

МИНИСТЕРСТВО СЕЛЬСКОГО ХОЗЯЙСТВА РОССИЙСКОЙ ФЕДЕРАЦИИ
ДЕПАРТАМЕНТ НАУЧНО-ТЕХНОЛОГИЧЕСКОЙ ПОЛИТИКИ И ОБРАЗОВАНИЯ
ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ БЮДЖЕТНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ
ВЫСШЕГО ОБРАЗОВАНИЯ «ДОНСКОЙ ГОСУДАРСТВЕННЫЙ АГРАРНЫЙ
УНИВЕРСИТЕТ»
(ФГБОУ ВО Донской ГАУ)
АЗОВО-ЧЕРНОМОРСКИЙ ИНЖЕНЕРНЫЙ ИНСТИТУТ – ФИЛИАЛ
ФЕДЕРАЛЬНОГО ГОСУДАРСТВЕННОГО БЮДЖЕТНОГО
ОБРАЗОВАТЕЛЬНОГО УЧРЕЖДЕНИЯ ВЫСШЕГО ОБРАЗОВАНИЯ
«ДОНСКОЙ ГОСУДАРСТВЕННЫЙ АГРАРНЫЙ УНИВЕРСИТЕТ» В Г.
ЗЕРНОГРАДЕ
(Азово-Черноморский инженерный институт ФГБОУ ВО Донской ГАУ)

Кафедра гуманитарных дисциплин
и иностранных языков

Ю.В. Новикова, Е.П. Гаран

ИНОСТРАННЫЙ ЯЗЫК ДЛЯ ДЕЛОВОГО ОБЩЕНИЯ

Практикум

Зерноград – 2020

УДК 811.111 (075.8)
Н73

*Печатается по решению методического совета
Азово-Черноморского инженерного института – филиала
федерального государственного бюджетного образовательного учреждения
высшего образования «Донской государственной аграрный университет»
в г. Зернограде*

Рецензент

профессор кафедры гуманитарных дисциплин и иностранных
языков, кандидат филологических наук ***М.Н. Крылова***

Новикова, Ю.В. Иностранный язык для делового общения: практикум /
Н73 Ю.В. Новикова, Е.П. Гаран. – Зерноград: Азово-Черноморский инженерный институт
ФГБОУ ВО Донской ГАУ, 2020. – 76 с.

Практикум представляет собой курс делового английского языка, состоящий из разговорных ситуаций, грамматических упражнений. В нем представлены базовые темы, встречающиеся в ежедневной работе различных компаний. Практикум предназначен для студентов неязыковых вузов гуманитарных, социально-экономических и инженерных направлений и специальностей очной и заочной формы обучения, учебные планы которых предусматривают изучение дисциплины «Иностранный язык для делового общения», а также лиц, изучающих деловой английский язык для практического использования в профессиональной деятельности.

Цель практикума – формирование письменного и устного делового общения, необходимого для осуществления будущих профессиональных обязанностей.

Рассмотрено и одобрено на заседании
кафедры гуманитарных дисциплин и иностранных языков
Протокол № 1 от 30 августа 2019 г.

Рассмотрено и одобрено методическим советом
Азово-Черноморского инженерного института ФГБОУ ВО Донской ГАУ.
Протокол № 4 от 14 февраля 2020 г.

© Новикова Ю.В., Гаран Е.П., 2020
© Азово-Черноморский инженерный институт
ФГБОУ ВО Донской ГАУ, 2020

Содержание

ВВЕДЕНИЕ.....	4
ENGLISH FOR BUSINESS LIFE.....	5
Introducing oneself.....	5
About where you work.....	7
Your business activities.....	10
Meeting and welcoming.....	13
The first two minutes.....	16
Parting and thanks.....	18
Setting up a meeting.....	20
Confirming arrangements.....	24
Changing the plans.....	27
Dealing with the unexpected.....	30
Explaining and apologizing.....	33
Making contact by phone.....	35
Leaving and taking messages.....	37
Email and telephone problems.....	39
Arriving and meeting contacts.....	45
HOW TO WRITE EMAILS.....	57
Email addresses.....	57
Sending and receiving emails.....	59
Starting and finishing emails.....	62
Making arrangements.....	65
Organizing your writing.....	68
HOW TO MAKE A PRESENTATION.....	71
Practice.....	72
ЛИТЕРАТУРА.....	75

ВВЕДЕНИЕ

Практикум по дисциплине «Иностранный язык для делового общения» предназначен для студентов неязыковых вузов гуманитарных, социально-экономических и инженерных направлений подготовки и специальностей очной и заочной формы обучения, учебные планы которых предусматривают изучение данной дисциплины, а также для широкого круга лиц, изучающих деловой английский язык для практического использования в профессиональной сфере.

Содержание практикума охватывает различные сферы делового общения на английском языке: как вести деловую деятельность, как встретиться и познакомиться с деловым партнером, как правильно попрощаться и поблагодарить, как организовать деловую встречу, вести деловую переписку в письмах, факсах и по электронной почте, как оставить и принять сообщение, составить презентацию и выступление на деловых встречах, и другие темы. Издание содержит широкий диапазон практических материалов в виде выражений, ситуативно обусловленных фраз и рекомендаций, которые необходимо иметь под рукой в различных ситуациях делового общения. Курс делового иностранного языка в вузе помогает сформировать навыки, необходимые для достижения успеха в бизнесе.

Практикум по дисциплине «Иностранный язык для делового общения» разработан в соответствии с ФГОС специальности «Экономическая безопасность». Кроме того, изучение данной учебной дисциплины предусмотрено новыми ФГОС, так как они включают формирование у обучающихся универсальной компетенции УК-4 – «Способен осуществлять деловую коммуникацию в устной и письменной формах на государственном языке Российской Федерации и иностранном(ых) языке(ах)» в категории «Коммуникация». Цель практикума – формирование письменного и устного делового общения, необходимых для осуществления будущих профессиональных обязанностей.

Introducing oneself

– Hello, are you Tom Young? – Yes, I am. // No, I am not.	– Здравствуйте, вы Том Янг? – Да. // Нет.
Good morning, my name is Mary Segal.	Доброе утро, меня зовут Мэри Сигал.
Good afternoon.	Добрый день.
I work for MTA.	Я работаю в МТА.
I work in <i>the finance department</i> .	Я работаю в <i>финансовом отделе</i>
finance // sales // IT	финансы // продажи // ИТ
What do you do?	Чем вы занимаетесь?
I'm <i>an accountant</i> .	Я – <i>бухгалтер</i> .
an accountant // an engineer a sales rep // a designer	бухгалтер // инженер торговый представитель // дизайнер
What's your first name?	Как вас зовут?
My <i>first name</i> is Yulia.	Меня зовут Юлия.
first name // a family name	имя // фамилия
What's your number?	Какой ваш номер телефона?
It's 9286258979.	Это 9286258979.
home number // work number mobile number	домашний номер // рабочий номер номер мобильного телефона
Where are you from?	Откуда вы родом?
I'm from MTA in Hamburg.	Я работаю в компании МТА в Гамбурге.
Here's my card.	Вот моя визитная карточка.
It's nice to meet you.	Приятно с вами познакомиться.
Pleased to meet you.	Приятно с вами познакомиться.

Dialogue 1

A. Hello, are you Tom Young?

B. Yes, I am.

A. My name is Mary Segal. I work for MTA in the finance department.
Here is my card.

B. Nice to meet you, Ms Segal.

A. Nice to meet you too, Mr. Young.

Dialogue 2

A. Good morning, Mr. Trump.

B. Good morning. What's your name?

A. My name is Mary Shore.

B. Pleased to meet you, Ms Shore. What do you do?

A. I am a sales rep. I work for Danone in the sales department.

B. What's your number?

A. It's 9286258979. Here's my card.

About where you work

Where do you work?	Где вы работаете?
I work in <i>an office</i> in the centre of town.	Я работаю <i>в офисе</i> в центре города.
office // factory // warehouse // building	офис // завод // товарный склад // здание
What's the address? <i>97 Geneva Road</i>	Какой адрес? <i>97 Дженева Роуд</i>
road // street // avenue // drive	дорога // улица // дорога // дорога, подъезд
It is (It's) near the station.	Он (она) рядом с вокзалом.
It's not far from the airport.	Он недалеко от аэропорта.
There are some good <i>restaurants</i> nearby.	Есть несколько хороших <i>ресторанов</i> поблизости.
restaurants // cafes // bars // shops	рестораны // кафе // бары // магазины
There are not any shops.	Нет магазинов.
Do you have a cafeteria?	У вас есть кафетерий?
Do you have a car park?	У вас есть автопарк?
We have an excellent cafeteria [,kæfə'tiəriə].	У нас есть отличный кафетерий.
There is a car park in the basement.	В цокольном этаже есть автостоянка.
My office is on <i>the first floor</i> .	Мой офис на <i>втором этаже</i> .
ground // first // second // third	первый // второй // третий // четвертый
We must meet for lunch.	Мы должны встретиться за ланчем.
Good idea.	Отличная идея.

Practice

Fill in the correct form of the verb to have in the gaps.

e.g. (you) Do you have a canteen?

Yes, we do – it's on the seventh floor.

- a. The building ten floors.
No, it doesn't, it nine.
- b. Where do you make your products?
We a factory near Naples.
- c. (your hotel) a car park?
No, it doesn't.
- d. (they)..... a warehouse near the airport?
Yes, they do.
- e. The factory any cafes or restaurants nearby.
Yes, I know, but it a good canteen.

Fill in the gaps in the dialogue using words from the box: *address, any, basement, for, have, in, in, near, on, some, where.*

A. We must meetlunch.

B. Good idea.

A.do you work?

B. I work an office the station.

A. Are there restaurants nearby?

B. No, there aren't any, but there aregood restaurants Start Street.

And wean excellent canteen.

A. What's the

B. 69 Axel Road. My office is the sixth floor.

A. Do you have a car park?

B. Yes, it's in the

Complete the examples using *there is/there are* and/or *some/any*.

e.g. – Is there any fruit juice?

– No, but there is some mineral water.

a. – Are there shops near your office?

– Yes,

b. – Do you have a car park?

– No, but a car park near the station.

- c. – Do you have shops in the building?
– Yes, on the ground floor.
- d. – Is there milk?
– Yes, it's in the fridge.
- e. – cafes or restaurants nearby?
– Yes, that's true, but in Henry Square.
- f. – a translation unit in the building?
– Yes, one in the basement.
- g. – good bars near here?
– No,
– in Oslo Street?
– No, but In Oslo Place.

Your business activities

What does your company do?	Чем занимается ваша компания?
<i>We make parts</i> for computers.	Мы <i>изготавливаем детали</i> для компьютеров.
We are (We're) in the IT company.	Мы работаем в ИТ-компании.
make parts export shoes import cars sell insurance	изготавливать детали экспортировать обувь импортировать автомобили продавать страховку
We're in the insurance business.	Мы занимаемся страховым бизнесом.
What are you working on at the moment?	Над чем вы работаете в данный момент?
We are working on a new product.	Мы работаем над новым продуктом.
We are developing a new management information system.	Мы разрабатываем управленческую информационную систему.
We're building a factory in Thailand.	Мы строим завод в Тайланде.
We're opening an office in Russia.	Мы открываем офис в России.
How is (How's) business?	Как ваш бизнес?
– Is business going well? – Yes, it is. // No, it isn't.	Бизнес идёт хорошо? Да. // Нет.
We're making a lot of money.	Мы зарабатываем много денег.
Where are your main markets?	Где ваши главные рынки?
We do a lot of business in Western Europe.	Мы активно ведем бизнес в Восточной Европе.
We do not (don't) do much business in South America.	Мы не очень активно ведем бизнес в Южной Америке.
– Do you do much business in Eastern Europe? – Yes, quite a lot. // No, not much.	У вас много предприятий в Восточной Европе? Да, довольно много. // Нет, не очень много.

Match the questions with the responses.

1. Who do you work for?
 2. What business are you in?
 3. Where's your office?
 4. Where are your main markets?
 5. How many people are there in your department?
 6. Do you have any factories in Eastern Europe?
 7. How much business do you do in the Far East?
 8. What are you working on at the moment?
 9. How's business?
- a. We do 90 per cent of our business in North America.
 - b. Yes, we have one in Hungary and one in Poland.
 - c. It's going very well.
 - d. Netax. Our head office is in Mexico City.
 - e. We're developing a new management information system.
 - f. Quite a lot. We have an office in Hong Kong.
 - g. We're in the engineering industry.
 - h. About 20.
 - i. I work in an office in the centre of town.

Read the statement, then write a statement about your own company (or one you know).

Prada SA make satellite dishes. Their head office is in Paris, but their main factories are in India. They are building a new factory near Bombay at the moment. They are developing a new «mini-dish» (спутниковая тарелка).

Write sentences about your company, using a table as a guide.

e.g. We do about 35% of our business in the Far East.

We do about	ten per cent (10%) fifty per cent (50%)	of our business in	Western Europe. the Far East. South America.
We import about	ninety per cent (90%)	of our materials from	
We export about		of our products to	

Complete these sentences with:

- a lot of, a lot, many
- the correct form of *make* and *do*

e.g. – Are you making any profit?
 – No, not very much.

a. – What does your company ?
 – We sell shoes.

b. – We work for Microsoft.

c. – How sales reps do they have?
 – Not very

d. – We parts for the car industry.

e. – We customers in France.

f. – Are there hotels near you?
 – Yes, quite

g. – We don't business in Central America.

h. – We aren't money.

i. – What are you?
 – I'm a telephone call.

j. – How time do you need?
 – Not very

k. I like my job very

l. I'm coffee – would you like some?

Meeting and welcoming

Good morning, my name is Bill Smith.	Доброе утро, меня зовут Билл Смит.
Welcome to KPG.	Добро пожаловать в КППГ.
I would like to welcome you to KPG.	Я хотел бы поприветствовать вас в КППГ.
Good morning. // Good afternoon. // Good evening.	Доброе утро. // Добрый день. // Добрый вечер.
– How was your <i>trip</i> ? – It was fine. // Oh, good. // It was terrible.	– Как прошла ваша <i>поездка</i> ? – Прекрасно. // Хорошо. // Ужасно.
trip // journey // flight	поездка // путешествие // рейс
Oh, dear.	О, Боже.
Was the plane on time?	Самолет прилетел вовремя?
early // late // on time	рано // поздно // вовремя
– Were the arrangements OK? – Yes, they were. // No, they were not.	– Договоренности в силе? – Да, в силе. // Нет, не в силе.
This is Fran Cotton, our PR Manager.	Это Фран Коттон, наш пиар-менеджер.
How do you do? Pleased to meet you.	Приятно познакомиться. Рад встрече с вами.
Nice to meet you.	Приятно познакомиться.
Nice to meet you, too.	Приятно с вами познакомиться тоже.
I am from France. I'm French.	Я из Франции. Я – француз.
I speak English a little.	Я говорю по-английски немного.
I know a few words.	Я знаю несколько слов.

Fill in the gaps in this table. Then write examples. Make sure you can say your nationality and language in English.

Country	Nationality	Language
Brazil	Portuguese
.....	British	English
China	Chinese
Egypt	Egyptian
.....	French	French
Hungary	Hungarian
Japan	Japanese
Russia	Russian
United States	English

e.g. Linda Spark speaks Portuguese. She's from Brazil.

Fill in the gaps with the words in the box.

Arabic words	cars in the car park	Chinese phrases
coffee	dollars	milk
people	Spanish	cash

e.g. *I have a few dollars.*

1. She has a little She can pay.
2. Yes, I'd like a cup of, please.
3. I speak a little
4. I learnt a fewwhen I went to Beijing.
5. I know a few
6. There is a little in the bottle.
7. There were a few
8. A few weren't very friendly.

Match responses to the prompts.

- | | |
|----------------------------------|---------------------------|
| 1. Welcome to KPG. | a. How do you do? |
| 2. Do you know any French words? | b. It was OK. |
| 3. Good morning. | c. It's nice to meet you. |
| 4. Do you speak Chinese? | d. Thank you. |
| 5. How are you? | e. Yes, a few. |
| 6. It's nice to meet you. | f. I'm fine, thanks. |
| 7. How do you do? | g. Good morning. |
| 8. How was your trip? | h. Yes, a little. |

Learn the dialogue «Meeting an associate off a plane» «Встреча партнера в аэропорту».

A: Hello, I'm Sandy Atar.

B: Hi. My name is Max Trompowski.

A: Nice to meet you.

B: Nice to meet you too.

A: How was your trip?

B: It was terrible.

A: Oh dear. Was the plane late?

B: Yes, it was.

A: Were the hotel arrangements OK?

B: No, I'm afraid not.

A: Anyway, welcome to Brussels.

The first two minutes

<p>– How are you? How is your family?</p> <p>– Fine. Not too bad. We are all fine.</p>	<p>– Как вы поживаете? Как поживает ваша семья?</p> <p>– Прекрасно. Неплохо. У нас всё хорошо.</p>
<p>How is (How's) your business?</p>	<p>Как идёт ваш бизнес?</p>
<p>– Is it going well?</p> <p>– It is doing very well.</p>	<p>– Он идёт хорошо?</p> <p>– Он идёт очень хорошо.</p>
<p>Is it your first visit to the United States?</p>	<p>Это ваш первый приезд в США?</p>
<p>– How do you like New York?</p> <p>– I really like it. It's very interesting.</p>	<p>– Вам нравится Нью-Йорк?</p> <p>– Мне он действительно нравится. Он очень интересный.</p>
<p>How long are you for?</p> <p>I am here for two days.</p>	<p>Как долго вы здесь?</p> <p>Я здесь два дня.</p>
<p>When are you leaving?</p>	<p>Когда уезжаете?</p>
<p>I hear you are leaving tomorrow morning.</p>	<p>Я слышал, что вы уезжаете завтра.</p>
<p>No, I'm leaving tomorrow evening.</p>	<p>Нет, я уезжаю завтра вечером.</p>
<p>What are you doing this afternoon?</p>	<p>Что вы делаете сегодня днем?</p>
<p>I'm meeting our distributor.</p>	<p>Я встречаюсь с дистрибьютером.</p>
<p>– Are you doing anything on Monday evening?</p> <p>– Yes, I am. // No, I'm not.</p>	<p>– Вы делаете что-нибудь в понедельник вечером?</p> <p>– Да. // Нет.</p>
<p>It's nice to talk to you.</p>	<p>Приятно было пообщаться с вами.</p>
<p>It's nice to talk to you, too.</p>	<p>С вами тоже приятно пообщаться.</p>
<p>Have a good stay. Enjoy your stay.</p>	<p>Приятного пребывания. Приятного пребывания.</p>

Write the correct prepositions: *on, in*. Note that in some cases, no preposition is needed.

e.g. He is leaving Madrid....Tuesday morning.

He is leaving Madrid on Tuesday morning.

1. She is visiting her distributor..... tomorrow morning.
2. They are flying home..... Saturday afternoon.
3. We are taking the sales team to a restaurant this evening.
4. He's going home Wednesday – his flight is the morning.
5. The design team are working.....tonight – the deadline istomorrow morning.
6. We're meeting againthe morning.
7. The customer is collecting the samplesthe evening.

Write these abbreviations in full.

Mon Fri Tue Sat
 Wed Sun Thu

Imagine a colleague is asking about your plans.

Write answers to the questions.

e.g. What are you doing tomorrow?

I'm visiting some customers.

1. What are you doing later today?

2. Are you doing anything tomorrow morning?

3. What are you doing tomorrow afternoon?

4. Are you doing anything the day after tomorrow?

5. What are you doing this weekend?

6. What are your plans for next week?

Think of people you work with, and write examples. Use the table as a guide.

I	hear	you are leaving in the morning.
We	believe	you speak Chinese.
	understand	you know my boss.
	see	you are visiting Hong Kong next week.

e.g. *I hear you are leaving tomorrow.*

Parting and thanks

Many thanks for your help.	Большое спасибо за вашу помощь.
Thank you for everything.	Спасибо за всё.
It is (It's) my pleasure. Not at all.	Пожалуйста. Не за что.
No problem. You are (You're) welcome.	Нет проблем. Пожалуйста.
Call me on Monday. I will.	Позвоните мне в понедельник. Хорошо.
Do not (Don't) forget to send those figures. I (will not) won't.	Не забудьте отправить эти цифры. Хорошо, не забуду.
I will (I'll) email you next <i>week</i> .	Я отправлю вам электронное письмо на следующей неделе.
week // month // year	неделя // месяц // год
I'll see you in the <i>spring</i> .	Увидимся весной.
spring // summer // autumn // winter	весна // лето // осень // зима
at Christmas in the New Year	на Рождество на Новый год
in January in February	в январе в феврале
We'll see you in February.	Мы увидимся в феврале.
Give my regards to your MD.	Передайте привет вашему техническому директору.
– Say hello to your wife. – I will.	– Передайте привет вашей жене. – Хорошо.
You must visit us again soon.	Вы должны приехать к нам скоро снова.
And you must come and see us.	И вы должны приехать к нам в гости.
See you soon.	Скоро увидимся.
See you.	Увидимся.
Keep in touch.	До связи.
Goodbye.	До свидания.
Bye.	Пока.

Fill in the gaps with a preposition, if necessary.

e.g. I'll ring you March.

I'll ring you in March.

- a. I'll call you..... next September.
- b. Come and see usCarnival time.
- c. Your next visit will beRamadan.
- d. You must visit usthe spring.
- e. I'll see youEaster.
- f. I'll write to you.....March.
- g. I'll see you.....the New Year.

Sort out the jumbled sentences.

e.g. please/me/tomorrow/call/morning

Call me tomorrow morning, please.

- a. let/this/please/know/me/evening
- b. touch/keep/in/please
- c. again/see/soon/you
- d. forget/don't/send/the report/me/to
- e. me/remember/your/secretary/to
- f. you/for/everything/thank
- g. home/journey/good/a/have

Setting up a meeting

What is (What's) the date? It is (It's) April the 25th.	Какая дата? 25 апреля.
Are you free today?	Вы свободны сегодня?
How about tomorrow?	Как насчет завтра?
Is the morning OK?	Утром подходит?
Can we meet in the <i>evening</i> ?	Можем мы встретиться <i>вечером</i> ?
morning // afternoon // evening	утро // день // вечер
Can you make Friday?	Вы можете прийти в пятницу?
– Can you make the meeting on Friday? – Yes, I can. // No, I cannot (can't).	– Вы можете прийти на собрание в пятницу? – Да, могу. // Нет, не могу.
I am (I'm) afraid I can't make it.	Я боюсь, что я не могу прийти.
I'm afraid I can't make the 26th.	Я боюсь, что я не могу прийти 26-го числа.
I can't make it till the 27th.	Я не могу прийти до 27-го числа.
I can't make it till 3.30 on the 27th.	Я не могу прийти до 3.30 27-го числа.
meeting // appointment // conference	встреча // условленная встреча // конференция
OK, let us (let's) meet on the 27th.	Хорошо, давайте встретимся 27-го числа.
I will (I'll) see you ...	Увидимся ...
... at four o'clock. ... in the afternoon. ... on Saturday. ... on April the 27th.	... в 4 часа. ... днем. ... в субботу. ... 27 апреля.
That is (That's) fine.	Отлично.
See you then.	До встречи.

Read the messages, then number them in the correct order.

A

Dear Rudi

The meeting is now at 1.30 on the 22nd in DNK's office in Paris. Hope you can make it.

Regards,
Stella.

B

Dear Stella

1.30 on the 22nd is fine. What is the DNK's Paris address?

Regards,
Rudi.

C

Dear Stella

I'm afraid I can't make it. I have a meeting in Paris in the morning. But I'm free in the afternoon.

Yours,
Rudi.

D

Dear Rudi

Can you come to a meeting with DNK in our Berlin office at 9.30 tomorrow morning?

Regards,
Stella.

Learn the dialogue.

A: Can you make Wednesday?

B: No, I'm sorry, I can't.

A: Are you free on Thursday?

B: I'm afraid not.

A: How about Friday?

B: Yes, that's fine.

A: Can you make three o'clock?

B: Yes, that suits me very well.

A: OK.

B: Good. See you then.

Now write the following in words.

1. 11.30.....
2. 6.15
3. 17 June
4. 21st March
5. 12/9/06
6. 25/2/16
7. 1899
8. 1985

Write the following in figures.

e.g. *twenty-third* – 23rd

1. the sixteenth of October nineteen ninety-nine
2. May the third two thousand and nine
3. six twenty-five
4. seven thirty-five
5. eleven o'clock
6. sixteen hundred
7. two thousand and ten
8. nineteen sixty-eight
9. ninetieth

Change the sentences as shown.

e.g. I can't make the 23rd.

(lunch) *I can't make lunch on the 23rd.*

1. We can make eleven o'clock.

(the meeting)

2. Can he make Wednesday?

(the appointment).....

3. She can't make June.

(the sales conference)

4. I can't make the morning.

(the appointment).....

5. They can make tomorrow.

(the breakfast meeting)

6. We can't make 4.30 tomorrow afternoon.

(the sales meeting).....

7. Can they make 20th of January?

(the conference)

8. He can make the 16th

(the three o'clock meeting).....

Confirming arrangements

I am (I'm) calling about our arrangement.	Я звоню по поводу нашей договоренности.
I'm <i>calling</i> to confirm Tuesday's <i>meeting</i> .	Я звоню, чтобы подтвердить встречу во вторник.
calling // phoning // writing	звонить // звонить // писать
meeting // arrangement // plan	встреча // договоренность // план
Can I check <i>the day</i> ?	Могу я посмотреть <i>день</i> ?
the day // the time // the place // the details	день // время // место // детали
Can I check the details?	Могу я проверить детали?
Go ahead.	Вперёд! Продолжай(те)!
Is it at 9am or 9pm?	В 9 утра или в 9 вечера?
It is (It's) at 9am.	В 9 утра.
– Is that right? – Yes, that is (that's) right.	Верно? Да, верно.
Are you still OK for Monday?	Понедельник по-прежнему в силе?
We are (We're) meeting for lunch.	Мы встречаемся за ланчем.
Is that still OK?	По-прежнему в силе?
Do you know when it is (yet)?	Вы знаете, когда это состоится (уже)?
Do you know where it is (yet)?	Вы знаете, где это состоится (уже)?
Do you know if you can make it (yet)?	Вы знаете, если вы сможете прийти (уже)?
Could you let me know?	Не могли бы вы сообщить мне?
Thanks for reminding me.	Спасибо, что напомнили мне.

Change these questions, using the verb in brackets as shown.

e.g. The meeting is 8 o'clock.

Do you know when the meeting is?

Do you know if the meeting is 8 o'clock?

1. What time is it? (know)
2. Is the meeting going ahead? (tell)
3. What day is it? (check)
4. Is it on Monday or Tuesday? (know)
5. Who is coming? (tell)
6. Is it in Room 407? (check)
7. How many people are coming? (know)
8. Can you make it? (know)

Learn the dialogue.

A: I'm calling to confirm this week's management meeting. Can you make it?

B: I'm not sure. Can I check the details?

A: Of course. Go ahead.

B: It's in Paul's office. Is that right?

A: Yes, that's right.

B: And it's at ten.

A: No, it isn't. It's at eleven. Is that still OK?

B: I don't know at the moment.

A: Could you let me know?

B: Yes, of course.

Write the questions using *still* or *yet*.

Meetings	Time	Place
Monday's meeting	9 am	Room 506/507
Wednesday's meeting	Conference room
Thursday's meeting	2.00 / 3.00
Friday's meeting	12.00	Boardroom
Saturday's meeting	7 pm

e.g.

1. *Is Monday's meeting still at nine am?*

2. *Do you know if it's in Room 506 or 507 yet?*

3. *Do you know when Wednesday's meeting is yet?*

Fill in the gaps in the table, then write examples of your own.

e.g. The conversation + yesterday = *yesterday's conversation*

..... = Tuesday's meeting

The conference in July =

.....= Tomorrow's appointment.

The arrangements for Saturday=

..... = 2010's plans

Write examples, using the table. Then, think of your work: what are you doing and why?

e.g. I am calling ABC to / in order to find out the time of the meeting.

I am	calling ABC	to	- have a coffee.
I am	flying to Japan	in order to	- tell him the new number.
He is	writing to Maria		- check the address.
She is	Bush		- visit a customer.
We are	emailing John		- thank her for lunch.
They are	going to Mario's website		- find out the time of the meeting.

Changing the plans

I am (I'm) afraid, we will (we'll) have to ...	Я боюсь, что нам придется ...
... change the room. ... start earlier.	... поменять комнату. ... начать раньше.
earlier // later	раньше // позже
Can we change the time of the meeting?	Можем ли мы поменять время встречи?
Can we change it to <i>next week</i> ?	Мы можем перенести её на <i>следующую неделю</i> ?
this week // next week this month // next month	на этой неделе // на следующей неделе в этом месяце // в следующем месяце
Why? What is (what's) the problem?	Почему? В чем проблема?
Why do you want to change it?	Почему вы хотите поменять это?
Because the conference room is <i>booked</i> .	Потому что конференц-зал <i>забронирован</i> .
booked // reserved // occupied	забронирован // зарезервирован // занят
Can we have the meeting in your office?	Можем ли мы устроить встречу в вашем офисе?
Why don't (do not) we meet in the afternoon?	Почему бы нам не встретиться днем?
Will the room be free by two o'clock? I will (I'll) find out.	Освободится ли комната к 2 часам? Я узнаю.
I cannot (can't) make it then.	Я не смогу прийти тогда.
I have to meet a client.	Мне нужно встретить клиента.
I will not (won't) be back by two.	Я не вернусь к 2 часам.
– Will you be back <i>before six</i> ? – Yes, I will. // No, I won't.	– Вы вернётесь <i>до 6 часов</i> ? – Да, вернусь. // Нет, не вернусь.
before six // after seven	до 6 часов // после 6 часов
OK, let us (let's) meet at 7.30.	Хорошо, давайте встретимся в 7.30.

Write true sentences about you and your company using *have to*.

e.g. My secretary/speak English/in job.

My secretary doesn't have to speak English in her job.

1. I/read French at work.
2. My colleagues/write faxes in Arabic.
3. My boss/use English on the phone.
4. The sales reps/speak Russian with customers.
5. I/write reports in English.
6. My secretary/understand instructions in Spanish.
7. I/speak to visitors in English.

Write questions using the table. Then answer the questions.

Will	your colleagues your manager the meeting room your assistant your family reception you	- check our security passes? - be away next week? - be free this evening? - be in the office tomorrow? - be back by 6 pm? - be at work on Saturday? - be in Tokyo next Monday?
------	--	--

e.g. *Will your colleagues be at work on Saturday?*

Yes, they will. / No, they won't.

Learn the dialogue.

A: We have a problem.

B: What's that?

A: The sales director can't make the meeting on the 16th.

B: Why not?

A: He'll be in the States.

B: Will he be back on the 17th?

A: No. He won't be back until the 18th.

B: Why don't we meet on the 18th?

A: OK, but we can't meet before lunch.

B: Why not?

A: The conference room won't be free until three o'clock.

B: OK, let's meet after three on the 18th.

Write the questions. Then write short answers.

e.g. You'll be back from lunch by 12.30.

Will you be back from lunch by 12.30?

Yes, I will. / No, I won't.

1. You'll be home by 5.00.
2. You have to speak English in your job.
3. We can change the time to three o'clock.
4. Your colleagues have to speak English on the phone.
5. Your assistant has to be in the office tomorrow.
6. He can change the appointment to Friday.

The meetings below have problems. Make suggestions that will solve the problems.

Use: Let's ..., Why don't we ..., Could we ..., How about..., We could ..., What about... .

e.g. Jack can't the meeting at 3.15.

Let's change it to 4.15.

1. Room 203 is occupied.
(Room 204)
2. I have to see some customers in the morning.
(meet/afternoon)
3. Three people are away on Tuesday.
(Wednesday)
4. The room is too small for 15 people.
(change room)
5. Harry has to leave at 12.30.
(begin earlier)
6. Their train doesn't arrive till 11.30.
(start later)

Dealing with the unexpected

I am (I'm) calling about the meeting.	Я звоню по поводу встречи.
Could we postpone it?	Не могли бы мы отложить её?
I'm calling to ask if we could <i>put it off</i> .	Я звоню, чтобы спросить, могли бы мы перенести её.
postpone // put off // cancel // call off	откладывать // переносить // отменить // откладывать
Why? What is (What's) the problem? What's wrong?	Почему? В чем проблема? Что не так?
There is (There's) a security alert.	Из-за тревоги.
The airport is closed.	Аэропорт закрыт.
There's a crash. The motorway is blocked.	Произошла авария. Дорога закрыта.
Our system is down. We cannot (can't) access the files.	Система сломалась. Мы не можем открыть файлы.
Three members of the team are down with a virus.	Три члена нашей команды подхватили вирус.
My plane is delayed.	Мой самолет задерживается.
I'm afraid I'm not going to make it.	Я боюсь, что я не приду (не успею).
I'm sorry to hear that.	Мне жаль это слышать.
When do you think you can deliver?	Когда, вы, по вашему мнению, можете привезти?
When do you think you can make it?	Когда вы, по вашему мнению, можете прийти?
Could we postpone the meeting till Wednesday?	Могли бы вы отложить встречу до среды?
I think we have to cancel it.	Я думаю, что мы должны отменить её.
I'm sorry about this.	Я сожалею об этом.
That's OK. Don't worry.	Всё хорошо. Не переживайте.
I can't make it either.	Я не могу прийти тоже.
We have a problem too.	У нас есть проблема тоже.
I will (I'll) call you when I get back to my office.	Я позвоню вам, когда вернусь в офис.

Reply to the examples using *too* or *either*.

e.g. We're not ready.

We're not ready either.

1. I'm not well.
2. I don't like meetings.
3. I have a cold.
4. We're very busy.
5. I can't make Monday's meeting.
6. I have a virus.
7. I won't be back by Friday.
8. That suits me.

Rewrite these examples using *put off* or *call off*.

e.g. Are you going to cancel the meeting?

Are you going to call off the meeting?

or *Are you going to call the meeting off?*

1. Could we postpone it?
2. I can't postpone Tuesday's appointment.
3. He will have to cancel it.
4. They can postpone it, if they want.
5. You don't have to cancel the conference.
6. Will they postpone the arrangement?
7. She won't postpone Friday's conference.

Learn the dialogue.

A: I'm calling about our lunch date.

B: Is everything OK?

A: No, I'm afraid not. Could we put it off?

B: What's the problem?

A: I'm afraid I'm not going to make it. Two members of my team are down with a virus.

B: I'm sorry to hear that.

A: Thanks. I'm calling to ask if we could postpone it till next week.

B: No problem. When do you think you can make it?

A: How about this time next week?

B: Yes, that's fine.

A: I'm sorry about this.

B: Don't worry. Next week suits me better.

A: Thanks – see you next week.

Match the requests (1-6) with the explanations (a-g).

1. Could we postpone the meeting?
2. Could we cancel the conference call?
3. Could we get a lift with you?
4. Could I use your phone?
5. Could I book a meeting room, please?
6. Could you move your car, please?
7. Could you open the window, please?

- a. It is very hot in here.
- b. The JKW team are coming at 11.30.
- c. We have an IT problem.
- d. I'm stuck in traffic.
- e. I can't see the screen.
- f. My mobile isn't working.
- g. There are no taxis.

Explaining and apologizing

I am (I'm) sorry... ...I'm late. ...I forgot our appointment yesterday. ...I missed the meeting.	Извините я... ...я опоздал. ...я забыл про нашу встречу вчера. ...я пропустил встречу.
I apologize for missing the meeting.	Я прошу извинить за то, что пропустил встречу.
– What happened? – I had to see a client. I had to finish some work. I had to take my <i>wife</i> to the doctor,	– Что случилось? – Мне нужно было встретиться с клиентом. Мне нужно было закончить работу. Мне нужно было отвезти <i>жену</i> к врачу.
husband // wife // son // daughter	муж // жена // сын // дочь
– What is (What's) wrong with her? – She is not (isn't) well. She has a <i>cold</i> .	– Что не так с ней? – Она плохо себя чувствует. Она простудилась.
cold // cough // sore throat	простуда // кашель // ангина
Did you miss the plane?	Вы опоздали на самолет?
Did you have a problem with the train?	У вас была проблема с поездом?
Did the meeting finish late?	Встреча закончилась поздно?
– Did you lose the address? – Yes, I did. No, I did not (didn't).	Вы потеряли адрес? Да, потерял. // Нет, не потерял.
I wanted to phone, but I didn't have your number in my <i>address book</i> .	Я хотел вам позвонить, но в моей адресной книге не было вашего номера телефона.
in my mobile // in my address book your number // your contact details	в моём мобильном телефоне // в моей адресной книге // ваш номер // ваши контактные данные
Don't worry. That is (That's) OK.	Не переживайте. Всё нормально.

Read, translate and learn the dialogue.

A: I'm sorry, I missed the meeting.

B: Did you forget?

A: No, I didn't.

B: What happened?

A: I wanted to finish some work.

B: Did you finish it?

A: Yes, I did. I wanted to phone you, but I didn't have your number in my address book.

Write examples using the table.

e.g. *My husband has a bad virus. I had to take him to the doctor.*

My	husband / wife son / daughter father / mother brother / sister uncle / aunt grandfather / grandmother	has	a (bad) cough. a (bad) cold. a (bad) sore throat. a (bad) headache. a (bad) virus. (bad) flu. (bad) toothache.
----	---	-----	--

I had to take	him her	to the doctor. to the dentist. to the hospital.
---------------	------------	---

Making contact by phone

Is it possible to speak to Mr Semler?	Можно поговорить с господином Семлером?
Can I have extension 123, please?	Можно поговорить по параллельному телефону номер 123?
Could you put me through to Anna Choi, please?	Не могли бы вы соединить меня с Анной Чой?
Just a moment, please. Hold on, please. One moment, please.	Минуточку, пожалуйста. Не кладите трубку, пожалуйста. Минуту, пожалуйста.
You are (You're) through now.	Вас соединили.
Who is (Who's) calling, please?	Кто звонит?
– Can I have your name, please? – Yes, this is John Brown from CTG.	– Представьтесь, пожалуйста. – Конечно, меня зовут Джон Браун, я из компании СТГ.
– How do you spell that? – Brown. That is (that's) B-R-O-W-N.	– Произнесите по буквам. – Браун. Б-Р-А-У-Н.
Could you repeat that, please?	Повторите, пожалуйста.
– Is that Mr Semler? – Speaking.	– Это господин Семлер? – У телефона. (Слушаю вас.)
– This is Ed Riza from SYNGENTA. – Good morning, Mr Riza.	– Это Эд Риза из компании СЕНГЕНТА. – Доброе утро, господин Риза.
Thank you for calling. I am (I'm) calling about the meeting. It is (It's) about the review meeting.	Спасибо, что позвонили. Я звоню по поводу встречи. Это по поводу обзорной встречи.
– Hello, is that Peter? – No, this is Hans. – Hello, Hans. It's John here. – Hello, John. What can I do for you?	– Привет, это Питер? – Нет, это Ганс. – Привет, Ганс. Это Джон. – Привет, Джон. Что я могу сделать для тебя?

Read the American telephone alphabet. Then practise spelling your name and the name of your company using a telephone alphabet.

e.g. This is Ben Ozikis – that's B for Baker, E for Easy, N for Nan, etc. (Or: that's B Baker, E Easy, N Nan, etc.)

THE AMERICAN ALPHABET

A for Able	J for Jig	S for Sugar
B for Baker	K for King	T for Tare
C for Charlie	L for Love	U for Uncle
D for Dog	M for Mike	V for Victor
E for Easy	N for Nan	W for William
F for Fox	O for Oboe	X for X-ray
G for George	P for Peter	Y for Yoke
H for How	Q for Queen	Z for Zebra
I for Item	R for Roger	

Read, translate and learn the dialogue.

A: Can I speak to Mr Badman please?

B: One moment, please. You're through now.

A: Hello, is that Mr Badman?

B: This is Jon Gratz.

A: Hello, Jon. How are you?

B: Fine, thanks. What can I do for you?

A: Well, this is about the Ugandan business.

B: Right. How can I help you?

Write examples using the information in the table.

e.g. *Is it possible to put me through to Mr Smith?*

Is it possible	<i>to put me through to Mr Smith?</i>
Is it possible for you	<i>to speak to someone in sales?</i>
Is it possible for me	<i>to call again in the morning?</i>
Is it possible for us	<i>to give him /her a message?</i>
Is it possible for your assistant	<i>to give me his/her mobile number?</i>
	<i>to have your direct number?</i>
	<i>to email the report?</i>
	<i>to hold on?</i>
	<i>to meet later?</i>

Leaving and taking messages

Can I leave a message?	Могу я оставить сообщение?
– Could you say (that) Mrs Gitto phoned? – Yes, of course. I will (I'll) tell him.	– Не могли бы вы передать, что госпожа Джитто звонила? – Конечно, я передам.
Mr Sato is not (isn't) here at the moment. Can I take a message?	Господина Сато нет на месте в данный момент. Может, что-то передать?
Could you tell him (that) Mr Gibril called?	Передайте ему, что господин Джибрил звонил.
Please tell him (that) I rang.	Скажите ему, пожалуйста, что я звонил.
Please tell him (that) the price is \$550.	Пожалуйста, передайте ему, что цена – \$550.
195 euros // 4000 yen 786 million dollars // 235 billion yuan	195 евро // 4000 йен 786 миллионов долларов // 235 миллиардов юаней
– Did you get that? – Yes, I did. // No, I did not (didn't). No, I am (I'm) sorry. I didn't catch that.	Вам понятно? Да, понятно. // Нет, не понятно. Нет, извините. Я не расслышал.
Could you say that again, please?	Не могли бы вы повторить, пожалуйста?
Could you ask her to call me back before five?	Не могли бы вы перезвонить мне до 5 часов?
Could you tell him to bring the report?	Не могли бы вы сказать ему, чтобы он принес отчет?
I sent her <i>an email</i> .	Я отправил ей <i>письмо по электронной почте</i> .
an email // a text	электронное письмо // смс-сообщение
I wanted to check she received it.	Я хотел узнать, получила ли она его.

Match the currencies to the countries.

- | | |
|-------------------------|-----------|
| 1. India | a. yuan |
| 2. South Africa | b. rupee |
| 3. Japan | c. rouble |
| 4. Thailand | d. rand |
| 5. Brazil | e. yen |
| 6. Russia | f. euro |
| 7. United States | g. dollar |
| 8. China | h. baht |
| 9. United Arab Emirates | i. real |
| 10. Poland | j. dirham |

Complete the sentences (1-7), using the endings (a-h).

1. Could you tell
2. Please ask
3. Please say
4. Could you say
5. Can I give
6. Please thank
7. Could you ask
8. Please tell

- a. him to bring the reports.
- b. that again.
- c. I rang.
- d. that Maria called.
- e. her to call me.
- f. him for everything.
- g. him I called.
- h. him a message?

Read, translate and learn the dialogue.

A: Is that Petra?

B: No, I'm afraid it isn't. She is at lunch at the moment. Can I take a message?

A: Yes, please. Could you tell her that Don Roger called?

B: Sorry, I didn't catch your name.

A: Don Roger, that's R-O-G-E-R.

B: Thank you, Mr Roger. I'll tell her.

Choose the most suitable word to complete the sentences.

e.g. Please *tell* her the price will be \$450.

a. *say* b. *tell* c. *ask*

1. Could Ia message for Rosa?

a. leave b. make c. say

2. I'll.....the message to her.

a. give b. write c. tell

3. She isn't atat the moment.

a. here b. out c. her desk

4. The price is \$335. (.....)

a. three thirty-five dollars

b. three hundred thirty-five dollars

c. three hundred and thirty-five dollars

5. Could youthat Mrs Dagmar called.

a. ask b. say c. tell

Email and telephone problems

I am (I'm) sorry I cannot (can't) hear you.	Извините, я не слышу вас.
It is (It's) a bad line.	Связь плохая.
You are (You're) breaking up.	Вы прерываетесь.
My battery is low.	Аккумулятор разрядился.
I will (I'll) call you on a land line.	Я позвоню вам на стационарный телефон.
I can't access my voicemail.	Не могу открыть голосовые сообщения.
Could you repeat that, please?	Повторите, пожалуйста.
Could you speak up, please?	Говорите громче, пожалуйста.
– Can I put you on hold? – Yes, of course. (Certainly.)	– Можете подождать («повисеть на линии»)? – Да, конечно. (Конечно.)
I could not (couldn't) get through.	Я не смог дозвониться.
I tried to call you <i>at about nine</i> .	Я пытался позвонить вам <i>около 9 часов</i> .
Your extension was on voicemail.	Ваш добавочный номер был на голосовой почте.
at about nine // at around ten just before eleven // just after twelve	около 9 часов // около 10 часов как раз до 11 часов // как раз после 12 часов
I can't log on.	Я не могу войти в систему (зарегистрироваться).
My email bounced back.	Моё электронное письмо вернулось обратно.
Can I check your address?	Могу я проверить ваш адрес?
It's not in my inbox.	Его нет во входящих сообщениях.
Can you resend it, please?	Перешлите его, пожалуйста.
Why don't you check your password?	Почему бы вам не проверить пароль?
Our phone was out of order.	Наш телефон вышел из строя.
We had problems with our system all morning. ... all day.	У нас были проблемы с системой всё утро. ... весь день.

Complete the exchanges by matching 1-8 with a-h.

1. Is that TK Holdings?
2. Can you hear me?
3. I can't access my emails; I can't get into the system.
4. I sent you an email but it bounced back.
5. We can't open the attachment.
6. When did you try to call me?
7. Our phone was out of order all morning.
8. Did you get my email?

- a. No, you're breaking up.
- b. I'll send it again in a different format.
- c. No, I'm afraid you've got the wrong number.
- d. There's nothing from you in my inbox.
- e. Just before eleven. You were on voicemail.
- f. I know, I couldn't get through.
- g. Are you using the right password?
- h. Have you got my new address?

Fill in the correct preposition: *to, up, back, through, before, on, to.***Dialogue 1**

- A:** Hello, can I speak ... Mr Kamen, please?
B: Hello, is that Ms Brown?
A: Sorry, I can't hear you. Could you speak ...?
B: You're breaking ... I'll call you
A: What?
B: I'll call you back!
A: Thanks. I'm ... my mobile. Do you have the number?
B: Yes, it's on the display here.

Dialogue 2

- B:** Can you hear me now?
A: Yes, that's much better, thank you. I tried to call you earlier, but I couldn't get through.
B: When did you call?
A: Just before lunch.
B: Yes, I was in a meeting. Can I put you on hold for a moment? I'm going to transfer this call to my office.

***Tried to* is a common way of introducing a problem. Match the examples (1-8) with some possible responses (a-h).**

1. I tried to call you but I couldn't get through.
2. I tried to call your mobile but it went straight to voicemail.
3. I tried to email you but it bounced back.
4. I tried to open the attachment but I couldn't.
5. I tried to log on but I had the wrong password.
6. I tried to use a payphone but it was out of order.
7. I tried to get into the system but I couldn't.
8. I tried to access my voicemails but I couldn't.

- a. Did you call the Help Desk?
- b. Is there something wrong with your phone?
- c. I had to call IT support.
- d. Yes, it was switched off – I was in a meeting.
- e. Was it in a special programme?
- f. Did you try my direct number?
- g. Yes, we had problems with the system.
- h. Didn't you have your mobile with you?

Use the words in the box to complete the examples below.

access deleted dial enter forward
get missed open press

e.g. *Did you get my voicemail?*

1. You need toyour password.
2. We can'tthe attachment.
3. To return the call,.....the hash key.
4. I tried toyour website from my mobile.
5. You don't need tothe number – just press star and then 1.
6. Sorry Iyour call. Call me back when you are free.
7. Could you send the message again. Iit by mistake.
8. Could youthe email to the rest of the team, please?

Starting a journey

Excuse me, which platform do I need for Avignon?	Извините, какая платформа на Авиньон?
Is this the right platform for Avignon?	Здесь платформа на Авиньон?
You need platform six.	Вам нужна платформа № 6.
Where can I check in?	Где регистрация?
Is this the right check-in for Tokyo?	Здесь регистрация на Токио?
Where is the check-in desk?	Где стойка регистрации?
Can I see your ticket, please?	Можно ваш билет, пожалуйста?
Can I see your passport, please?	Можно ваш паспорт, пожалуйста?
Can I have <i>an aisle seat</i> ?	Дайте <i>место возле прохода</i> .
an aisle seat // a window seat	место возле прохода // место возле окна
This is your boarding card.	Вот ваш посадочный талон.
I am (I'm) flying to Los Angeles.	Я лечу в Лос-Анджелес.
– Do I need to clear customs in Dallas? – No, you can clear customs in Los Angeles.	– Мне нужно проходить таможенный досмотр в Далласе? – Нет, вы можете пройти таможенный досмотр в Лос-Анджелесе.
– How many pieces of luggage do you have? – Just two pieces.	– Какое количество багажа у вас есть? – Всего две сумки.
Is that your hand luggage?	Это ваш ручной багаж?
Did you pack your cases yourself?	Вы сами упаковывали чемоданы?
I think you are (you're) in the wrong seat.	Я думаю, что вы сидите не на своем месте.
This seat is A5.	Это место A5.
I'm sorry.	Извините.
No problem.	Нет проблем.

Complete the examples.

e.g. We need some money.

How much money do you need?

£500.

1. – We need some more time.
– ...
– About two days,
2. – We need to buy some envelopes.
– ...
– About 500.
3. – I need to know more.
– ...
– I need to know everything.
4. – I need to find a porter for my luggage.
– ...
– I've three suitcases and a box.
5. – I want some stamps.
– ...
– Let me check.
6. – I need some files.
–
– Two or three.
7. – I need some paper.
– ...
– A couple of sheets.

Write sentences using *need*.

e.g. I/not/your passport number/your credit card number

I don't need your passport number.

I need your credit card number.

1. I/not/find/arrivals hall/departures hall
.....
2. She/not/a drink/some food
.....
3. I/not/speak to Mario/Helena
.....
4. We/not/stop over in Sao Paulo/Buenos Aires
.....
5. You/not/go to/Gate 13/Gate 14
.....
6. I/not/check in hand luggage/suitcase
.....

7. We/not/know the gate number/departure time

.....

8. He/not/see your ticket/boarding card

.....

Match 1-8 with the responses a-h.

1. How many spare seats are there?
2. Do you need your coat?
3. How much luggage do you need?
4. Did you pack your bags yourself?
5. This the wrong gate.
6. Am I in your way?
7. I think you're in my seat.
8. Would you like an aisle seat or a window seat?

- a. Not at the moment.
- b. Which one do you need?
- c. Yes, I did.
- d. Not many.
- e. Just two pieces.
- f. No, that's OK.
- g. An aisle seat, please.
- h. I'm sorry.

Arriving and meeting contacts

Hello, it is (it's) good to see you again.	Здравствуйте, приятно видеть вас снова.
– Did you have a good journey? – Yes, very good, thanks.	– Вы хорошо добрались до места? – Да, очень хорошо, спасибо.
How was the journey? It was not (wasn't) very good.	– Как прошел полет? – Не очень хорошо.
The flight was delayed.	Рейс задержали.
The plane was late.	Самолет опоздал.
We were getting worried about you.	Мы стали беспокоиться насчет тебя.
– How was the weather when you left? – It was <i>beautiful</i> .	Какая была погода, когда вы уезжали? – Она была прекрасна.
very nice // terrible // awful	очень хорошо // ужасно // ужасно
It was 20° (twenty degrees).	Было 20° градусов.
It was snowing.	Шел снег.
The sun was shining.	Светило солнце.
– Was it raining when you left? – Yes, it was. // No, it wasn't.	Шел ли дождь, когда вы уезжали? Да, шел. // Нет, не шел.
My car is just over there.	Моя машина как раз вон там.
Can I take your luggage?	Мне взять ваш багаж?
Shall we go through your <i>programme</i> ?	Поговорим о вашей программе?
programme // timetable itinerary // schedule	программа // расписание маршрут // график
We had to make some changes.	Нам пришлось внести изменения.
Your first appointment is now at ten o'clock.	Теперь ваша первая встреча в 10 часов.
That suits me.	Это подходит мне.

Complete the dialogue. Use verbs in the Past Continuous tense (I was doing, etc.).

A: What(do) when I called this morning? I couldn't get through.

B: I(have) a meeting with some people from our New York sales office. They(tell) me about business in the States.

A: Interesting. I heard you were in New York last week. What(do) there?

B: I(visit) a new customer. It was an interesting trip.

A: What was the weather like?

B: It was terrible. It(rain) when I arrived, and it(snow) when I left! The temperature was only 3°C.

Write the responses using *shall*.

have a drink	go home	open the window
upgrade them	take the lift	call the waitress
buy one	take a taxi	have a cup of coffee

e.g. I'm thirsty.

Shall we have a drink?

1. It's getting late.

.....

2. I need some fresh air.

.....

3. I need a break.

.....

4. We need a new dictionary for the office.

.....

5. It's raining.

.....

6. These PCs are very old.

.....

7. I'm ready to order.

.....

8. I don't want to walk up the stairs.

.....

Checking facilities and information

Can I use your phone?	Можно я воспользуюсь вашим телефоном?
Is there <i>a phone</i> I can use?	Есть ли <i>телефон</i> , которым я могу воспользоваться?
a fax machine // a scanner a computer // a projector	факс // сканер компьютер // проектор
What kind of system have you got?	Какая у вас система?
Could I borrow <i>a video recorder</i> ?	Можно взять взаймы у вас <i>видеомагнитофон</i> ?
an extension lead // a flipchart	удлиннитель // офисный мольберт
Which one can I use?	Какой именно я могу взять?
– Could you lend me your <i>pen</i> ?	– Вы можете одолжить мне вашу <i>ручку</i> ?
– Yes, of course.	– Да, конечно.
pen // hole punch // stapler	ручка // дырокол // степлер
Sorry, I need it at the moment.	Извините, мне он (она) нужен в данный момент.
Is there a room free?	Есть ли свободная комната?
Is there a room available?	Есть ли в наличии комната?
Is there a room I could use?	Есть ли комната, которой я могу воспользоваться?
Is there a place I could <i>work</i> ?	Есть ли место, где я мог бы <i>поработать</i> ?
have a meeting // do some copying	провести встречу // распечатать
Could you do something for me?	Вы можете сделать кое-что для меня?
Could you do some typing for me?	Вы можете напечатать кое-что для меня?
Could you do it for me?	Вы можете сделать это для меня?
Could you have a look at my computer?	Вы можете взглянуть на мой компьютер?
There is (There's) something wrong with it.	С ним что-то не так.

Complete the dialogue with *which, what* or *who*.

A = Sales Account Manager

B = Office Manager

A: Can I borrow one of the beamers for my presentation on Tuesday?**B:** Yes, that's no problem,time is the presentation?**A:** It's at three o'clock.**B:**room are you going to be in?**A:** I haven't booked it yet.rooms are free?**B:** kind of presentation is it?are you giving it to?**A:** I'm giving it to a small group from Whyco Chemicals.**B:** Rooms 7 or 8 are free,would you prefer?**A:** I'll use 7. By the way, there's something wrong with my laptop. Could someone have a look at it?**B:** kind of laptop have you got?**A:** It's an IBIS.**B:**model is it?**A:** The 9000.**B:** Andis wrong with it?**Write questions with *could*, using the prompts.**

e.g. (type/this/me)

Could you type this for me?

(send/this fax/Mehmet)

Could you send this fax to Mehmet?

a. (call/Boris/me)

b. (deliver/sample/Anna)

c. (give this/Igor/me)

d. (do something/Max)

e. (check the facilities/us)

f. (do some photocopying/the Service Manager)

g. (talk to/Jane/me)

h. (get some coffee/the visitors)

Write the requests using the words in the box.

copier	fax machine	room
somewhere	video camera	beamer
someone		

e.g. I need to do some photocopying.

Is there a copier I could use?

1. I need to do some typing.
..... I could ask for help?
2. I need to talk to some visitors.
.....I could use?
3. I need to record a sales presentation.
.....I could borrow?
4. I need to send a fax.
.....I could use?
5. I need some background information.
..... I could log on?
6. I need to show these photographs.
.....I could use?

Complete the sentences with *borrow*, *lend* or *use*. Sometimes there is more than one possibility.

1. Could Isome things for this afternoon?
2. Could youme some things for the afternoon?
3. Is there a photocopier I could.....?
4. Can Iyour pen?
5. You can my car if you like.
6. I need toa laptop for my presentation.
7. I'll..... you mine, but please bring it back.
8. If you my hole punch, please give it back to me.

A project team leader (PTL) is setting up an office for a new project. She is talking to the office manager (OM).

- a. Read the dialogue and tick the equipment the project team leader asks for.
- b. Think of one of your projects. Tick the equipment you had.

OM: How many desktop computers do you need?

PTL: Four – and they need to be networked to the system.

OM: That's no problem.

PTL: And we will need copying and printing facilities in the room.

OM: OK. Do you need fax facilities?

PTL: Yes, we do.

OM: I'll check if there's a machine available.

PTL: And we'll need a beamer.

OM: Let me check that. I'll get back to you.

PTL: OK. And we will need the basics of course – staplers, hole punch, scissors ...

OM: They're no problem.

PTL: Oh, we'll need a conference phone.

OM: OK – I'll see if one is available.

PTL: And we'll need a shredder.

	Project team leader	You
The basics Calculator Hole punch Mouse mat Scissors Staplers Post-it holder Sticky tape holder		
Other equipment Beamer/Projector Conference phone Copier Desktop computer Flipchart Fax machine Laptop docking station Printer Scanner Screen Shredder Video camera Whiteboard		

How things work

How do you start the video camera?	Как включить видеокамеру?
I do not (don't) know how it works.	Я не знаю, как он (она) работает.
<p>– Do you know how to use it?</p> <p>– First, switch it on. Then press the button to start it.</p> <p>To start it press the green button.</p>	<p>– Вы знаете, как пользоваться им (ею)?</p> <p>– Сначала включите её. Потом нажмите кнопку для включения.</p> <p>Чтобы включить, нажмите зеленую кнопку.</p>
<p>Shall I show you?</p> <p>You plug it in like this.</p> <p>You switch it on like this.</p> <p>You start it like this.</p>	<p>Показать вам?</p> <p>Вы включаете в розетку вот так.</p> <p>Вы включаете вот так.</p> <p>Вы включаете вот так.</p>
It is not (isn't) working.	Он (она) не работает.
I think the battery is flat.	Я думаю, батарея разряжена.
I think the paper is jammed.	Я думаю, бумагу зажевало.
Does it usually stop like that?	Он так всегда останавливается?
Does it normally make that noise?	Он всегда так шумит?
Where are the instructions?	Где инструкции?
<p>What does it say?</p> <p>It says, «If it does not (doesn't) work... ... check that it is (it's) plugged in.»</p> <p>... check that it's switched on.»</p> <p>... call Technical Support.»</p>	<p>Что там написано?</p> <p>Там написано, «Если он (она) не работает... ... проверьте, что он (она) подключен.»</p> <p>... проверьте, что он включен.»</p> <p>... позвоните в службу поддержки.»</p>
Thanks for your help.	Спасибо за вашу помощь.

Rewrite the examples in the passive.

e.g. (+) You do it like this.

It's done like this.

(-) You don't do it like that.

It's not done like this.

1. You don't start it like that.
2. Do you plug it in here?
3. You don't clean the screen like that.
4. How do you open the windows?
5. Do you open them like this?
6. You change the batteries like this.
7. You don't switch it on like that.
8. You shut it like this.

Rewrite these sentences.

e.g. Does it make a noise like that?

(normally) *Does it normally make a noise like that?*

1. It doesn't stop like that.
(usually)
2. He doesn't work in the evening.
(often)
3. Are they late?
(always)
4. Does he visit the gym?
(ever)
5. Do you travel first class?
(sometimes).....
6. I've met the MD.
(never)
7. Have you been in this department?
(always)

Write the responses.

e.g. The video recorder is plugged in.

How did you plug it in?

1. The copier is switched on.

How

2. The lights are switched off.

When

3. The fax machine is turned on.

How

4. The computers are turned off.

Why

5. The machine is plugged in.

Where.....

6. The TV is switched off.

When

Requesting information

Could I have some information on filing cabinets?	Можно получить информацию по каталогу?
I have your brochure here.	У меня здесь ваша брошюра.
Could you give me <i>the reference number</i> , please?	Дайте мне <i>каталожный номер</i> , пожалуйста.
model number catalogue number	номер модели номер каталога
How big is it? It is (It's) available in three sizes – large, medium and small. It's one meter twenty by ninety centimeters.	Какого он (она) размера? Он есть в наличии в трех размерах – большой, средний и маленький. Он размером 1 метр 20 сантиметров на 90 сантиметров.
What colour is it? It's available in <i>blue</i> or <i>red</i> .	Какого он цвета? Он есть в наличии в <i>синем</i> и <i>красном</i> .
blue // red // green	синий // красный // зелёный
What is it made of? It comes in <i>wood</i> or <i>metal</i> .	Из чего он (она) сделан? Он поставляется в <i>дереве</i> и <i>металле</i> .
wood // metal // plastic	дерево // металл // пластик
I would (I'd) like to order a large blue table.	Я хочу заказать (стол) в синем цвете и большого размера.
Are they in stock?	Они есть в наличии?
– When can you deliver? – Delivery takes three days.	– Когда вы можете доставить? – Заказ будет доставлен в течение трех дней.
Can we order online?	Мы можем заказать по интернету?
Go to our website.	Зайдите на наш вебсайт.
The address is offquip dot com.	Адрес – offquip точка com.
Click on «buy online».	Кликните на «купить онлайн».
Thanks, I will (I'll) get back to you.	Спасибо, я свяжусь с вами.

Write the numbers in words, as shown.e.g. 2.75m a *two point seventy-five meters*b *two meters seventy-five*c *two and three-quarter meters*

1.25m a

b

c

6.5kg a

b

1.75km a

b

c

1.2m x 37.6cm a.....

7.1cm x 4.8cm x 12.6cm a

Complete the sets, using the words in the box.

awful	large	expensive
extra large	green	metal
model (number)	nylon	out of stock
terrific		

e.g. *small**standard**large*

a. medium large

b. blue yellow

c. wood/wooden plastic

d. cotton wool/woolen

e. good nice

f. bad nasty

g. cheap reasonable

h. in stock discontinued

i. catalogue

(number) invoice (number)

Now write descriptions of these products, using the adjectives above.

e.g. *a large wooden desk*

1. a /a n hole punch.
2. a /a n pen.
3. a /a n filing cabinet.
4. a /a nchair.
5. a /a nshirt.

Complete the questions in the dialogue using the phrases in the box.

Do you have them in	Give me some information
how much is	Is there
Are they available in	How big is
Is it made of	When could you
What kind of wood	

A: Can you give me some information on your New World office desks, please?

B: Certainly. What would you like to know?

A: Are **a**..... different sizes?

B: Yes, they come in two sizes – standard and large.

A: **b**.....the large?

B: It's 75 centimeters by one meter thirty.

A: And what **c**?

B: It comes in wood or melamine.

A: Do you know **d**?

B: It's pine.

A: And **e** a choice of colours?

B: Yes – the pine version is available in green, blue or natural.

The melamine comes in black or white.

A: **f**stock?

B: Let me check. Yes, we do.

A: **g** the pine one?

B: The large version is £470.

A: And **h**deliver?

B: It normally takes about three days from when you order.

A: OK, thanks. I'll get back to you.

HOW TO WRITE EMAILS

Unit 1: Email addresses

Task 1

Complete the email addresses by putting the words, letters or symbols in the correct place.

manager	beachhotelbern	com	.	@
---------	----------------	-----	---	---

1. gym@_____ .com
2. conferencecentre____beachhotelbern.com
3. hr@beachhotelbern._____
4. vacancies@beachhotelbern____com
5. _____@beachhotelbern.com

Task 2

Look at the email addresses and put the words in the right order. The complete email address should go first.

1. at / manager@beachhotelbern.com / beach hotel bern / com / dot / manager

2. beach hotel bern / com / hr@beachhotelbern.com / H / dot / R / at

3. dot / A / at / S / majid@uniriyadh.sa / majid / uniriyadh

4. munir / khan / munir.khan@gmail.ly / at / L / Y / gmail / dot / dot

5. tom / cargo / dot / seventy-four / tom74@cargo.bj.cn / dot / J / N / B / C / at

6. underscore / morioka / J / bizi / P / at / dot / yoshi / yoshi_morioka@bizi.jp

Task 3

Which address do you use if you want to...:

1. ... organise a conference at the Beach Hotel in Bern?
 - a) vacancies@beachhotelbern.com
 - b) conferencecentre@beachhotelbern.com
 - c) hr@beachhotelbern.com

2. ... reserve a room at the Beach Hotel?

- a) restaurant@beachhotelbern.com
- b) bookings@beachhotelbern.com
- c) IT@beachhotelbern.com

3. ... apply for a job at the Beach Hotel?

- a) IT@beachhotelbern.com
- b) conferencecentre@beachhotelbern.com
- c) vacancies@beachhotelbern.com

4. ... reserve a table for 12 people to have lunch at the Beach Hotel?

- a) manager@beachhotelbern.com
- b) restaurant@beachhotelbern.com
- c) gym@beachhotelbern.com

5. ... contact the Human Resources department at the Beach Hotel?

- a) hr@beachhotelbern.com
- b) gym@beachhotelbern.com
- c) IT@beachhotelbern.com

English for Emails

Unit 2: Sending and receiving emails

Task 1

Complete the sentences with the right word.

delete / send / attachment / open / CC / link

1. You can _____ an email to one or more people. When you get an email, you must _____ it before you can read it. With your email, you can include an _____ (like a photo or document).

2. If you do not want to keep an old email, you can _____ it.

3. You can include a _____ to a website in your email. If you are sending someone an email, and you want your manager to see it as well, you can _____ your manager.

Task 2

Complete the sentences.

open / CC / attachment / send / link / delete

1. Hello Sanjay,

Could you please send the schedule to Mr Aziz at Bisco Ltd when it is ready?

Please _____ me, so that I have the document as well.

With thanks,

Abdul Qadir

Managing Director

2. Dear Mr Prabang,

As we agreed, I am sending the contract as an _____.

It is a PDF file.

Please let me know if you have any queries.

Yours,

Andrew Mortimer

3. Hi Mustafa,

Here's a _____ to something I saw today:

<http://learnenglish.britishcouncil.org>. Watch it if you can – it's really funny!!!!!!!

Enjoy!

Hans

4. Dear Mrs Piano,

I am interested in applying for the post as Account Manager (ref. 23JS56).
Could you please _____ me further details?

With thanks,
Zara Hussein

5. Hello everybody,

I must apologise. I gave you the wrong dates for this year's conference in my email this morning.

So please _____ that email as soon as you can. I will send you the correct dates soon.

Sorry again for the problem.

Pietro

6. Hello Andy,

My computer is very slow this morning. I'm going through my inbox, but it's taking about one minute just to _____ every email. And attachments are even slower. What can I do?

Regards,
Atul

Task 3

You've received the email below. Read it and answer these questions about it.

Reply | Reply to all | Forward | Delete

From: Samir

To: Sales Team

CC: Hatem Trabelsi; Patricia Bartlett

Subject: RE: Meeting next week

Attachments: New proposal.rtf (376KB)

Hello Sales Team,

I've got an idea for next week – see the attached file. I'd like to hear what you think about my suggestion. I think Hatem and Patricia may be interested, so I've copied them in too. Let's talk more at the meeting next week.

Regards, Samir

1. Who is the email from?
 - a) Samir
 - b) Sales Team
 - c) Hatem Trabelsi

2. What is the name of the attachment?
 - a) Sales Team
 - b) Meeting next week
 - c) New proposal

3. What does the writer want you to do?
 - a) contact Hatem and Patricia
 - b) read the attachment
 - c) organise a meeting

4. Who has received the email?
 - a) only you
 - b) you and everyone in the Sales Team
 - c) you, everyone in the Sales Team, Hatem Trabelsi and Patricia Bartlett

English for Emails

Unit 3: Starting and finishing emails

Task 1

Hairuddin Omar, a maths teacher, has written four emails this morning. Read the descriptions of the emails and then match them to the opening lines of the emails.

- A. Hairuddin emailed a man called Norozan Bakar, the father of a pupil at the school. He wanted to know why Mr Bakar's son was absent from school.
- B. Hairuddin emailed all the maths teachers at his school about some training.
- C. Hairuddin wrote to his friend about their plans to play football at the weekend.
- D. Hairuddin sent an email asking for more information about a conference.

He did not know the name of the person who will read his email.

- 1. Morning everyone, Just thought you might be interested to know that...
- 2. Hi there Rahim, Hope you're well. Might be a bit late on Saturday...
- 3. Dear Sir or Madam, Could you please send me...
- 4. Dear Mr Bakar, I am writing to you because I am worried that...

Task 2

Indicate which endings are appropriate or not.

1. Which phrases are an appropriate way to end a formal email? (Three are not.)
 - a) Yours truly,
 - b) With best regards,
 - c) For your information,
 - d) Yours sincerely,
 - e) For Attention Of:
 - f) Best wishes,
 - g) To Whom It May Concern:
 - h) Yours faithfully,
 - i) With many thanks and best wishes,

2. Which phrases are an appropriate way to end an informal email? (Three are not.)
 - a) Regards,
 - b) Cheers,
 - c) Hi again,
 - d) Rgds,
 - e) Bye for now,
 - f) CC
 - g) With best wishes,
 - h) See you soon,
 - i) How are you?

Task 3**Complete the emails with the sentences.**

I look forward to meeting you / I look forward to receiving your application / We look forward to working with you / I look forward to hearing from you soon

1. Dear Mr Cruz,
Please find enclosed an application form for the post of Teacher of History.
_____ for this job. The deadline is March 24.
Yours sincerely,
J Ko, School Administrator

2. Hello Hiroshi,
I can phone you on Thursday at 10:30 am. Can you let me know if that is convenient, please? _____.

Regards, Jack

3. Dear Mrs Karusta, I am writing to confirm our appointment in my office on Tuesday January 28. Please report to Reception when you arrive, and they will direct you to my office. I hope you have a safe journey here, and _____ on Tuesday.

With best wishes, Tony Donizetti

4. Dear Jackie,
Congratulations on getting the job. My team in the International Office and I would like to welcome you to Bakewell University. I am sure you will enjoy your new role. _____.

Best wishes,
Ewa
Ewa Jones – Director, International
Office – Bakewell University

Task 4

Put the phrases in the right order to make sentences.

1. I / forward / meeting / you. / to / look

2. hearing / to / forward / look / you. / from / We

3. to / speaking to / soon. / forward / you / I / look

4. on / forward / to / seeing / We / look /
Saturday. / you

5. look / possible. / your / to / receiving /
as soon as / reply / forward / I

English for Emails

Unit 4: Making arrangements

Task 1

Put the phrases in the right group.

next week / when you are free / after work / next time you come / at the weekend / on Monday / yesterday / three days ago / tomorrow / in 2009 / last month / in October

In the past

In the future

In the past or future

Task 2

Complete the sentences.

get / Monday / I'm coming / the evening / at / week

Dear Nadia,

_____ to the 'Teaching for Change' conference next _____.

I'm glad you are going, too. I'm arriving on _____ afternoon. I'll text you

when I _____ to the hotel. Perhaps we can meet in _____? Are you free

to go out for a meal _____ about 7:30?

Hope to see you soon.

Lisa

Task 3

Match the endings of the sentences to the beginnings.

next Saturday. / convenient for you? / to seeing you tomorrow. / to meet? / free next Tuesday afternoon?

1. What time would you like

2. I look forward

3. I'm coming to London

4. When would it be

5. Are you

Task 4

Put the email in the right order.

- A. I can call you then if it is convenient.
- B. Nguyen Minh Chau
- C. Are you free to talk about it on the phone tomorrow at about 3.30?
- D. Head Teacher – Vietnam International School
- E. Could you please let me know?
- F. Dear Mr Chan,
- G. I look forward to hearing from you soon.
- H. With best wishes,
- I. Thank you for your last email.

Task 5

Choose the correctly punctuated email.

1. dear mr chan

thank you for your last email are you free to talk about it on the phone tomorrow at about 3.30 I can call you then if it is convenient could you please let me know I look forward to hearing from you soon

with best wishes

Nguyen Minh Chau
Head Teacher – Vietnam
International School

2. Dear Mr Chan

Thank you for your last email Are you free to talk about it on the phone tomorrow at about 3.30 I can call you then if it is convenient Could you please let me know I look forward to hearing from you soon

With best wishes

Nguyen Minh Chau
Head Teacher – Vietnam
International School

3. Dear Mr Chan,

Thank you for your last email. Are you free to talk about it on the phone tomorrow at about 3.30? I can call you then if it is convenient. Could you please let me know? I look forward to hearing from you soon.

With best wishes,
Nguyen Minh Chau
Head Teacher – Vietnam
International School

Task 6

Choose the correctly spelt words. In each question, only one is correct.

1.

- a) Tuesday
- b) Tusday
- c) Tuseday

2.

- a) forwad
- b) forward
- c) forword

3.

- a) tommorrow
- b) tomorrow
- c) tomowrrow

4.

- a) evening
- b) evning
- c) evining

5.

- a) meting
- b) meating
- c) meeting

6.

- a) convennient
- b) conveniant
- c) convenient

Unit 5: Organising your writing

Task 1

Match the beginnings of the emails with the descriptions of the writer's purpose.

- A. I look forward to speaking to you tomorrow.
- B. I am writing to complain about the delay.
- C. Many thanks for your email this morning.
- D. I hope you and your family are well.
- E. Could you please give the office key to Jawal?
- F. By the way, my wife has just had a baby, so I'm very happy!
- G. My name is Andy Carr, and I am a software designer. I saw your advert on dazzle.com, and ...

1. The writer thanks the reader for their email.
2. The writer greets the reader (e.g. by asking about their health).
3. The writer mentions their next communication (e.g. meeting, phone call or email) with the reader.
4. The writer asks the reader to do something.
5. The writer explains the purpose of the email.
6. If the reader does not know the writer, the writer explains who they are.
7. The writer mentions some new information, which is not connected to the main topic of the email.

Task 2

Put the following elements of an email in the typical order.

- A. The writer thanks the reader for their email. Or if the reader does not know the writer, the writer explains who they are.
- B. The writer mentions some new information, which is not connected to the main topic of the email.
- C. The writer explains the topic/purpose of the email.
- D. The writer mentions their next communication with the reader.
- E. The writer greets the reader.
- F. The writer asks the reader to do something.

Task 3**Complete the sentences.**

I am writing about / My name is Andrea Ponzi. / Could you please always put /
 I'm writing because / How are you? / Shall we meet / Could you please confirm /
 Could we speak

1. Dear Janice,

_____ I haven't seen you for ages! I'll be at the Global Education seminar next week. I'm glad you're going, too. _____ and have a coffee? Could you let me know?

With best wishes,

Dana

2. Dear Sir or Madam,

_____ my reservation for 2 March. Unfortunately I have to cancel my reservation for personal reasons. I hope there will not be any charge for this. _____ this cancellation?

I look forward to hearing from you.

Yours truly,

Mary Sinati

3. Dear Professor Stenier,

_____ I am an MBA student at Bath University in England. I would like to ask you some questions about your research. _____ on the phone sometime next week? Could you please let me know if this is convenient for you?

I look forward to hearing from you.

With best wishes,

Andrea Ponzi

MBA student – Bath University,

England

4. Dear Teachers,

_____ the cleaners have complained about the classrooms.

They have found papers and books on the floor. Tables and chairs are often in the wrong place. This gives them too much extra work. _____ the furniture in place? Thank you very much for your cooperation.

Regards,

Tim Piper

Task 4

Match the topics with the paragraphs or sections of the email: reason for writing / request / greeting / 'look forward to' + ending / other news

1. Hello Mrs Hannan,
I hope you are well, and that you are still teaching at Perrymead School.

2. As you may remember, I was in your English class last year. I am now applying for jobs, and I need to give employers a reference. I am writing to ask if you could possibly do this for me.

3. Would you mind if I put your name on my CV as a referee? Could you let me know if this is possible?

4. I also have some good news: I am engaged, and we're getting married next February, so of course I am very excited!

5. I look forward to hearing from you soon.

With best wishes,
Elena Chaois

How to make a presentation

INTRODUCTION

1. Good morning, ladies and gentlemen!
2. I'd like to thank you all for being here today.
3. Let me introduce myself. My name is ...
4. We are here today to make our short presentation.
5. The topic of our today's presentation is
6. Our talk is relevant to those who are interested in ...
7. The goal of our presentation is to ...
8. The material for our presentation was taken from ...
9. Our presentation will take 10 minutes.
10. If you have any questions, there will be time for them after my presentation.
11. I suggest that we begin now.

THE MIDDLE PART

Indicating the end of a section

This brings me to the end of my first point.

That's all I wanted to say.

Summarizing a point

Before I move on, I'd recap the main points.

Moving to the next point.

Let's now turn to ...

Let's now take a look at ...

Going back

As I said earlier, ...

As I've already explained, ...

Adding ideas

In addition to this, I'd like to say that (our IT business is going very well.)

Talking about difficult issues

I think we need to identify the problem.

We are currently having problems with ...

CONCLUSION

1. That brings us to the end of the final section. Now, if I can just summarize the main points again.
2. Thank you for your attention.
3. If anyone has any questions, I'll be pleased to answer them.

Practice

Task 1

Put the sentences into the correct order.

1. I have reached the end of my presentation. Now I'll be pleased to answer your questions.
2. Good afternoon, ladies and gentlemen!
3. I said earlier the sales of wheat greatly increased last year.
4. The topic of our today's presentation is 'The impact of heat on wheat'.
5. In addition to this, I'd like to say that
6. I suggest that we begin now.
7. Thank you for your attention.
8. The material for our presentation was taken from different online sources.
9. Now let's turn on
10. Let me introduce myself. My name is Nick Collins.

How to describe the graph

Vocabulary

graph – график, диаграмма, схема; кривая

the ups and downs – взлеты и падения

volume – объём

over the past (nine months) – за последние (девять месяцев)

fluctuate between ... and ... – быть неустойчивым, меняться; колебаться; колыхаться

rise (rose, risen) – подняться

moderately – умеренно

reach – достичь

sharp fall in – резкое падение

number – количество

consequence – следствие

entry into the market – вхождение в рынок

a no-frills airline – рейс без дополнительных услуг

passenger traffic – пассажиропоток

slump – резкое или внезапное падение (цен, спроса на товары)

decline (n) – падение

introduce – вводить

pricing system – система ценообразования

boost sales – поднять продажи

pick up – становиться лучше, улучшаться

Translate from English into Russian.

Look at this graph, look at the slide, look at the pie chart, passenger volume, traffic volume, building volume, over the past nine months, over the first five months, to fluctuate between 2.1 and 2.3 million, to fluctuate between 3 and 6 thousand, prices rise, prices drop, at the end of the month, at the beginning of the month, a sharp fall, a sharp rise, in early July, in late January.

Read and translate the text from English into Russian.

First, I'd like you to look at this **graph**, which shows **the ups and downs** in our passenger **volume over the past** nine months. As you can see here, passenger numbers **fluctuated** between 2.1 and 2.3 million in the first four months. They even **rose moderately** in May, reaching just over 2.5 million at the end of the month. In June you'll notice a sharp fall in passenger **numbers** as a direct **consequence** of HLX's **entry into the market**. Now as you all know, HLX is a **no-frills airline** with direct flights to almost all major south east Asian cities. **Passenger traffic slumped** to about 1.5 million – a **decline** of almost 40%. In early July we **introduced** a new, more aggressive **pricing system** to **boost sales**. As a result, ticket sales started **picking up** in July.

How to describe the graph

Vocabulary

sales figures – данные об объёме продаж, доходе от продаж

highlight (v) – осветить, отводить главное место; выдвигать на первый план

hay fever medication – лекарство от поллиноза

despite – несмотря на

advertising campaign – рекламная кампания

slow start – затяжное начало

unit – единица

rocket to – резко подниматься, повышаться, расти (например, о ценах)

competitor – конкурент

anti-allergy sector – сектор противоаллергенных средств

increase in – увеличение, увеличиться

due to – благодаря

extremely – чрезвычайно

as expected – как ожидается

go (went) down – идти вниз, опускаться

stand (stood) at – остановиться на

Translate from Russian into English.

За последние семь лет, за первые двенадцать месяцев, несмотря на мощную рекламную кампанию, несмотря на вхождение на рынок МТС, цифры выросли на 50 000, цифры упали на 10, продажи взлетели до 1 миллиона, продажи резко упали на 5%, благодаря теплоте и длинному лету, благодаря холодной и снежной зиме, продажи пошли вниз, продажи остановились.

Read and translate the text from English into Russian.

On the next graph you'll see the **sales figures** for Systex in the past five years. Let me now **highlight** the most important facts about our **hay fever medication**.

Despite an intensive **advertising campaign**, we had a **slow start** in Europe in 2003, selling 500,00 **units** in the first twelve months. The figure rose by about 50.000 in the following year. In 2005, however, sales **rocketed** to 1 million following the problems at TC PHARMA, our main **competitor** in the anti-allergy sector. 2006 saw even further **increase in** sales to 1.3 million **due to** the **extremely** warm and long summer. As **expected**, sales **went down** again in 2007 and **stood at** just over a million at the end of the year.

Complete these sentences with one of the following: *decline, fall, fluctuated, picking up, reached, rose, slumped.*

1. As you can see here, passenger numbersbetween 2.1 and 2.3 million in the first four months.
2. They evenmoderately in May.
3. In June you'll notice a sharpin passenger numbers.
4. Passenger trafficto about 1.5 million – a.....of almost 40%.
5. As a result, ticket sales startedin July.
6. By the end of September passenger numbers hadjust over 2 million.

ЛИТЕРАТУРА

1. Ian Badger, Pete Menzies. English for Business life: Elementary. – London: Marshall Cavendish, 2005. – 144 p.
2. English for emails. – [Электронный ресурс]. – Режим доступа: <https://learnenglish.britishcouncil.org/business-english/english-for-emails>
3. Новикова, Ю.В. Деловой иностранный язык в неязыковом вузе // Ю.В. Новикова, К.Г. Иштоян // Современные научные исследования: проблемы и перспективы [Электронный ресурс]: материалы IV Международной научно-практической конференции (14–15 ноября 2019 г., г. Зерноград) / под общ. ред. М.Н. Крыловой. – Москва: Перо, 2019. – 305 с.

Учебное издание

Новикова Юлия Викторовна

кандидат филологических наук, доцент

Гаран Евгения Петровна

кандидат филологических наук, доцент

ИНОСТРАННЫЙ ЯЗЫК ДЛЯ ДЕЛОВОГО ОБЩЕНИЯ

Практикум

Практикум к изданию в авторской редакции подготовила
редактор Н.П. Лучинкина
Верстка Г.С. Кудрявцева
Дизайн обложки С.П. Вдовикина

Подписано в печать 10.03.2020 г.
Формат 60×84/16. Усл. п. л. 4,42. Тираж 30 экз. Заказ № 3.

Отдел информационных технологий и издательской деятельности
Азово-Черноморского инженерного института – филиала
ФГБОУ ВО Донской ГАУ
347740, г. Зерноград Ростовской области, ул. Советская, 15.