters</i>
<i>9) Mr Dmytrenko is an electrician.</i>	<i>conclude agreements</i>
<i>10) Miss Mamchur and Mr Zinchuk are Trainers.</i>	<i>answers inquires</i>
<i>11) Mrs Chornous is a white-collar worker.</i>	<i>welcome visitors</i>
<i>12) Ms Kukhta is a journalist.</i>	<i>use calculators</i>
<i>13) Mr Bihovskyi is a writer.</i>	<i>write telexes</i>
<i>14) Miss Bursa and Mr Zhukovskyi are</i>	<i>answer telephone calls</i>

<i>Website Designers.</i>	
<i>15) Mrs Belychko and Mrs Kruchok are nurses.</i>	<i>make balance sheets</i>
<i>16) Ms Hrypchenko is a doctor.</i>	<i>process data</i>
<i>17) Mr Demedenko is a Headmaster.</i>	<i>translate into English</i>
<i>18) Miss Oleksii and Mr Zhakun are waitresses.</i>	<i>convey the meaning</i>
<i>19) Mrs Zhuk and Mrs Illenko are apprentices.</i>	<i>keep minutes</i>
<i>20) Ms Kalchevska is a unskilled worker.</i>	<i>communicate with visitors</i>
<i>21) Mr Kyslychenko is a shop-assistance.</i>	<i>give lectures</i>
<i>22) Miss Kovbasiuk and Mr Fedorchenko are Accountants.</i>	<i>arrange a meeting</i>
<i>23) Mrs Vinnichenko and Mrs Kopel are employees.</i>	<i>buy tickets</i>
<i>24) Ms Medvedko is a Head of Department of Foreign Languages.</i>	<i>conduct analyses</i>
<i>25) Mr Lavrychenko is a Lecturer.</i>	<i>conduct classes</i>
<i>26) Miss Sedlar and Mr Khilchuk are Programmers.</i>	<i>appoint a new manager</i>
<i>27) Mrs Maletska and Mrs Kondratenko are translators.</i>	<i>program conferences</i>
<i>28) Ms Hrytsun is a Website Developer.</i>	<i>install equipment</i>
<i>29) Mr Palishenko is a interpreter.</i>	<i>keep system going</i>
<i>30) Mr Vozniak is a teacher of Ukrainian.</i>	<i>set up new software</i>

6. 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

7. 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>Serhii Denysenko</i>		
Address	<i>Kharkiv, 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 birth	<i>13.08.1965</i>	Place of birth	<i>Kharkiv</i>
Do you have a valid driver's licence		<u>yes</u>	no
Marital status	<u>married</u>	single	of dependents <i>two sons (11 and 15 years old)</i>
Education			
Name of School	Year graduated	Course taken or Degree	
<i>Lviv University</i>	<i>1987</i>	<i>M. Sc. in Economics</i>	
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	
<i>Lviv State University, the Department of Economics</i>		<i>34, Drahomanova Str.</i>	
Types of business		<i>Employed (month and year)</i>	
<i>Delivering lectures on Economics and Finance</i>		<i>from September, 1, 2003 – to present</i>	
Position(s) held		Supervisor's name	
<i>Senior Teacher, Deputy Head of Dpt of Economics</i>		<i>Academician Lysenko Vitalii</i>	
Why did you leave			
<i>I have moved to Kharkiv</i>			
Company		Address	
<i>Lviv State University, the Department of Management</i>		<i>34, Drahomanova Str.</i>	
Types of business		<i>Employed (month</i>	

					<i>and year)</i>
<i>Delivering lectures on Management of Small and Medium Business</i>				<i>from September, 10, 1995 – to September, 1, 2003</i>	
<i>Position(s) held</i>				<i>Supervisor's name</i>	
<i>Teacher, Lecturer</i>				<i>Academician Lysenko Vitalii</i>	
<i>Why did you leave</i>					
<i>Upgrading</i>					
<i>Company</i>				<i>Address</i>	
<i>Lviv Construction Company</i>				<i>36, Mlynivska Str.</i>	
<i>Types of business</i>				<i>Employed (month and year)</i>	
<i>Concluding Agreements, Design of New Products</i>				<i>from June, 15, 1989 – to September, 8, 1995</i>	
<i>Position(s) held</i>				<i>Supervisor's name</i>	
<i>Manager</i>				<i>Nikolchenko Petro</i>	
<i>Why did you leave</i>					
<i>Upgrading</i>					
<i>Company</i>				<i>Address</i>	
<i>Lviv Bank</i>				<i>7, Naberezhna Str.</i>	
<i>Types of business</i>				<i>Employed (month and year)</i>	
<i>Banker</i>				<i>from August, 3, 1985 – to September, 15, 1989</i>	
<i>Position(s) held</i>				<i>Supervisor's name</i>	
<i>Teacher</i>				<i>Petrovska Nadiia</i>	
<i>Why did you leave</i>					
<i>Upgrading</i>					
<i>Personal references</i>					
<i>Name</i>	<i>Lysenko Vitalii</i>	<i>Address</i>	<i>56, Soborna Str., Apt. 45</i>	<i>Phone No.</i>	<i>(046) 445-22-36; 097-44-57-789</i>

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><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.

<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>

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

8. Write own application form, covering letter and resume.

GRAMMAR

The Numeral.

Cardinal Numerals.

Cardinal numerals use for denomination of the number of chapters, parts of books, paragraphs, pages, numbers of houses, rooms, buses, trolleybuses, trains, flights, sizes of clothes and footwear:

перша частина **part one**;

десятий параграф **paragraph ten**;

одинадцята сторінка **page eleven**.

The meeting will take place in classroom 15.

I live in apartment 10 (ten).

You need bus 11.

My brother wears size forty-one shoes.

Pay attention that the nouns use without the article.

Cardinal numerals denote chronological dates:

1915 nineteen fifteen	2001 two hundred and one
1961 nineteen sixty-one	2000 two thousand
1900 nineteen hundred	1072 ten seventy-two
1907 nineteen seven (nineteen oh seven)	2028 two hundred twenty eight (two thousand twenty eight)

Regarding telephone numbers: every figure of the number is said separately:
12-35-21 **one two three five two one**
24-72-12 **two four seven two one two**

The figure 0 is said [ou]:
70-30-40 **seven oh three oh four oh**

If two figures of the number are similar, the word is said “**double**”:
77-31-448 **double seven three one double four eight**

884-788-88 **double eight four seven double eight double eight**

The numbers 1000 or 5000 are said:
one thousand; five thousand

Ordinal Numerals.

Numbers of the month are denoted by the ordinal numerals:
10.12– **the 10th of December;**
01.01 – **the 1st of January;**
17.05.1982 – **the 17th of May, nineteen eighty-two;**
25.09.99 – **the 25th of September, nineteen ninety-nine.**

Numerals **hundred, thousand, million** have not the ending s if the numeral stands before them:
two hundred pupils;
three thousand years;

two million two hundred forty-three thousand five hundred and sixty-seven.

But, sometimes the words **hundred**, **million**, **thousand** have the ending s (the preposition *of* is added in this case):

1) when they determine undefined quantity of hundreds, thousands, millions:

hundreds of people;

thousands of years;

millions of birds;

millions of books.

2) when they are used with the word “some”:

some **hundreds of stamps**;

some **thousands of letters**.

9. Translate into English.

Багато шкарпеток

100 років

2.143 людини

57.189-й студент

5 сотень жінок

Сотні птахів

Декілька тисяч книжок

2 мільйони дітей

It is Interesting to Know

Cardinal numerals in arithmetic operations:

Addition	$2 + 2 = 4$	two plus two is four або two and two is four
Multiplication	$2 \times 2 = 4$	two times two is four
Substraction	$5 - 2 = 3$	five minus two is three або two from five is three або five less two is three
Division	$10 : 2 = 5$	ten divided by two is five

Cardinal numerals in sports:

- in tennis	$20 - 30$ $40 - 0$ $44 - 44$	twenty thirty або twenty games to thirty forty love deuce [dju:s] (<i>нічия</i>)
- in football,	$5 - 0$	five-nil [nil]

hockey	4 – 6	four (goals to) six
	4 – 4	four all (<i>нічия</i>) або a draw [drɔ:]
- in basketball	46 – 98	forty-six, ninety-eight
	44 - 44	a tie (<i>нічия</i>) або forty-four – forty-four

Pay attention on these words:

a dozen *дюжина*;

a gross *12 дюжин (грос)*;

a score *2 десятки*;

a team *упряжка коней*.

Words “**gross**” and “**team**” need the preposition ***of***, for example:

5 gross of pencils;

a few gross of pens;

several team of horses.

But the words “**dozen**” and “**score**” need not the preposition ***of***, for example:

5 score years;

6 dozen eggs;

a few score years;

several dozen eggs.

ПРАКТИЧНЕ ЗАНЯТТЯ 7.

ТЕМА 7. REFERENCE LETTER

ПЛАН

1. Reasons of writing a Thank-You-Letter.
2. Reference Letter.
3. Grammar: The Pronoun.

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1. 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>

2. 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

3. Read the sample of 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 growth 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

3. Write own Thank-You-Letter.

5. 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>

6. 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

7. 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!</p>

Write P.O. Box 1234, Dept. 524,
 Palm Lakes, 22334
Abbreviated want ad
AUTOMOTIVE PARTS COUNTER
SALESPERSON
AUTO PARTS CTR SALES

8. 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.

9. 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. is able to change 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>

10. 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.

11. 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 English lessons. His essays, projects on the topics “English Literature in the XIX Century”, - “Modern English Phonetics”, “English 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 English.

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 English, English Grammar, Phonetics, and English 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,

12. Write own Letter of Reference.

13. 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

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

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

GRAMMAR

The Pronoun.

1. Personal Pronouns.

Take this book. It is good.

This is a beautiful flower. It is in the vase.

All managers are very busy. They are at the meeting.

Olena is a good student. She works at college.

The words “**ship**”, “**boat**” and “**country**” are determined by the propouns “**she** (her)”:

Look at this ship! She is very big.

Great Britain receives reports from her ministers.

2. Possessive Pronouns.

Possessive pronouns have two forms: **Conjoint Form** and **Absolute Form**:

Conjoint Form	Absolute Form

Conjoint Form	Absolute Form
This <u>my</u> computer.	Where are all <u>our</u> toys? – <u>Mine</u> are here.
He sold <u>his</u> car.	I have eaten all <u>my</u> sandwiches, can I have one of <u>yours</u> ?
Where is <u>our</u> baggage?	Susan wants to know if you have seen a file of <u>hers</u> .
They have signed <u>your</u> agreement.	This is <u>my</u> room and that is <u>yours</u> .
We took <u>her</u> book to read.	Whose book is it? It is <u>mine</u> .
They went and saw <u>their</u> café.	I don't think <u>your</u> car is better than <u>mine</u> .
<u>Our</u> dog is very good. It is <u>its</u>	<u>Their</u> house is big and <u>ours</u> is small.

house.	
I use <u>my</u> printer.	<u>Your</u> luggage is here and where is <u>hers</u> ?
Mary sold <u>her</u> house.	This pen is <u>yours</u> , and not <u>mine</u> .
May I borrow <u>your</u> pen? I have lost <u>mine</u> .	

3. Reflexive Pronouns.

She often speaks to herself.
This fact speaks for itself.
I dressed myself.
I cut myself.
He washes himself in cold water.
I saw it myself.
We spoke to the President himself.
The house itself is very old, but you don't feel that.
We really enjoyed ourselves.
Please make yourself at home.
I did it all by myself.
I'm all by myself in this house.

4. Reciprocal Pronouns.

We loved each other very much.
They greeted one another.
They looked at each other.
We said "Good by" to each other.

5. Demonstrative Pronouns.

Give me that contract.
He knows these employees.
This is the same agreement.
It was such a pleasant stand-up party!

6. Interrogative Pronouns.

Who is your employer?
Whom did you see in the office?
What are you doing in this company?

What book do you write?
Which month is the coldest?
Whatever are you talking about?!
Whoever has told you so?!
Whichever shall I choose?!
Whenever shall I look for?!

7. Indefinite Pronouns.

Somebody is knocking on the door.
There are **some** books on the table.
Will you have **some** more tea?
Give me **some** book to read.
He will listen to **someone**.
Are there **anybody** in the room?
He does not speak **anything**.
You can buy stamps at **any** post-office.

Indefinite Pronoun “ONE”.

One should learn to count.
One must go in for sports.
One never knows what he can do.
One should be careful when crossing the street.
One often hears about such things.
One can buy cheese at the dairy counter.
One can buy here apples, lemons and grapes.
One must always keep **one's** word.
One day he will do it.
I have not got a dictionary. I must buy **one** (a dictionary).
This is a black pencil and that is a red **one** (a pencil).

Stable Word-combination.

it's all one to me *для мене це не має значення;*
one after the other *один за одним; поступово; не всі разом;*
one by one *поодиноці;*
the little ones *діти;*
the pretty ones *гарненькі дівчата.*

9. Negative Pronouns.ю

I saw **nobody** there.
She knows **nothing**.

I have **no** brother.
No dictionary could help you.
Neither of us mentioned him.
I know **neither** him, **nor** his friends.

10. Quantitative Pronouns.

There were **many** students in the classroom.
She has **few** books.
I have very **little** time.
We have **a lot of** books.
They spend **a lot of** time.

Negative meaning	Positive meaning
We have little sugar.	We have a little sugar.
I have few books.	I have a few books.
She had little rest during Sunday and looked tired.	
I have few pencils.	I have a few pencils.
We have little time to do this exercise.	We have a little time to do this exercise.

15. Insert *few, a few, little or a little*.

1. There isn't much to see in this place, so ... tourists come here.
2. My aunt knows French ..., so she agreed to help me with the translation.
3. This is not the first time. It has happened ... times before.
4. We are short of water because there has been very ... rain recently.
5. The village is very small. There are ... houses there.
6. Let's mention ... things here we can't understand.

It is Interesting to Know

It is interesting to know that **journey** or **trip** is used to talk about getting from A to B, for example:

*The **journey** / **trip** to Warsaw was really long.*

Travel is a verb and an uncountable noun which refers to taking journeys in general, for example:

*We **traveled** for hours before we got to the village.*

*Air **travel** is cheap these days.*

Trip can also refer to a holiday or an excursion, for example:

*I needed a break so I decided to take a **trip** to the mountains.*

ПРАКТИЧНЕ ЗАНЯТТЯ 8.

ТЕМА 8. 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.
7. Grammar: The Verb.

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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.

2. 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.

GRAMMAR

The Verb.

Auxiliary Verbs

to be, to have, to do, shall (should), will (would)

Дієслово to be

1) in Present tenses

<i>to be</i>		
<i>am</i>	<i>is</i>	<i>are</i>
<i>I</i>	<i>he, she, it</i>	<i>you, we, they</i>

2) in Past tenses

<i>to be</i>	
<i>was</i>	<i>were</i>
<i>I, he, she, it</i>	<i>you, we, they</i>

The Present Continuous Tense

I am waiting for our representatives.

He is concluding the letter now.

They are sitting at the meeting.

The Past Continuous Tense

She was typing the text at 5 o'clock.

We were discussing some problem issues at 11 o'clock.

The Future Continuous Tense

I shall be signing it at 3 o'clock.

Perfect Continuous:

The Past Perfect Continuous Tense

We had been writing it since 5 yesterday.

The Present Perfect Continuous Tense

We have been passing exam for 2 hours.

The Future Perfect Continuous Tense

By the end of this month he shall have been writing it for 5 weeks.

to have

Perfect tenses

<i>to have</i>	
<i>have</i>	<i>has</i>
<i>I, you, we, they</i>	<i>he, she, it</i>

The Present Perfect Tense

I have seen a new film.

We have finished our work.

He has bought a new house.

The Future Perfect Tense

I shall have translated it by 6 o'clock.

The Past Perfect Tense

I had seen this film by 5 o'clock.

We had finished his work.

Perfect Continuous:

The Past Perfect Continuous Tense

We had been writing it since 5 yesterday.

The Present Perfect Continuous Tense

We have been writing it for 2 hours.

The Future Perfect Continuous Tense

By the end of this month he shall have been writing it for 5 weeks.

to do

1) Present Indefinite:

<i>to do</i>	
<i>do</i>	<i>does</i>
<i>I, you, we, they</i>	<i>he, she, it</i>

I don't know about it.

Do you speak English?

He doesn't work there.

Does she go to the theatre?

2) Past Indefinite

I did not go to the theatre.

She did not write a letter.

Did you see him yesterday?

They didn't speak to me about it.

shall (should), will (would)

The Future Indefinite Tense

I shall be busy on Monday.

He will do it tomorrow.

The Future Indefinite-in-the-Past Tense

I said that I should be busy on Monday.

He said that he would do it.

3. Write down three forms of the following verbs.

Make, cut, play, conclude, break, run, speak, get, know, come, forget, put, buy, build, do, go, tell, understand, find, clean, live, repair, accept, act, add, cost, set, assist, shut, connect, direct, lend, distribute, draw, spell, deal, impress, inform, feel, keep, lay, lose, manage, pay, sell, occupy, operate, have, hold, drink, fly, grow, prefer, produce, show, catch, restrict, fall, forgive, satisfy, stand, take, stick, suit, vary.

It is Interesting to Know

It is interesting to know that *a salary* means the total amount that a professional person is paid each year, for example:

This job offers opportunities to travel and high salary.

A wage is the amount of money earned each week / month for casual or manual work, for example:

Tim is a waiter with a wage over \$200 per week.

ПРАКТИЧНЕ ЗАНЯТТЯ 9.

ТЕМА 9. 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.
5. Grammar: Modal Verbs.

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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
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	<p>one's authorities;</p> <p>c) conducting negotiations for the purpose of collection of information or for the benefit of a third party.</p>
<p>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:</p>	<p>a) creating stressful situations - inciting emotional tension, scandals;</p> <p>b) personal attacks against specific members of the delegation;</p> <p>c) two-factor model of negotiations;</p> <p>d) threats or blackmail from the opposite party (real or fake).</p> <p>Defense in psychological wars:</p> <p>a) usage of adequate methods of attack;</p> <p>b) blocking the attack.</p>
<p>3) Position pressure. Its manifestations:</p>	<p>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;</p> <p>b) declaration of extreme requirements;</p> <p>c) increasing demands – when the interlocutor makes a concession, the demands increase;</p> <p>d) psychological terror - the most aggressive and risky method, the ultimate form of negotiations;</p> <p>e) “psychological swing”;</p> <p>f) delaying time;</p> <p>g) “position stability” – simulated indifference to the result of negotiations.</p>

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 (motivations).

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.

2. 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?

GRAMMAR

Modal Verbs.

Defective Verbs: **can, could, may, must, ought to, have to, be able to, should, will, would, need, dare**

I can speak English.

She must do it.

May I come in?

What can you see in the picture?

Can

1) physical or mental ability:	I <u>can</u> speak English.
	He <u>can't</u> swim.
2) possibility:	I <u>can't</u> call him.
3) possibility in future:	I <u>can</u> do it tomorrow.
4) proposal:	<u>Can</u> I help you?
5) ermission:	You <u>can</u> take it.
6) prohibition:	You <u>can't</u> take it.
7) impossibility:	He <u>can't</u> tell lies.
	He <u>can't</u> have told.

Could

1) ability in the past:	She <u>could</u> play the piano, when she was little.
2) possibility in the future:	We <u>could</u> take a taxi.
3) polite request:	<u>Could</u> you help me?
4) possibility in the present or future:	He <u>could</u> be in the pool now.

be able to

1) ability, possibility in the past:	They <u>were not able to</u> answer all the questions.
2) ability, possibility in the future:	We <u>will not be able to</u> come.

may

1) opportunity, possibility in the present or past:	He <u>may</u> be at home now.
2) polite request:	<u>May</u> I help you?
3) permission:	You <u>may</u> take it.

might

opportunity, possibility in the present or future:	The bag <u>might</u> be hers.
	It <u>might</u> snow tonight.

must

1) necessity, duty:	I <u>must</u> apologize.
2) probability, confidence:	You <u>must</u> have a lot of friends.

had to

necessity in the past:	He <u>had to</u> return to home.
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have to

1) the need for the present or future due to circumstances:	I <u>have to</u> work tomorrow.
	He <u>has to</u> be careful.
2) absence of necessity:	You don't <u>have to</u> hurry.

should and ought to

necessity as request:	You <u>should</u> see a doctor.
	You <u>should</u> take it.
	You <u>ought to</u> call home.
	She <u>ought to</u> be careful.

3. Translate into English.

1. Вони вміють моделювати сучасні будинки.
2. Вона не може не пити каву без цукру.
3. Мій старший брат не може утриматись від сміху.
4. Нічого іншого не залишається, як сказати їй про цей випадок.
5. Ми можемо придбати ці книги.
6. Вам слід звернутися до вашого вчителя.
7. Цей нетбук, можливо її.
8. Колись я вважав, що брехня є нормальним явищем серед підлітків.
9. Він нездатний говорити неправду.
10. Не може бути (неймовірно), щоб він це робив.
11. Він поліглот. Він може розмовляти німецькою, англійською, китайською, італійською та іспанською.
12. Ми повинні скласти цей іспит.

4. Translate into Ukrainian.

1. May I take it?
2. What can you see in the blackboard?
3. It must be Mrs. Olha.
4. May we eat all these cakes?
5. They must read this compendium.
6. She used to keep a diary.
7. It might rain tomorrow.
8. You must use only your towel.
9. I am not used to eat without salt.
10. You should be more attentive.
11. You should do it.
12. She is used to getting up early.
13. You may check their documents.

It is Interesting to Know

It's interesting to know that **job** refers to the type of work you do, for example:
My job is to manage the staff; or a particular task, for example:
At home his job is to do vacuum cleaning.

Work can be a noun or a verb and is used in a general sense, for example:
It took a lot of work to finish this project. - (uncountable noun)
My dad works at school. - (verb)

ПРАКТИЧНЕ ЗАНЯТТЯ 10.

ТЕМА 10. 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. Grammar: Non-Finite Forms of the Verb. The Infinitive. The Gerund.

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1. Read the following texts and complete the words.

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 1) s _ _ g _ _ _ i _ _ s in this text. If you take time to make your letters clear, correct, and interesting, you 2) s _ _ _ l _ 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 3) w _ _ t _ _ g.

2. *Make the letter clear.* Remember that your letter is read; you 4) n _ _ t _ _ r 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 5) a _ _ r _ _ t _ _ _.* 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 6) _ r _ m _ _ _ _ c _ l 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 7) i _ _ r _ _ s _ _ n.

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 8) _ r _ _ n _ _ y 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.

Business letter writing is a very special type of 9) c _ _ m _ _ _ _ a _ _ _ n. 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 10) p _ _ _ o _ _ l _ _ y.

“Golden Rules” for Writing Business Letters.

1. Give your letter a 11) h _ _ d _ _ g 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 12) s _ _ r _ sentences.

4. Put each separate idea in a separate paragraph.

5. Use short words that everyone can understand.

6. Think about your **13) r _ _ d _ _**. Your reader...

... must be able to see exactly what you mean: *your letters should be **clear***;

... must be given all necessary **14) _ n _ _ _ m _ _ _ _ n**: *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 **15) p _ _ _ t _** 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 **16) _ _ e _ _ _ o _ _ s**: *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 **17) d _ _ _ _** 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 **18) s _ _ e _ _ n _ _**. In their correspondence Americans try to use many different means of expressions: jokes, anecdotes, humour, sarcasm, caricatures, drawings, diagrams are for attracting reader's **19) a _ _ _ n _ _ _ n**. But Englishmen are restrained and preventive due to their national character and old formal traditions. That's why British letters are determined more **20) p _ _ f _ _ _ _ o _ _ l**.

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>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>

Yours faithfully,

2. Complete the following texts with the words.

About Copies. If you wrote a letter to your correspondent and send the analogous letters to some people one should write at the 1) e _ _ 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 2) p _ _ u _ _ _ r _ _ _ es 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 3) s _ _ p _ _ , 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 (закт. 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 paragraphs 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 4) e _ _ _ _ l _ :

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 5) r _ _ p _ _ t.

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 6) w _ _ _ s. 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 7) a _ _ _ _ v _ _ t _ _ o _ _ s 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 8) s _ _ _ k 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.*”

3. Fill in the gaps of the text with the necessary prepositions.

<i>for</i> ^{x2}	<i>in</i> ^{x3}	<i>of</i> ^{x2}
<i>from</i>	<i>at</i>	<i>down</i>

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 **1)** _____ any business letter writing is the method which will help to convince your interlocutor. It seems to us that people are interested **2)** _____ our problems, believe in our prospects and sympathize with our failures. Your letter must be sincere, **3)** _____ example:

*This will cut **4)** _____ your expenses and increase your profits.*

This will save you time and work and worry.

By other words, total impression **5)** _____ your letter must be: small “we”, “I”, “us” and big “YOU”. You should imagine yourself in the place **6)** _____ 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 ...

2) *Dear Mr. A,*

We are sorry the description in our catalogue was not entirely clear ...

In the first variant you hint **7)** _____ 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 **8)** _____ 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 **9)** _____ reading” noted that the words “you”, “your”, “yourself”, “yours” must be in the business letter **10)** _____ 2 or 3 times frequently more than the words “I” and “we”.

4. Underline the correct preposition.

1. Olha is capable **of / for** driving.
2. His brothe can depend **to / on** Serhii.
3. Olena shouldn't comment **on / to** that when she doesn't know all information about this accident.
4. It was very unfair that Davyd was dismissed **from / of** his previous job.
5. The criminal has been charged **for / with** burglary.
6. We are always complaining **of / about** our teachers.
7. Children and adults are very curious **for / about** the world they live in.
8. Yana is very serious and dedicated **to / at** her work as an English teacher.
9. His aunt is finding it difficult to concentrate **on / to** her children.
10. Oksana is a bad person, she is extremely ambitious and selfich. I don't

know how she copes **with** / **at** her children.

GRAMMAR

Non-Finite Forms of the Verb (Verbals).

<i>Non-Finite Forms of the Verb (Verbals)</i>			
<i>the Infinitive</i>	<i>the Gerund</i>	<i>the Participle</i>	
		<i>the Present Participle (the Participle I)</i>	<i>the Past Participle (the Participle II)</i>
<i>to speak</i> <i>to swim</i> <i>to read</i> <i>to write</i>	<i>speaking</i> <i>swimming</i> <i>reading</i> <i>writing</i>	<i>speaking</i> <i>swimming</i> <i>reading</i> <i>writing</i>	<i>spoken</i> <i>swum</i> <i>read</i> <i>written</i>

The Infinitive.

I began to translate the article.

Your duty is to conclude the agreements.

I asked him to help me.

She likes to watch the old films.

The doctor told me not to go out for a week.

Sometimes the infinitive is used without **to**:

1. After modal verbs **must**, **can (could)**, **may (might)**, **should**, **need**:

I can speak English.

She must do it.

They could help me.

We need tell about this event.

2. After verbs **to make**, **to let**, **to help**:

You let him tell this story.

She made me read this newspaper.

Help him do home task.

The Gerund

Swimming is his hobby.

I am fond of cooking.

She hates waiting.

Smoking is harmful.

Thank you for telling me.
 We finished dressing.
 They went on eating.

The gerund is translated into Ukrainian by different ways:

1. the noun:

We looked through the contract before signing it.

2. the infinitive:

She is afraid of swimming there.

Seeing is believing.

3. the participle:

He went away without leaving his address.

Thank you for calling.

Thank you for coming.

He stopped smoking.

His car passed us without stopping.

I find working in the garden very useful.

He avoids staying in hotels.

They went on talking.

Your attorney signed the deal of buying the house.

Use of the Infinitive and Gerund.

1. The following words need only the infinitive:

to want	to decide	to hope	to try	+ to do (to work, to write, to be etc.)
to need	to offer	to expect	to forget	
to plan	to refuse	to promise	to learn	

What do you want to do this evening?

I am learning to drive.

2. The group of words-combinations only the infinitive too:

should/would <i>like</i>	should/would <i>hate</i>	+ to do (to go, to work, to write etc.)
should/would <i>love</i>	should/would <i>prefer</i>	

I would like to meet you.

She would like to be a teacher.

We would like to speak to this doctor.

3. One can use these verbs with the infinitive and gerund:

to start	to continue	+ to do (to go, to work etc.) + -ing (going, working etc.)
to begin	to prefer	

For example:

It started <u>raining</u>.	It started <u>to rain</u>.
I <u>prefer</u> <u>traveling</u> by plane.	I <u>prefer</u> <u>to travel</u> by plane.

4. We always use the gerund after the following verbs:

admit	involve
avoid	mind
consider	miss
delay	postpone
deny	practice
excuse	regret
fancy	risk
finish	suggest
forgive	enjoy
imagine	stop
love	

They avoided *discussing* these problems.

We postpone the *selling* of this company.

She excused his *smoking*.

I enjoy *dancing*.

Ann loves *going* to the cinema.

5. We always use the gerund after the following verbs with postpositions:

accuse of	insist on
agree to	keep on
approve of	leave off
burst out	object to
carry on	persist on
complain of	prevent from
depend on	put off
give up	rely on
go on	speak of
feel like	suspect of y
thank for	think of

Don't put off *repairing* the watch.

He gave up *smoking* after that accident.

They kept on *giving* the same answers.

She insists on *buing* of this book.

6. We always use the gerund after the certain stable words-combinations:

give up the idea of
look forward to
not to like the idea of
miss an opportunity of

We are looking forward to your *answering*.

He does not to like the idea of *signing* this agreement.

7. We always use the gerund after the words-combinations with the verb *to be*:

be afraid of	be pleased/displeased at
be aware of	be proud of
be busy in	be sure of
be capable of	be surprised at
be famous for	be tired of
be fond of	be worth
be guilty of	be no point in
be keen on	

He was fond of *playing* the piano, when he was a child.

There is no point in *doing* it.

This book is worth *reading*.

8. The gerund uses in Passive voice too:

a) after the verb *to bear* un interrogative and negative forms:

This work can't bear *comparing* with his previous composition.

b) after words *beyond, past*:

Those criminals are beyond *saving*.

The patient is past *operating* on.

9. Some prepositions need the gerund too:

We worked without *talking*.

He left without *saying* anything.

She went home instead of *coming* here.

It goes without *saying*.

5. Make up new words with help of ending *-ing*. For example: *to read* – *reading*.

The Verb	-ing	The Verb	-ing
to speak		to plan	
to clean		to cancel	

to pay		to jog	
to write		to travel	
to see		to print	
to begin		to sit	
to grow		to stop	
to drive		to allow	
to fax		to answer	
to hope		to train	

6. Choose the correct words to complete the sentences.

1. I began _____ to translate / translating the passage.
2. I am fond of _____ to cook / cooking.
3. My father told me not _____ to go / going out for a month.
4. _____ To collect / Collecting stamps is his hobby.
5. We need _____ to tell / tell about this event.
6. I can _____ to speak / speak English.
7. I asked him _____ to help / helping me.
8. We finished _____ to dress / dressing.
9. She likes _____ to listen / listening to rock music.
10. She must _____ to do / do it.

7. Complete the sentences with correct form of verbs.

1. Your duty is _____ (to wash) up.
2. Thank you for _____ to / telling me.
3. The head of department of History looked through the documents before _____ (to sign) them.
4. What do you want _____ (to do) tomorrow?
5. We would like _____ (to speak) to this doctor.
6. They went on _____ (to eat).
7. I would like _____ (to meet) you.
8. He went away without _____ (to leave) his address.
9. He avoids _____ (to stay) in hotels.
10. She would like _____ (to be) an architect.
11. He stopped _____ (to smoke).

8. Translate the following sentences into English.

1. Твій адвокат підписав угоду про купівлю цього будинку.
2. Його машина проїхала повз нас не зупиняючись.
3. Я вважаю роботу в саду дуже корисною.
4. Ми відкладаємо продаж цієї компанії.
5. Не зволікай з ремонтом годинника.

6. Вона наполягає на тому, щоб купити цю книгу.
7. Цього пацієнта вже не можна оперувати.
8. Він кинув палити після того випадку.
9. З нетерпінням чекаємо на вашу відповідь.
10. Він захоплювався грою на піаніно, коли був дитиною.
11. Цю книгу варто прочитати.
12. Ми працювали, не розмовляючи.
13. Він вийшов, не сказавши жодного слова.

9. Translate the following sentences into Ukrainian.

1. They avoided stepping on the grass.
2. She excused his smoking.
3. I enjoy dancing.
4. Ann loves going to the cinema.
5. They kept on giving the same answers.
6. He does not like the idea of signing this agreement.
7. Those criminals are beyond saving.
8. There is no point in doing it.
9. This work can't bear comparing with his previous composition.
10. She went home instead of coming here.

It is Interesting to Know

Here are 10 trending new words in English with meanings:

	Word	Meaning
1	<i>Finfluencer</i>	<i>An influencer who focuses on financial challenges.</i>
2	<i>Nomophobia</i>	<i>Dread or concern about being without or unable to utilize your mobile phone.</i>
3	<i>Sharent</i>	<i>A parent who regularly shares their child's information on social media.</i>
4	<i>Fitspiration</i>	<i>A person or thing that motivates someone to maintain or enhance their health and fitness.</i>
5	<i>Stan</i>	<i>An obsessive or excessive devotee of a certain celebrity.</i>
6	<i>Awesomesauce</i>	<i>Outstanding; incredibly good.</i>
7	<i>Low-Key</i>	<i>Used as an adjective to describe something you don't want others to know about.</i>
8	<i>Situationship</i>	<i>When a relationship is more than just buddies but less than a pair.</i>
9	<i>Metaverse</i>	<i>A virtual reality environment in which individuals can engage with a computer-generated world as</i>

		<i>well as other users.</i>
10	<i>Hangry</i>	<i>Becoming agitated or short-tempered due to hunger.</i>

ПРАКТИЧНЕ ЗАНЯТТЯ 11.

ТЕМА 11. TYPES OF LETTERS

ПЛАН

1. Types of Letters.
2. Business letter.
3. Letter Offer.
4. Letter Order.
5. Letter Refusal.
6. Grammar: Non-Finite Forms of the Verbs. Present Participle. Past Participle.

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1. Read the sample of the Business Letter.

Sample of Business Letter

Адреса 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>
Адреса отримувача	<i>Dr. A.A.Fedin</i> <i>Kharkiv Ins.of Phsycics & Phone: (572) 53-62-03</i> <i>Tech. Fax: (572) 53-38-58</i> <i>National Science Centre e-mail:</i> <i>Akademichna Str. 1 fedin@kipt.kharkiv.ua</i> <i>61108 Kharkiv</i> <i>Ukraine</i>
Дата	<i>Amsterdam, 30 November, 2005</i>
Тема	<i><u>Subject:</u> Phrase stability in alloys under irradiation</i> <i>To be published in: Journal of Nuclear Materials</i>
Посилання	<i>Our ref.: NUMA</i> <i>40488</i>
Звертання	<i>Dear Dr. Fedin,</i>
Текст листа	<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><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 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	<i>Elsevier science</i>
	<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>

2. Write own Business letter.

3. Read the text “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.

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Dr. N.A. Stupkov
Institute of Nuclear Physics
Kyiv 01702
Ukraine
Date: 10 January, 2005
Subject: invitation*

*Our reference:
HdH/1001200/1*

Dear Dr. Stupkov,

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 look forward to your visit.

Yours sincerely,

Prof. Dr. H. W. den Hoffmann

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.

4. Read the text about business letter. Complete the text with the correct form of verbs.

Business letters can **1) be divided** _____ (**to divide**) 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 **2) concluding** _____ (**to conclude**) 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 **3) sends** _____ (**to send**) the Inquiry when it wants:

- to receive detailed information about the goods;
- to find out about availability of goods;
- **4) to make** _____ (**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 **5) give** _____ (**to give**) full details of your problem or question and it will let for your business partner **6) to reduce** _____ (**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.

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 **7) are interested** _____ (**to be 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 **8) to start** _____ (**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

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 **9) be written** _____ (**to write**) at the same date when you **10) have receive** _____ (**to receive**) 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 **11) encloses** _____ (**to enclose**) 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 **12) are solved** _____ (**to solve**) 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.

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 your specification exactly.

*The most suitable of our products for your requirements **13**) is _____ (to be) 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 **14**) will see _____ (to see) from this, our prices are very competitive. I have arranged for our agent Mr Martin to five of these batteries to you next week, so that 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*

The Order. Acknowledgement (Confirmation) and Refusal of Orders.

All types of business correspondence **15**) have _____ (to 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 **16**) are placed _____ (to place) 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 **17**) are numbered _____ (to number) 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 **18**) fill _____ (to will) 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 **19) signed _____ (to sign)** 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 **20) to inform _____ (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.

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 **21) are enclosing _____ (to enclose)** 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:

<i>Size</i>	<i>Colour</i>	<i>Quantity</i>
14	white	70
14	blue	30
15	white	70
15	blue	30
16	white	70
16	blue	30
17	white	70
17	blue	30
<i>Price:</i>	\$ 10.53 each (total - \$ 4212)	
<i>Delivery:</i>	air freight, CIF Kyiv	
<i>Payment:</i>	by letter of credit	
<i>Packing:</i>	standard	
	<i>p.p. Chief Buyer</i> <i>(signature)</i> <i>Vysteria Ltd.</i>	
	<i>Please send us the copy of this order, duly signed, as an acknowledgement.</i>	

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 **22) to write** _____ (**to write**) because it contains bad news; however, you can tactfully and courteously convey the bad news.

The ideal refusal letter **23) says** _____ (**to say**) *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.

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 **24) have declined** _____ (**to decline**). 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 **25) is expected** _____ (**to expect**) 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,

Promissory Note.

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

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)

5. Write own letters:

Letter Invitation,
Letter Inquiry,
Letter Offer,
Letter Order,
Covering Letter,
Refusal Letter.

GRAMMAR

Non-Finite Forms of the Verb: Present Participle. Past Participle.

The Participle I.

Signing the letter the manager asked the secretary to send it off.

Listening to the tapes I every time improve my English.

Having seen the play before, he refused to go with us.

We came to the river dividing the city into two parts.

They saw him running across the field.

Reading English books I always write out new words.

She is looking at the woman sitting at the window.

Knowing the English language well, he will be able to translate newspaper articles without a dictionary.

The Participle II.

I have sent the letters typed by him.

The partnership is the association established by some partners.

Have you had a photo taken?

The frightened dogs are running across the street.

They bought the equipment made at this plant.

A broken cup was lying on the table.

They took the signed agreements.

Everybody liked the dinner cooked by my mother.

In the Art Museum one can see pictures painted by famous artists.

6. Choose the correct words to complete the sentences.

1. _____ *To write / writing / written* the sentences the teacher reread it.
2. The students have done the tests _____ *to type / typing / typed* by their teacher.
3. _____ *To go / going / gone* to the swimming pool I every time think about my favourite parrot Tony.
4. *To have watched / Having watched / had watched* this movie some times before, we refused to go to the cinema.
5. The _____ *to fright / frightening / frightened* children are telling about that accident.
6. We ran to the Dnipro _____ *to divide / dividing / divided* the city into two parts.
7. He saw several angry dogs _____ *to run / running / run* across the field.
8. This corporation can sell shares _____ *to issue / issuing / issued* by its daughter company.
9. Have you had a photo _____ *to take / taking / taken*?
10. _____ *To know / knowing / known* Mandarin the teacher can speak with new students.

7. Complete the sentences with the correct Participle (Present Participle or Past Participle).

1. _____ (*to run*) in the morning I always improve my health.
2. Last year she presented me the book _____ (*to publish*) at this Publisher's.
3. _____ (*to know*) the French language well, Halyna will be able to speak with native speakers without an interpreter.
4. The participants of the company went and took the _____ *repaired* equipment.
5. We are looking at the boys _____ *playing* tennis.
6. A _____ (*to break*) cup was lying on the table.
7. In this new hospital one can see modern medical equipment _____ (*to produce*) by famous companies. .
8. _____ *To know / knowing / known* this city very well Taras can speak a lot of interesting stories about it.
9. My friends liked the pudding _____ (*to cook*) by my sister.
10. Last month she bought a new dress _____ (*to make*) by French designer.

It is Interesting to Know

It is interesting to know that some abstract nouns are used in **one meaning as countable, and in another as uncountable**:

work - робота, *a work* – твір

experience – досвід, *an experience* – випадок із життя

silence - тиша, *a silence* – пауза

nature - природа, *a nature* - натура.

ПРАКТИЧНЕ ЗАНЯТТЯ 12.

ТЕМА 12. PRESENTATION OF A COMMERCIAL LETTER

ПЛАН

1. English Commercial Correspondence.
2. The Letter Heading.
3. The Salutation.
4. The Body of a Business Letter.
5. The Subscription.
6. The Signature.
7. Grammar: The Preposition.

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1. Fill in the gaps with the words from the table.

Presentation of a Commercial Letter.

<i>information</i>	<i>numerals</i>	<i>handwritten</i>	<i>come</i>	<i>style</i>	<i>woman</i>
<i>sheets</i>	<i>study</i>	<i>margin</i>	<i>employee</i>	<i>companies</i>	<i>name</i>
<i>address</i>	<i>includes</i>	<i>instance</i>	<i>letters</i>	<i>consists</i>	<i>stationery</i>

Many businesses rely on overseas markets and suppliers, employ workers and managers from different countries, and maintain plants and offices abroad. Such 1) _____ 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 2) _____, but nevertheless the business letter differs in some respects from the personal letter. Unlike friendly letters, business 3) _____ 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 4) _____ 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 5) _____. Think of the margins. The left margin should be about as wide as the right 6) _____, 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 7) _____ 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 **8)** _____ 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 **9)** _____ 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 **10)** _____ : 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 **11)** _____ 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 **12)** _____ of the person for who 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:

<i>Name & Address</i>	<i>Salutation</i>	<i>Complimentary close</i>
<i>Southern Airways Ltd. 250 Oxford Street London W1 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 W1 5JN</i>	<i>Dear Ms Faulkner</i>	<i>Yours sincerely</i>

The Body of a Business Letter.

The body of a business letter usually **13)** _____:

- 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 14) _____ 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 15) _____ 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 16) _____ 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 17) _____ 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 18) _____, 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*”.

2. Read the following text “The Letter Heading & the Layout” and complete it with the necessary prepositions.

from	inx2	withx3
out	until	ofx2
below	In	tox3

The main parts 1) _____ a business letter are: 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. 2) _____ 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 3) _____ care. This need is clear when you realize that in speaking the reaction 4) _____ the spoken word can be seen or heard immediately, but reaction to a letter is not known 5) _____ the answer is received.

When you have written a letter, read it carefully; see that you have put 6) _____ everything you intended, and have expressed it well; read it again, trying to put yourself 7) _____ the place of the receiver, to find 8) _____ 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 9) _____ 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 10) _____ 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 11) _____ 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 12) _____ view is being considered. This is especially necessary when sellers are writing 13) _____ 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 14) _____ 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 **15)** _____ in the first line of the answer is often sufficient to indicate what the subject is.

3. Fill in the correct prepositions.

<i>about</i>	<i>in</i>	<i>on</i>	<i>into</i>
<i>on</i>	<i>for</i>	<i>with</i>	<i>for</i>

1. On the day of the sale, a lot of gathered before the new shopping and entertainment centre opened, all **eager** _____ a bargain.

2. Oleksandr has really **put a lot of effort** _____ planning his vacatyion, so he hopes he will have a really good time.

3. The Board of directors always **puts special emphasis** _____ the comfort of its guests.

4. Our family was really **enthusiastic** _____ the trip to Canada.

5. Is he **familiar** _____ the works of Conan Doyle?

6. London is **famous** _____ its magnificent Westminster Abbey.

7. All members of our management are **experienced** _____ all aspects of this agreement.

8. Do you know this man? He is Rostyslav, he is an **expert** _____ travel in Africa.

4. Write own letters:

Commercial Letter concerning establishment of fruitful cooperation between Rivne University and Polish Institution

Business Letter about publication of your aticle in the international scientific journal.

5. Match the informal sentences to the semi-formal ones of the same meaning. Then, identify the type of letter each pair came from – accepting / refusing an invitation, thank-you letter, asking for / giving information, apologizing, giving advice.

Informal Style

1	Thanks a lot for lending me your motorbike?
2	Do you have a free room in the beginning of May?
3	I'd love to come to your school play.
4	Sorry for not being able to make it last Saturday.

5	I think you should book soon.
6	I'm 20 years old. I'm at university this year.

<i>a</i>	<i>I would be happy to attend the school play.</i>
<i>b</i>	<i>If I were you, I would make the bookings as soon as possible.</i>
<i>c</i>	<i>Thank you very much for the use of your vehicle.</i>
<i>d</i>	<i>I'm a twenty-year-old university student.</i>
<i>e</i>	<i>I'd like to apologise for not managing to meet you at last Saturday's conference.</i>
<i>f</i>	<i>I would like to know if you have any vacancies in early May.</i>

GRAMMAR

The Preposition.

IN

The pencil is **in** the box.
 My children are playing **in** the garden.
 The table is **in** the middle of the room.
 Mother cooks dinner **in** the kitchen.
 There are 200 seats **in** the theatre.
 Germany and Poland are **in** Europe.
 This teacher was born **in** Cuba.
 They were **in** Florida.
 Last winter she was **in** Paris.
 I like swimming **in** the sea.

ON

The books are **on** the table.
 The number is **on** the door.
 A dirt is **on** your shirt.
 He lives **on** the second floor.
 A town **on** the Mississippi River.
 His village is **on** the border.
 This cinema is **on** Broadway.
 Olena lives **on** Naberezhna Street.
 They work **on** Soborna Street.
 I always feel good **in** the morning.
 Helen is not at work because she is **on** holiday.
 We listened to the news **on** the radio.
 They watched the news **on** television.

Meet me **on** Monday morning, please.
 The room is **on** fire!
 The train was **on** time.

AT

He is standing **at** the door.
 He is sitting **at** my desk.
 The car is **at** the crossroads.
 We meet **at** the theatre.
 Please, write me **at** my new address.
 You can see the timetable **at** the airport.
 They spent their holiday **at** the seaside.
 Snow is **at** the top of the mountain.
 We shall meet **at** Yevhen's house.
 Why is that woman standing **at** the door?
 Turn left **at** the traffic lights.
 Please, write your surname **at** the top of the page.
 He left school **at** 16.
 Water boils **at** 100 degrees Celsius.
 Are you going away **at** the weekend?
 In Germany children get presents **at** Easter.
 I am going on holiday **at** the end of October.
 Are you busy **at** the moment?

hours AT	days ON	months, seasons, years, decades, centuries IN
at 6 o'clock; at 7.30 at midnight	on Tuesday; on November 1 st ; on 25 April; on New Year's Day	in May; in summer; in 1976; in the 60s; in the 20 th century.

6. Fill in the correct preposition if it is necessary.

1. My sister goes to university only _____ five times a week.
2. I met some interesting people _____ my holidays.
3. I'll meet you tomorrow _____ 6.10 pm.
4. They passed exams _____ July.
5. His brother was born _____ December 24th.
6. She has been ill _____ half a year.
7. They live _____ 49 Halytskoho Street.
8. They have taken diplomas _____ last year.

9. Her uncle presented her a new mobile _____ New Year's Day.
10. There are 200 seats _____ the theatre.
11. It happened _____ the 20th century.
12. They were _____ Canada _____ winter.
13. We listened to the news _____ the radio.
14. They spent their holiday _____ the seaside.
15. In Germany children get presents _____ Easter.
16. I'll see him _____ next year.
17. Please, write me _____ my new address.

7. Insert the necessary preposition: in, on, at.

1. _____ my opinion, last lecture wasn't interesting.
2. Look! Three houses are _____ fire!
3. We went to France firstly _____ a car and then _____ a bus.
4. Helen is not _____ work because she is _____ holiday.
5. Her brother is _____ prison now.
6. Our children are _____ school.
7. Are you busy _____ the moment?
8. The train was _____ time.
9. I always feel good _____ the morning.
10. It is considered an increase _____ demand.
11. Our managers went to Germany _____ business.
12. The police found out the cause _____ an accident.
13. A decrease _____ taxes caused positive changes.

8. Fill in the preposition.

<i>of</i>	<i>except</i>	<i>into</i>	<i>under</i>	<i>about</i>	<i>among</i>	<i>for</i>
<i>between</i>	<i>about</i>	<i>while</i>	<i>below</i>	<i>about</i>	<i>by</i>	<i>Besides</i>

1. Temperature has dropped _____ zero.
2. I do not know much _____ cars.
3. All of them joined us _____ John.
4. _____ friends of mine there were lots _____ other people.
5. The dog is sleeping _____ the table.
6. I am going _____ the room.
7. Some people talk _____ their work all the time.
8. Did you see the programme _____ animals?
9. He parked his car _____ two very expensive ones.
10. I could not find her _____ all those people.
11. They repaired Stepan's laptop _____ an hour.
12. We did it _____ you are sleeping.
13. I did it _____ mistake.

It is Interesting to Know

It is interesting to know that *advertise* is the verb and *advertisement* is the noun. We can also use *commercial* to refer to TV advertisements, for example:

I saw funny advertisement / commercial on TV last night.

We use **advertising** to refer to the industry, for example:

My husband works in advertising.

ПРАКТИЧНЕ ЗАНЯТТЯ 13.

ТЕМА 13. ON A BUSINESS TRIP

ПЛАН

1. Going abroad.
2. Customs formalities.
3. Travelling by plane / train.
4. Grammar The Postposition.

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1. Read the text “Going Abroad” and complete with the correct form of verbs.

In order to go to a foreign country you will **1)** _____ (**to need**) a visa. An application form can be **2)** _____ (**to obtain**) at the embassy. Instructions for **3)** _____ (**to fill**) it in are given with each form. You will need a form for each person.

Once you **4)** _____ (**to complete**) the form, you bring or send it to the country embassy together with your passport, a passport-sized photograph and an official invitation **5)** _____ (**to visit**) the country. It may take up from one to four weeks to get the visa.

Before **6)** _____ (**to board**) the plane, you are requested to present a valid passport together with a customs declaration ensuring that you **7)** _____ (**not; to violate**) any of your country’s law. That’s why it is important **8)** _____ (**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 **9)** _____ (**to have**) your luggage **10)** _____ (**to check**) by a custom officer. This is done to prevent importation of goods which for various reasons are undesirable to the country’s authorities.

11) _____ (**to bring**) 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 **12)** _____ (**to be**) a violation of law and results in fines 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 **13)** _____ (**not; to allow**).

The transportation of currency or financial documents is permitted but it is also regulated and you must **14)** _____ (**to report**) about them regardless the form of monetary instruments (cash, checks or bonds).

You also must **15)** _____ (**to declare**) the total value of all gifts and commercial items and if their value **16)** _____ (**to exceed**) the determined sum, you will pay duty.

2. 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</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>to be 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 обкладанню 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.

3. 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.
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4. Translate into English.

<i>an open-date ticket</i>	<i>to vacate the room</i>	<i>to get the bill ready for smb</i>
<i>concourse</i>	<i>to apply for a visa</i>	<i>to travel light</i>
<i>to get a receipt</i>	<i>an embassy</i>	<i>an entrance (entry) visa</i>
<i>to see somebody off</i>	<i>to put a visa on a passport</i>	<i>to be accustomed to</i>

1. Ви повинні були запросити візу в посольстві 5 місяців тому.
2. Осць – головний вестибюль аеропорту.
3. На жаль, в мене немає в'їзної візи.
4. Він не любить проваджати когось.
5. Коли ви поставите візу у паспорт?
6. Я звик мандрувати без речей.
7. Ви маєте білет з відкритою датою?
8. Ви повинні звільнити номер до 10 ранку.
9. Вони підготували рахунок для нас.
10. Чи можу я отримати квитанцію?

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

<i>in the carriage</i>	<i>in the compartment</i>	<i>on the train</i>
<i>to travel first-class</i>	<i>to announce the departure (arrival)</i>	<i>an announcement</i>
<i>to book (reserve) a ticket in advance</i>	<i>a booking office</i>	<i>to catch the train</i>
<i>to change trains</i>	<i>to get on (get off) the train</i>	<i>an electric train</i>
<i>a sleeping carriage</i>	<i>a berth (lower / upper berth)</i>	<i>a waiting room</i>
<i>a refreshment room</i>	<i>to be due to arrive</i>	<i>a long-distance train (fast, through, express)</i>
<i>to travel light</i>	<i>to run on time (schedule)</i>	<i>the bedding</i>
<i>to have a snack</i>	<i>a dining-car</i>	<i>an inquiry office</i>

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 потягу.
4. Він приїде електричкою.
5. Мій багаж у вагоні.
6. Вона хотіла б замовити квиток заздалегідь щоб їхати у вагоні першого класу.
7. Скажіть, будь ласка, чи є в цьому потязі вагон-ресторан?
8. У нас спальний вагон, а коли і де ми будемо робити пересадку?
9. Він зараз в потязі.
10. Ось ваші постільні речі, наш потяг повинен прибути в Лондон о 6 годині ранку.
11. Пасажири можуть купити квитки у офісі бронювання.

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

<i>to buy / reserve / 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 квитки до Мюнхена.
Travel agent	<i>Yes, we have. What tickets do you need and when?</i>
You	Спитайте, чи можна придбати один квиток економкласу 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 квитки 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 вартість квитка і чи включені у вартість 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. 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			
<p><i>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></p>			
<p><i>I also declare that my luggage sent separately consists of _____ pieces.</i></p>			
Date _____ 2005	Owner of luggage		

	(signed)		

8. 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 в купе 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>

9. Speaking practice. Translate into English.

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

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

<i>I can't find</i>	<i>fragile things</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.

11. 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>

12. 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.

13. Speaking practice.

Your colleague has to fly from London to Athens and then to Istanbul where he has some appointments. Last month you have been in Athens and Istanbul. Propose the best route for him. The airport time-table can help you.

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
17.20	BG 331	18.50	48.91

14. Mr Petrenko is at Kyiv airport now. He has to fly to London and then to go by train to Brighton where he will be 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:	Your passport, please. How long are you planning _____ (залишитися) in the country?
Petrenko:	Three weeks. Could I prolong my _____ (в'їздна віза) in case of necessity?

Customs officer:	<i>Sure. The receiving party will _____ (поторбується) 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:	<i>One bottle of vodka, one can of coffee, three _____ (плитки шоколаду), two boxes of sweets and Ukrainian souvenirs.</i>
Customs officer:	<i>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.</i>
Petrenko:	<i>Thank you.</i>
Customs officer:	<i>Not at all. The next, please.</i>

15. 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.

16. 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>

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

GRAMMAR

The Postposition.

What are you *afraid of*?

What help are you *asking for*?

What position did you *apply for*?

He is *bad at* mathematics.

What are you *thinking of*?

He is *asking for* trouble.

She *was afraid of* a dog.

What do you *dream about*?

This dress is *made of* cotton.

It is *made in* Italy.

I don't *care about* your problems – I've got enough of my own.

Those people *care for* and *about* senior citizens.

What is he *laughing at*?

What music are you *listening to*?

They *laugh at* you.

What *are* you so *proud of*?

What are you *waiting for*?

Who will *take care of* you?

Whom are you *waiting for*?

He is very *polite to* people.

It's so *kind to* you to help me.

I can *look after* your children while you are at work.

I *look at* you.

He *reminds* me *of* my uncle.

Please, *fill in* an application form.

He *reminded* me *about* the appointment.

What are you *looking for*?

Please, *put out* the sigarette.

Do you smoke? - No, I *gave* it *up* two years ago.

I wrote the wrong name at the form, so I *crossed* it *out*.

If you don't understand the word *look it up* in a dictionary.
 We have *run out of* sugar.
 I *knocked over* a glass.
 He *is about to* read the letter.
 Wait, I don't *keep up with* you. *ушкоп*.
 I *jumped at* the opportunity to make her acquaintance.
 They *hinted at* the thing that had been promised to them.
 The soldier *died of* severe burns.
 A horrible thing *happened to* her.
 He *translated* the story from Ukrainian *into* English.
 She *is sick with* diabetes.
 He *died of* heart attack.
 What are you *hinting at*?
 She *kissed* the baby *on* the forehead.
 She is *suffering from* headaches.
 This house *belongs to* my brother.
 He *shouted to* us that we should call the police.
 This box *belongs in* the basement.
 This guy *belongs in* jail.
 I'll have *to borrow* 5 dollars *from* you.
 She *invited us to* the party.
 She always *complains about* her health.
 She *borrowed* the car *from* me.
 The terrorist *aimed at* the policeman but didn't *shoot at* him.
 My teacher *got angry at* me when I cut the lesson.
 Do you know why she *is mad at* me?
 He *threw* the ball *to* her.
 Don't *point at* people – it's rude.
 She *smiled at* the baby.
 He *threw* a stone *at* her.
 Stop *shouting at* me!
 Now everything *depends on* you.

17. Translate into Ukrainian.

1. He was given away his best friend.
2. We will give back tomorrow.
3. Don't give in anybody!
4. Unfortunately, she gave under in the prison.
5. At last they have given out their works.
6. He gave up tennis last year.

18. Insert the corresponding postposition.

1. It was nice *talking* ____ you.

2. Now everything *depends* ____ you.
3. What are you *waiting* ____ ?
4. He found the letter that he was *looking* ____ .
5. I'll have *to borrow* 5 dollars ____ you.
6. What *are* you so *proud* ____ ?
7. He *translated* the story ____ English.
8. A horrible thing *happened* ____ her.
9. She *borrowed* the car ____ me.
10. Could I *speak* ____ the manager, please?
11. Stop *shouting* ____ me!
12. She *invited* us ____ the party.
13. Whom do you want to *talk* ____ ?
14. He *shouted* ____ us that we should call the police.
15. She always *complains* ____ *about* her health.
16. She *was afraid* ____ a dog.
17. Please, *fill* ____ an application form.
18. This box *belongs* ____ the basement.
19. He is *bad* ____ sports.
20. It's so *kind* ____ you to help me.

19. Fill in the necessary postposition.

<i>up</i>	<i>in</i>	<i>at</i>	<i>to</i>	<i>over</i>
<i>for</i>	<i>out</i>	<i>of</i>	<i>for</i>	<i>of</i>
<i>at</i>	<i>from</i>	<i>about</i>	<i>at</i>	<i>at</i>
<i>for</i>	<i>about</i>	<i>after</i>	<i>at</i>	<i>for</i>

1. Do you know why she *is mad* ____ me?
2. The soldier *died* ____ severe burns.
3. He is *asking* ____ trouble.
4. She is *suffering* ____ headaches.
5. I *knocked* ____ a glass.
6. They *hinted* ____ the thing that had been promised to them.
7. If you don't understand the word *look* it ____ in a dictionary.
8. We have *run* ____ sugar.
9. He *reminded* me ____ the appointment.
10. This bag is *made* ____ Italy.
11. What is he *laughing* ____ ?
12. I can *look* ____ your children while you are at work.
13. This dress is *made* ____ cotton.
14. Those people *care* ____ and ____ senior citizens.
15. What position did you *apply* ____ ?
16. What music are you *listening* ____ ?
17. What help are you *asking* ____ ?
18. They *laugh* ____ you.

19. She is *annoyed* ___ you.
 20. She *smiled* ___ the baby.

Translate the following sentences into Ukrainian.

1. This guy *belongs in* jail.
2. My teacher *got angry at* me when I cut the lesson.
3. The terrorist *aimed at* the policeman but didn't *shoot at* him.
4. She *is sick with* diabetes.
5. He *died of* heart attack.
6. I *jumped at* the opportunity to make her acquaintance.
7. Wait, I don't *keep up with* you.
8. What are you *hinting at*?
9. He *is about to* read the letter.
10. *Put out* the fire.
11. I wrote the wrong name at the form, so I *crossed it out*.
12. He *reminds me of* my uncle.
13. I don't *care about* your problems.
14. Who will *take care of* you?

It is Interesting to Know

Idioms with Food.

1	<i>Butter someone up</i>	<i>Be extra nice to someone</i>
2	<i>Cool as a cucumber</i>	<i>Very relaxed</i>
3	<i>Souped-up</i>	<i>Made more powerful or stylish</i>
4	<i>Sell like hot cakes</i>	<i>Bought by many people</i>
5	<i>Use your noodle</i>	<i>Use your brain</i>
6	<i>Take something with a pinch of salt</i>	<i>Don't consider something</i>
7	<i>Big cheese</i>	<i>Very important person (VIP)</i>
8	<i>(Don't) cry over spilt milk</i>	<i>Get upset over something that has happened</i>
9	<i>Have bigger fish to fry</i>	<i>Have more important things to do</i>
10	<i>Go bananas</i>	<i>Become crazy</i>
11	<i>Bread and butter</i>	<i>Livelihood, source of income</i>
12	<i>Bad egg</i>	<i>A bad person</i>
13	<i>Egg someone on</i>	<i>Urge someone to do something</i>
14	<i>A hard nut to crack</i>	<i>Difficult to understand, often a person</i>
15	<i>Full of beans</i>	<i>Have a lot of (silly) energy</i>
16	<i>Smart cookie</i>	<i>A very intelligent person</i>

17	<i>Bun in the oven</i>	<i>To be pregnant</i>
18	<i>A piece of cake</i>	<i>Something very easy to do</i>
19	<i>Cream of the crop</i>	<i>The best</i>
20	<i>Apple of one's eye</i>	<i>A person that is adored by someone</i>
21	<i>Bring home the bacon</i>	<i>Earn the income</i>
22	<i>Hot potato</i>	<i>Something that no one wants to deal with</i>
23	<i>Carrot top</i>	<i>A person with red or orange hair</i>
24	<i>Cheesy</i>	<i>Cheap and of low of quality</i>

ПРАКТИЧНЕ ЗАНЯТТЯ 14.

ТЕМА 14. HOTELS.

ПЛАН

1. Hotel.
2. Accommodation.
3. Kinds of Hotels.
4. Grammar: Stable Word-Combinations.

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1. Read the text about hotels and complete with the words from the table below.

<i>corn</i>	<i>breakfast</i>	<i>bill</i>	<i>stations</i>
<i>Arabian</i>	<i>price</i>	<i>jam</i>	<i>hotels</i>
<i>Hospitality</i>	<i>classes</i>	<i>service</i>	<i>eggs</i>

Hotels in Great Britain are divided into some **1)** _____ .

1. Luxe Hotels are the most expensive. They are for **2)** _____ sheikhs and millionaires.

2. Less expensive hotels are the hotels of class Charming Town House, which combine good **3)** _____ with comparatively moderate price.

3. The 3rd class is inexpensive hotels situated mostly around of the large railway **4)** _____ .

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

5. The fifth class – are the cheapest **5)** _____ : 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 **6)** _____ . Cost of breakfast often includes into cost of accommodation.

There are two variants of **7)** _____ :

1) frugal continental breakfast (tea or coffee and a bun with butter or **8)** _____);

2) good or substantive English breakfast (starter (amep. appetiser) – maize (amep. **9)** _____) or oatmeal flakes with milk, juice, etc. plus the main course – fried **10)** _____ with fat and ham, tomatoes, white bread etc.). A tip as a rule includes in to a **11)** _____ 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. **12)** _____ 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!

2. Read the following texts below about some original, strange and amusing hotels of the world. Match choices (A-T) to (1-18). There are two choices you do not need to use.

1) *Radisson SAS Portman Hotel, London* - For those who enjoy the finer things

in life, a break at the Radisson SAS Portman Hotel will be right up your street. This deluxe four-star hotel is just a minute's walk away from Marble Arch and a stone's throw from the stylish boutiques of Oxford Street. After spending a day shopping and sightseeing in London's trendiest area, you can relax in your room, watch cable TV and enjoy something from the extensive room service menu. At this hotel, you will also be in the ideal place to visit the many sights of London such as Buckingham Palace and the Houses of Parliament. You must also be sure to allow yourself the time to enjoy the leisure facilities of the hotel itself. The hotel has a fully equipped gym and two fantastic restaurants where you can sample gourmet cuisine.

2) *The Prezident* – a popular tourist hotel offering all rooms with bath, shower, TV, radio and telephone. Its amenities include the Saracen carver noted for its fine roasts, licensed “Day and Night” grill bar / restaurant open until 2 p.m. and a popular cocktail bar with its own individual recipes. The shopping arcade with a gift shop and theatre ticket terminal, hairdressing salon, chemist and bank are added facilities for its guests.

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 Crazy Bear Hotel* - Britain county Oxfordshire. 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.

5) *The Concorde Hotel* – Under the same professional ownership as the Bryanston Court, this charming hotel continually attracts repeat visitors. Adjacent to the Bryanston Court, guests are accommodated in tastefully furnished rooms all with bath or shower, WC, TV, radio and telephone. The Concorde also has a small bar and breakfast room.

6) *The Dog Bark Park Inn* - American staff Idaho. This hotel is created by the self-taught artist Sullivan. 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 Sullivan's workshop with his hand-made wood articles, animals' figures is situated near the hotel.

7) *The Blackpool, Doric Hotel* – Standing on Queens promenade overlooking the sea, the amenities include regular dancing, family disco, open air swimming pool, indoor heated pool, sauna, solarium and games room. All rooms with bath or shower, WC, sea view on request.

8) *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.

9) *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 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.

10) *The Southport, Royal Clifton Hotel* - Overlooking picturesque gardens and marine lake; a short distance from famous Lord Street; games room, lounges, cocktail bar. 150 rooms with tea / coffee making facilities, radio and telephone.

11) *The Langley Castle Hotel, Northumberland* - For a touch of medieval magic why not take the time to visit Langley Castle Hotel. Set in its own ten-acre woodland, this fabulous castle hotel dates back to 1350. All guest rooms have got private facilities and are luxurious. Some have special old-style features such as four-poster beds, stained glass windows and window seats. The hotel is the perfect base from which to explore Hadrian's Wall and the Northumberland countryside, as well as the Scottish Borders and the Lake District. At night, relax in the hotel lounge in front of the roaring log fire or dine in style in the award-winning restaurant. During your stay, you can go hot-air ballooning or try your hand at archery. You can even have a picnic especially prepared for you by the hotel's chefs. However you choose to spend your time, you will never forget your stay.

12) *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.

13) *The Windemere, Rockside* – A small establishment located 200 yards from Windemere village centre; under the personal supervision of Mr and Mrs N.Fowels. Two lounges, adjoining bar, good home cooking and friendly atmosphere make this a holiday to remember.

14) *The Metropole Hotel, Cornwall* - This Victorian hotel, situated in one of the most scenic areas of the British Isles, stands on a hilltop with an amazing view out over Padstow Harbour. Walk along the waterfront or one of the area's many unspoiled beaches. Try some fabulous seafood - the local speciality. Wander through Padstow's narrow streets and buy some handmade souvenirs from one of the many colourful shops. This is an area with a fascinating history. Take a short trip to Tintagel where you can visit the ruins, claimed to be those of the legendary King Arthur's Castle. You can end the day with a swim in the hotel's heated outdoor pool. The Metropole Hotel is ideal for those who want to experience the mystery of Cornwall.

15) *The Washington* – Located close to Piccadilly, this well established hotel offers a spacious reception area, la Lafayette restaurant, and the 4th Hussars Bar. In 1900 the Washington was an exclusive hotel for well bred ladies – the restaurant bar and stylish bedrooms of the present hotel are its worthy successors; 160 rooms with baths, TV, radio, direct dial phones.

16) *The Icy Hotel* - 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.

17) *The Old Oxenhope Hall Cottage, West Yorkshire* - Fans of English literature should not miss the opportunity to spend a few days at Old Oxenhope Hall Cottage. This attractive 17th century building is just five minutes from the village of Haworth, where the famous Bronte sisters lived. Their house, *Haworth Parsonage*, is open to the public and is well worth a visit. The moors, where they would wander for hours, are perfect for those who enjoy walking. The cottage itself is fully self-contained and has been restored to a high standard of comfort. It is furnished with all the modern conveniences, and will certainly appeal to history lovers and aspiring writers alike.

18) *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.

A	<i>you can observe beautiful gardens and lake</i>
B	<i>you are offered the most entertainment</i>
C	<i>if you like winter very much</i>
D	<i>people return to stay again</i>
E	<i>you can taste homemade food</i>
F	<i>you can see huge wardrobes there</i>
G	<i>it is necessary can to dive</i>
H	<i>you can enjoy exclusively live music</i>
I	<i>you can live on the old cedar</i>
J	<i>you can drink Champagne from a beer barrel</i>
K	<i>you can sleep at the four-poster bed and sit on the window seat</i>
L	<i>only female guests used to stay</i>
M	<i>you can buy presents and souvenirs</i>
N	<i>possibility to see hand-made wood articles</i>
O	<i>the restaurants offer national dishes</i>
P	<i>you can reserve a room like a bar of chocolate</i>
Q	<i>only female guests used to stay</i>
R	<i>night costs \$288</i>
S	<i>you can visit the many sights of London</i>
T	<i>you buy some handmade souvenirs</i>

3. 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 t'ours – 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>	<i>Persons are prohibited from picking</i>

<i>Automatic hand dryer in public lavatory</i>	<i>flowers from any but their own graves Cemetery</i>
<i>Our wines leave you nothing to hope to Restaurant menu, Switzerland</i>	<i>It is forbidden to enter a woman even a foreigner if dressed as a man Temple, Bangkok</i>
<i>For your convenience, we recommend courteous, efficient self-service Supermarket, Hong Kong</i>	<i>This hotel is renowned for its peace and solitude. In fact, crowds from all over the world flock here to enjoy its solitude Hotel brochure, Italy</i>
<i>You are invited to take advantage of the chambermaid Hotel bedroom, Japan</i>	<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 Black Forest, Germany</i>
<i>You are welcome to visit the cemetery where famous Russian and Soviet composers, artists and writers are buried daily except Thursday Hotel, Moscow (opposite Russian Orthodox Monastery)</i>	

4. 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 car;</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>

5. 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>room service</i>	<i>to book / reserve</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</i>

		<i>room 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>a single room</i>	<i>a standard room</i>	<i>a suite room</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?

6. 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>

7. 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

8. 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</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>

9. 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
	6 th 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 15 th July: one double room, if possible with private bathroom and one single room. Thank you in advance for your reply.	
	Yours faithfully, <hr/> W. D. Throp

b) book seats on a plane.

	Win Mouk Co., 302 Barr Street, Rangoon, Burma, 7 th 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 21 st .	

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

Yours faithfully,

Win Kyi
(Secretary)

10. 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, портье, 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 інший готель для автотуристів?
13. Королівська родина призначила прийом гостей та 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.

11. 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
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:

- Ms Stevens usually looks on the bright side of life.
- The man in room 101 loves going to parties and meeting people.
- The woman who works at a hospital is from down under.
- Mr Grove doesn't like telling strangers what his job is - especially not motorists.
- Mr Harvey sold two houses last week.
- The person in room 103 can't hear.
- The person in the room next to him often deals with divorces and wills.
- The person who wears a uniform to work has green fingers.
- The woman who speaks German as well as she speaks English hates spending money.
- She has a dress rehearsal tonight.
- The person who loves ordering people about has an end room.
- Mr Harvey has been an ornithologist for nearly twenty years.
- The estate agent's wife passed away last year.
- Mrs Williams has an excellent serve.
- The person with a tanned scalp has a very high opinion of himself.
- The person in the room next to the plumber often visits art galleries.
- Mr Petty is in the room between Ms Stevens and Mrs Williams.
- 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.

12. 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</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>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. У кімнаті занадто спекотно і не працює кондиціонер.
6. Ми не користувалися мінібаром.
7. В моєму номері занадто шумно.
8. В мене немає шампуню і не працює душ.
9. В моєму номері брудна білизна, поміняйте її, будь ласка.
10. У нас в кімнаті не працює телевізор.
11. Ми хотіли би виїхати на день раніше.
12. Вони хочуть продовжити своє перебування на 5 днів.
13. Я хотів би звільнити номер.
14. Я думаю, що у цьому рахунку помилка.
15. Мені дійсно сподобалося перебування у вашому готелі.

13. 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>

14. Mr Petrivskiy has arrived in Brighton. He is talking to the personnel of the hotel. Complete the dialogue:

Receptionist:	<i>Good evening, sir. _____ (Чим я можу допомогти) you?</i>
Petrivskiy:	<i>Good evening. I have a _____ (номер) reserved at your hotel.</i>
Receptionist:	<i>_____ (Як Вас звети), 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 is three-o-seven. It's on the third floor. The lift is over there. I'll have your _____ (речі) sent up.</i>
Petrivskiy:	<i>Thank you. _____ (О котрій годині) is 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 pm, so you have got two hours to have your dinner, sir.</i>
Petrivskiy:	<i>Fine. Thank you.</i>

15. 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>
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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 вестибюлі готелю.
11. Її батьки приїдуть плацкартним вагоном.
12. Він хотів би придбати квиток в одну сторону до Лондона.

16. 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>Дякую. Попросіть, будь ласка, носильника віднести мій багаж до моєї кімнати.</i>
Receptionist:	<i>Звичайно, сер.</i>

17. Complete the dialogue with the phrases in the box (*awkwardness 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>

18. Complete the following dialogues:

18.1.

<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>

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</i>

	be in time to catch this train. I'll meet you at the _____ in Brighton.
Viktor Petrenko:	<i>Thank you, Mr Cartwright. What _____ in Brighton may I stay at?</i>
John Cartwright:	I'd recommend the Northern Star Hotel. It's very nice and it isn't very _____. Shall we reserve a room for you?
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:	Ok. Remember _____ to Mr Melnychuk.
Viktor Petrenko:	<i>Certainly.</i>
John Cartwright:	Goodbye, Mr Petrenko. Have a _____ trip.
Viktor Petrenko:	<i>Goodbye, Mr Cartwright. See you the _____ week.</i>

18.2. 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>

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

Cancelling a Hotel Reservation.

19. Read and match the exchanges of the dialogue.

1	Good afternoon. The Palace Hotel, how can I help you?	a	<i>I thought so. That's not a problem.</i>
2	Just a minute, please. Ah, yes. You reserved a double room for two nights.	b	<i>Yes, that's right. I am very sorry, but can you cancel it, please?</i>
3	Certainly, although you do realize the deposit you paid in non-refundable?	c	<i>Hello, I made a reservation with you about two weeks ago. My name's Vanessa Bryce.</i>

20. Use the prompts to act out similar dialogues.

1. Azar Airlines / 2 months ago / Tina Charles / seats / 10 am flight to Madrid / 22nd August
2. Monsieur's Bistro / 1 week ago / table / Barry White / table for 6 / New Year's Eve

Renting a Vehicle.

The conversation takes place at a car rental agency. Read the dialogue and change the questions in bold into indirect questions as appropriate.

A: Good morning. _____ ?

B: Hello. I'd like to hire a car for the weekend, please.

A: Certainly. _____ ?

B: A small hatchback, please. _____ ?

A: Well, including the insurance, it will cost £100.

B: That's fine.

A: _____ ?

B: Of course. Here you are.

A: Now, if you will sign the contract here, I'll get the keys.

GRAMMAR

Stable Word-Combinations

He liked to *go by train*.

They live *in the East* of Canada.

Let's go for a walk *in the rain!*

This bachelor is *in the money*.

There are a lot of birds *in the tree*.

What can you see *in the picture?*

She has *an excellent mark on the exam*.

It was *exception to the rules*.

You must *learn* this poem *by heart*.
 It is *play on words*.
 We heard this *program on the radio* and saw *on TV*.
 What *plans for the evening* do you have?
 I did it *on principle*.
 I did it *on purpose*.
 You must do it *at any cost*.
 I can *read her like a book*.
 We *must go by the book*.
 The goalie *hit* the forward *in the leg*.
 They *are interested in* the computer equipment.
 It is *very different from* the sample.
 I *am sorry about* the mistakes.
 She *was married to* John.
Look out in the street!
Carry on working.
 What does your son want to do when he *grows up*?
 I can not hear you. Can you *speak up*?
 Please, *wash up* after dinner.
 She *crossed her legs*.
 He is really *the life of the party*!
 The store is closed *for renovation*.
 My car is *under repair*.
 It's *off the wall*!
 Don't keep standing *over me*!
 They kept their customs *from generation to generation*.
 She likes to sit *by the light of a lamp*.
 Let's *talk heart to heart*.
 We slept *in the open air*.

21. Choose the necessary preposition.

1. I and my sister like *talk heart to / at / about* heart.
2. His parents told him about their *plans for / at / on* the evening.
3. We *are not interested in / on / about* the computer equipment.
4. Her granny likes to sleep *by / on / at* the light of a lamp.
5. They must sign this agreement *by / on / at* any cost.
6. She has *an excellent mark in / at / on* the exam.
7. In that situation he did it *at / on / about* purpose.
8. This street is very noisy, I cannot hear you. Can you *speak on / aloud / up*?
9. Last year he has built the spacious house *on / in / at* the tree.
10. I *am sorry at / about / on* the mistakes.

22. Translate the following set phrases into Ukrainian.

the high seas; it is high time (to do smth); to live high; high spirits; in low water; to live low; low spirit; long face; long-sighted; long ears; long price; long dozen; to make a long story short; short-sighted; short memory; short a money; short hand.

23. Insert the necessary preposition.

<i>under</i>	<i>in</i>	<i>to</i>	<i>on</i>	<i>to</i>	<i>in</i>
<i>on</i>	<i>for</i>	<i>on</i>	<i>in</i>	<i>over</i>	<i>by</i>

1. I did it ___ *principle*.
2. Don't keep *standing* ___ me!
3. You must *learn* this poem ___ *heart*.
4. What can you see ___ *the picture*?
5. Carry ___ working.
6. She *was married* ___ John.
7. We slept ___ *the open air*.
8. This bachelor is ___ *the money*.
9. It was *exception* ___ *the rules*.
10. The store is closed ___ *renovation*.
11. My car is ___ *repair*.
12. It is *play* ___ *words*.

It is Interesting to Know

Interesting facts about United Kingdom.

- The world's first subway appeared in London;
- the first hot chocolate shop was opened in London;
- the world's highest Ferris wheel is situated in London. Each of its rotation lasts half an hour;
- the world's first record store was opened in Great Britain;
- English cuisine is considered one of the poorest and most tasteless;
- in Great Britain the shortest flight lasts 1 min 14 s. – from the island Vestra to the island Papa Vestra;
- Britain was the first country to use postage stamps;
- until recently sticking a postage stamp with the image of the queen upside down was considered treason;
- in England people will praise your English even if it is very bad. This is because the English feel a little embarrassed that people of the world have to learn their language.

The English consider it unacceptable to give expensive gifts for the New Year. In England, it is not customary to choose any expensive exclusive souvenir or jewelry as a gift for the New Year holiday. Their traditional presents are inexpensive trinkets: key rings, beer mugs, scented candles, cute souvenir dolls and intricate tea spoons.

The British are also very fond of animals. The entire population includes about five million dogs, about the same number of cats, three million parrots, other birds and aquarium fish - as well as a million exotic animals, for example, reptiles. In Britain, there are special stores that sell food, clothing and other items for dogs. There are dog's grooming salons, gyms and cemeteries. In Britain, Christmas cards and birthday greetings are sent on behalf of animals.

The English are naturally polite and never get tired of saying "Please" and "Thank you". They are disciplined and will not talk loudly on the street. They don't rush to get a seat on the bus or train and stand in line at the bus stop. The English do not shake hands when meeting. They try not to show emotions in public even in tragic circumstances. They do not lose their composure and maintain optimism in difficult situations.

ПРАКТИЧНЕ ЗАНЯТТЯ 15.

ТЕМА 15. AT A RESTAURANT / CAFÉ

ПЛАН

1. Reserving Table.
2. Ordering Dishes.
3. Grammar: Word-Formation.

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1. Read the article about the weird food festivals. Match choices A-T to 1-20.

Festivals are a great way to bring people together to celebrate almost any occasion. While there are lots of festival types including music festivals, food festivals are some of the most popular. They take place all over the world and there are festivals for just about any type of food including pizza, seafood, bacon, chocolate, and even fruits.

1 - Herring Festival. If you travel to Hvide Sande, Denmark you can attend the annual Herring Festival. This festival celebrates schools of herring which migrate to the Ringkobing fjord and includes the herring fishing world championship. Whether you like your herring fried, filleted, pickled, or fish-caked you're in luck. There are workshops that teach you how to pickle fried herring or you can leave it to the professionals and watch them do it. You can even enter the Herring Recipe of the Year contest and children can attend the Herring fishing school or join the Junior Fishing Contest. If you don't like fish you may want to head somewhere else.

2 - Chinchilla Melon Festival. At first you may be put off by the name of this festival, but you won't find any dishes with rodents in them. The festival is held in Chinchilla, Australia and only happens every other year. All things melon are celebrated including plenty of dishes, a melon chariot race, a celebrity melon eating contest, and even melon skiing. One of the most interesting aspects is the melon weigh-in to find out which local farmer can grow the biggest melon. You can even take part in a free melon feast, beach part, concerts, and street parade. This is a great experience you won't want to miss.

3 - La Tomatina. If you like having fun and aren't afraid to get dirty, the La Tomatina festival may be the place for you. This even takes place in Bunol, Spain and is one of the country's most popular festivals. You'll find plenty of tomato dishes to try but the highlight of the event is the world's biggest food fight which features more than 100 hundred metric tons of tomatoes which are over-ripe. You'll be able to throw tomatoes at random strangers while ducking and trying to avoid getting hit yourself, almost like you're playing a massive game of dodge ball but only with bright red fruits.

4 - Boston Local Food Fest. Boston, Massachusetts is a great place to visit, especially if you want to enjoy some local food. The Boston Local Food Fest takes place in September and takes a closer look at how your food ends up on your table. The event features local farmers and gives you the chances to interact with them because most of us never actually meet the people who grow our food. There are lots of local vendors and food trucks to choose from and the festival focuses on health and

sustainable local foods. This festival has a bit of a different vibe than the other more party-like atmospheres, but it may become more popular as time goes on.

5 - Street Eats Food Truck Festival. Food trucks are more popular than ever before, but usually you just have to go with whichever one or two are at a location near you. The Street Eats Food Truck Festival in Scottsdale, Arizona brings them all together. Imagine more than 50 food trucks lined up for you and parked there all weekend. You'll find food trucks for all types of foods including entrees, desserts, and drinks. There are cooking demonstrations and other festivities and music as well. You'll see long lines at some trucks while others are a lot shorter. Try as many food trucks as you can without having to track them down.

6 - Taste of Charlotte. If you haven't been to Charlotte, North Carolina you might not think of it as a great culinary city. This festival takes place on six city blocks and is free. There are more than 100 vendors and this is a coin style event where you buy your tokens up front. The event includes the Best of the Taste Awards and all types of foods including steak, barbecue, and much more. There are cooking demonstrations and lots to see and do as well even for the kids. The weather in June is great in Charlotte and you'll certainly enjoy sampling everything.

7 - Baltimore Seafood Fest. Most people think of Baltimore for crab cakes, but the truth is that all types of seafood are popular there. At the Baltimore Seafood Fest in September you can sample everything from crab to oysters and even shrimp. The event takes place at Canton Waterfront Park and overlooks the Northwest Harbor. You can buy special entry passes that will come with treats like a bucket of crabs. There are more than 30 local vendors as well as food trucks so you can have fish tacos, lobster rolls, and everything else in between. There are also the standard cooking demonstrations and live entertainment.

8 - Sacramento Bacon Fest. Almost everyone loves bacon, so attending a whole festival dedicated to the cured meat seems reasonable. This is a week long event that takes bacon to a whole new level. You can enjoy almost everything with bacon including bacon salad, bacon pizza, bacon ramen, bacon tater tots, and even a bacon milkshake. Bacon goes well with craft beer and more than 100 restaurants participate in this festival with their own bacon dishes. There's also live music and the humorous Kevin Bacon Soundtrack Tribute Show has become a favorite among festival goers over the years. Sacramento is a good place to visit anyway so scheduling your trip during Bacon Fest is a good way to go.

9 - Ottawa Poutine Fest. Poutine has become quite trendy in recent years and if you enjoy it you'll want to travel to Ottawa, Canada for this festival. It takes place annually in May in its home country and thousands celebrate the delicious dish which features french fries, gravy, and cheese curds. You'll be able to visit several local restaurants which offer their unique takes on poutine such as churro poutine, butter chicken poutine, or Pad Thai poutine. If you can't get enough you can enter a poutine eating contest or learn how to make your own in a workshop. The event is family friendly and has activities for kids like face painting.

10 - San Diego Bay Wine and Food Festival. At most food festivals alcohol is everywhere, so some of them don't try to hide that fact. Each November in San Diego the Bay Wine and Food Festival takes place. San Diego is a great place to visit

in the first place but you'll want a jacket because it can be a bit cool later in the year. This festival is very popular and attracts chefs from all over the country as well as winemakers and brew masters. There are plenty of delicious things to eat and drink and the weather during the day should be delightful as well with plenty of sunshine.

11 - Epcot International Food and Wine Festival. What makes this food festival extra special is its location in Orlando, Florida. This festival spans six weeks so chances are you won't be able to experience the whole thing unless you live there or can afford to take a lot of time off. You'll be able to enjoy food and wine from more than 25 countries. There is lots of entertainment and plenty of interactive experiences such as cooking demonstrations, wine tastings, and mixology classes. Don't forget to spend some time at Disney World and all the other fun attractions in the area. There's plenty of food to be enjoyed inside the theme park if you don't get enough at the festival.

12 - Nugget Rib Cook-off. This festival takes place toward the end of summer and happens in Sparks, Nevada. If you love barbecue and ribs this is the place for you. Almost a quarter of a million pounds of ribs will be cooked to be enjoyed for hundreds of thousands of attendees. This festival bills itself as the biggest and best free-entry barbecue festival in America. While there might be some chicken nuggets, the name comes from the location which is the Nugget Casino Resort. There's also plenty to do including a concert series which have included national acts such as 10,000 Maniacs and Mark McGrath.

13 - Taste of Dallas. Dallas, Texas is a great city for food lovers. The annual Taste of Dallas festival has been going on for more than 30 years. Make sure you find the Backyard Bites section to try some delicious barbecue as well as craft beer and burgers with lawn games to keep you entertained. Don't forget the Taste Curbside area with food trucks and if you prefer to eat healthy check out the Fuel area. For some extra dough you can attend the Foodie Experience which features an unlimited tasting of more than 30 chefs and restaurants and that also includes drinks so get your ticket early.

14 - Hawaii All Food And Wine Festival. Most people don't need a good excuse to take a vacation to Hawaii, but if you're looking for one the Hawaii Food and Wine Festival could be it. This event takes place in Honolulu in September. It was founded by chefs Roy Yamaguchi and Alan Wong who are both James Beard Award winners. It spans four days and features several leading chefs, wine and spirit producers, and culinary personalities. You can attend the festival and enjoy delicious foods and drinks and still enjoy all the natural beauty Hawaii has to offer. Many people aren't familiar with Hawaiian foods and this is a great way to try various dishes.

15 - New Orleans Wine and Food Experience. New Orleans, Louisiana is a great place to visit to experience local culture and festivals. One of the most popular festivals is the Wine and Food Experience which celebrated its 26th year in 2018. This festival is a great time and delicious but it also helps out various nonprofit organizations in New Orleans and has raised more than \$1 million over the years. There are some great local chefs and some amazing national and international wines

featured as well. You certainly won't get bored in New Orleans where you can take in all that the famous and historic city has to offer.

16 - Taste of Vail. Vail, Colorado is a great place to visit and travelers enjoy the small town feel paired with the great locations to ski and snowboard. This festival happens each year and has many of the best local chefs. Winemakers and vineyard owners from all around the country gather in Vail for this festival every year. You may run into some celebrities trying to fit in with the crowd so keep an eye out. Find a quaint lodge to stay in and enjoy the crisp and cool air while having some great local food and some delicious wine. This festival typically takes place around the first day of fall.

17 - NYC Wine and Food Festival. New York City is another great location to have a food festival because there is plenty to see and do in addition to enjoying the festivities. This festival benefits the NYC Food Bank and the nonprofit Share Out Strength so it's for a good cause. It happens every year and you'll have a chance to see some celebrity chefs as well as known personalities in the culinary field. You'll want to plan on spending some time here but make sure you have plenty of time to enjoy the rest of the city so nice they named it twice while you're there.

18 - Taste of Chicago. Cuisine from Chicago has made its way all across America, but the best place to enjoy it is where it actually came from. This event is billed as the world's largest food festival and spans five days each year with more than two million people visiting. You'll find all the foods you would expect including Chicago dogs, Chicago-style pizza, and other regional foods you might not know about. Make sure to save room for dessert from the famous Eli's Cheesecake. This festival takes place each year in July which is a great time to be in the Windy City. Be sure to check out some of the Chicago area attractions if you've never been before.

19 - Pizzafest. Pizza is one of the most popular foods in the world and comes in all types and flavors. This annual food festival takes place in Naples, Italy in September and goes for a whole week. If you travel to Italy to celebrate pizza you'll be in for a real treat if all you know is American pies. There will be plenty of pizza to eat but the entertainment and education makes it worthwhile. The World Pizza-Making Championship takes place and you can also take a pizza-making workshop. Try a slice of several different types of pizza including Neapolitan, marinara, and margherita.

20 - Salon du Chokolat. When it comes to food festivals, any festival celebrating chocolate is going to be very popular. This festival is actually a trade fair for the international chocolate industry. More than 500 participants take part in the annual event and come from more than 60 countries. You can sample chocolates from five continents and attend workshops. This festival has plenty of entertainment in addition to satisfying your sweet tooth. It has a chocolate sculpture contest and an interesting chocolate fashion show. If you love chocolate this is certainly a festival you'll want to visit and you'll actually be encouraged to overindulge.

A	Where will you have a chance to see some celebrity chefs as well as known personalities in the culinary field?
B	What festival takes place on six city blocks and is free?
C	What festival takes place in Italy?
D	Where are you playing a massive game of dodge ball but only with bright red fruits?
E	What event takes place at Canton Waterfront Park?
F	Where can you see more than 50 food trucks lined up for you and parked there all weekend?
G	What festival focuses on health and sustainable local foods?
H	Where can you take part in a free melon feast, beach part, concerts, and street parade?
I	Which festival does help out various nonprofit organizations?
J	What world's largest food festival spans five days each year with more than two million people visiting?
K	Where can you enjoy almost everything with bacon?
L	What festival is very popular and attracts chefs from all over the country as well as winemakers and brew masters?
M	What festival has plenty of entertainment in addition to satisfying your sweet tooth?
N	What event does take place in Honolulu in September?
O	Where do the winemakers and vineyard owners from all around the country gather every year?
P	What festival does celebrate migrating schools of herring?
Q	What festival takes place annually in May in its home country?
A	Where will you be able to enjoy food and wine from more than 25 countries?
S	The annual Taste of Dallas festival has been going on for more than 30 years?
T	Where can you see almost a quarter of a million pounds of ribs which will be cooked to be enjoyed for hundreds of thousands of attendees?

2. 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</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 просмажене м'ясо.
4. Що будете замовляти?
5. Скільки коштує ціла пляшка червоного сухого вина?
6. Минулої суботи ми іздили відпочивати і Сергій приготував добре просмажений шашлик.
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. Ми хотіли би замовити яєчню, картопляне пюре, запечену картоплю, цілу пляшку мінеральної негазованої води та спробувати місцеву страву.
13. У мене алергія на річкову рибу та цукор.

3. Fill in the correct form derived from the word in bold. The make up a table of the words derived forms.

Spanish Menu.

It's 1) _____ (**tradition**) in Spain to have a siesta or nap after lunch. 2) _____ (**particular**) in rural areas, you'll find villages apparently deserted from 1 pm until about 3.30 pm while everyone has a little snooze!

When the 3) _____ (**Spain**) feel puckish, they order tapas. This is a 4) _____ (**to select**) of light snacks served 5) _____ (**informal**) - and quite often eaten with your fingers. See what you think of this traditional tapas snack. Ingredients: a clove of garlic, peeled; two slices of toast; a tin of tuna; red and green pepper cut into slices; olive oil.

Pour two tablespoons of olive oil over the pepper slices and place under a grill until they are well cooked. Don't worry if they burn at the edges - this adds to the flavour! While the peppers cook, rub each slice of toast with garlic. Now mix the tuna and peppers together and pile this 6) _____ (**to mix**) on top of the toast. Cut each slice into quarters, drizzle with olive oil and serve.

4. Choose the correct words to complete the sentences (1-5).

1. Any non-sweet food can be called *salty* / *savoury*.
2. Food with a lot of or too much flavor is described as *great* / *strong*.

3. An apple without much flavor can be called *watery* / *fruity*.
4. Dishes with a lot of chilies can be called spicy or *burning* / *hot*.
5. Someone who refuses to eat many types of food is called a *bossy* / *fussy* eater.

5. Choose the correct words to complete the text “A Matter of Taste”.

I have an identical twin sister, but we couldn't be more different when it comes to food. She loves cakes and biscuits whereas I don't eat many 1) *sweet* / *savoury* things. She is definitely a milk chocolate fan, but I prefer the 2) *fruity* / *flavor* of dark chocolate. It's the same with coffee: mine is 3) *strong* / *sour* and full of flavor, hers is all 4) *salty* / *watery*. And she never wants to eat my curry! I like chilies so, it's much too 5) *fussy* / *spicy* for her, but for me, the 6) *hotter* / *bigger*, the better.

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

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.

7. 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.

8. 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>

9. Find the mistake in the following sentences and correct them.

1. My name Viktor.
2. Where you from?
3. Could you tell to him to call me?
4. He System Administrator.
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.

10. Mr Petrivskiy has arrived in Brighton. He is talking to the personnel of the restaurant. Complete the dialogue.

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 _____ (фірмова страва у ресторані), sir? Our cook makes some special dishes.</i>
Petrivskiy:	<i>Perhaps, you can help me?</i>
Waiter:	<i>Oh, _____ if I would be in your shoes (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 very delicious.</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>

11. 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>

GRAMMAR

Word-Formation.

New words in English are formed by such ways:

- a) without change of pronunciation and writing;
- b) with the help of change the place of stress;
- c) with the help of alternating sounds;
- d) with the help of affixes and endings.

1. Formation of words without change of pronunciation and writing:

The Noun	The Verb
answer	to answer
change	to change
class	to class
hand	to hand
measure	to measure
milk	to milk
order	to order
place	to place
purchase	to purchase
walk	to walk
water	to water
work	to work

The Adjective	The Verb
clean	to clean
dirty	to dirty
empty	to empty
free	to free

The Noun	The Verb	The Adjective
light	to light	light
hand	to hand	hand

2. Formation of words with the help of change the place of stress:

The Noun	The Verb
<u>i</u> ncrease	to <u>i</u> ncrease
<u>e</u> xport	to <u>e</u> xport
<u>i</u> mport	to <u>i</u> mport
<u>i</u> nsult	to <u>i</u> nsult

3. Formation of words with the help of alternating sounds:

The Noun	The Verb
excuse [iks'kju:s]	to excuse [iks'kju:z]
use [ju:s]	to use [ju:z]
advice [əd'vaɪs]	to advise [əd'vaɪs]
belief [bi'li:f]	to believe [bi'li:v]
life [laɪf]	to live [li:v]
proof [pru:f]	to prove [pru:v]
choice [tʃɔɪs]	to choose [tʃu:z]
loss [lɒs]	to lose [lu:z]
blood [blʌd]	to bleed [bli:d]
food [fu:d]	to feed [fi:d]
shot [ʃɒt]	to shoot [ʃu:t]
song [sɒŋ]	to sing [sɪŋ]

Prefix in the Morphology.

Prefix	New word
anti-	<i>anti-aircraft</i>
	<i>antiseptic</i>
	<i>antipathy</i>
co-	<i>co-operation</i>
	<i>co-education</i>
	<i>co-author</i>
	<i>co-exist</i>
counter-	<i>counteract</i>
	<i>counterbalance</i>
	<i>counterblow</i>
inter-	<i>intercession</i>
	<i>interchange</i>
	<i>interconnection</i>
	<i>interdependence</i>
	<i>intercontinental</i>
	<i>interethnic</i>
	<i>interface</i>
mis-	<i>misbehave</i>
	<i>misfortune</i>
	<i>misprint</i>
	<i>mistrust</i>
	<i>misunderstand</i>
	<i>mischief</i>
non-	<i>nonage</i>
	<i>nonchalant</i>

	<i>nonentity</i>
	<i>nonessential</i>
over-	<i>overbalance</i>
	<i>overcome</i>
	<i>over-estimate</i>
	<i>overlive</i>
pre-	<i>precede</i>
	<i>preface</i>
	<i>prehistoric</i>
	<i>preliminary</i>
	<i>premature</i>
post-	<i>post-revolutionary</i>
	<i>post-war</i>
	<i>post-meridian</i>
re-	<i>reread</i>
	<i>reappear</i>
	<i>rewrite</i>
	<i>reorganize</i>
	<i>reunion</i>
sub-	<i>subconscious</i>
	<i>subdivide</i>
	<i>subdual</i>
	<i>subordinate</i>
	<i>submarine</i>
under-	<i>underdone</i>
	<i>underground</i>
	<i>underline</i>
	<i>underrate</i>
ultra-	<i>ultramarine</i>
	<i>ultraviolet</i>
	<i>ultramundane</i>
ex-	<i>ex- minister</i>
	<i>ex-champion</i>
	<i>ex-president</i>
en-	<i>a) encage</i>
	<i>b) encircle</i>
	<i>b) enlarge</i>
	<i>b) enslave</i>
	<i>b) enrich</i>

префікс	новостворене слово
dis-	<i>disability</i>

	<i>disadvantage</i>
	<i>disagree</i>
	<i>disappear</i>
	<i>dislike</i>
il-	<i>illegal</i>
	<i>illegible</i>
	<i>illiberal</i>
	<i>illogical</i>
im-	<i>immemorial</i>
	<i>immobile</i>
	<i>immoderate</i>
	<i>immoral</i>
	<i>immortal</i>
in-	<i>inactive</i>
	<i>inadmissible</i>
	<i>inadvertent</i>
	<i>inarticulate</i>
ir-	<i>irrational</i>
	<i>irreclaimable</i>
	<i>irrelevant</i>
	<i>irregular</i>
	<i>irresponsible</i>
	<i>premature</i>
un-	<i>unable</i>
	<i>unaccustomed</i>
	<i>unacquainted</i>
	<i>unalterable</i>
	<i>undecided</i>
	to undress
	to unpack
	to untie

Prefix *self*.

self-service;
self-acting;
self-confident;
self-made man;
self-portrait;
self-conscious;
self-control;
self-criticism;
self-defence;
self-government;

self-interest;
self-less;
self-taught / *self-educated person*.

Formation of Nouns.

1.

Suffix	Word	New word
<i>-er</i>	to speak	<i>speaker</i>
<i>-er</i>	to destroy	<i>destroyer</i>
<i>-er</i>	to train	<i>trainer</i>
<i>-er</i>	to teach	<i>teacher</i>
<i>-er</i>	to cut	<i>cutter</i>
<i>-or</i>	to sail	<i>sailor</i>
<i>-or</i>	to construct	<i>constructor</i>
<i>-or</i>	to cultivate	<i>cultivator</i>
<i>-or</i>	to act	<i>actor</i>
<i>-or</i>	to visit	<i>visitor</i>

2.

Suffix	Word	New word
<i>-ee</i>	to adopt	<i>adoptee</i>
<i>-ee</i>	to train	<i>trainee</i>
<i>-ee</i>	to employ	<i>employee</i>

3.

Suffix	Word	New word
<i>-ment</i>	to employ	<i>employment</i>
<i>-ment</i>	to amaze	<i>amazement</i>
<i>-ment</i>	to measure	<i>measurement</i>
<i>-ment</i>	to develop	<i>development</i>
<i>-ment</i>	to achieve	<i>achievement</i>

4.

Suffix	Word	New word
<i>-ation</i>	to stabilize	<i>stabilization</i>
<i>-ation</i>	to declaim	<i>declamation</i>
<i>-sion</i>	to collide	<i>collision</i>
<i>-ion</i>	to concoct	<i>concoction</i>
<i>-ion</i>	to accommodate	<i>accommodation</i>
<i>-ion</i>	concept	<i>conception</i>

-ion	to conciliate	<i>conciliation</i>
-tion	to educate	<i>education</i>
-tion	to organize	<i>organization</i>

5.

Ending	Word	New word
-ing	to cool	<i>cooling</i>
-ing	to swim	<i>swimming</i>
-ing	to build	<i>building</i>
-ing	to read	<i>reading</i>
-ing	to account	<i>accounting</i>

6.

Suffix	Word	New word
-ant	to assist	<i>assistant</i>
-ant	to serve	<i>servant</i>

7.

суфікс	СЛОВО	УТВОРЕНЕ СЛОВО
-age	to pack	<i>package</i>
-age	to marry	<i>marriage</i>
-age	to break	<i>breakage</i>
-age	to stop	<i>stoppage</i>

8.

Suffix	Word	New word
-al	to approve	<i>approval</i>
-al	to arrive	<i>arrival</i>
-al	to refuse	<i>refusal</i>

9.

Suffix	Word	New word
-ery	to deliver	<i>delivery</i>
-ery	to discover	<i>discovery</i>

10.

Suffix	Word	New word
-ure	to depart	<i>departure</i>

-ure	to fail	<i>failure</i>
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11.

суфікс	СЛОВО	УТВОРЕНЕ СЛОВО
-ance	to import	<i>importance</i>
-ance	to appear	<i>appearance</i>
-ance	to perform	<i>performance</i>
-ance	important	<i>importance</i>
-ence	to depend	<i>dependence</i>
-ence	to differ	<i>difference</i>
-ence	present	<i>presence</i>

12.

Suffix	Word	New word
-ist	machine	<i>machinist</i>
-ist	archaeology	<i>archaeologist</i>
-ist	drama	<i>dramatist</i>
-ist	telegraph	<i>telegraphist</i>
-ist	science	<i>scientist</i>
-ist	tour	<i>tourist</i>
-ist	piano	<i>pianist</i>

13.

Suffix	Word	New word
-ess	heir	<i>heiress</i>
-ess	host	<i>hostess</i>
-ess	actor	<i>actress</i>

14.

Suffix	Word	New word
-ness	dark	<i>darkness</i>
-ness	kind	<i>kindness</i>
-ness	effective	<i>effectiveness</i>
-ness	abrupt	<i>abruptness</i>
-ness	black	<i>blackness</i>
-ness	mad	<i>madness</i>

15.

Suffix	Word	New word
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-ism	social	<i>socialism</i>
-ism	national	<i>nationalism</i>
-ism	imperial	<i>imperialism</i>

16.

Suffix	Word	New word
-hood	child	<i>childhood</i>
-hood	mother	<i>motherhood</i>
-hood	man	<i>manhood</i>

17.

Suffix	Word	New word
-dom	free	<i>freedom</i>
-dom	king	<i>kingdom</i>

18.

Suffix	Word	New word
-ship	friend	<i>friendship</i>
-ship	scholar	<i>scholarship</i>

19.

Suffix	Word	New word
-ty	cruel	<i>cruelty</i>
-ity	regular	<i>regularity</i>
-ity	responsible	<i>responsibility</i>
-ity	absurd	<i>absurdity</i>
-ity	dense	<i>density</i>
-ity	generous	<i>generosity</i>
-ity	able	<i>ability</i>
-ity	active	<i>activity</i>
-ity	equal	<i>equality</i>

20.

Suffix	Word	New word
-ian	academic	<i>academician</i>
-ian	electric	<i>electrician</i>

21.

Suffix	Word	New word
<i>-th</i>	long	<i><u>length</u></i>
<i>-th</i>	true	<i><u>truth</u></i>

Formation of Adjectives.

1.

Suffix	Word	New word
<i>-able</i>	to suit	<i><u>suitable</u></i>
<i>-ible</i>	response	<i><u>responsible</u></i>
<i>-able</i>	reason	<i><u>reasonable</u></i>
<i>-able</i>	comfort	<i><u>comfortable</u></i>
<i>-ible</i>	horror	<i><u>horrible</u></i>

2.

Suffix	Word	New word
<i>-able</i>	to drink	<i><u>drinkable</u></i>
<i>-able</i>	to separate	<i><u>separatable</u></i>
<i>-able</i>	sale	<i><u>saleable</u></i>
<i>-able</i>	to accept	<i><u>acceptable</u></i>

3.

Suffix	Word	New word
<i>-ant</i>	to observe	<i><u>observant</u></i>
<i>-ent</i>	to depend	<i><u>dependent</u></i>
<i>-ant</i>	to import	<i><u>important</u></i>

4.

Suffix	Word	New word
<i>-ful</i>	beauty	<i><u>beautiful</u></i>
<i>-ful</i>	wonder	<i><u>wonderful</u></i>
<i>-ful</i>	peace	<i><u>peaceful</u></i>
<i>-ful</i>	faith	<i><u>faithful</u></i>
<i>-ful</i>	care	<i><u>careful</u></i>
<i>-ful</i>	harm	<i><u>harmful</u></i>

5.

Suffix	Word	New word
<i>-en</i>	gold	<i><u>golden</u></i>
<i>-en</i>	wood	<i><u>wooden</u></i>

-en	wool	woolen
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6.

Suffix	Word	New word
-ic	magnet	magnetic
-ic	despot	despotic
-ical	alphabet	alphabetical
-al	cynic	cynical
-al	centre	central

7.

Suffix	Word	New word
-ish	child	childish
-ish	fever	feverish
-ish	girl	girlish
-ish	fool	foolish
-ish	Pole	Polish
-ish	Scott	Scottish

8.

суфикс	СЛОВО	УТВОРЕНЕ СЛОВО
-ish	white	whitish
-ish	red	reddish
-ish	sweet	sweetish

9.

суфикс	СЛОВО	УТВОРЕНЕ СЛОВО
-less	noise	noiseless
-less	faith	faithless
-less	help	helpless
-less	guilt	guiltless
-less	hope	hopeless
-less	friend	friendless
-less	harm	harmless

10.

Suffix	Word	New word
-ive	to repress	repressive

<i>-ive</i>	to abuse	<i>abusive</i>
<i>-ive</i>	to express	<i>expressive</i>
<i>-ative</i>	to talk	<i>talkative</i>

11.

Suffix	Word	New word
<i>-ous</i>	to cumber	<i>cumberous</i>
<i>-ous</i>	mountain	<i>mountainous</i>
<i>-ous</i>	danger	<i>dangerous</i>

12.

Suffix	Word	New word
<i>-y</i>	rock	<i>rocky</i>
<i>-y</i>	luck	<i>lucky</i>

13.

Suffix	Word	New word
<i>-some</i>	trouble	<i>troublesome</i>

14.

Suffix	Word	New word
<i>-like</i>	child	<i>childlike</i>

15.

Suffix	Word	New word
<i>-ward</i>	east	<i>eastward</i>
<i>-ward</i>	west	<i>westward</i>

Formation of Verbs.

1.

Suffix	Word	New word
<i>-en</i>	deep	<i>to deepen</i>
<i>-en</i>	dark	<i>to darken</i>
<i>-en</i>	deaf	<i>to deafen</i>

2.

Suffix	Word	New word
<i>-ize</i>	national	<i>to nationalize</i>
<i>-ize</i>	crystal	<i>to crystallize</i>
<i>-ize</i>	fertile	<i>to fertilize</i>

3.

Suffix	Word	New word
<i>-fy</i>	false	<i>to falsify</i>
<i>-fy</i>	simple	<i>to simplify</i>
<i>-fy</i>	pure	<i>to purify</i>

Formation of Adverbs.

1.

Suffix	Word	New word
<i>-ly</i>	practical	<i>practically</i>
<i>-ly</i>	fortunate	<i>fortunately</i>

2.

Suffix	Word	New word
<i>-wards</i>	down	<i>downwards</i>
<i>-wards</i>	up	<i>upwards</i>

3.

Suffix	Word	New word
<i>-long</i>	head	<i>headlong</i>

12. Translate the following words into Ukrainian.

Teacher; builder; amateur; apartment; assistant; composer; conductor; consumer; drinker; elevator; engineer; explorer; farmer; folder; former; instructor; observer; operator; driver; organizer; toaster; traveller.

13. Make up the adjectives with help of suffixes *-ful*, *-less* and translate them into Ukrainian.

	-ful		-less
care		care	
colour		colour	
hope		hope	

meaning		meaning	
help		help	
use		use	
law		law	
power		power	

14. Form the adverbs from the given adjectives and translate them into Ukrainian.

прикметник	прислівник
natural	
close	
emphatical	
real	
frank	
apparent	
actual	
intimate	

15. Form the nouns from verbs with help of suffixes *-(a)tion* and translate into Ukrainian.

	<i>-(a)tion, -sion</i>
devote	
observe	
prepare	
recognize	
occupy	
suppose	

16. Form the nouns from verbs with help of suffixes *-ment* and translate them into Ukrainian.

	<i>-ment</i>
state	
advertise	
develop	
judge	
adjust	

It is Interesting to Know

What does BRUNCH means?

Brunch is a meal, sometimes accompanied by alcoholic drinks (typically champagne or a cocktail). Brunch is served between the time 9:30 AM to 11:59 AM, it is generally understood to be somewhere within the late morning and early afternoon. The meal originated in the British hunt breakfast. The word *brunch* is a portmanteau of breakfast and lunch. The word originated in England in the late 19th century, and became popular in the United States in the 1930s.

Origin of the word.

The 1896 supplement to the Oxford English Dictionary cites Punch magazine, which wrote that the term was coined in Britain in 1895 to describe a Sunday meal for “Saturday-night carousers” in the writer Guy Beringer’s article “Brunch: A Plea” in *Hunter’s Weekly*.

Instead of England’s early Sunday dinner, a postchurch ordeal of heavy meats and savory pies, the author wrote, why not a new meal, served around noon, that starts with tea or coffee, marmalade and other breakfast fixtures before moving along to the heavier fare.

By eliminating the need to get up early on Sunday, brunch would make life brighter for Saturday-night carousers. It would promote human happiness in other ways as well.

“Brunch is cheerful, sociable and inciting”, Beringer wrote. “It is talk-compelling. It puts you in a good temper, it makes you satisfied with yourself and your fellow beings, it sweeps away the worries and cobwebs of the week”.

- William Grimes, “At Brunch, the More Bizarre the Better” *New York Times*, 1998.

Despite the substantially later date, it has also been claimed that the term was possibly coined by reporter Frank Ward O’Malley, who wrote in the early 20th century for the New York newspaper “The Sun” from 1906 until 1919. It is thought that he may have come up with the term after observing the typical mid-day eating habits of his colleagues at the newspaper.

At colleges and hotels.

Some colleges and hotels serve brunch, often serve-yourself buffets, although menu-ordered meals may be available as well. The meal usually consists of standard breakfast foods such as eggs, sausages, bacon, ham, fruits, pastries, pancakes, waffles, cereals, and scones.

Military.

The United States, Canada and United Kingdom militaries often serve weekend brunch in their messes. They offer breakfast and lunch options, and usually are open from 09:00-13:00.

Dim Sum brunch.

The dim sum brunch is popular in Chinese restaurants worldwide. It consists of a variety of stuffed buns, dumplings, and other savory or sweet foods that have been steamed, deep-fried, or baked. Customers select small portions from passing carts, as

the kitchen continuously produces and sends out freshly prepared dishes. Dim sum is usually eaten at a mid-morning, midday, or mid-afternoon teatime.

Special occasions.

Brunch is prepared by restaurants and hotels for special occasions, such as weddings, Valentine's Day, St. Patrick's Day, Mother's Day, Halloween, Thanksgiving, Christmas, New Year's and Easter.

Other places.

Canada.

In Canada, brunch is served in private homes and in restaurants. In both cases, brunch typically consists of the same dishes as would be standard in an American brunch, namely, coffee, tea, fruit juices, breakfast foods, including pancakes, waffles and french toast; meats such as ham, bacon, and sausages; egg dishes such as scrambled eggs, omelettes, and Eggs Benedict; bread products, such as toast, bagels or croissants; pastries or cakes, such as cinnamon rolls and coffee cake; and fresh cut fruit or fruit salad. Brunches may also include foods not typically associated with breakfast, such as roasted meats, quiche, soup, smoked salmon, sandwiches, and salads, such as Cobb salad.

When served at home or in a restaurant, a brunch may be offered buffet style, in which trays of foods and beverages are available and guests may serve themselves and select the items they want, often in an "all-you-can-eat" fashion. Restaurant brunches may also be served from a menu, in which case guests select specific items that are served by wait staff. Restaurant brunch meals range from relatively inexpensive brunches available at diners and family restaurants to expensive brunches served at high-end restaurants and bistros.

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. 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)

3. 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.

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 відноситься 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>
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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. 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			
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. 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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English as a Business Lingua Franca (BELF). *International Journal of Business Communication*. 2020. Vol. 57(4). pp. 517-544. URL: [doi:10.1177/2329488417714222](https://doi.org/10.1177/2329488417714222)

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}; {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}
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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</i>	b) <i>some means</i>	c) <i>verbal means of</i>
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<i>communication</i>		<i>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.

<i>a) jackets</i>	<i>b) hats</i>	<i>c) shoes</i>
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4. The Nordic nations use gestures _____ .

<i>a) very often</i>	<i>b) very little</i>	<i>c) seldom</i>
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5. The employer can also use other valuable sources, for example, _____ agencies, consulting firms, placement offices and professional societies.

<i>a) professional</i>	<i>b) employment</i>	<i>c) searching</i>
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6. An application form of a visa can be obtained at the _____ .

<i>a) embassy</i>	<i>b) office</i>	<i>c) department</i>
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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.

<i>a) custom declaration</i>	<i>b) valid passport</i>	<i>c) special document</i>
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8. Bringing things illegally from one country to another is called _____ .

<i>a) stealing</i>	<i>b) plundering</i>	<i>c) smuggling</i>
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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.

<i>a) breakfast</i>	<i>b) dinner</i>	<i>c) lunch</i>
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10. The main task of any business letter writing is the method which will _____ to convince your interlocutor.

<i>a) convey</i>	<i>b) help</i>	<i>c) must</i>
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11. під керівництвом

<i>a) under control</i>	<i>b) with superior</i>	<i>c) to be run by</i>
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12. прийти до згоди

<i>a) come to an agreement</i>	<i>b) to agree</i>	<i>c) to go to consensus</i>
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13. місце призначення

<i>a) place to attend</i>	<i>b) arriving city</i>	<i>c) destination</i>
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14. пройти митний догляд

<i>a) to go through customs</i>	<i>b) to get the customs</i>	<i>c) get through the customs</i>
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15. керувати бізнесом

<i>a) to run business</i>	<i>b) to control business</i>	<i>c) to run a business</i>
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16. Цей менеджер не вміє укладати угоди.

<i>a) to conclude an agreement</i>	<i>b) to sign a contracts</i>	<i>c) to do deals</i>
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17. Вам потрібно зареєструватися в головному вестибюлі аеропорту.

<i>a) to check in</i>	<i>b) to register</i>	<i>c) to sign</i>
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18. На 11 годину ранку в мене призначена зустріч з одним із представників цієї компанії.

<i>a) have a business meeting to</i>	<i>b) have an appointment with</i>	<i>c) have got a small talk with</i>
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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.

<i>a) negotiations</i>	<i>b) business meeting</i>	<i>c) appointment</i>
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20. Stress the _____ of your company when dealing with Germans, Dutch, and Swiss.

<i>a) responsibility</i>	<i>b) reliability</i>	<i>c) longevity</i>
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21. Body language ...

<i>a) sighs, yawns, knocking loudly or softly at the door, clicking a ballpoint pen, etc.</i>	<i>b) shaking hands, touching, etc</i>	<i>c) smiling, blinking, browning, looking someone straight in the eye, looking down, etc.</i>
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22. We have got to _____ the meeting in London because our boss will be in Spain.

<i>a) go</i>	<i>b) attend</i>	<i>c) visit</i>
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23. Something came up so they _____ Monday's meeting till Friday.

<i>a) postponed</i>	<i>b) cancelled</i>	<i>c) fixed</i>
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24. If someone looks you straight in the eye, this means that they are _____

<i>a) not honest</i>	<i>b) trying to frighten you;</i>	<i>d) being friendly</i>
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25. You are talking to a visitor from Britain. Which of these questions do you ask him or her?

<i>a) How old are you?</i>	<i>b) Are you married?</i>	<i>c) 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 bookeeper</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,

<i>a) if you are going to pass</i>	<i>b) by talking face to face</i>	<i>c) in order to get through your course successfully</i>
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40. doesn't get angry or irritated quickly

<i>a) not nervous</i>	<i>b) patient</i>	<i>c) happy</i>
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Модульна контрольна робота 5.

1. Він хоче створити та зареєструвати нову компанію.

<i>a) organise ... register</i>	<i>b) create ... list</i>	<i>c) set up ... register</i>
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2. У цій акціонерній компанії тимчасовий штат.

<i>a) permanent staff</i>	<i>b) temporary staff</i>	<i>c) part-time personnel</i>
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3. Наша фірма має дочірні компанії в Італії та Англії із штабквартирами.

<i>a) subsidiaries ... offices</i>	<i>b) additional firms ... offices</i>	<i>c) daughter companies ... headquarters</i>
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4. Це неприбуткова компанія, її акції не котируються на біржі.

<i>a) listed company</i>	<i>b) unlisted company</i>	<i>c) joint-stock company</i>
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5. Який оборот капіталу Вашої компанії?

<i>a) profits and losses</i>	<i>b) movement of capital</i>	<i>c) turnover of capital</i>
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6. Цей фінансовий рік був складним для нашої фірми.

<i>a) fiscal year</i>	<i>b) credit year</i>	<i>c) current year</i>
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7. Він має власний галантерейний магазин.

<i>a) grocery</i>	<i>b) small shop</i>	<i>c) fancy goods department</i>
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8. Він очолює промисловий відділ нашого підприємства.

<i>a) enterprise office</i>	<i>b) commercial department</i>	<i>c) factory department</i>
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9. На жаль, в мене немає в'їзної візи.

<i>a) entrance visa</i>	<i>b) exit visa</i>	<i>c) current visa</i>
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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) ingenuous 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.

<i>a) immediate subordinate</i>	<i>b) direct employee</i>	<i>c) 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 ...

a) <i>should be open-minded</i>	b) <i>must be attentive</i>	c) <i>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 _____ (*переговорі*), 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>
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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.

<i>a) check-about</i>	<i>b) check-in</i>	<i>c) 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) “fingertips zone”	b) “hand zone”	c) “wrist zone”
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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) profit	b) advantage	c) peculiarity of profit
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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) assists	b) designs	c) proposes
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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) finance	b) duty	c) cash
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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) invitation	b) gratitude	c) thank you
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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) declare	b) register	c) report
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24. The guest is given a registration form to _____: the name and address, the passport number.

a) fill in	b) fill over	c) fill out
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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.

<i>a) to dance</i>	<i>b) to leave</i>	<i>c) to smoke</i>
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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.

<i>a) take part</i>	<i>b) make reservations</i>	<i>c) do all impossible</i>
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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.

<i>a) communication</i>	<i>b) eyes to eyes</i>	<i>c) physical contact</i>
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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.

<i>a) accommodation with parking space</i>	<i>b) settling</i>	<i>c) catering and rest</i>
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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.

<i>a) five major</i>	<i>b) three major</i>	<i>c) several major</i>
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31. Generally, people 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.

<i>a) three feet</i>	<i>b) four feet</i>	<i>c) two feet</i>
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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 _____.

<i>a) traveller's documents</i>	<i>b) traveller's checks</i>	<i>c) travel's checks</i>
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33. The distance that separates one person from another – _____ - also varies between people of different nationalities.

<i>a) "personal place"</i>	<i>b) "special space"</i>	<i>c) "personal space"</i>
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34. According to the purpose of the party and its solemnity receptions are: daytime parties – a glass of champagne, a glass of wine, breakfast; evening parties – dinner, fourchette, _____.

<i>a) cold collations</i>	<i>b) banquet</i>	<i>c) 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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ВІДПОВІДІ ДО ПРАКТИЧНИХ ЗАНЯТЬ

Практичне заняття 1.

Polysemantic Nature of the Concept of Business Communication Culture.

1. Complete the following text with the correct form of the word.

1) definitions; 2) achievements; 3) morality; 4) communication; 5) development; 6) organization; 7) philosophers; 8) purposeful; 9) consciousness; 10) changing.

3. Read the following text. For questions (1-5) choose the correct answer (A, B, C or D).

1) among; 2) use; 3) to; 4) when; 5) lot.

4. Find the American equivalent

underground <i>subway</i>	taxi <i>cab</i>	flat <i>apartment</i>	company <i>corporation</i>
city centre <i>downtown</i>	motorway <i>highway</i>	lawyer <i>attorney</i>	luggage <i>baggage</i>
jam <i>jelly</i>	queue <i>line</i>	post <i>mail</i>	serviette <i>napkin</i>
football <i>soccer</i>	railway <i>railroad</i>	return ticket <i>round-trip ticket</i>	shop assistant <i>salesman</i>
booking office <i>ticket-office</i>	single ticket <i>one-way ticket</i>	autumn <i>fall</i>	petrol <i>gas</i>
crosswalk <i>zebra crossing</i>	full stop <i>period</i>	crisps <i>potato chips</i>	paraffin <i>kerosene</i>
time-table <i>schedule</i>	dustbin bag <i>trash bag</i>	tap <i>fancet</i>	holidays <i>vacations</i>
film <i>movie</i>	lorry <i>truck</i>	cooker <i>stove</i>	curtains <i>drapes</i>
biscuits <i>cookies</i>	sweets <i>candy</i>	torch <i>flashlights</i>	dummy <i>pacifier</i>

6. Read the text “A Book of Etiquette”. For questions (1-5) choose the correct answer (A, B, C or D).

1) of; 2) in; 3) to; 4) to; 5) by.

7. Fill in the blanks with the correct word

1. *e) small talk.*
2. *a) dress code.*
3. *c) facial expressions.*
4. *f) personal space.*
5. *b) make eye contact with the person.*

8. Translate into English

1. I missed negotiations because my car was out of petrol.
2. He is run by his uncle.
3. Our directors did not come to an agreement.
4. This manager can't conclude agreements.
5. One must pay cash for petrol.
6. I made an appointment with one of the representatives of this company at 11 am.
7. He is not a member of our staff.
8. I really like to chat online.
9. She must place money on deposit.
10. Our friend runs a construction business.
11. Small talk of Queen Elisabeth and members of royal family was recorded.
12. If you will see Mr. Petrovskyi remember us.
13. He didn't like their conversation.
14. Give me, please, a bill.

9. Complete the text with necessary prepositions.

- 1) at; 2) by; 3) to; 4) of; 5) for; 6) of; 7) to; 8) by; 9) on; 10) for.

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

1. *d) smiling, blinking, browning, looking someone straight in the eye, looking down, etc.* 2. *e) sighs, yawns, knocking loudly or softly at the door, clicking a ballpoint pen, etc.* 3. *a) shaking hands, touching, etc.* 4. *b) crossing your arms, sitting up straight, etc.* 5. *c) hair, make up, suit, tie, etc.* 6. *g) politics, business, sport, family, etc.* 7. *f) sounding cool, friendly, familiar, serious, etc.*

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

1. **b** - law of nature; 2. **g** - timetable; 3. **a** - action happening around the time of speaking; 4. **e** - result / consequence of a past activity in the present; 5. **c** - expressing irritation; 6. **a** - action which started in the past and continues up to the present with emphasis on duration; 7. **f** - fixed arrangement in the future; 8. **h** - gradual development.

13. Put the verbs in brackets into the correct present tense.

1. is moving; 2. has evicted; 3. Have you been waiting; 4. are converting; 5. freezes; 6. arrives; 7. Are you signing; 8. becomes; 9. comes; 10. are still searching; 11. has signed.

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

1.	A:	Is Jane still thinking of renting the house?
	B:	B: Yes, why?
	A:	Well, some people think that it is haunted.
2.	A:	Mark is tasting the curry to see if we need to add any more spices.
	B:	I don't think we do. It tastes delicious as it is.
3.	A:	Why are you smelling the milk? I only bought it this morning!
	B:	Well, it smells off to me!

15. Circle the correct tense

1. b) am seeing; 2. starts; 3. a) has been trying; 4. b) have spilt; 5. a) has been reading.

**Практичне заняття 2.
Rules of Etiquette in Communication.**

1. Read the text about Table Manners in Great Britain. Complete the text with necessary words.

1) starting; 2) impolite; 3) smoking; 4) communication; 5) impressions; 6) invitation; 7) daily; 8) adornment; 9) suitable; 10) longevity.

2. Translate into English

1. Set the covers on the table then put the cold collations.
2. An invitation card indicates a form of clothes - a frock.
3. My friends do not like formal parties.
4. Please, put on an evening dress without sleeves, lacy or kid-gloves and a small little felt hat.
5. Can I help you?
6. I would like to speak to your representative.
7. One should put on a dinner-jacket or a tail-coat to this stand-up party but not daily clothes.
9. When this manager is excited he uses gestures a lot and can insult a person.

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

1. *b - to pass on information, give instructions, check and receive feedback on activities, and to discuss matters of interest or concern.* 2. *a - in order to get through your course successfully.* 3. *c - if you are going to pass!* 4. *e - by talking face to face or over the telephone, or by sending e-mails and letters.* 5. *d - actually receives and understands the message the sender intends.* 6. *g - which uses words that have other meanings in everyday language.* 7. *f - noise in a factory where a meeting or conversation is taking place, interference on a telephone line.* 8. *i - between people in the same organisation.* 9. *h - with people outside the organisation.*

5. Read the text and complete the words in it. Give your comments on the following rules etiquette.

Telephone Etiquette

1) manners; 2) sure; 3) voice; 4) wrong; 5) Identify; 6) speak; 7) visitor; 8) avoid; 9) best; 10) forget.

7. Choose appropriate word pairs to complete the sentences below

1. *e) eye contact;* 2. *c) lunch break;* 3. *d) public holiday;* 4. *a) working breakfast;* 5. *b) corporate hospitality.*

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

1. (*Past Simple*) - **a** - was in progress at a certain time in the past. 2. (*Past Continuous*) - **c** - happened before another past action; 3. (*Past Perfect*) - **b** - happened at a specific time in the past; 4. (*Past Perfect Continuous*) - **a** - happened before another past action with emphasis on continuation;

9. Match the prompts from each other column to make sentences.

1. before; 2. for; 3. when; 4. since; 5. while; 6. three times.

10. Put the verbs in brackets into the correct past tense. Justify your answers.

1. broke; was painting; 2. passed; had been studying; 3. had Mary been working; retired; 4. *was walking*; bumped; 5. was shining; were singing; were driving; 6. had finished; were waiting; rang; 7. Did you work; didn't leave; 8. had visited; went; 9. Did you see; got; had already left; 10. was walking; heard.

11. Underline the correct words.

1. found; had broken. 2. was driving; when. 3. arrived; had gone. 4. When; just. 5. had been living; for. 6. didn't shave; didn't have. 7. After; joined. 8. had been

watching; when. **9.** was having; went on. **10.** never; before.

12. Put the verbs in brackets into the *past simple* or the *present perfect*.

1) has lead; 2) showed; 3) gave; 4) left; 5) wrote; 6) found; 7) has always been; 8) has written; 9) has been; 10) won; 11) has continued; 12) have been made.

Практичне заняття 3.

Etiquette in Business.

1. Complete the text with the necessary words from the table.

Etiquette in Business

1) communication; 2) business; 3) countries; 4) drink; 5) hospitality; 6) refusal; 7) negotiations; 8) prayers; 9) you; 10) of; 11) partners; 12) cultures.

3. Read the text below and look carefully in each line. If the line has a word that should not be there, write this word on the line.

Handshakes

In Spain, let a handshake last 5 to 7 strokes; pulling away too soon may be interpreted as a sign of rejection.	1	-
In France, however, the preferred handshake a single stroke.	2	<u>is</u>
In Ukraine, the length of the strokes depends on the feeling you want to express:	3	-
a short casual stroke is good for business and longer the handshake, the warmer the welcome.	4	<u>the</u>
In Canada, a weak, “fishy” handshake is disliked. A strong firm handshake is most desirable.	5	-
In England, never stick pens or pencils other subjects in your front suit pocket.	6	<u>or</u>
Doing is considered gauche (socially awkward, tactless).	7	<u>so</u>
Stress the longevity your company when dealing with Germans, Dutch, and Swiss.	8	<u>of</u>
If possible, print the founding date your business foundation.	9	<u>on</u>

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

1. Greece; 2. Brazil; 3. Portugal; 4. Japan; 5. Britain; 6. France; 7. Asian; 8. Mexico; 9. Chinese; 10. Japanese; 11. American; 12. Spain; 13. Arab; 14. Poland; 15. African; 16. Netherlands; 17. China; 18. Japan; 19. German.

7. Complete the dialogue with the appropriate phrases in the box:

Forgive me; I'm sorry; Sorry; Excuse me

Clerk:	<i>Excuse me, can I help you? Something wrong?</i>
Woman:	<i>Yes, I've got a terrible toothache.</i>

Clerk:	<i>I'm sorry, to hear that. Have you taken a painkiller at all?</i>
Woman:	<i>No, I have not got any.</i>

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>Excuse me?</i>
Customer:	<i>29678205777.</i>

10. What are Your Holiday Plans for the Summer?

1. - a future action already arranged; 2. - a future action already arranged; 3. - an intention / plan; 4. – possibility; 5. - an uncertainty; 6. - a future action already arranged; 7. - a future action already arranged; 8. – possibility.

12. Put the verbs in brackets into the correct tense.

1. meets; 2. will Sam finish; 3. get; 4. arrives; 5. comes.

13. Fill in the correct future form of the verbs in brackets

1.	A:	<i>am going;</i>
	B:	<i>am going to be; will meet; have finished;</i>
2.	A:	<i>am going;</i>
	B:	
	A:	<i>will get;</i>
3.	A:	<i>are going;</i>
	B:	<i>is going to rain; will get;</i>
4.	A:	<i>Will you help;</i>
	B:	<i>am picking; will help; get.</i>

14. Put the verbs in brackets into the correct tense. How do you feel about holidays in space?

1) has been; 2) will become; 3) has also realized; 4) are; 5) will need; 6) has already made; 7) will be; 8) will pay; 9) will suffer; 10) are looking for.

Практичне заняття 4.
Telephone Conversation. Writing an Invitation Card.

2. Mark one odd out word.

1. **D** employer; 2. **A** conduct; 3. **C** programmer; 4. **C** rent; 5. **B** producing; 6. **C** trainer; 7. **B** small talk; 8. **B** things; 9. **A** conductor; 10. **D** seller; 11. **C** shop-assistant.

6. Do the quiz “Around the World Trip”.

1. b) Refusing an offer of food. 2. b) Yes, but only if you are not a woman. 3. a) Nothing. 4. c) You may enter only if you're a Muslim. 5. c) None. 6. c) You can eat very late, because Spaniards often eat after 11 p.m. 7. a) You are not allowed to drink alcohol in Central Park. 8. a) Chewing gum is forbidden by law. 9. c) You shouldn't wash yourself.

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

cold collations; to chat online; stand-up party; to strike deals; a tail-coat; an invitation card; to make an appointment with smb; a dinner-jacket; a small little felt hat; to pay cash; to come to an agreement; formal party; kid-gloves; to be out of petrol; place money on deposit; small talk; to miss negotiations; to run by; to be run a business.

8. Read and translate the text “Bad Behaviour Abroad” (by Norman Ramshaw). Complete the gaps with the correct forms of verbs in brackets.

1) gets; 2) have arranged; 3) will probably be; 4) to increase; 5) thought; 6) understanding; 7) prefer; 8) like; 9) putting; 10) is; 11) needs; 12) to exchange; 13) find; 13) worked; 14) to admire; 15) eat.

9. Insert the article if it is necessary.

1) *The*; - ; - . 2) *The*; - ; - ; - . 3) - ; - . 4) *The*; - . 5) *The*; *the*. 6) *The*; - ; - . 7) *The*; *the*; *the*.

10. Fill in the where necessary, justifying your answers.

Holiday Destinations

1) - ; 2) - ; 3) *the*; 4) *the*; 5) *the*; 6) *the*; 7) *the*; 8) *the*; 9) *the*; 10) *the*; 11) *the*; 12) - ; 13) *the*; 14) - ; 15) - ; 16) *the*; 17) *the*; 18) - ; 19) *the*; 20) *the*; 21) - ; 22) *the*; 23) *the*; 24) - ; 25) *the*; 26) - ; 27) *the*; 28) *the*; 29) - ; 30) *the*.

11. Fill in the gaps using “a”, “an”, “the” or “x” (for the zero articles).

1. the. 2. an; The. 3. X. 4. X. 5. a. 6. the. 7. a. 8. an. 9. X. 10. X. 11. the. 12. the. 13. a. 14. The. 15. the. X. 16. X. 17. the. 18. the. 19. X; X. 20. the. 21. an. 22. a.

23. X.

12. Choose the correct articles to complete the text. If no article is needed, choose “-”.

1) the 2) the 3) a 4) - 5) - 6) The 7) - 8) a 9) an 10) - 11) an 12) the 13) -.

Практичне заняття 5. Job Hunting.

1. Read the texts and decide which answers (A, B, C or D) best fits each gap.

Where & How to Hire an Employee? Job Interview.

1) hire; 2) for; 3) find; 4) sources; 5) to; 6) among; 7) listed; 8) interview; 9) on; 10) advance; 11) experience; 12) sheet; 13) alone; You should have a neat, clean 14) appearance; 15) contact.

2. Translate into English.

1. Call ahead to your employer.
2. You find out all information in the personnel office of our company.
3. This applicant is very modest person.
4. My experience, skills and abilities are listed in this resume.
5. Explain, please, the reason of delay.
6. We need to hire a new employee.
7. Wear the proper clothes on the interview.
8. Their partners didn't come to an appointment.
9. They have big accounts in Europeans banks.
10. This company employs good job.

3. Complete the dialogue “An Interview”.

1) morning; 2) seat; 3) application form; 4) long; 5) firm; 6) know; 7) promising; 8) work; 9) countries; 10) equipment; 11) team; 12) contacts; 13) quality; 14) main; 15) pressure; 16) people 17) excellent; 18) salary; 19) experimental; 20) lunch; 21) questions; 22) month; 23) start; 24) much.

4. Translate into English.

1. Our company has opening positions of a manager, a vice-president of production and as secretary.
2. An administrator can hire and fire.
3. I would like to speak to a vice-president of marketing.

4. She doesn't like to work under pressure.
5. I don't accustomed to red-tape.
6. Do you understand that the position of a controller is very responsible?
7. Apply for the employment agency.

6. Make up as many sentences as possible, as in the example:

Travelling by bicycle is the best good for your health. Travelling by car is not good for your health than travelling by bicycle. Travelling by train is better for your health than travelling by car.

Travelling by bicycle is not very noisy. Travelling by car is noisier than a bicycle. Travelling by train is the noisiest of all.

A bicycle is very clean. A car is cleaner than a bicycle. A train is not very clean than a bicycle and a car.

Travelling by bicycle is not very expensive. Travelling by car and plane is the most expensive of all. Travelling by train is more expensive than travelling by car and plane.

A bicycle is very comfortable. A car is more comfortable than a bicycle. A plane is the most comfortable of all.

7. Complete the sentences using the correct forms of the comparative or superlative

1. happier; 2. the biggest; 3. harder; harder. 4. the best. 5. the most beautiful.
6. healthier. 7. more interesting. 8. the most difficult. 9. earlier; sooner. 10. better.

8. In pairs, use the pictures and the prompts to compare life now and in the past. Think about: *life; people; dwelling; transportation; work; cities; streets.*

Suggested answer key:

A: People used to work longer hours.

B: That's right. Most people nowadays work quite short hours.

A: Dwelling used to be quite inconvenient in the past.

B: Yes, but now they are very convenient.

A: In the past transportation was much slower.

B: You're right. These days transportation is very fast.

A: Life used to be quite dangerous in the past.

B: I agree. Nowadays it's much safer.

10. Read the text below. For questions (1-5) choose the correct answer (A, B, C or D).

- 1) elder; 2) close; 3) much; 4) most; 5) happy.

11. Read the text below. For questions (1-5) choose the correct answer (A, B, C or D).

1) worst; 2) colder; 3) warm; 4) far; 5) the least.

Практичне заняття 6. Filling in an Application Form and Writing a Resume.

1. Use the following words to complete the description

The company usually advertises the *job vacancy* in a newspaper. The *job advertisement* usually gives the *job title* and describes the *job requirements*. It sometimes gives the *salary* and gives the description of the *working conditions* and *career prospects* as well.

The applicant then sends in a *covering letter* and a *resume (CV)*, which gives *personal details* and lists *qualifications* and *experience*. The company then makes a *short list* of the most suitable candidates and invites them for an *interview*. The company then chooses the best *candidate* and makes an *appointment*.

2. Exercise practice.

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

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

3. Translate into English.

1. He is a competent worker and he always recruits the staff of our company.
2. It is very competitive company; it offers high salary and bonuses.
3. My father holds the position of a head of department.
4. Mary works as a waitress in the restaurant to earn money for fees.
5. Their Board of directors consists of an executive, a managing director, a vice-president and a controller.
6. Fill in your name and surname, please.
7. What upgrading and references do you have?
8. My friend is a promising employee, she has many obligations.
9. Wages is lower than salary.

4. Complete the following sentences using suitable words. Be attentive: there are two extra words.

1. *personnel*. 2. *workforce; employees*. 3. *colleagues*. 4. *managing director*. 5. *boss*. 6. *subordinate*. 7. *directors*.

5. Speaking Practice.

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

Suggested answer key:

- *Good afternoon. What is your name?*
- *Where did you work earlier?*
- *What position did you hold?*
- *Have you any references from your previous work?*
- *What foreign languages do you know?*
- *Fill in the application form, please.*
- *See you on Tuesday at 10 am.*
- *Good bye.*

5.3. What activity is necessary for each position?

Suggested answer key:

2) *Miss Klimchenko and Mr Rozumkiv – they are Computer Operators. They set up new software.*

3) *Mrs Olesiuk and Mrs Holubovska – they are typists. They type letters.*

4) *Ms Sirenko - she is a Receptionist. She answers telephone calls and communicates with visitors.*

5) *Mr Veselovskyi – he is an Accountant. He uses calculators, prepares invoices and makes balance sheets.*

6) *Miss Stasiuk and Miss Demchenko – they are Secretaries. They answer telephone calls, welcome visitors and communicate with them.*

7) *Mr Nepyivoda – he is a Manager. He concludes agreements, arranges a meeting and appoints a new manager.*

8) *Mr Kats - he is a driver. He drives a car and carries letters.*

9) *Mr Dmytrenko – he is an electrician. He keeps electricity going.*

10) *Miss Mamchur and Mr Zinchuk – they are trainers. They teach apprentices.*

11) *Mrs Chornous – she is a white-collar worker. She answers inquires, types letters and writes telexes.*

12) *Ms Kukhta - she is a journalist. She interviews and writes reports.*

13) *Miss Bursa and Mr Zhukovskyi – they are Website Designers. They design websites.*

9. Translate into English

Багато шкарпеток - *a lot of / many socks*; 100 років - *a / one hundred years*; 2.143 людини – *two thousand one hundred and forty-three persons*; 57.189-й студент – *the fifty-seven thousand one hundred and eighty-ninth student*; 5 сотень жінок – *five hundred women*; сотні птахів - *hundreds of birds*; Декілька тисяч книжок – *some thousands of books*; 2 мільйони дітей – *two million children*.

Практичне заняття 7. Reference Letter.

5. Choose the proper English equivalent for.

1. Purchasing Manager; 2. Personnel Manager; 3. Marketing Director; 4. Executive; 5. Home Sales Manager; 6. Public Relations Manager; 7. Production Manager; 8. Managing Director; 9. Chairman; 10. Financial Director; 11. Overseas Sales Manager; 12. Advertising Manager; 13. Chief Accountant, Controller; 14. The Board.

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

1. **d.** ambitious; 2. **g.** outgoing; 3. **h.** energetic; 4. **i.** persuasive; 5. **j.** patient; 6. **b.** creative; 7. **a.** sensitive; 8. **e.** adaptable; 9. **f.** independent; 10. **c.** attentive to detail.

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

To work under pressure; to fill in; a managing director; to earn money for fees; a head of department; a Board of directors; to hold the position; red-tape; an opening position; to be accustomed to.

15. Insert *few*, *a few*, *little* or *a little*.

1. few; 2. a little; 3. few; 4. little; 5. few; 6. a few.

Практичне заняття 8. Types of Negotiations and Mediation.

3. Write down three forms of the following verbs.

Make – *made - made*, cut – *cut - cut*, play – *played - played*, conclude – *concluded - concluded*, break – *broke - broken*, run – *ran - run*, speak – *spoke - spoken*, get – *got - got*, know – *knew - known*, come – *came - come*, forget – *forgot - forgotten*, put – *put - put*, buy – *bought - bought*, build – *built - built*, do – *did - done*, go – *went - gone*, tell – *told - told*, understand – *understood - understood*, find

– *found - found*, clean – *cleaned - cleaned*, live – *lived - lived*, repair – *repaired - repaired*, accept – *accepted - accepted*, act – *acted - acted*, add – *added - added*, cost – *cost - cost*, set – *set - set*, assist – *assisted - assisted*, shut – *shut - shut*, connect – *connected - connected*, direct – *directed - directed*, lend – *lent - lent*, distribute – *distributed - distributed*, draw – *drew - drawn*, spell – *spent - spent*, deal – *dealt - dealt*, impress – *impressed - impressed*, inform – *informed - informed*, feel – *felt - felt*, keep – *kept - kept*, lay – *laid - laid*, lose – *lost - lost*, manage – *managed - managed*, pay – *paid - paid*, sell – *sold - sold*, occupy – *occupied - occupied*, operate – *operated - operated*, have – *had - had*, hold – *held - held*, drink – *drank - drunk*, fly – *flew - flown*, grow – *grew - grown*, prefer – *preferred - preferred*, produce – *produced - produced*, show – *showed - shown*, catch – *caught - caught*, restrict – *restricted - restricted*, fall – *fell - fallen*, forgive – *forgave - forgiven*, satisfy – *satisfied - satisfied*, stand – *stood - stood*, take – *took - taken*, stick – *stuck - stuck*, suit – *suited - suited*, vary – *varied - varied*.

Практичне заняття 9. Theory and Practice of Diplomatic Negotiations.

3. Translate into English.

1. They can model modern buildings.
2. She can't drink coffee without sugar.
3. My elder brother couldn't help singing.
4. I can't but say her about this accident.
5. We may buy these books.
6. You should see your teacher.
7. The laptop might be hers.
8. I used to think that lie is normal phenomenon among teenagers.
9. He can't tell lies.
10. He can't have done.
11. He is a polyglot. He can speak German, English, Mandarin, Italian and Spanish.
12. We must pass this exam.

4. Translate into Ukrainian.

1. Чи можна мені це взяти?
2. Що ти бачиш на дошці?
3. Це має бути пані Ольга.
4. Чи можна нам з'їсти всі тістечка?
5. Вони повинні прочитати цей конспект.
6. Вона зазвичай веде щоденник.
7. Завтра, можливо піде дощ.
8. Ти повинен користуватися тільки своїм рушником.

9. Я не звик їсти без солі.
10. Вам слід бути уважнішим коли ти робиш детальний аналіз.
11. Вам слід написати це.
12. Моя мати звикла рано вставати.
13. Тобі дозволено перевірити їхні документи.

Практичне заняття 10. Business Correspondence.

1. Read the following texts and complete the words.

1) suggestions; 2) should; 3) writing; 4) neither; 5) attractive; 6) grammatical; 7) impression; 8) friendly; 9) communication; 10) personality; 11) heading; 12) short; 13) reader; 14) information; 15) polite; 16) questions; 17) draft; 18) science; 19) attention; 20) professional.

2. Complete the following texts with the words.

1) end; 2) peculiarities; 3) simple; 4) example; 5) respect; 6) words; 7) abbreviations; 8) speak.

3. Fill in the gaps of the text with the necessary prepositions.

1) of; 2) in; 3) for; 4) down; 5) from; 6) of; 7) at; 8) in; 9) for; 10) in.

4. Underline the correct preposition.

1. of; 2. on; 3. on; 4. from; 5. with; 6. about; 7. about; 8. to; 9. on; 10. with.

5. Make up new words with help of ending *-ing*. For example: *to read – reading*.

The Verb	-ing	The Verb	-ing
to speak	<i>speaking</i>	to plan	<i>planning</i>
to clean	<i>cleaning</i>	to cancel	<i>cancelling</i>
to pay	<i>paying</i>	to jog	<i>jogging</i>
to write	<i>writing</i>	to travel	<i>travelling</i>
to see	<i>seeing</i>	to print	<i>printing</i>
to begin	<i>beginning</i>	to sit	<i>sitting</i>
to grow	<i>growing</i>	to stop	<i>stopping</i>
to drive	<i>driving</i>	to allow	<i>allowing</i>
to fax	<i>faxing</i>	to answer	<i>answering</i>
to hope	<i>hoping</i>	to train	<i>training</i>

6. Choose the correct words to complete the sentences.

1. to translate; 2. cooking; 3. to go; 4. Collecting; 5. tell; 6. speak; 7. to help; 8. dressing; 9. to listen; 10. do.

7. Complete the sentences with correct form of verbs.

1. (*to wash*) 2. (*telling*) 3. (*signing*) 4. (*to do*) 5. (*to speak*) 6. (*eating*) 7. (*to meet*); 8. (*leaving*) 9. (*staying*) 10. (*to be*) 11. (*smoking*)

8. Translate the following sentences into English.

1. Your attorney signed the deal of buying the house.
2. His car passed us without stopping.
3. I find working in the garden very useful.
4. We postpone the selling of this company.
5. Don't put off repairing the watch.
6. She insists on buying of this book.
7. The patient is past operating on.
8. He gave up smoking after that accident.
9. We are looking forward to your answering.
10. He was fond of playing the piano, when he was a child.
11. This book is worth reading.
12. We worked without talking.
13. He left without saying anything.

9. Translate the following sentences into Ukrainian.

1. Вони намагалися не ходити по траві.
2. Вона пробачила йому те, що він палить.
3. Я люблю танцювати.
4. Ганна любить ходити в кіно.
5. Вони відповідали одне й те ж саме.
6. Йому не подобається думка про підписання цієї угоди.
7. Цих злочинців неможливо врятувати.
8. Немає сенсу робити це.
9. Ця робота не витримує порівняння з його першими творами.
10. Вона пішла додому замість того, щоб прийти сюди.

**Практичне заняття 11.
Types of Letters.**

4. Read the text about business letter. Complete the text with the correct form of verbs.

1) be divided; 2) concluding; 3) sends; 4) to make; 5) give; 6) to reduce; 7) are interested; 8) to start; 9) be written; 10) have receive; 11) encloses; 12) are solved; 13) is; 14) will see; 15) have; 16) are placed; 17) are numbered; 18) fill; 19) signed; 20) to inform; 21) are enclosing; 22) to write; 23) says; 24) have declined; 25) is expected.

6. Choose the correct words to complete the sentences.

1. writing; 2. typed; 3. Going; 4. Having; 5. frightened; 6. dividing; 7. running; 8. issued; 9. taken; 10. knowing.

7. Complete the sentences with the correct Participle (Present Participle or Past Participle).

1. Running; 2. published; 3. knowing; 4. repaired; 5. playing; 6. broken; 7. produced; 8. knowing; 9. cooked; 10. made.

**Практичне заняття 12.
Presentation of a Commercial Letter.**

1. Fill in the gaps with the words from the table.

Presentation of a Commercial Letter.

1) companies; 2) style; 3) letters; 4) study; 5) handwritten; 6) margin; 7) sheets; 8) address; 9) stationery; 10) numerals; 11) come; 12) name; 13) includes; 14) information; 15) consists; 16) woman; 17) employee; 18) instance.

2. Read the following text “The Letter Heading & the Layout” and complete it with the necessary prepositions.

1) of; 2) in; 3) with; 4) to; 5) until; 7) in; 8) out; 9) from; 10) with; 11) with; 12) of; 13) to; 14) below; 15) to.

3. Fill in the correct words.

1. eager; 2. put a lot of effort; 3. puts; emphasis; 4. enthusiastic; 5. familiar; 6. is famous; 7. experienced; 8. expert.

5. Match the informal sentences to the semi-formal ones of the same meaning. Then, identify the type of letter each pair came from – *accepting / refusing an invitation, thank-you letter, asking for / giving information, apologizing, giving advice.*

1	thank-you letter
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2	asking for information
3	accepting an invitation
4	apologising
5	giving advice
6	giving information

6. Fill in the correct preposition if it is necessary.

1. - ; 2. *during*; 3. *at*; 4. *in*; 5. *on*; 6. *for*; 7. *at*; 8. - ; 9. *on*; 10. *in*; 11. *in*; 12. *in*; *in*. 13. *on*; 14. *at*; 15. *at*; 16. - ; 17. *at*.

7. Insert the necessary preposition: *in, on, at*.

1. *in*; 2. *on*; 3. *in; on*. 4. *at; on*. 5. *in*; 6. *at*; 7. *at*; 8. *on*; 9. *in*; 10. *in*; 11. *on*; 12. *in*; 13. *in*.

8. Fill in the preposition.

1. *below*; 2. *about*; 3. *except*; 4. *Besides; of*. 5. *under*; 6. *into*; 7. *about*; 8. *about*; 9. *between*; 10. *among*; 11. *for*; 12. *while*; 13. *by*.

**Практичне заняття 13.
On a Business Trip.**

1. Read the text “Going Abroad” and complete with the correct form of verbs.

1) need; 2) obtained; 3) filling; 4) completed; 5) to visit; 6) to boarding; 7) are not violating; 8) to know; 9) have; 10) checked; 11) Bringing; 12) is; 13) are not allowed; 14) to report; 15) declare; 16) exceeds.

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

1. When you will check-in don't forget to pay customs fees.
2. Have you already got through the customs?
3. These are customs free goods.
4. I read he is a dangerous smuggler.
5. You must pay fine and penalty.
6. After questioning you'll have restricted term of staying in our country.
7. These things are liable to duty.
8. Do you know that he is busy with trafficking?
9. They didn't pay customs.

10. I have nothing to declare.
11. It is a gift for my friend.
12. This camera is for my personal use.

3. Complete the sentences with the following answers

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. <i>Are there any British Airways flights about the time?</i>
Susan	OK. <i>When do they plan to leave?</i>
Hans	Monday October 14 th .
Susan	And if you want to book a return flight I must ask you: <i>How long are they staying?</i>
Hans	Four days. They would like to come back on the night of the 17 th . <i>Are there any seats available?</i>
Susan	Let me have a look. There is a flight at 8.50 p.m. with British Airlines.
Hans	<i>What are the options?</i>
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? <i>When can the tickets come?</i>
Susan	In three or four days. I'll send them to you as soon as they arrive.

4. Translate into English

1. You should apply for a visa at the embassy 5 months ago.
2. It is the concourse of the airport.
3. Unfortunately, I haven't an entrance visa.
4. He doesn't like to see somebody off.
5. When will you put a visa on a passport?
6. I am accustomed to travel light.
7. Do you have an open-date ticket?
8. You should vacate the room till 10 am.
9. They have got the bill ready for us.
- 10.? Can I get a receipt?

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

1. You can have a snack in the refreshment room upstairs at the waiting room.
2. We will get on the long-distance train; we have an upper and lower berth in the compartment 6.
3. We didn't hear an announcement about arrival of their train.

4. He will come by electric train.
5. My luggage is in the carriage.
6. She would like to book a ticket in advance to travel first-class.
7. Say me, please, is a dining-car in this train?
8. We have a sleeping carriage and when and where will we change trains?
9. He is on the train now.
10. Here is your bedding; our train is due to arrive in London at 6 am.
11. Passengers can book tickets at the booking office.

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

Travel agent	<i>Good afternoon. Can I help you?</i>
You	Привітайтеся. Спитайте, чи є квитки до Мюнхена. <i>Good afternoon. Are there tickets to Munich?</i>
Travel agent	<i>Yes, we have. What tickets do you need and when?</i>
You	Спитайте, чи можна придбати один квиток економкласу до Мюнхена, на вівторок, 12 жовтня. <i>Can I buy one economy class ticket to Munich on Tuesday, October 12?</i>
Travel agent	<i>Let me see ... I am sorry, sir. There are no seats left for Munich on Tuesday.</i>
You	Спитайте, чи лишилися квитки на той самий рейс, на середу. <i>If there are any tickets left for the same flight on Wednesday?</i>
Travel agent	<i>Just a minute, sir ... Yes. There are some seats left for Wednesday.</i>
You	Скажіть, що середа вас влаштовує. Спитайте вартість квитка і чи включені у вартість збори в аеропорту. <i>Ok. Wednesday suits me. How much does the ticket cost and are airport fees included?</i>
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. <i>What is the flight number? When does it depart from London and when doesn't it arrive in Munich?</i>
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. <i>Can I book an open-date return ticket?</i>
Travel agent	<i>Yes, you can.</i>
You	Подякуйте. <i>Thank you very much.</i>

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

You	<i>Спитайте, коли іде наступний поїзд у Глазго. When does the next train to Glasgow?</i>
Clerk	At 8.45, Sir.
You	<i>Спитайте, чи це нічний поїзд? Is it an owl-train?</i>
Clerk	Yes, the train has sleeping accommodation.
You	<i>Спитайте чи є в цьому поїзді купе та плацкарт. Does this train have compartment and reserved seats?</i>
Clerk	Yes, it has.
You	<i>Скажіть, що ви хотіли б взяти місця для тих, хто не курить. I would like to take seats in the non-smoking compartment?</i>
Clerk	I can give you the first-class non-smoking compartment.
You	<i>Подякуйте. Спитайте коли він прибуває у Глазго. Thank you. When does this train arrive in Glasgow?</i>
Clerk	It is due to arrive in Glasgow at 6.30 a.m.
You	<i>Скажіть, що ви сподіваєтесь, що поїзд приїде вчасно. I hope it will arrive in time?</i>
Clerk	Yes, Sir, it usually runs in time.
You	<i>Спитайте, з якої платформи він від'їжджає. What platform does it depart?</i>
Clerk	It departs from the platform 5.
You	<i>Подякуйте за інформацію. Скажіть «До побачення». Thank you for information. Goodbye.</i>

9. Speaking practice. Translate into English

- *Good afternoon. Can I get cash a traveller's cheque?*
- *Yes, of course. Your passport, please.*
- *Please.*
- *Thank you, it is ok. How much money do you want to get?*
- *250 pounds and I would like to exchange another 50 for dollars. What is the rate of exchange?*
- *It is 0,605. It is very profitable. Please take your pounds, 30 dollars and 25 cents. Please, list.*
- *Thank you, it's okay. Where can I put my signature?*

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

1. Where can I get my luggage?
2. Here is my baggage claim check.
3. I can't find my luggage.
4. I was not issued a baggage claim check when I checked in.

5. My luggage is broken and some things are missing.
6. Where can I find a porter?
7. This is my luggage.
8. Please take these things to the taxi stand.
9. There are fragile things in my luggage.
10. Be careful, please.

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

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

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

1. Give me another customs form, please.
2. Please, show me how to fill in this form.
3. Please, stamp my passport.
4. What is the purpose of your visit?
5. My brother is on vacation.
6. Their managers are on a business trip.
7. How long are you planning to stay in our country?
8. I am going to stay in this country for two weeks.
9. Here is my transit visa.
10. This is a duty-free shop.
11. Do I have to pay duty on the camera I bought here?
12. May I ask for a receipt?
13. Customs officers work in the Customs and inspect this airport.
14. I do not know the regulations of this country.
15. Unlawful transportation of prohibited goods is called smuggling.

13. Speaking practice

Your colleague has to fly from London to Athens and then to Istanbul where he has some appointments. Last month you have been in Athens and Istanbul. Propose the best route for him. The airport time-table can help you.

Suggested answers:

You can buy a ticket on the flight BR 250. It departs from London at 07.50 and departs at 14.25. The ticket costs 315.25 pounds.

When you will be in Athens, you have about 3 hours to the next check in because the flight BG 331 to Istanbul departs at 17.20 and arrives at 18.50. The ticket costs 48.91 pounds.

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

Customs officer:	<i>Your passport, please. How long are you planning to stay in the country?</i>
Petrenko:	<i>Three weeks. Could I prolong my entrance visa in case of necessity?</i>
Customs officer:	<i>Sure. The receiving party will take care of it. Now, put your bags on the baggage weigh-in table and give me, please, your customs-form.</i>
Petrenko:	<i>How much does it weight?</i>
Customs officer:	<i>23 kilos. I'm sorry, but you'll have to pay an excess baggage charge.</i>
Petrenko:	<i>OK. How much is it?</i>
Customs officer:	<i>That's \$6... Thank you. Have you anything to declare?</i>
Petrenko:	<i>What?</i>
Customs officer:	<i>Alcohol, cigarettes, fresh fruits, plants?</i>
Petrenko:	<i>No. Only for personal needs.</i>
Customs officer:	<i>Open your suitcase, please. Any gifts?</i>
Petrenko:	<i>One bottle of vodka, one can of coffee, three bars of chocolate, two boxes of sweets and Ukrainian souvenirs.</i>
Customs officer:	<i>All right. It is duty free. As you probably know, it is forbidden to bring more than two bottles of alcohol and two blocks of cigarettes to England. And no limitations as to currency. Here is your form.</i>
Petrenko:	<i>Thank you.</i>
Customs officer:	<i>Not at all. The next, please.</i>

15. Speaking Practice

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

- *When do you plan to arrive?*
- *When does your flight arrive? We'll meet you at the airport.*
- *Do we reserve a room at the hotel for you? Have a good trip!*
- *I would like to reserve a double room for four days starting on November*

18th on Tuesday.

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

1. *flying* my be faster, but I prefer going by train.
2. I always wanted to *travel* abroad.
3. Last summer I *decided* to go to Europe.
4. It was difficult to decide what to *put* in my suitcases.
5. I *took* a bus to my hotel.
6. The bus *came* in just at dinner time.
7. I *found* my hotel room ready for me.
8. I *travelled* through all the Mediterranean countries that summer without being *injured*.

17. Translate into Ukrainian.

1. Його зрадив найкращий друг.
2. Ми повернемося завтра.
3. Не поступайся нікому.
4. На жаль, вони не витримала у в'язниці.
5. Нарешті вони вони видали свої роботи.
6. Він кинув займатися тенісом минулого року.

18. Insert the corresponding postposition.

1. *to*; 2. *on*; 3. *for*; 4. *for*; 5. *from*; 6. *of*; 7. *into*; 8. *to*; 9. *from*; 10. *to*; 11. *at*;
12. *to*; 13. *to*; 14. *to*; 15. *about*; 16. *of*; 17. *in*; 18. *in*; 19. *at*; 20. *to*.

19. Fill in the necessary postposition.

1. *at*; 2. *of*; 3. *for*; 4. *from*; 5. *over*; 6. *at*; 7. *up*; 8. *out of*; 9. *about*; 10. *in*; 11. *at*;
12. *after*; 13. *of*; 14. *for*; *about*; 15. *for*; 16. *to*; 17. *for*; 18. *at*; 19. *about*; 20. *at*.

20. Translate the following sentences into Ukrainian.

1. Цьому чоловікові місце у в'язниці.
2. Моя вчителька розсердилася на мене, коли я зірвав заняття.
3. Терорист прицілився в полісмена, але не вистрілив у нього.
4. Вона хворіє на діабет.
5. Він помер від інфаркту.
6. Я скористався можливістю познайомитися з нею.
7. Почекайте, я не встигаю за вами.
8. На що ви натякаєте?
9. Він збирається прочитати листа.
10. Загасіть вогонь.
11. Коли я помилюся у написанні імені в анкеті, я викреслив його.
12. Він нагадує мені мого дядька.
13. Мене не хвилюють твої проблеми.

14. *Хто опікуватиметься вами?*

Практичне заняття 14.

Hotels.

1. Read the text about hotels and complete with the words from the table below.

1) classes; 2) Arabian; 3) service; 4) stations; 5) hotels; 6) price; 7) breakfast; 8) jam; 9) corn; 10) eggs; 11) bill; 12) Hospitality.

2. Read the following texts below about some original, strange and amusing hotels of the world. Match choices (A-T) to (1-18). There are two choices you do not need to use.

- 1) - **S** - *you can visit the many sights of London*
- 2) - **M** - *you can buy presents and souvenirs*
- 3) - **P** - *you can reserve a room like a bar of chocolate*
- 4) - **J** - *you can drink Champagne from a beer barrel*
- 5) - **D** - *people return to stay again*
- 6) - **N** - *possibility to see hand-made wood articles*
- 7) - **B** - *you are offered the most entertainment*
- 8) - **F** - *you can see huge wardrobes there*
- 9) - **R** - *night costs \$288*
- 10) - **A** - *you can observe beautiful gardens and lake*
- 11) - **K** - *you can sleep at the four-poster bed and sit on the window seat*
- 12) - **G** - *it is necessary can to dive*
- 13) - **E** - *you can taste homemade food*
- 14) - **T** - *you buy some handmade souvenirs*
- 15) - **Q** - *only female guests used to stay*
- 16) - **C** - *if you like winter very much*
- 17) - **L** - *only female guests used to stay*
- 18) - **I** - *you can live on the old cedar*

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

1. To register is: *b) to record your name in a hotel*; 2. A view is: *c) something you see*; 3. A receipt is: *b) a record of payment*; 4. A hotel guest is: *c) a person who is staying at the hotel*; 5. A caravan is: *c) used to live in*; 6. A message is: *c) a piece of news*; 7. A flight is: *a) a trip by air*; 8. Abroad is: *a) outside your own country*; 9. A youth hotel is: *b) a kind of hotel*; 10. A fare is: *d) a price of a journey*; 11. Welcome is: *a) a greeting*; 12. A frontier is: *c) between two countries*.

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

1. My friend would like to book a double room overlooking the park for 7 days starting on December second.
2. We would like to reserve a room with a bed for a two-year-old child in an inn.
3. Good afternoon! I would like to book a single room for 3 days starting on August 24th.
4. We need a twin room.
5. He would like to reserve a suite room for 2 days starting October 12th.
6. Do you have room service?
7. We would like an ocean view room.
8. Do you have vacant rooms?
9. Representatives of our company would like to book a room with a view of the lake for 10 days starting May 1st.
10. I need a half-board hotel for three weeks.
11. Last summer, we had a rest in a hotel with all-inclusive meals.
12. We would like to reserve a “junior suite room” in the B&B hotel for 5 days. How much will it cost per day?
13. We need a standard room in the FB hotel.
14. Can I inspect the superior room? Are meals included?

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

Clerk	Good morning, Sir. Can I help you?
You	<i>I need a single room with shower, toilet, and continental breakfast for one week.</i>
Clerk	I am sorry, sir. I am afraid we have no rooms with a shower available at the moment.
You	<i>Is it possible to reserve a room with a bath?</i>
Clerk	Let me see Yes, there are some rooms.
You	<i>How much does this number cost?</i>
Clerk	20 pounds a night.
You	<i>Are there any cheaper rooms?</i>
Clerk	I'm afraid not. It's the cheapest.
You	<i>Is there a cheaper hotel here?</i>
Clerk	You may try the Northern Star Hotel. It's near the station on Davies street.
You	<i>Thank you very much.</i>

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

room facing the park; I would like to; room with a bed for a child; reserve a single room for six days starting on April sixth; room service; double bed; all inclusive; baggage is broken; private bathroom; baggage claim check; I would like to speak to; taxi stand; bed and breakfast.

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

1. Where is the reception desk?
2. This company spends a lot of money on corporate hospitality.
3. This is a bad hotel, they don't have a porter, doorman, concierge and bell men.
4. Good afternoon! My name is Dmytro Andriichuk. I reserved a single room. I would like to check in.
5. Good afternoon! My name is Oksana Dmytrychenko. I would like to book a suite for three days.
6. How many nights are you going to stay in our hotel?
7. You can pay by credit card.
8. Please, fill in the registration form.
9. We would like to pull out our reservation.
10. Last August, we had a rest in a luxurious hotel.
11. Good afternoon! Do you have vacant rooms? I need a single room for 3 days.
12. Is there another motel for autotourists?
13. The royal family has arranged a reception of guests and official representatives at 4:00 p.m.
14. Have you already gone through the check in procedure at the service bureau?
15. I would like to pay in cash.
16. Flight and accommodation are included in the price of the holiday.

11. Puzzle Out.

There are five people staying at a hotel: Mr Petty, Mr Grove, Mrs Williams, and Mr Harvey. Use the clues to complete the chart with the information below.

Room number	101	102	103	104	105
Name	<i>Mr Grove</i>	<i>Ms Stevens</i>	<i>Mr Petty</i>	<i>Mrs Williams</i>	<i>Mr Harvey</i>
Job	traffic warden	surgeon	plumber	solicitor	estate agent
Character	sociable	optimistic	generous	mean	bossy
Interest/hobby	gardening	painting	amateur dramatics	tennis	bird-watching
Other	is a twin	is	is deaf	is bilingual	is a widower

information		Australian			
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12. Translate the sentences into English. Use the phrases and expressions from the table.

1. Last year we stayed in a bad hotel, there was no toilet paper and soap.
2. The room is too cold. Could you give me an extra blanket?
3. Unfortunately, the key doesn't work.
4. There is no hot water in my room.
5. The room is too hot and the air conditioner does not work.
6. We did not use the minibar.
7. My room is too noisy.
8. There is no shampoo and the shower doesn't work.
9. There is dirty sheets in my room, please change it.
10. The TV does not work in our room.
11. We would like to leave one day earlier.
12. They want to extend their stay for 5 days.
13. I would like to check out the room.
14. I think there is a mistake in the bill.
15. I really enjoyed my stay at your hotel.

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

to use the minibar; I have lost my room key; pay in cash; There is no shampoo; The television does not work; to check out; pay by a credit card; to extend one's stay for a few days; vacant room; reception desk; bell man; to reserve a room.

14. Mr Petrivskiy has arrived in Brighton. He is talking to the personnel of the hotel. Complete the dialogue:

Receptionist:	<i>Good evening, sir. Can I help you?</i>
Petrivskiy:	<i>Good evening. I have a room reserved at your hotel.</i>
Receptionist:	<i>What is your name, please?</i>
Petrivskiy:	<i>I am Petrivskiy.</i>
Receptionist:	<i>One moment. I'll check. ... Yeah. A single room with private bath and English breakfast for three nights. Is that right, sir?</i>
Petrivskiy:	<i>Yes, it's right.</i>
Receptionist:	<i>Just sign the register. Thank you. Here's your room key. Room is three-o-seven. It's on the third floor. The lift is over there. I'll have your luggage sent up.</i>
Petrivskiy:	<i>Thank you. What time is for breakfast?</i>
Receptionist:	<i>Any time between 7 and 9.30. Where are you going to have breakfast, sir? In your room or in the restaurant?</i>

Petrivskiy:	I'd rather have it in my <i>my</i> room.
Receptionist:	<i>What time, sir?</i>
Petrivskiy:	At 8 o'clock.
Receptionist:	<i>OK. Anything else, sir?</i>
Petrivskiy:	I'd like to eat here this evening. When is the restaurant closing?
Receptionist:	<i>At 9.30 pm, so you have got two hours to have your dinner, sir.</i>
Petrivskiy:	Fine. Thank you.

15. Translate into English the following dialogue.

1. Have you already filled in the customs declaration?
2. How long are you going to stay in the United Kingdom? - Only two months.
3. Excuse me, is this boarding gate on the flight 225?
4. What is the purpose of your visit to our country? - It is a business trip.
5. Is this your luggage? - Yes, these two suitcases are mine.
6. Our hotel is full.
7. When does your train arrive and where do you change?
8. Excuse me, but I have reserved a suite at your hotel.
9. All the maids of our hotel always go to work during rush hours.
10. They will meet us in the lobby of the hotel.
11. Her parents will come by the reserved seats car.
12. He would like to buy one-way ticket to London.

16. Say the following in English.

Tourist:	<i>Good afternoon. I would like to stay at your hotel and book a single room with a bathroom and a telephone.</i>
Receptionist:	<i>Did you book a room in our hotel?</i>
Tourist:	<i>Yes I was. I sent you a telegram from Manchester asking to reserve a single room on September 12-17. Here is the confirmation letter.</i>
Receptionist:	<i>Yes, it is OK. Please fill in the form. How long do you plan to stay in our hotel?</i>
Tourist:	<i>My business trip will be for a week.</i>
Receptionist:	<i>Your passport, please.</i>
Tourist:	<i>I have one more question for you, my business partner asked me to book a single room at your hotel on October 1-5.</i>
Receptionist:	<i>Unfortunately, we have no vacant rooms from September 28th to October 10th.</i>
Tourist:	<i>If you say your hotel is full, could you recommend me another hotel?</i>
Receptionist:	<i>Of course, you can apply for "Intourist", I hope there are vacant rooms there.</i>
Tourist:	<i>Thank you. Please ask the porter to take my luggage to my room.</i>

Receptionist:	<i>Of course, sir.</i>
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17. Complete the dialogue with the phrases in the box (*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>

18. Complete the following dialogues:

18.1.

Viktor Petrenko:	<i>This is Viktor Petrenko from TST Systems speaking. May I talk to Mr Cartwright?</i>
John Cartwright:	<i>Yes, Cartwright is speaking... Do you want to speak to me?</i>
Viktor Petrenko:	<i>Yes, Mr Cartwright. I'm the new Commercial Director of TST Systems. I have pleasure in informing you that we carefully studied your materials and decided to accept your proposal.</i>
John Cartwright:	<i>Thank you, Mr Petrenko.</i>
Viktor Petrenko:	<i>I am going to come to Brighton and discuss with you the main principles of our agreement in detail.</i>
John Cartwright:	<i>When are you going to come?</i>
Viktor Petrenko:	<i>On Wednesday, next week.</i>
John Cartwright:	<i>That's fine. Are you going to travel by air?</i>
Viktor Petrenko:	<i>Of course. The Ukraine International Airlines Flight from Kyiv arrives in Gatwick Airport at 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 bus to get the railway station, you'll be in time to catch this train. I'll meet you at the station in Brighton.</i>
Viktor Petrenko:	<i>Thank you, Mr Cartwright. What hotel 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 expensive. Shall we reserve a room for you?</i>
Viktor	<i>Yes. If it's not too much trouble. I'd like to book a single room</i>

Petrenko:	<i>with private bathroom for three nights.</i>
John Cartwright:	Ok. Remember <i>me</i> to Mr Melnychuk.
Viktor Petrenko:	<i>Certainly.</i>
John Cartwright:	Goodbye, Mr Petrenko. Have a <i>good</i> trip.
Viktor Petrenko:	<i>Goodbye, Mr Cartwright. See you the next week.</i>

18.2. Reserving a Room at the Hotel.

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

Cancelling a Hotel Reservation.

19. Read and match the exchanges of the dialogue.

1	Good afternoon. The Palace Hotel, how can I help you? - c <i>Hello, I made a reservation with you about two weeks ago. My name's Vanessa Bryce.</i>
2	Just a minute, please. Ah, yes. You reserved a double room for two nights. - b <i>Yes, that's right. I am very sorry, but can you cancel it, please?</i>
3	Certainly, although you do realize the deposit you paid in non-refundable? - a <i>I thought so. That's not a problem.</i>

20. Use the prompts to act out similar dialogues.

Renting a Vehicle.

The conversation takes place at a car rental agency. Read the dialogue and change the questions in bold into indirect questions as appropriate.

A: Good morning. *How can I help you?*

B: Hello. I'd like to hire a car for the weekend, please.

A: Certainly. *What type of car would you like?*

B: A small hatchback, please. *How much is it going to cost?*

A: Well, including the insurance, it will cost £100.

B: That's fine.

A: *May I see your driving license, please?*

B: Of course. Here you are.

A: Now, if you will sign the contract here, I'll get the keys.

21. Choose the necessary preposition.

1. talk heart **to** heart; 2. plans **for** the evening; 3. are not interested **in**; 4. **by** the light of a lamp; 5. **at** any cost; 6. an excellent mark **on** the exam; 7. **on** purpose; 8. speak **up**; 9. **in** the tree; 10. am sorry **about**.

22. Translate the following set phrases into Ukrainian.

the high seas *відкрите море*; it is high time (to do smth) *саме час*; to live high *жити багато*; high spirits *бути у добромu настрої*; in low water *бути без грошей*; to live low *жити бідно*; low spirit *бути у пригніченому стані*; long face *похмуре обличчя*; long-sighted *далекозорий*; long ears *дурниця*; long price *висока ціна*; long dozen *чортова дюжина*; to make a long story short *власне кажучи*; short-sighted *короткозорий*; short memory *дівоcha) пам'ять*; short a money *не вистачає грошей*; short hand *стенографія*.

23. Insert the necessary preposition.

1. **on**; 2. **over**; 3. **by**; 4. **in**; 5. **on**; 6. **to**; 7. **in**; 8. **in**; 9. **to**; 10. **for**; 11. **under**; 12. **on**.

ПРАКТИЧНЕ ЗАНЯТТЯ 15.

At a Restaurant / Café.

1. Read the article about the weird food festivals. Match choices A-T to 1-20.

A	Where will you have a chance to see some celebrity chefs as well as known
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	personalities in the culinary field? - 17 NYC Wine and Food Festival
B	What festival takes place on six city blocks and is free? - 6 Taste of Charlotte
C	What festival takes place in Italy? - 19 Pizzafest
D	Where are you playing a massive game of dodge ball but only with bright red fruits? - 3 La Tomatina
E	What event takes place at Canton Waterfront Park? - 7 Baltimore Seafood Fest
F	Where can you see more than 50 food trucks lined up for you and parked there all weekend? - 5 Street Eats Food Truck Festival
G	What festival focuses on health and sustainable local foods? - 4 Boston Local Food Fest
H	Where can you take part in a free melon feast, beach part, concerts, and street parade? - 2 Chinchilla Melon Festival
I	Which festival does help out various nonprofit organizations? - 15 New Orleans Wine and Food Experience
J	What world's largest food festival spans five days each year with more than two million people visiting? - 18 Taste of Chicago
K	Where can you enjoy almost everything with bacon? - 8 Sacramento Bacon Fest
L	What festival is very popular and attracts chefs from all over the country as well as winemakers and brew masters? - 10 San Diego Bay Wine and Food Festival
M	What festival has plenty of entertainment in addition to satisfying your sweet tooth? - 20 Salon du Chokolat
N	What event does take place in Honolulu in September? - 14 Hawaii All Food And Wine Festival
O	Where do the winemakers and vineyard owners from all around the country gather every year? - 16 Taste of Vail
P	What festival does celebrate migrating schools of herring? - 1 Herring Festival
Q	What festival takes place annually in May in its home country? - 9 Ottawa Poutine Fest
A	Where will you be able to enjoy food and wine from more than 25 countries? - 11 Epcot International Food and Wine Festival
S	The annual Taste of Dallas festival has been going on for more than 30 years? - 13 Taste of Dallas
T	Where can you see almost a quarter of a million pounds of ribs which will be cooked to be enjoyed for hundreds of thousands of attendees? - 12 Nugget Rib Cook-off

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

1. My friends reserved a table in this café.
2. I don't like this steak. The meat is raw.
3. My father likes medium meat, and we would like well-done meat.
4. What will you order?
5. How much does a whole bottle of dry red wine cost?
6. Last Saturday, we went to rest and Serhii cooked well-done shish kebab.
7. I would like to have dinner. What meat do you recommend?
8. We would like to place an order. Do you serve a vegetarian menu?
9. My friend prefers a light breakfast, and I would like to order fries, a ham sandwich, milkshake and green tea.
10. What is the specialty of this restaurant?
11. Can I ask for a menu and a wine list, please?
12. We would like to order fried eggs, mashed potatoes, baked potatoes, a whole bottle of mineral noncarbonated water and try a regional dish.
13. I have allergy to fresh-water fish and sugar.

3. Fill in the correct form derived from the word in bold. The make up a table of the words derived forms.

Spanish Menu.

1) *traditional*; 2) *Particularly*; 3) *Spanish*; 4) *selection*; 5) *informally*; 6) *mixture*.

	Noun (person)	Noun	Adjective	Adverb	Verb
1		<i>tradition</i>	<i>traditional</i>	<i>traditionally</i>	
2			<i>particular</i>	<i>particularly</i>	
3	<i>Spanish, Spaniard, Spaniards</i>	<i>Spain</i>	<i>Spanish</i>		
4	<i>selector</i>	<i>selection</i>	<i>selectional, selecting</i>		<i>to select</i>
5		<i>form</i>	<i>informal, formal, forming</i>	<i>formally, informally</i>	<i>to form</i>
6		<i>mixture, mixer</i>	<i>mixing, mixed</i>		<i>to mix</i>

4. Choose the correct words to complete the sentences (1-5).

1. *salty*; 2. *great*; 3. *watery*; 4. *hot*; 5. *fussy*.

5. Choose the correct words to complete the text “A Matter of Taste”.

1) *sweet*; 2) *flavor*; 3) *strong*; 4) *watery*; 5) *spicy*; 6) *hotter*.

6. 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.

Cheese is served ... 9) *to a red wine.*; hands are washed ... 6) *after eating a chicken.*; fruits are taken ... 18) *by hands.*; bread is never passed ... 4) *by hands.*; food is chewed ... 13) *slowly and carefully.*; dishes are not passed ... 15) *across the table.*; meat is eaten ... 1) *with a fork and a knife.*; napkin is laid ... 3) *on knees while eating.*; fish is cut ... 2) *with a special knife.*; wine is probed ... 17) *at first and then poured.*; elbows are not put ... 10) *on the table while eating.*; conversations are held ... 16) *after everything is eaten.*; champagne is served ... 5) *in tall wine glasses.*; dessert is given ... 8) *after a hot meal, salads and drinks.*; a fork and a knife are put ... 7) *on the table before meals.*; tea is not squelched ... 12) *from the cup.*; legs are not crossed ... 11) *beneath the table.*; salad is eaten ... 14) *before hot meals.*

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

1. Apply for the consulate of your country.
2. The Ministry of Foreign Affairs does not grant the right of residence.
3. You need to apply for a student visa at the embassy.
4. Have you a valid passport?
5. He has not a long-term visa.
6. I need to take a a passport-sized photo.
7. Unfortunately, you do have not health insurance.
8. How long does visa processing take?
9. Why you have not an entry visa?
10. First you should apply for a transit visa.

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

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

9. Find the mistake in the following sentences and correct them.

1. My name <i>is</i> Viktor.
2. Where <i>are</i> you from?
3. Could you <i>tell him</i> to call me?
4. He <i>is a</i> System Administrator.
5. He is <i>from</i> Ukrainian city Kharkiv.
6. I'm sorry. The line <i>is</i> busy.
7. Can I <i>help you</i> ?

8. He <i>is</i> not here at the moment.
9. Nice <i>to</i> meet you.
10. Can I take a <i>message</i> ?
11. I'm sorry. He <i>has</i> a meeting.
12. <i>Good afternoon</i> . Volodymyr Minko is speaking.

10. Mr Petrivskiy has arrived in Brighton. He is talking to the personnel of the restaurant. Complete the dialogue.

Waiter:	<i>Good evening, sir. Are you alone? (Ви один?)</i>
Petrivskiy:	Good evening. Yes, I'm alone.
Waiter:	<i>Would you like to sit over there, sir? At the window. (Біля вікна.)</i>
Petrivskiy:	Yes, thank you. May I <i>look at</i> (подивитися) the menu?
Waiter:	<i>Of course. Here it is.</i>
Waiter:	<i>Have you decided yet, sir? May I take your order? (ваше замовлення)?</i>
Petrivskiy:	As a starter I'd have <i>onion soup</i> . (цибулевий суп).
Waiter:	<i>OK. How about a specialty of the house (фірмова страва у ресторані), sir? Our cook makes some special dishes.</i>
Petrivskiy:	Perhaps, you can help me?
Waiter:	<i>Oh, if I would be in your shoes (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 very delicious.</i>
Petrivskiy:	All right, I'll have a steak.
Waiter:	<i>What would you like with the steak, sir?</i>
Petrivskiy:	A salad and <i>mashed potatoes</i> (картопляне пюре), please.
Waiter:	<i>Would you like something (Чи не бажаєте щось) to drink?</i>
Petrivskiy:	Yes, some mineral water, please. And could I see the <i>wine list</i> (карту вин)?
Waiter:	<i>Of course. Here it is, sir.</i>
Petrivskiy:	Mmm... I'll have some French red wine.
Waiter:	<i>Yes, sir ... Would you like something else?</i>
Petrivskiy:	No. Give me, please, <i>a bill</i> (рахунок).

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

to fill in; customs declaration; Our hotel is full; one-way ticket; business trip; rush hours; lobby of the on the flight; departure gate hotel; reserved seats car.

12. Translate the following words into Ukrainian

Teacher *вчитель*; builder *будівельник*; amateur *любитель*; assistant *асистент, помічник*; composer *уладач, композитор*; conductor *диригент*;

consumer *споживач*; drinker *п'яниця*; elevator *ліфт*; engineer *інженер*; explorer *дослідник*; farmer *фермер*; folder *папка для паперів*; former *колишній*; instructor *інструктор*; observer *спостерігач*; operator *оператор*; driver *водій*; organizer *організатор*; toaster *тостер*; traveller *мандрівник*.

13. Make up the adjectives with help of suffixes *-ful*, *-less* and translate them into Ukrainian

	-ful		-less
care	careful <i>турботливий, обережний</i>	care	careless <i>безтурботний, недбалий</i>
colour	colourful <i>кольоровий, барвистий</i>	colour	colourless <i>безбарвний</i>
hope	hopeful <i>надійний</i>	hope	hopeless <i>безнадійний</i>
meaning	meaningful <i>значущий</i>	meaning	meaningless <i>безглуздий</i>
help	helpful <i>допоміжний</i>	help	helpless <i>безпорадний</i>
use	useful <i>корисний</i>	use	useless <i>непотрібний</i>
law	lawful <i>законний</i>	law	lawless <i>беззаконний</i>
power	powerful <i>владний, потужний</i>	power	powerless <i>безсильний</i>

14. Form the adverbs from the given adjectives and translate them into Ukrainian

прикметник	прислівник
natural	<i>naturally</i> <i>природно</i>
close	<i>closely</i> <i>близько, тісно, поряд</i>
emphatical	<i>emphatically</i> <i>рішуче</i>
real	<i>really</i> <i>дійсно, справді</i>
frank	<i>frankly</i> <i>відверто</i>
apparent	<i>apparently</i> <i>очевидно</i>
actual	<i>actually</i> <i>справді</i>
intimate	<i>intimately</i> <i>близько</i>

15. Form the nouns from verbs with help of suffixes *-(a)tion* and translate into Ukrainian

	-(a)tion
devote	<i>devotion</i> <i>відданість</i>
observe	<i>observation</i> <i>спостереження</i>
prepare	<i>preparation</i> <i>підготовка</i>
recognize	<i>recognition</i> <i>впізнавання</i>
occupy	<i>occupation</i> <i>професія, окупація</i>
suppose	<i>supposition</i> <i>припущення</i>

16. Form the nouns from verbs with help of suffixes *-ment* and translate them into Ukrainian

	<i>-ment</i>
state	statement заява
advertise	advertisement реклама
develop	development розвиток
judge	judgement судження, вирок
adjust	adjustment коригування

ДОДАТКИ

Додаток 1.

<i>Example 1. – awkwardness for a dirty room in a hotel:</i>	
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.

<i>Example 2. – 1) interfering in to conversation; 2) sorrow, grief, sympathy.</i>	
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.

<i>Example 3. – у значенні: „перепрошую, повторіть ще раз”</i>	
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.

<i>Structure of dialogue</i>	<i>Communicative intentions</i>	<i>Examples of communicative formulae</i>
<i>Start</i>	<i>Establishment of communicative contacts</i>	<i>- Good morning, sir! - Good afternoon, madam! Welcome to our hotel!</i>

		<ul style="list-style-type: none"> - 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 the client service.</i>	<ul style="list-style-type: none"> - Good buy! Thank you for staying with us! - Good buy! Please, come back again, you will always be welcome! - Have you enjoyed your staying with us? - Looking forward to welcome you on your next visit to the hotel! - We hope you'll be our regular guest!

Sample of Resume

<p>JOHN SMITH 123 Any Street Any City, Any State 12345 e-mail: jsmith@anywhere.com</p>	
Objective	<p>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.</p>
Professional Summary	<p>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.</p>
Experience	<p>General Manager, Distribution ABC Companies, Any City Any State, 1989-1999,</p> <p>Developed operating budget for Distribution Centre based on detailed forecasts and managed Distribution Centre to operate effectively within the operating budget.</p> <p>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.</p> <p>Designed an employee productivity improvement incentive program that resulted in a 28% increase in productivity.</p> <p>Developed a seasonal staffing program that eliminated the need for temporary labour resulting in a \$500,000 savings.</p> <p>Led cross-functional team integrating the distribution system with a new database merchandising system.</p> <p>Redesigned receiving and picking operations to incorporate an automated system completing the project on time and under budget.</p> <p>Responsible for residential construction projects for over 150 new single-family homes.</p> <p>Managed the complete project including bidding, design, scheduling, purchasing, subcontracting, and customer service.</p> <p>Scheduled subcontractor activities and oversaw multiple subcontractors to ensure construction projects were completed on time and within budget.</p>
Education	<p>Any University/Any City, Any State Bachelor of Arts, Business Administration</p>
Skills	<p>DMS, MS Office, Spreadsheet Software, ORACLE</p>

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,*

Додаток 8.

*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,

Додаток 9.

Sample of Letter of Recommendation

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>I do not recommend</i>

We will appreciate any additional information.

Sincerely,

Додаток 10.

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

<p>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.</p> <p>Important Information</p>		
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.		
<p>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.</p>		
Description of Articles (list may continue on another CBP Form 6059B)	Value	CBP Use Only

Додаток 11.

Sample of Hotel Reservation Form

RESERVATION FORM

March 29, 2004 – April 2, 2004

International Practical and Scientific Conference	
<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 12.

<p><i>9, Henry Barbuss str. Kyiv, Ukraine 03015 Slavonic University 21st September 2005</i></p>	<p><i>Whiteleaf Ltd. 9225 Apple Drive Midwest City, OK 73130 the USA</i></p>
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Додаток 13.

<p><i>Київський інститут „Словянський університет”</i> <i>Kyiv institute “Slavonic university”</i></p> <p><i>Україна, 03150 Київ, вул. Анрі 9, Н. Barbuss str, Kyiv, 03150, Барбюса, 9 Ukraine</i></p> <p><i>Tel.:</i> (044) 268-63-83 <i>Fax:</i> (044) <i>E-mail:</i> <i>ksu@ukrpac.net</i> 269-29-50</p> <p><i>23rd April 1999</i> <i>Bengt Dalvist</i> <i>Box 823</i> <i>S-201 18 Halmstad</i> <i>Sweden</i></p>
--

Додаток 14.

*Ms. Dorothy Adams
Department of Mathematics
Baptist University
Oklahoma city, OK 53202*

Dear Ms Adams

Додаток 15.

*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 16.

*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 17.

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>

SCHOOL OF ENGINEERING & APPLIED SCIENCE	
DEPARTMENT OF MATERIAL SCIENCE AND ENGINEERING	
Адреса відправника	University of Virginia Thornton Hall Charlottesville, VA 22903-2442 Tel. 804-982-5641 Fax: 804-982-5660
Адреса отримувача	Dr. A.S.Krasnov Kharkiv Ins.of Phsycics & Phone: (572) 44-12-84 Tech. Fax: (572) 56-11-56 National Science Centre e-mail: Akademichna Str. 1 skyba@kipt.kharkiv.ua 61108 Kharkiv Ukraine
Дата	September 20, 2005
Звертання	Dear Dr.Skyba,
Текст листа	<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> <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> <i>Thank you for your prompt attention.</i>
Формула ввічливості	Sincerely yours,
Блок підпису	_____ Nelly Wanty (Mrs) p.p. William C.Johnson Professor

Адреса відправника	“MORE” PUBLISHING HOUSE
--------------------	--------------------------------

	<p><i>Pushkin Str. 133 61057 Kharkiv Ukraine Tel. 8 (0572) 499-606, 8 (0572) 499-513 Fax: 8 (0572) 499-513 e-mail: more@online.kharkiv.ua</i></p>																
Адреса отримувача	<p><i>Modern Language Division Directorate General 4 Council of Europe S 67075 Strasbourg France Tel/fax: (33 388) 412-706-81 e-mail: decs-lang@soe.int</i></p>																
Дата	<p><i>16 November, 2005</i></p>																
Звергання	<p><i>Dear Colleagues,</i></p>																
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="384 969 1353 1234"> <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> <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>	<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>
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<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>														
Формула ввічливості	<p><i>Sincerely yours,</i></p>																
Блок підпису	<p><i>_____ "More" Publishing House Aleksandr V.Mosiichuk Director</i></p>																

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. Bondar

Export-Import Manager

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 22.

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 23.

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 24.

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,

Додаток 25.

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 26.

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 27.

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**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**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 31.

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 32.

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 33.

Sample of Acknowledgement of Order

*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 34.

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,

Додаток 35.

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,

Додаток 36.

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.

Додаток 37.

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,

Додаток 38.

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 39.

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 40.

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 41.

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>
<i>15</i>	<i>white</i>	<i>9</i>
<i>17</i>	<i>white</i>	<i>1</i>
<i>14</i>	<i>blue</i>	<i>6</i>
<i>16</i>	<i>blue</i>	<i>3</i>

We would appreciate a prompt reply

Yours faithfully,

(signature)

Volodymyr Petrynenko

Export-Import Manager

Додаток 42.

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 43.

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 44.

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,

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,

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,

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,

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

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

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 51.

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 52.

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 53.

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 54.

**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 your letter</i>	підтверджувати; 1) ми підтверджуємо отримання вашого листа; 2) признавати;
<i>acquire</i> <i>acquire a majority stake</i>	1) набувати, здобувати; 2) досягати; одержати контрольний пакет акцій компанії;
<i>adjustment</i>	регулювання, узгодження;
<i>administrator</i>	управляючий, адміністратор;
<i>adopt</i>	1) приймати; 2) засвоювати;

<i>adopt methods</i>	<i>впроваджувати методи;</i>
<i>advance</i>	<i>1) просування вперед; 2) успіх, поліпшення, прогрес; 3) позика; 4) підвищення, зростання (цін); 5) просування (по службі); 6) випередження;</i>
<i>advance in price</i> <i>in advance</i>	<i>1) підвищення в ціні; 2) аванс; 1) зарання, попередньо; 2) платити авансом; 3) давати позику;</i>
<i>advantage</i> <i>absolute advantage</i> <i>comparative advantage</i>	<i>перевага, вигода; абсолютна перевага; відносна перевага;</i>
<i>advertise</i> <i>advertisement, advertising</i> <i>chainwide advertising</i>	<i>рекламувати; реклама; 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>	<i>1) порада; 2) повідомлення; порада; 1) повідомлення про продаж; 2) порада; 1) повідомляти; 2) радити; консультативний;</i>
<i>agency</i>	<i>1) агентство; 2) посередництво;</i>
<i>agenda</i> <i>be on the agenda</i>	<i>порядок денний; бути на порядку денному (зборів, наради);</i>
<i>agent</i> <i>average agent</i> <i>shipping (forwarding) agent</i>	<i>агент; аварійний комісар; 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; домовитись про; домовлений, узгоджений; 1) домовленість; 2) договір; 3) угода; укладати угоду; джентльменська угода; усна угода;</i>
<i>alliance</i>	<i>союз</i>
<i>allocate</i> <i>allocation</i> <i>allocation of costs</i>	<i>1) розміщати, розподіляти; 2) асигнувати; 1) розміщення; 2) розподіл; розподіл прямих витрат;</i>
<i>allowance</i> <i>make an allowance</i>	<i>знижка; надавати знижку;</i>
<i>alter</i> [oltər]	<i>1) змінювати; 2) перероблювати; 3) міняти;</i>
<i>amendment</i>	<i>виправлення;</i>
<i>amortization</i> <i>amortize</i>	<i>1) амортизація; 2) списання; списувати;</i>
<i>amount</i>	<i>сума;</i>

<i>to the amount of amount due amount in cash up to the amount amount of balance amount of loss</i>	на суму; належна сума; сума готівкою; в межах суми; залишок на рахунку; сума збитків;
<i>annual 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 appointment</i> <i>have (have got) an appointment with smb</i>	призначати; 1) ділова зустріч; 2) призначення; мати ділову зустріч з кимось;
<i>appreciate 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 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 general average 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> <i>bearer of a bill</i>	1) носити; 2) народжувати; 3) витримувати; 4) терпіти; пам'ятати; оплатити витрати; власник векся;
<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>	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)

overdue bills rail (road) or air waybill through Bill of Lading	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);
board on board vessel (ship, steamer) board of directors be on the board	1) борт; 2) дошка; 3) рада; орган управління; правління; посадка на літак; рада директорів; бути членом правління;
bond short bond bonded	боргове зобов'язання, облігація; короткострокова облігація; забезпечений облігаціями;
bonus night shift bonus no claim bonus overtime bonus quality bonus	надбавка, премія; премія за роботу в нічну зміну; премія за безаварійну роботу; премія за понаднормову роботу; премія за якісну роботу;
boom consumer boom economic boom stock market boom	процвітання, швидкий підйом; різкий зріст споживання; економічний підйом; різке підвищення курсу акцій на фондовій біржі;
boon	зручність;
borrow borrowing borrow at interest borrow on mortgage borrow short	1) позичати; 2) брати в борг; позика коштів (напр. від банку); позичати під процент; позичати під закладну; отримати короткостроковий займ;
branch	філіал, галузь, відділення;
brand	сорт;
brand new brand	1) татунок, сорт, якість; 2) марка (товару); нова марка (товару);
break break (infringe) a contract	1) ломати, руйнувати; 2) порушувати; порушувати контракт;
bring bring an action of damages against smb	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</i> <i>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> <i>buying power</i> <i>buy-out</i>	купувати; 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>	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;

<i>fixed capital</i>	залучений капітал;
<i>human capital</i>	основний капітал; основні засоби;
<i>in exchange for investment capital</i>	людський капітал;
<i>invest capital</i>	в обмін на вкладений капітал;
<i>keep capital intact</i>	вкласти капітал;
<i>recovered capital</i>	зберігати величину капіталу незмінною;
<i>shared capital</i>	капітал, що окупився;
<i>spare capital</i>	акціонерний капітал;
<i>transfer capital</i>	вільний капітал;
<i>turnover of capital</i>	переводити капітал;
<i>withdraw capital</i>	оберт капіталу;
<i>cards</i>	вилучати капітал;
<i>automated teller machine cards</i>	1) картка; 2) квиток;
<i>cargo</i>	пластикові картки для банкоматів;
<i>deck cargo</i>	вантаж;
<i>carriage</i>	палубний вантаж;
<i>carriage paid (to)</i>	1) екіпаж; 2) пасажирський вагон;
<i>carry</i>	перевезення оплачено (до);
<i>carrier</i>	1) везти; 2) нести; 3) приносити;
<i>carrier and insurance paid to</i>	транспортне агентство;
<i>case</i>	перевезення і страхування оплачено до;
<i>packing case</i>	1) ящик; 2) випадок; 3) справа; 4) судова справа;
<i>in case of</i>	ящик для пакування;
<i>in the case of</i>	у випадку;
<i>case in dispute</i>	стосовно (чого-небудь); спірне питання;
<i>cash</i>	готівка;
<i>cash and carry</i>	оплата готівкою;
<i>cash flow</i>	потік готівки;
<i>cash in advance</i>	грошовий аванс;
<i>cash on delivery</i>	оплата під час доставки;
<i>cash on hand</i>	готівка на руках;
<i>cash payments</i>	готівкові платежі;
<i>cash price</i>	ціна за товар, сплачена готівкою, нижча ніж встановлена;
<i>cash receipts</i>	готівкові надходження;
<i>petty cash</i>	дрібна сума;
<i>casual</i>	випадковий;
<i>catch</i>	1) зловити; 2) наздогнати; 3) привертати (увагу);
<i>catch on</i>	стати модним;
<i>cater (for)</i>	постачати;
<i>cause</i>	1) причина; 2) підстава

<i>be caused by smth</i>	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> <i>charter-party</i> <i>chartering</i>	1) створювати; 2) засновувати; 3) 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; зареєструватися;
<i>choose</i> <i>choose the company's officers</i>	1) вибирати; 2) обирати; 3) вирішувати; обирати адміністративних виконавців компанії;
<i>circumstances</i> <i>i</i> <i>n 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>	1) чистий; 2) ясний; 3) прозорий; 4) зрозумілий; 5) очищати; 6) виконати митні формальності; без боргу;

clearing	1) проведення розрахунків через розрахункову палату; 2) оплата боргу; 3) урегулювання претензій; безготівкові розрахунки між банками;
collateral	1) додаткове забезпечення; 2) застава;
collect collect the goods collection	1) збирати; 2) колекціонувати; 3) підсумовувати; забрати товар; грошовий збір, інкасація;
come come to an agreement	1) приходити; 2) відбуватися; 3) ставати; 4) випадати; прийти до згоди;
commercial [кəˈmɜːʃəl] commercial invoice	торговий, комерційний; комерційний рахунок;
commission be on commission	1) доручення; 2) комісійна винагорода, комісійні отримувати комісійні з продажу;
commitment	зобов'язання;
common common market	1) загальний; 2) простий; 3) поширений; загальний ринок;
community community goodwill	1) громада; 2) співдружність; доброзичливість суспільства;
company daughter company (subsidiary) global company listed company parent company unlisted company unquoted companies	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;
compensate smb compensate smb for losses (expenses) compensate smb for smth compensation for smth (to make compensation for smth) full (partial) compensation	компенсувати; компенсувати комусь збитки (витрати); компенсувати комусь щось; компенсація за щось; повна (часткова) компенсація;
complain (of smth) complaint (claim) without complaint	жалітися (на щось), виражати незадоволення (чимось); скарга, претензії, невдоволення; безумовно;
complex	складний;
complicated channels	ускладнені канали;
compliance	1) згода; 2) відповідність;

<i>in compliance with</i>	до відповідно;
<i>comply with</i>	виконувати;
<i>comply with smb's wishes</i>	йти на зустріч чимось побажанням;
<i>concession</i>	поступка;
<i>concourse</i>	(амер.) зал, головний вестибюль вокзалу;
<i>consider</i>	1) розглядати; 2) брати до уваги; 3) думати;
<i>consider null and void</i>	вважати недійсним;
<i>consignment</i>	1) партія (товарів); 2) вантаж;
<i>consignee</i>	той, хто отримує вантаж;
<i>consignment note</i>	1) накладна; 2) консигнація;
<i>consignor (shipper)</i>	той, хто вправляє вантаж;
<i>consult</i>	консультуватися;
<i>consult partners</i>	консультуватися з партнерами
<i>consumption</i>	споживання
<i>contract</i>	контракт;
<i>infringement of terms and conditions of the contract</i>	порушення умов контракту;
<i>integral part of the contract</i>	невід'ємна частина контракту;
<i>make (conclude) a contract</i>	укладати контракт;
<i>sign a contract (agreement)</i>	підписувати контракт;
<i>subject of the contract</i>	предмет контракту;
<i>contribute</i>	1) робити внесок; 2) сприяти; 3)
<i>contribute services, skills</i>	жертвувати;
<i>contribution (to smth)</i>	робити внесок, сприяти вмінням та навичкам;
<i>contribution to a fund</i>	вклад (в щось); вклад у фонд;
<i>control</i>	1) управляти; 2) керувати; 3) регулювати; 4)
<i>control profits</i>	контролювати прибутки;
<i>controller</i>	головний фінансист, контролер, ревізор;
<i>span of control</i>	сфера безпосереднього підпорядкування;
<i>convertible</i>	конвертований
<i>convince</i>	переконувати
<i>cope (with smth)</i>	упоратись (з чимось)
<i>corporation</i>	корпорація;
<i>multinational corporation</i>	міжнародна корпорація;
<i>correspond (with, to)</i>	1) відповідати; 2) означати; 3) представляти собою; 4) рівнятися;
<i>corrupt</i>	корумпований; продажний;
<i>corruption</i>	продажність, корупція;
<i>costs</i>	1) ціна; 2) вартість, собівартість; 3)
<i>cover costs</i>	витрати; 4) коштувати; покривати витрати;
<i>cross-border road freight costs</i>	подорожнє мито з вантажів, що

<i>cost of production at any cost at heavy cost below cost prune away costs cost of sale acquisition cost actual cost</i>	перетинають кордони; витрати виробництва; за будь-яку ціну; через великі витрати; нижче собівартості; знижувати витрати; економити; собівартість реалізованої продукції; початкова вартість; фактичні витрати;
<i>commodity commodity association</i>	товар, продукт, предмет споживання; міжнародна асоціація з продажу товарів;
<i>compete competent be competent</i>	1) конкурувати; 2) змагатися; 1) компетентний; 2) спроможний; бути компетентним;
<i>copyright copyright piracy</i>	авторське право; порушення авторського права;
<i>counter counter trade</i>	1) вікно реєстрації; 2) протилежний, зворотній, зустрічний; зустрічна торгівля;
<i>course in due course in the course of the year</i>	1) курс валюти; 2) курс судна; 3) хід; в належний строк; впродовж року;
<i>cover under separate cover cover all losses cover requirements</i>	1) сплата, покриття; 2) забезпечення; 3) страхування; 4) конверт; 5) страхувати; в окремому конверті; відшкодувати всі збитки; задовольнити вимоги;
<i>credit credit reference letter credit terms letter of credit on credit</i>	1) надійність; 2) довіра; 3) кредит, борг; рекомендаційний кредитний лист; 1) умови акредитиву; 2) умови позики; кредитний лист, акредитив; в кредит;
<i>currency blocked currency in native currency currency pegged to dollar convertible (hard) currency</i>	гроші, валюта; блокована валюта; в національних грошових одиницях; валюта, „прив'язана” до курсу долара; вільноконвертована (тверда) валюта;
<i>custom customs check customs clearance customs fee (dues) customs red tape customs union</i>	1) клієнтура; покупці; 2) мито, митний збір; 3) митне управління; 4) звичай; митний контроль; розмитнення; митні збори; митна бюрократія; митний союз (спілка);

<p><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></p>	<p>митна служба; митниця; біржєві правила; покупець; привілейований покупець; звичайний; як завжди;</p>
D	
<p><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></p>	<p>1) шкода, збитки; 2) шкодити; псувати; через відшкодування збитків; оцінювати збитки; узгоджені та заздалегідь оцінені збитки; бути пошкодженим; збитки, компенсація за щось;</p>
<p><i>data</i> <i>process data</i> <i>input data</i> <i>output data</i> <i>price level data</i></p>	<p>дані, відомості; обробляти дані; вхідні дані; вихідні дані; дані про рівень цін;</p>
<p><i>date</i> <i>date of issue</i> <i>maturity date</i></p>	<p>1) дата; 2) число; 3) обчислювати; 4) підраховувати; дата випуску; термін погашення;</p>
<p><i>day</i> <i>days of grace</i> <i>in a few days</i> <i>day-to-day</i></p>	<p>1) день, доба; 2) робочий день; 3) період, відрізок часу; пільгові дні; через декілька днів; повсякденний;</p>
<p><i>dead</i> <i>deadline</i> <i>deadlock</i> <i>deaswieght</i></p>	<p>1) мертвий; 2) той, що втратив силу, основну якість, функцію; останній термін; застій; тупик; грузопідємність судна; дедвейт;</p>
<p><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></p>	<p>1) мати справу; 2) відноситися; 3) користуватися; 4) торгувати; 5) угода; 6) кількість; 7) частина; угода (справедлива угода); продавати (щось, дещо); комерційні угоди; торгові операції; займатися; розглядати скаргу; ділер; офіційний ділер;</p>

<i>debt</i> <i>repayment of debt</i> <i>active debt</i> <i>run into debts</i>	борг; погашення боргу; нсплачений борг; наробити боргів;
<i>decide</i> <i>decide on vacation, hours, salary, hiring and firing</i>	приймати рішення; вирішувати питання, пов'язані з відпусткою, тривалістю робочого дня, платнею, наймом та звільненням;
<i>declare</i> <i>declare personal bankruptcy</i> <i>declared value</i> <i>declaration</i> <i>customs declaration</i> <i>tax declaration</i>	задекларувати; оголосити власне банкрутство; заявлена цінність; 1) заява; 2) декларація; митна декларація; податкова декларація;
<i>decline</i> <i>business decline</i> <i>decline 3 points</i>	1) падіння; знижка; спад; 2) погіршення життєвого рівня; 3) відхилити; 4) зменшуватися; спад ділової активності; знижити на 3 пункти;
<i>default</i> <i>default of payment</i> <i>be in default</i> <i>claim default</i>	1) невиконання зобов'язань (угоди); 2) присвоєння чужих грошей; 3) несплата; 1) несплата; 2) в разі несплати; прострочити платежі; пред'явити претензію за невиконання домовленості;
<i>defer</i> <i>deferred payment</i>	1) відкладати, відстрочувати; 2) затримувати; відкладений платіж;
<i>delay</i> <i>delay (behind time, in bad time) in delivery (in shipment)</i>	1) затримка; 2) відкладання; затримка у поставці;
<i>delegate</i> <i>delegate authority</i>	1) передавати повноваження; 2) доручати; розподіляти обов'язки;
<i>deliver</i> <i>delivered at frontier</i> <i>delivered duty paid</i> <i>delivery charge</i> <i>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</i> <i>on demand</i> <i>be in demand</i> <i>payable on demand</i> <i>promoted demand</i>	1) попит; 2) вимога; на вимогу; користуватися попитом; що підлягає сплаті по пред'явленню; пропагандистський попит;

<i>department</i> <i>factory department</i> <i>fancy goods department</i> <i>department store</i> <i>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</i> <i>issue a deposit</i> <i>place money on deposit</i> <i>safety deposit box</i> <i>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</i> <i>difference in quotation</i> <i>meet the difference</i> <i>different</i>	1) різниця; 2) відхилення; різниця в курсах; 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) не вигідна 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) припинити 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 щосили 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. dues 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>	підходящий, 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>	<i>підтримувати;</i>
<i>encrypt</i> [in'kript]	<i>шифрувати;</i>
<i>end-users</i>	<i>кінцеві споживачі;</i>
<i>engaging</i>	<i>займатися;</i>
<i>engine</i>	<i>двигун;</i>
<i>ensure</i>	<i>забезпечувати, гарантувати;</i>
<i>entail</i>	<i>спричиняти; викликати;</i>
<i>entail expences</i>	<i>спричиняти витрати;</i>
<i>entity</i>	<i>юридична особа;</i>
<i>equity</i>	<i>1) акціонерний капітал; 2) звичайна акція;</i>
<i>equity capital</i>	<i>акція без фіксованоо дивіденду;</i>
<i>equity funding</i>	<i>капітал у вигляді акцій;</i>
	<i>акціонерний спосіб заснування грошового фонду за допомогою позики грошей;</i>
<i>establish</i>	<i>1) засновувати; 2) установлювати;</i>
<i>establish a company</i>	<i>заснувати (відкрити) компанію;</i>
<i>established demand</i>	<i>сформований попит;</i>
<i>European Community</i>	<i>Європейське співтовариство;</i>
<i>European Council</i>	<i>Європейська Рада;</i>
<i>exchange</i>	<i>1) обмін; 2) валюта;</i>
<i>exchange rate</i>	<i>обмінний курс;</i>
<i>exchange-rate fluctuations</i>	<i>коливання обмінного курсу;</i>
<i>foreign exchange</i>	<i>іноземна валюта;</i>
<i>execute</i>	<i>1) виконувати; 2) оформляти;</i>
<i>execute (perform, implement) a contract</i>	<i>виконувати контракт;</i>
<i>executive</i>	<i>керівник;</i>
<i>top executives</i>	<i>керівники (компанії, організації);</i>
<i>expand</i>	<i>розширятися;</i>
<i>expertise</i>	<i>особливі знання, компетентність;</i>
<i>export</i>	<i>експорт; вивезення;</i>
<i>export management company</i>	<i>компанія, що керує експортом;</i>
<i>export trading company</i>	<i>експортна компанія;</i>
<i>export/transit/import tariff</i>	<i>експортний / транзитний / імпортний тариф;</i>
<i>extend</i>	<i>протягати; подовжувати; розширювати;</i>
<i>extending credit</i>	<i>довгостроковий кредит;</i>
<i>extension of credit</i>	<i>продовження кредиту;</i>
F	
<i>facilities</i>	<i>1) засоби (обслуговування); 2) можливості;</i>
<i>fail</i>	<i>1) не мати успіху; 2) збанкрутувати; 3)</i>
<i>failure</i>	<i>зазнати поразки;</i>
	<i>1) невдача; 2) банкрутство;</i>
<i>fall</i>	<i>1) падати; 2) зазнати краху; 3) випадати; 4)</i>

<i>fall (get, run) into debt</i> <i>fall out</i>	потрапляти; наробити боргів; розвалитися;
<i>fault</i>	1) недолік, дефект; 2) промах, помилка;
<i>feathers</i>	пір'я;
<i>fee</i> <i>fees and royalties</i> <i>initial fee</i> <i>commission fee</i> <i>customs fee</i>	1) винагорода; 2) гонорар; 3) збір; 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> [ˈfainæns] <i>finance</i> [faiˈnæns] <i>financial</i> [faiˈnæns] <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> [flaʊt] <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) іти 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>	1) франшиза, особливий контракт; 2) право, або привілеї в продажі товарів або послуг під назвою 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>franchisee</i>	
<i>franchiser</i>	
<i>franchising</i>	
<i>freight</i>	фрахт (судна і т. ін.);
<i>fuel (petrol, gas)</i>	пальне;
<i>fulfil</i>	1) виконувати; 2) здійснювати; виконання обов'язків;
<i>fulfilment</i>	
<i>furnish</i>	постачати;
<i>furnish smb with smth</i>	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>	1) одержувати; 2) заробляти; 3) досягати; 4) домагатися; 5) визначати; 6) діставатися; 7) зазнавати; отримати підвищення; бути у хороших відносинах; проходити митний догляд;
<i>get a raise</i>	
<i>get along well</i>	
<i>get through the customs</i>	
<i>give</i>	давати;
<i>give directions (to smb)</i>	давати інструкції (комусь);
<i>go up</i>	піднімати (ціну)
<i>good</i>	товар;
<i>inferior good</i>	товар низької якості;
<i>goods</i>	1) товар, товари; 2) речі, майно, вантаж, багаж; товар-доповнення (goods – традиційний іменник у значенні <i>товар, товари</i> вживається тільки у множині. Але в особливих економічних текстах це слово використовується у однині, як звичайний злічуваний іменник.); готові вироби, готова продукція; товар, який продається за дуже низькою ціною, яка приваблює покупців;
<i>complement good</i>	
<i>final goods</i>	
<i>loss-leader item</i>	
<i>normal good</i>	
<i>inferior good</i>	

	<i>товар стандартної якості; товар низької якості;</i>
goodwill	<i>ділова репутація; престиж фірми;</i>
grant	<i>1) дотація; субсидія; 2) надавати (знижку, кредит); 3) давати дотацію (субсидію);</i>
grant a discount	<i>надавати знижку;</i>
grant-in-aid	<i>дотація, субсидія, фінансова допомога;</i>
grocery	<i>бакалійна крамниця;</i>
gross	<i>1) валовий; 2) бруто;</i>
gross domestic product (GDP)	<i>валовий національний продукт (ВНП);</i>
gross national product (GNP)	<i>валовий внутрішній продукт (ВВП);</i>
gross pay	<i>оплата з вирахуваннями;</i>
gross margine	<i>валовий прибуток;</i>
by the gross	<i>гуртом;</i>
guide	<i>керувати, спрямовувати;</i>
H	
hand	<i>1) рука; 2) бік; сторона; 3) передавати;</i>
hand in	<i>вручати;</i>
hand over	<i>передавати;</i>
handle	<i>1) керувати; 2) амер. торгувати, продавати;</i>
handle (make, undertake) a transaction	<i>виконувати (укладати) угоду;</i>
hand-over/transfer	<i>переводити (пересилати);</i>
hardware	<i>металеві вироби;</i>
head	<i>1) керівник; 2) начальник;</i>
head buyer	<i>керівник відділу постачання;</i>
head of department	<i>керівник відділу;</i>
headquarter	<i>штаб-квартира;</i>
hedging	<i>страхування від збитків (хеджування);</i>
heavy	<i>1) важкий; 2) великий;</i>
heavy expences	<i>великі витрати;</i>
heavy order	<i>велике замовлення;</i>
hire	<i>наймати;</i>
hold	<i>1) тримати; 2) володіти; 3) вміщувати; 4)</i>
hold an annual meeting	<i>проводити;</i>
hold the position	<i>проводити щорічні збори;</i>
holder	<i>займати посаду;</i>
holder of a bill	<i>1) власник; 2) пред'явник;</i>
hold on (hold the line)	<i>той, хто має вексель;</i>
hold up	<i>тримати (телефонну) трубку;</i>
holding	<i>затримувати;</i>
	<i>1) (орендоване нерухоме) майно; 2) внески;</i>
hospitality	<i>гостинність;</i>

<i>housing</i>	житлове будівництво;
I	
<i>immediately</i> (promptly, urgently, right now)	терміново;
<i>impose (on, upon)</i> <i>impose a tax</i>	оподатковуватися; нав'язувати(комусь); обкласти 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>insemnify bond</i>	відшкодувати; компенсувати; відшкодування; гарантійний лист;
<i>inflation</i> <i>inflation rate</i> <i>suppressed inflation</i>	інфляція; 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, інвентар;
<i>investment</i> <i>portfolio investment</i>	інвестиції; портфельні інвестиції;
<i>invoice</i>	рахунок-фактура;
<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>	з'єднаний, спільний; спільна дія; співвласник; акціонерний капітал; акціонерний; співоренда;

<i>joint venture</i>	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 кого-небудь;
<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) гробух; 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; зареєстрований лист; акредитив;
<i>levy</i> ['levi]	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; зобов'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>	1) лінія; 2) особливість, риса; 3) рід

<i>line chain of command</i>	діяльності; заняття, спеціальність, фах;
<i>line of credit</i>	лінійна структура підпорядкування;
<i>line position</i>	кредитний ліміт;
<i>list</i>	лінійна посада;
<i>list price</i>	1) список; 2) реєстр;
<i>load (cargo)</i>	ціна за преїскурантом;
<i>load into/onto</i>	1) вантаж; 2) вантажити;
<i>loading</i>	вантажити на ... ;
<i>loan</i>	завантаження;
<i>mortgage loans</i>	позика;
<i>location</i>	позика під нерухомість;
<i>loss</i>	місце розташування;
<i>offset losses</i>	1) шкода; 2) збиток; 3) втрата;
<i>loyal</i>	компенсувати збитки;
	вірний, відданий;
M	
<i>mail</i>	1) пошта; 2) посилати поштою;
<i>junk mail</i>	рекламні матеріали, що розповсюджуються
<i>mail-order house</i>	через пошту;
<i>by return (of) mail</i>	посилторг;
	звотною поштою;
<i>maintain</i>	підтримувати;
<i>maintenance</i>	1) підтримка; 2) догляд; 3) експлуатація;
<i>make</i>	1) робити; 2) складати; 3) здійснювати; 4)
<i>make a career (in smth)</i>	заробляти; 5) укладати; 6) визначати; 7)
<i>make a claim</i>	призначати (на посаду);
<i>make a loan (to smb)</i>	робити кар'єру (у чомусь);
<i>make a profit on the sale</i>	пред'являти претензію;
<i>make an appointment (with smb)</i>	давати позику (комусь);
<i>make calculations</i>	отримати прибуток у процесі продажу;
<i>(amendments)</i>	призначити ділову зустріч (з кимось);
<i>make decisions</i>	робити перерахунки (поправки);
<i>make more precise/exact/accurate (to specify, to define more exactly/precisely/accurately)</i>	приймати рішення;
	уточнювати;
<i>management</i>	1) керування, управління, менеджмент; 2)
<i>management buy-in</i>	адміністрація, дирекція;
<i>management buy-out</i>	купівля менеджерами контрольного пакету акцій іншої компанії;
	купівля менеджерами контрольного пакету

<i>managerial approach</i>	акцій своєї компанії; керівний підхід;
<i>manual</i>	1) підручник; 2) статут; 3) ручний;
<i>manufacture</i> <i>manufacturer</i> <i>manufacturing</i>	виробляти; 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> ['mʌnɪtəri] <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>	1) потребувати; 2) заслужувати; потребувати юриста;

<i>be in (urgent) need of smth</i>	(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;
<i>official</i>	офіційний;
<i>omission</i> <i>omit</i> <i>omit to do (doing)</i>	пропуск; 1) пропускати; 2) випускати; 3) опускати; не зробити;
<i>operation</i> <i>put into operation</i>	1) робота; 2) дія; 3) експлуатація; вводити в дію;
<i>opportunity</i> <i>lose an opportunity</i>	1) шанс (можливість); 2) зручна нагода; втратити шанс (можливість);

<i>seize one's opportunity (chance); take an opportunity have the opportunity of doing smth</i>	скористатися можливістю; мати можливість зробити що-н.;
<i>oppose</i>	оскаржити;
<i>option at (in) our (your) option</i>	вибір, право вибору; на (ваш) розгляд;
<i>order online ordering against (on) Order No. cash with order by order for order's sake</i>	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;
<i>organization organization structure organizational chart</i>	організація; організаційна структура; організаційна схема;
<i>origin</i>	походження;
<i>outer</i>	зовнішній;
<i>outgrowth</i>	продукт, результат;
<i>outlet</i>	ринок збуту, торгівельна точка; торгівельне підприємство;
<i>output</i>	1) продукція; 2) об'єм виробництва; 3) випуск;
<i>outside outside the seller's control</i>	1) за межами; 2) зовнішня сторона; незалежний від продавця;
<i>overall</i>	повний;
<i>overlook smth</i>	1) не помітити, випустити щось із виду; 2) дивитися на щось зверху; 3) наглядати;
<i>overseas overseas transport</i>	заморський; морське перевезення;
<i>oversight through an oversight</i>	1) недогляд, помилка; 2) нагляд; через недогляд;
<i>overtime</i>	надурочний час;
<i>own</i>	1) власний; 2) власник;
P	
<i>pack packing cost of packing Packing List (Sheet)</i>	пакувати; упаковка; вартість упаковки; упаковочний лист;
<i>parcel by parcel post</i>	1) пакет; пачка; посылка; 2) партія (товару); поштовим відправленням;
<i>part</i>	1) частина; 2) участь; 3) значення; 4) група,

<i>partial owner</i> <i>part-payment</i> <i>spare and wear parts</i> <i>party</i>	фракція; співвласник; часткова оплата; запасні та зношуючі деталі; юридична сторона
<i>particular</i>	1) <i>подробиця</i> ; 2) <i>деталь</i> ; 3) <i>особливий</i> ; 4) <i>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>	1) <i>платити</i> ; 2) <i>звертати увагу</i> ; <i>сплатити борг (комусь)</i> ; <i>сплатити за пред'явленням</i> ; <i>платити готівкою</i> ; <i>платіжний чек</i> ; <i>сплачувати дивіденди</i> ; <i>сплатити натурою</i> ; <i>платити за що-н.</i> ; <i>сплатити за першою вимогою</i> ; <i>сплачувати</i> ; <i>сплатити за наказом</i> ; <i>підлягає оплаті</i> ; <i>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 payment, manner of payment)</i>	<i>оплата</i> ; <i>гарантія платежу</i> ; <i>оплата по результатам</i> ; <i>попередня оплата</i> ; <i>оплата витрат</i> ; <i>платежі, що здійснюються в розрахункових пунктах</i> ; <i>поетапна оплата</i> ; <i>спосіб оплати</i> ;
<i>penalty</i> <i>have a right to claim a penalty</i>	1) <i>покарання</i> ; 2) <i>штраф</i> ; <i>пеня</i> ; <i>мати право вимагати пеню</i> ;
<i>per capita (per head)</i> <i>per capita consumption</i> <i>per unit</i> <i>per hour</i> <i>per cent (percent)</i>	<i>на людину (на душу населення)</i> ; <i>споживання на душу населення</i> ; <i>за одиницю</i> ; <i>погодинно</i> ; <i>відсоток (процент)</i> ;
<i>peril</i>	1) <i>небезпека</i> ; 2) <i>ризик</i> ;
<i>pile up</i>	<i>накопичувати, збільшувати</i> ;
<i>pilferage</i>	<i>розкрадання</i> ;
<i>place</i> <i>place an order with smb</i> <i>plane</i>	1) <i>місце</i> ; 2) <i>положення</i> ; 3) <i>посада</i> ; 4) <i>розміщувати</i> ; 5) <i>робити замовлення</i> ; <i>розміщувати замовлення у кого-н.</i> ; <i>літак</i> ;

<i>jet plane</i>	реактивний літак;
<i>pledge</i>	закласти;
<i>pledge goods with a bank</i>	покласти товар під заклад у банк;
<i>policy</i>	1) політика; 2) поліс;
<i>policy of insurance (insurance policy)</i>	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>	1) готувати; 2) підготовляти;
<i>preparation of payrolls</i>	підготовка відомостей (звітів)
<i>pressure</i>	1) тиск; 2) вплив; 3) скрутні обставини;
<i>work under pressure</i>	працювати під тиском;
<i>pressure of work</i>	завантаженість терміновою роботою;
<i>prevent</i>	1) запобігати 2) зупиняти;
<i>price</i>	ціна;
<i>asking price</i>	перша ціна;
<i>attractive price</i>	приваблива ціна;
<i>cut price</i>	ціна із значною знижкою;
<i>equilibrium price</i>	рівноцінна ціна;
<i>off-even pricing</i>	ціна, яка не досягає до круглої цифри, але стимулює бажання у покупця купити цю річ;
<i>acceptable price</i>	розумна ціна;
<i>best price</i>	найнижча ціна;
<i>competitive prices</i>	конкурентноспроможні ціни;
<i>cost price</i>	собівартість;
<i>cut price</i>	ціна із значною знижкою;
<i>equilibrium price</i>	рівноцінна ціна;
<i>final price</i>	кінцева ціна;
<i>price competition</i>	конкуренція у ціноутворенні;
<i>price de-emphasis</i>	спроба продажу товару не за рахунок низької ціни, а за рахунок інших факторів;
<i>price emphasis</i>	продаж товару за рахунок низької ціни;
<i>price leader</i>	виробник (встановлює найнижчу ціну на певну продукцію);
<i>price sensitive item</i>	товар, рівень продажу якого залежить від ціни;
<i>pricing</i>	ціна;
<i>pursue unsound price policies</i>	калькуляція цін;
<i>pursue unsound price policies</i>	вести нерозумну ціноутворюючу політику;
<i>reasonable price</i>	ціна, що пропонується;

<i>unreasonable price</i>	розумна ціна; нерозумна ціна;
<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> <i>profitability</i> <i>anticipated profit</i>	прибуток; прибутковість; запланований прибуток;
<i>prohibit</i>	забороняти;
<i>proof</i> <i>final proof of quality</i>	доказ; підтвердження якості;
<i>property</i>	власність;
<i>prospect</i>	1) перспектива; 2) проспект; 3) публікація;
<i>prosperity</i>	розквіт;
<i>provide</i> <i>provide channels</i> <i>provide data</i> <i>provided (that)</i> <i>provision</i> <i>provisional</i>	1) постачати; 2) надавати; 3) забезпечувати; забезпечувати системою збуту; забезпечувати відомості; при умові, що; у тому випадку, (якщо); 1) умова; 2) положення; попередній;
<i>proximo</i> <i>on the 2nd proximo</i>	наступного місяця; 2 числа наступного місяця;
<i>public</i> <i>public procurement</i> <i>publicity</i> <i>in public</i> <i>publicity</i>	1) суспільний; громадський; 2) народний; державна закупівля; пропаганда; відкрито; публічно; реклама;
<i>punitive</i> ['pjʉ:nitiv] <i>punitive measure</i>	каральний; каральний захід;

<i>purchase</i>	1) купівля; 2) покупка; 3) вартість; 4) перевага; 5) точка опори; 6) купувати;
<i>purchase order (p.o.)</i>	замовлення на купівлю;
<i>purchasing power</i>	купівельна спроможність;
<i>purchaser</i>	покупець;
<i>put</i>	1) додавати; 2) приводити; 3) оцінювати; 4) пропонувати; 5) призначати;
<i>put a visa on a passport</i>	поставити візу у паспорт;
<i>put an amount of money</i>	вкласти гроші;
<i>put data</i>	закладати дані (відомості);
<i>put policies into effect quickly</i>	швидко досягти хороших результатів;
<i>put into port</i>	входити в порт;
<i>put forward a claim</i>	пред'явити претензію;
<i>put forward a quotation</i>	пред'явити пропозицію;
Q	
<i>quota</i>	квота, норма;
<i>quote</i>	визначення ціни;
<i>quote (a price)</i>	призначати (ціну, умови);
<i>quotation</i>	1) котировка; 2) ціна; 3) курс; 4) пропозиція;
R	
<i>ransom</i>	викуп;
<i>rate</i>	1) розмір; 2) норма; 3) ставка; 4) курс;
<i>basis rate</i>	базисна ставка;
<i>rate of exchange</i>	валютний курс;
<i>rating</i>	1) потужність; 2) продуктивність;
<i>ratio</i>	1) коефіцієнт; 2) раціон;
<i>ratio analysis</i>	аналіз коефіцієнтів;
<i>Return on Investment Ratio</i>	коефіцієнт повернення інвестицій;
<i>receipt</i>	1) отримання; 2) розписка; 3) квитанція; 4) отримувати;
<i>recession</i>	рецесія, спад;
<i>reciprocal</i>	взаємний;
<i>reciprocal trading</i>	взаємовигідна торгівля;
<i>record</i>	документ, запис, протокол;
<i>recruit</i>	комплектувати;
<i>recruitment</i>	набір штату;
<i>red-tape</i>	канцелярська робота;
<i>reduce</i>	знижувати;
<i>reduction</i>	зниження;
<i>reduction in the price</i>	зниження ціни;
<i>refer (smth to smb)</i>	1) передавати (щось на розгляд когось); 2) посилатися (на когось (щось));

<i>referrals, reference with reference to</i>	посилання; посилаючись на;
<i>refuse refuse to specialize their productive efforts</i>	1) відмовлятися; 2) відкидати; 3) заперечувати; відмовляються від спеціалізації в галузі виробництва;
<i>refund</i>	повертати; відшкодовувати (грошові суми);
<i>register register a company</i>	1) реєструвати; 2) показувати; 3) запам'ятовувати; zareєструвати компанію;
<i>regulations</i>	правила;
<i>reimburse reimbursement</i>	відшкодовувати, оплачувати, повертати; відшкодування;
<i>reject reject (to decline) a claim (an offer, a proposal) rejection reject the goods</i>	1) відхиляти; 2) бракувати; 3) відкидати; відхиляти претензію (пропозицію); відмова; відмовитись від товару;
<i>relation relationship in relation to trading relations</i>	зв'язок; взаємовідносини; відносно; торгові зв'язки;
<i>rely (on smb, smth)</i>	покладатися (на щось, когось);
<i>remedy remedy the defects</i>	виправляти; виправити дефекти;
<i>remember Remember me Mr. P.</i>	1) пам'ятати; 2) згадувати; Передайте від мене вітання Містеру П.;
<i>remind remind smb of smth reminder</i>	нагадувати; нагадувати комусь про щось; нагадування;
<i>remit remittance</i>	переказувати (гроші); переказ (грошей);
<i>render render a service</i>	1) платити; 2) подавати; 3) надавати; 4) відтворювати; надавати послугу;
<i>rent</i>	рента, орендна плата, прибуток з нерухомості;
<i>repay</i>	повертати борг;
<i>replace replacement replacement parts</i>	1) замінювати; 2) згадувати; заміна; частини для заміни;
<i>replication</i>	копіювання (досвіду);
<i>reply in reply to</i>	відповідь; 2) відповідати (на - to); у відповідь на;

<i>report</i> <i>turn in the report</i> <i>report of survey</i>	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; 6) долати перешкоду; ризикувати; йти швидко (про поїзди, автобуси);
S	
<i>sale</i> <i>inhibit the sale</i>	торгівля; заважати торгівлі;

sale consignment sales sales trainee	1) збут; 2) торгівля; продаж товарів за дорученням за комісійну винагороду; торговий стажер;
satellite satellite communication	1) супутник; 2) прихильник; супутниковий зв'язок;
save	економити;
schedule	1) розробляти план; 2) розклад;
security securitization of credit cards debts	1) безпека; 2) охорона; 3) забезпечення, гарантія; 4) упевненість; 5) порука; гарантування боргів по кредитних картках;
self-sufficient	самозабезпечений;
sell sell abroad	1) продавати; 2) рекламувати; продавати за кордон;
service extra services service and maintenance	1) праця, робота; 2) послуга; 3) сервіс; 4) експлуатація; додаткові послуги; експлуатація та обслуговування;
set set objectives set oneself a task set prices (to charge prices)	1) ставити, розміщувати; 2) подавати (приклад); 3) набар, комплект; 4) установка; ставити мету; поставити завдання; встановлювати ціни;
settle settle a debt (with smb) settlement settle the matter	1) поселятися; 2) обґрунтовувати; 3) вирішувати; виплатити борг (комусь); 1) поселення; 2) обґрунтування, урегулювання; владнати питання;
share share capital	Noun 1) частка; 2) акція, пай; Verb 1) ділити; 2) брати участь; 3) поділяти (думку); акціонерний капітал;
shifting	1) перенос; 2) перестановка;
ship shipment (consignment) shipping shipping documents shipping specification shipowner shipping agent	1) завантажувати на корабель; 2) перевозити (відправляти) вантаж будь-яким видом транспорту; 1) вантаж (партія товару); 2) завантаження, відвантаження (не вживається означений артикль); транспортування; документація відвантаження; специфікація відвантаження; власник судна; експедитор;

shop shopping centre shopping guide	1) крамниця; 2) цех; 3) професія; 4) скуповуватися; торгівельний центр; довідник магазинів;
shortage shortage (of smth)	1) дефіцит; 2) нестача, брак (чогось); 3) недолік; недостача (чогось);
short-delivery (short-shipment)	недопоставка, неповна поставка;
sight at sight	Noun 1) зір; 2) погляд; 3) вигляд; 4) поле зору; Verb 1) побачити; 2) спостерігати; на пред'явника;
simplify	спрощувати;
single single copies of a catalogue (brochure etc)	1) один, єдиний; 2) суцільний, цілий; по одному екземпляру каталогу (брошури та ін.);
spare spare parts (spares)	запасний; запасні частини;
specification	1) специфікація; 2) технічні умови; 3) уточнення;
specimen specimen letters	зразок; зразки листів;
staff (personnel) staffing temporary or permanent staff	штат; підбір та розташування кадрів; постійний або тимчасовий штат;
stample	перевіряти;
standard standard of living Government standard standard form of a contract	1) стандарт; 2) норма; 3) грошова система; життєвий рівень; державний стандарт; типовий контраст;
standby standby reserve	1) надійний; 2) запасний; резервний запас;
start start own business start with especially low prices starting starting equipment	1) починати; 2) стартувати; розпочати свою справу; починати з особливо низьких цін; 1) пусковий; 2) початковий; пусковий пристрій;
state as stated statement statement of account profit and loss statement	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;
statute ['stætju:t]	1) статут; 2) законодавчий акт;

<i>status</i> <i>financial status</i>	1) статус; 2) стан; фінансовий стан;
<i>steady</i>	стійкий, постійний;
<i>stock</i> <i>stock certificate</i> <i>stockbroker</i> <i>stock-in-trade</i> <i>in stock</i> <i>issue and sell stock</i> <i>joint stock company</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>store</i> <i>storage</i> <i>store of value</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>sublet</i>	передавати в найм;
<i>submit</i> <i>submission</i>	1) доводити; 2) твердити; 3) представляти (на розгляд); передача на розгляд;
<i>subsequent</i>	наступний;
<i>subsidiary</i> <i>free standing subsidiary</i>	помічник; незалежне дочірнє підприємство;
<i>substitute</i>	1) заміна; замінник; 2) замінити;
<i>sue</i> <i>be sued</i>	переслідувати судовим порядком; підпадати під розгляд карної справи;
<i>suffer</i> <i>suffer losses (to suffer defeat)</i>	1) страждати; 2) дозволяти; 3) терпіти; 4) бути покараним; нести збитки;
<i>sufficiency</i> <i>subscribe</i> <i>self-sufficiency</i> <i>viewpoint</i> <i>sufficient</i>	1) статок; 2) здатність; уміння; 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>	підтримка;

<i>on-going support</i>	<i>постійна підтримка;</i>
<i>surplus</i>	<i>надлишок;</i>
<i>survive</i>	<i>оглядати, досліджувати;</i>
<i>swap</i> [swop] <i>swap (smth for smth)</i>	<i>обмін; міняти (щось на щось);</i>
T	
<i>take</i> <i>take risks (to run a risk)</i> <i>take title to the goods</i> <i>take/assume responsibility</i>	<i>1) оволодівати; 2) орендувати; 3) потребувати; 3) споживати; 4) їздити; 5) впливати; 6) зазнати; ризикувати; купляти товар як власність; приймати (на себе) відповідальність;</i>
<i>tangible</i> <i>tangible assets</i> <i>tangible item</i>	<i>матеріальний; матеріальні активи; матеріальний предмет;</i>
<i>tariff</i>	<i>тариф, мито;</i>
<i>task</i> <i>task in hand</i>	<i>1) справа; 2) обов'язок; 3) мито; 1) розпочата робота; 2) найближче завдання;</i>
<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>податок; пільги з оподаткування; пакет законів стосовно зменшення податків; норма податків; пом'якшення податків; прибуток за рахунок податкових надходжень; податкові надходження;</i>
<i>taxable</i>	<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; з точки зору; у відношенні; у грошовому вираженні; довгостроковий; довгостроковий вклад; довгострокова (короткострокова) позика; на умовах; умови продажу; умови платежу;</i>
<i>terminal</i> <i>terminus, termini</i>	<i>1) термінал; 2) межа; 3) висновок; 4) кінець; кінцева зупинка;</i>
<i>test</i> <i>test report</i> <i>test certificate</i> <i>running test</i>	<i>1) випробування; 2) перевірка; 3) тест; 1) звіт про випробування; 2) протокол випробування; свідоцтво про випробування;</i>

<i>service test</i>	<i>поточне випробування; 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; 5) термін; термін поставки; своєчасно;</i>
<i>title</i>	<i>1) назва; 2) звання; 3) право; право на власність; 4) титул;</i>
<i>ticket</i> <i>open-date ticket</i> <i>return ticket</i>	<i>білет; квиток; білет з відкритою датою; зворотний квиток;</i>
<i>tie</i> <i>be tied in with the company</i> <i>product</i>	<i>зв'язувати; мати відношення до кінцевого 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>trade-in allowance</i> <i>trade gap</i> <i>trademark</i> <i>trade price</i> <i>trade-union</i> <i>trade-off</i>	<i>торгівля; зона вільної торгівлі; грабіжницька торгівля; торговельний дефіцит; торговий податок; торговельний надлишок; сума грошей, сплачена за стару річ і включена у рахунок купівлі нової; дефіцит торговельного балансу; торгова (фабрична) марка; гуртова ціна; профспілка; альтернатива;</i>
<i>traffic</i>	<i>1) рух (транспорту); 2) торгівля (часто незаконна); 3) перевезення; 4) торговельні угоди;</i>
<i>transaction</i>	<i>банківська операція, угода;</i>
<i>transfer</i> <i>transfer</i> <i>unilateral transfers</i>	<i>Noun 1) перенесення; 2) переказ; Verb 1) переміщати; 2) переказувати (гроші); односторонні перекази;</i>
<i>transit</i> <i>during (in) transit</i>	<i>1) проходження; 2) перевезення; 3) зміна; 4) переміщення; 5) транзит; під час перевезення;</i>
<i>transmission</i>	<i>пересилка;</i>
<i>treatment</i> <i>to put to a treatment</i>	<i>1) ставлення; поводження; 2) лікування; догляд; 3) трактування; 4) обробка (чогосьь); піддавати обробці;</i>
<i>trend</i>	<i>тенденція, загальний напрямок;</i>

<i>trial</i> <i>trial balance</i>	1) суд; 2) спроба; пробний баланс;
<i>triplicate</i> <i>in triplicate</i>	третій екземпляр; в трьох кеземплярах;
<i>turn</i> <i>in turn</i> <i>do not turn over</i>	1) обертання; 2) зміна напряму; 3) черга; 4) послуга; 5) перегортати; 6) бути в обігу; 7) отримувати прибуток; по черзі; не кантувати (надпис на ящиках);
U	
<i>ultima</i> <i>ultimate</i>	1) лат. кінець слова; 2) остаточний; 1) останній; 2) крайній; 3) основний; 4) критичний; 5) максимальний; 6) остаточний;
<i>ultimatum</i>	1) заключне слово; 2) ультиматум;
<i>undercover</i>	1) таємний; 2) секретний; 3) прихований;
<i>undergo</i>	1) зазнавати; 2) зносити;
<i>undersign</i> <i>undersigned</i>	підписувати(ся); ніжчепідписаний;
<i>understand</i> <i>understanding</i>	1) розуміти; 2) припускати; 3) дізнаватися; 1) розуміння; 2) угода; 3) розумний;
<i>undertake</i> <i>undertaking</i>	1) починати; 2) ручатися; гарантувати; 3) зобов'язуватися; зобов'язання;
<i>underuse</i>	використовувати не на повну потужність;
<i>underwrite</i>	гарантувати розміщення (цінних паперів);
<i>unforeseen</i> <i>unforeseen circumstances</i> <i>unforeseen complications</i> <i>(difficulties)</i>	непередбачуваний; непередбачувані обставини; непередбачувані складнощі;
<i>unload (discharge)</i>	розвантажувати;
<i>upgrading</i>	підвищення кваліфікації;
<i>utility</i> <i>marginal utility</i> <i>utilities</i> <i>utilize</i> <i>utilization</i>	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	
<i>valid</i> <i>be valid</i>	1) вагомий; 2) чинний; 3) дійовий; бути дійсним;

validity	<i>термін дії;</i>
value face value value added tax (VAT) value of goods insurance value valued at	<i>1) вартість; 2) цінність; 3) оцінювати; номінальна вартість; податок на додану вартість (ПДВ); вартість товарів; застрахована вартість вантажу; вартістю;</i>
vary vary from ... to vary in vary with	<i>1) змінюватися; 2) відрізнятися; 3) різноманітити; 4) коливатися; змінюватися, коливатися в межах від ... до; відрізнятися (за якоюсь ознакою); відрізнятися в залежності від; залежати від;</i>
velocity velocity of money	<i>швидкість; швидкість обігу грошей;</i>
venture	<i>ризикований захід, авантюра;</i>
vessel (merchant (motor) vessel MV)	<i>торгове (моторне) судно;</i>
vice-president (vice-president of marketing, vice-president of production)	<i>віце-президент (віце-президент із збуту, віце-президент з виробництва);</i>
visa entrance (entry) visa exit visa grant a visa	<i>віза; в'їзна віза; виїзна віза; надати візу;</i>
vote by a majority vote	<i>1) голосування; 2) виборче право; 3) вотум; більшістю голосів;</i>
W	
ware warehousing warehouseman	<i>1) вироби; 2) продукти виробництва; складування товарів; власник складу;</i>
wasteful	<i>марнотратний;</i>
way in the required way (properly, proper) 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 wholesaling unit	<i>гуртова торгівля; контора продажу гуртом;</i>
withdraw withdraw a claim withdraw credit withdraw money from a bank	<i>1) відкликати; 2) відмовитися, взяти слова назад; відкликати (зняти) претензію; закрити кредит;</i>

<i>withdrawal</i>	<i>взяти гроші з рахунку; скасування, анулювання;</i>
<i>within</i>	<i>у межах;</i>
<i>worth, worthiness</i>	<i>1) цінність; значення; 2) важливість; гідність; 3) ціна; вартість; 4) багатство; майно;</i>
<i>write</i>	<i>1) писати; 2) надсилати листа; 3) вводити інформацію; 4) страхувати (життя);</i>
<i>writing in writing</i>	<i>1) записка; 2) почерк; 3) писання; 4) документ; у письмовому вигляді;</i>

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ДІЛОВА КОМУНІКАЦІЯ АНГЛІЙСЬКОЮ МОВОЮ

НАВЧАЛЬНИЙ ПОСІБНИК

Видання друге
доповнене і перероблене