Министерство образования и науки Российской Федерации
Федеральное государственное бюджетное образовательное учреждение
высшего образования
«Кузбасский государственный технический университет
имени Т. Ф. Горбачёва»

Кафедра иностранных языков

Составитель
М. М. Горбачёва

ДЕЛОВОЙ ИНОСТРАННЫЙ (АНГЛИЙСКИЙ) ЯЗЫК

Методические указания к самостоятельной работе для магистрантов всех направлений подготовки всех форм обучения

Рекомендовано учебно-методической комиссией
направления 18.04.01 «Химическая технология»
в качестве электронного издания
для самостоятельной работы

Кемерово 2017

Рецензенты

Мамонтова Н. Ю., доцент кафедры иностранных языков, кандидат педагогических наук

Черкасова Т. Г., председатель учебно-методической комиссии направления 18.04.01 «Химическая технология»

Горбачёва Марина Михайловна

Деловой иностранный язык: методические указания [Электронный ресурс] к самостоятельной работе для студентов магистратуры всех направлений подготовки / сост. М. М Горбачёва; КузГТУ. – Электрон. дан. – Кемерово, 2017.

Целью методических указаний является организация самостоятельной работы студентов магистратуры по дисциплине «Деловой иностранный (английский) язык», направленной на формирование у них такой общекультурной компетенции, как владение одним из иностранных языков на уровне, обеспечивающем эффективную профессиональную деятельность.

© КузГТУ, 2017
© Горбачёва М. М.,
составление, 2017

СОДЕРЖАНИЕ

I. САМОПРЕЗЕНТАЦИЯ, РЕЗЮМЕ 4

II. УСТРОЙСТВО НА РАБОТУ, СОБЕСЕДОВАНИЕ 5

III. ДЕЛОВЫЕ ПИСЬМА 8

IV. СЧЕТА, КОНТРАКТЫ 11

V. ТЕЛЕФОННЫЕ ПЕРЕГОВОРЫ 13

VI. МЕЖДУНАРОДНОЕ СОТРУДНИЧЕСТВО 16

VII. ДЕЛОВЫЕ НОРМЫ И ЭТИКЕТ,
СТРАТЕГИЯ ДЕЛОВОГО ОБЩЕНИЯ 19

VIII. ПЕРЕГОВОРЫ, ПОДПИСАНИЕ КОНТРАКТА 22

IX. ДЕЛОВАЯ ПОЕЗДКА 26

I. САМОПРЕЗЕНТАЦИЯ, РЕЗЮМЕ

1. Translate into English

Типичные ошибки в резюме

Существующее обилие советов о том, как правильно составить резюме, должно было бы полностью исключить ошибки в их написании. Тем не менее, работодатели постоянно сталкиваются с неправильно оформленными и, что важнее, неправильно составленными резюме.

Каждому – свое. Для начала следует выбрать формат и взять правильный тон. В компании, где по роду деятельности ценят оригинальность и креативность, можно позволить себе немного отойти от общепринятых шаблонов и воспользоваться более свободным стилем изложения. Но, направляя резюме в солидную, крупную фирму, совсем не стоит выделяться на фоне остальных соискателей каким-то особенным видом шрифта или словесными экзерсисами, так как это может быть зачтено в минус. Одно дело – рекламное агентство или СМИ, а другое – металлургическая или нефтяная компания.

Лучше разузнать, образцы каких резюме в выбранной компании считаются подходящими. Такая информация может содержаться на сайте компании. Также можно позвонить в кадровую службу.

Одно резюме – одна вакансия. Желание убедить потенциального работодателя в собственной незаменимости и исключительности часто приводит к тому, что претендент распыляется и предлагает себя на несколько позиций разом. Как правило, такая разносторонность никому не нужна. На начальном этапе от соискателя требуется понимание того, какую конкретно работу он может выполнять, а лучше – на какую конкретно вакансию претендует. Если же он чувствует, что смог бы охватить широкий спектр вакансий, то лучше написать отдельное резюме под каждую вакансию, каждый раз концентрируясь на чем-то одном.

Опыт работы. Тот же принцип работает и в перечислении мест работы. Если в своей жизни соискатель успел поработать в 10 разных местах, то лучше не утомлять читателя долгим перечислением временных работ. Из списка бывших работ выбрать следуют только те, которые наиболее перекликаются с профилем выбранной фирмы и оправдывают надежды на получение определенной вакансии. Резюме, озаглавленное “творческий работник” с опытом работы “хирург-практикант”, в лучшем случае насмешит работодателя, но способствовать найму точно не будет.

Личные качества. Как правило, выпускник не может похвалиться карьерными успехами и поэтому уделяет преувеличенное внимание своим личным качествам. Здесь важно не переусердствовать. “Готов отстаивать свою субъективную точку зрения, если имею не менее трех объективных доказательств собственной правоты”.
“Лоялен к руководству настолько, насколько оно лояльно ко мне”. Подобные описания резких черт вашего характера могут оттолкнуть работодателя.

Мусорная корзина или приглашение на интервью. Каким бы безупречным ни было ваше резюме, ничто не сможет ему помочь, если это будет трактат на несколько страниц с описанием всего жизненного пути, обилием общих слов и туманных формулировок, как, например, “выполнял важные проекты”, “хотел бы достичь большего”.

Переоценка своих возможностей (“Назвался груздем – полезай в кузов!”) и, наоборот, слишком пассивная позиция (“Согласен на любую работу”) – главные враги человека, решившего устроиться на работу с помощью резюме.

II. УСТРОЙСТВО НА РАБОТУ, СОБЕСЕДОВАНИЕ

1. Read the following sample letters of application. Find the words or phrases that tell you the following:

Sample letter 1
1. the person who is concerned with hiring and discharging employees

2. position / job / employment
3. continuing the subject of ...
4. John was given a higher position
5. a person who provides written information about someone's character, ability, skills, etc.
6. a piece of written information about someone's character, ability, skills, etc.

Flat 8, 34 River Street
Gosport
Co Hampshire PO 56 BL
England
15 May 2007

Mr. C Farham
Personnel Manager
Milco Ltd
26 Beacon Street
Halifax HX 57 Pt
England

Dear Mr. Farham,

Application for the post of Divisional Software Engineering Manager.

Further to our telephone conversation last Friday, I can confirm that I wish to apply for this post. I enclose a copy of my curriculum vitae.

You will see that I have added some information about my previous experience: I worked for one year with a company in Paris called ILE as a Systems Analyst, then I came to England to work for Topdown Systems Co as a Client Consultant, but last November I was promoted to Senior Software Development Engineer.
I have also added the name of one of my referees, Mr. John Andrews. You may contact him at any time. If you require any other references,

perhaps yon will be so kind as to let me know. I can come to Halifax for interview at almost any time. The only date when I am not available for interview is May 27th.

Yours sincerely,

John Tomlinson

Sample letter 2

1. to give support or certainty to a fact, statement, etc.
2. a proposal
3. in connection with
4. a system that makes a particular activity possible
5. the time during which the applicant is tested for the job
6. to re-examine / reconsider
7. to help the company to work successfully

the sender's address

the inside address

Dear Mr. Bowers,

I am writing to confirm my wish to apply for the position of computer engineer with your company. I am pleased to accept your offer. Sure, I'd like to meet you to discuss some technical matters, especially concerning your computer facility.

I wonder if there is a probationary period during which the position and the salary will be reviewed.

I look forward to joining your company and to contributing to the company's work.

Sincerely yours,

signature

III. ДЕЛОВЫЕ ПИСЬМА

1. Read and translate the text given below.

In the evening when Anton returned to the hotel he had a telephone call from Coventry, located to the north of London. It was a call from Mr. Snow, a business associate of the Russian company for whom Anton worked.

Mr. Snow: Mr. Smirnov, I'm calling to send my apologies to Mr. Nikolaev, your chief, for our default.

Anton: Don't worry we have received your payment and everything seems all right. I spoke with Mr. Nikolaev before my departure. He does not bear any grudges against you.

Mr. Snow: I'm very glad to hear that. But still I want to assure you that such things will never happen again.

Anton: Good. I'll pass it on to Mr. Nikolaev on my return to Moscow.

Here are two letters relating to the default mentioned by Mr. Snow received and sent by him some time before this talk took place:

1

Dear Mr. Snow, **15 October 1997**

According to our records payment of our Invoice 3582, sent to you on 10 August, has not yet been made. As an exception we specified payment on an open account terms 30 days net. Our Invoice has now been outstanding for 50 days. In the case of unsettled debts of this duration it is our company policy to take legal action. We would naturally prefer not to have to go so far. In case you have lost or mislaid the original we are enclosing a copy of our invoice. We look forward to receiving your payment this week

Yours sincerely,
Nick Nikolaev
General Director

2

Dear Mr. Nikolaev, **1 November 1997**

As you will remember from our telephone calls, we have been recently experiencing a number of difficulties with several large customers. This has resulted in unfortunate delays in paying outstanding accounts We are extremely sorry that your company has been affected by these developments. We are doing everything possible to rectify the situation Indeed we hope to make the payment which is about a month overdue in the very near future.

Yours sincerely,
John Smith
Managing Director

Words and expressions

associate	партнер
apology	извещение
to send one's apologies	принести свои извинения
default	неуплата, нарушение
to bear (bore, borne)	нести
grudge	недовольство, обида
to assure	заверить
relating to ...	относящийся к
acceding to ...	как сообщил, как заявил ..., согласно
records	записи
according to our records	согласно нашим записям
as an exception	в виде исключения
open account	открытый счет
net	нетто, за вычетом всех расходов и налогов
outstanding	неоплаченный
duration	длительность
to take legal action	передать дело в суд, возбудить судебное дело
to go so far	заходить так далеко
to mislay (mislaid, mislaid)	затерять (положить не туда)
to enclose	прилагать

2. Match English and Russian equivalents:

for our default	Я передам это моему начальнику
He doesn't bear any grudges against you.	Хочу вас заверить, что впредь

I want to assure you that such things will never happen again.	этого не случится.
	Он не имеет уже к вам никаких претензий.
I'll pass it on to my chief.	за то, что мы не сделали

3. Find the answers in the text: When did Anton have a call from Mr. Snow? Who is Mr. Snow? Why did he call Anton? What did Anton say about the payment in question? What promise did Mr. Snow make? Did Anton promise to pass it on to his chief?

4. Complete the dialogue and act out a similar one:

- I'm calling to send my apologies to ...
- Don't worry we have received ... and everything ... I ... before my departure. He ... grudges ...
- I... glad... But still I want to assure ... again.
- Good. I'll pass ... on my return...

5. Insert prepositions: According ... our records payment ... our Invoice 3582 sent ... you ... 10 August has not yet been made. As an exception we specified payment ... an open account terms. Our invoice has been outstanding ... 50 days. ... the case ... unsettled debts ... this duration we take legal action. This has resulted ... unfortunate delays ... paying outstanding accounts. Your company has been affected ... these developments. We shall make payment ... the very near future.

6. Underline the verbs and translate the sentences into Russian: We are enclosing a copy of our Invoice. We are doing everything possible to rectify the situation. Payment has not been made yet. Our invoice has been outstanding for 50 days. In case you have lost or mislaid the original... This has resulted in unfortunate delays. We have been recently experiencing some difficulties. As you will remember from our telephone calls...

7. Complete the letters and write similar ones:

• According to our records payment ... has not yet been made. As an exception we specified ... Our invoice has now been outstanding In the case of unsettled debts ... take legal action. We would naturally prefer ... In case you have lost ... We look forward to ...

• As you will remember from ... difficulties with ... This resulted in ... outstanding accounts. We are doing everything possible to ... Indeed we hope ... in the very near future.

IV. СЧЕТА, КОНТРАКТЫ

1. Here is a part of the Contract Mr. Freiser handed over to Mr. Smirnov in the evening:

Contract № 27/97

This number must be quoted
on all correspondence

London 20 November 1997

Newall Ltd., hereinafter referred to as the *Sellers* on the one hand and Messrs. **RusImport**, hereinafter referred to as the *Buyers*, on the other hand, have concluded this Contract, whereby the Sellers sold and the Buyers bought on the terms and conditions stated herein, subject to the Standard Conditions of Sale attached to this Contract and forming an integral part thereof 25 SECURITY DEVICES as set out in the Specification attached to the Contract and forming another integral part thereof.

The total price is 3,000 pounds sterling to be understood CIF Sheremetievo Airport, Moscow, Russia.

The goods are to be delivered before the 25 December, 1997.

Payment is to be effected in GBP under an irrevocable divisible letter of credit established by the Buyers with the first class bank correspondent of Barclays Bank, London against the following shipping documents:

- Air Waybill
- Shipping Specification
- Packing List
- Work's Test Certificate
- Invoice
- Insurance Policy

The Letter of Credit is to be valid for 60 days for shipment and presentation of the documents. The Letter of Credit is to be opened within 10 days after receipt by the Buyers of the Seller's advice of readiness of the goods for shipment.

Newall Ltd. Bank Account Details:

Account Name	Newall Ltd.
Account Number	60205818
Bank	Barclays Bank plc
Branch	Cheapside Branch
Branch Address	Atlas House, 1—7 King Street London EC2V 8AU United Kingdom
Sort Code	20-19-90

Partial deliveries and delivery ahead of schedule are allowed.

Legal addresses of the Parties:

The Sellers:	*The Buyers*:
... .	....
For and on behalf of the Sellers	For and on behalf of the Buyers
....	.....

2. Match English and Russian equivalents:

hereinafter	в данном документе
herein	которого
thereof	по которому
whereby	далее в данном документе
the Contract whereby the	на условиях, указанных в настоящем Контракте
Sellers sold and the Buyers bought...	с одной стороны
on the terms and conditions stated herein	с другой стороны
the Standard Conditions forming an integral part thereof	Контракт, по которому Продавец продал, а Покупатель купил...
on the one hand	Общие условия, являющиеся неотъемлемой частью Контракта
on the other hand	фирма Ньюол, именуемая Продавцом
Newall Ltd. referred to as the Sellers	фирма РусИмпорт, именуемая Покупателем
Ruslmport referred to as the Buyers	Они заключили настоящий контракт на основе стандартных условий
They have concluded this Contract subject to the Standard Conditions	25 приборов охраны в соответствии со Спецификацией
the Specification attached to the Contract	
25 Security Devices as set out in the Specification	Спецификация, приложенная к Контракту

3. Translate the first paragraph of the Contract into Russian.

4. Translate into Russian: The price is to be understood CIF Sheremetievo. Payment is to be effected in GBP. Payment is to be effected under a letter of credit. The letter of credit is to be established with the first class bank. The letter of credit is to be established

against certain shipping documents. The letter of credit is to be valid for 60 days. The letter of credit is to be opened within 10 days. The Sellers are to send the Buyers an advice of the readiness of the goods for shipment.

5. Translate into English:

страховой полис	банковский счет
авианакладная	отделение банка
отгрузочная спецификация	адрес отделения банка
упаковочный лист	сортировочный код
заводской сертификат об испытаниях	отгрузка по частям
счет-фактура	досрочная отгрузка
номер счета	юридические адреса сторон
владелец счета	от имени и по поручению

6. Translate the Contract starting with the words "The total price".

7. Translate into Russian and answer the questions as in the example:

• Example	- You remember these rules, don't you?

These rules are easy to remember, aren't they?

This Unit was very easy to read, wasn't it?

You know many English words now, don't you?

You like the English language, don't you?

You can translate some papers into Russian now, can't you?

You remember the part of the Contract quoted in this Unit, don't you?

8. Write a similar text of another Contract, changing:

• the names of the companies

• the goods

• the dates

9. Role play. Imagine you are discussing the above contract with the Sellers before it is signed.

V. ТЕЛЕФОННЫЕ ПЕРЕГОВОРЫ

1. Read and translate the text given below.

Peter Smirnov is the leader of the group of Russian businessmen participating in the Programme for Russian bankers and foreign trade businessmen London. On 15 October after booking air tickets for the Participants Pete sends the following fax message to the Programme organizer David Hill:

from: Economtraining 1/2

to: International Management Ltd

Fax Message No...

Re: Contract dated 2 March, 2013

In accordance with Article 3 of the above Contract we are informing you of the Arrival Date of the Group. It is 12 November and the flight number is SU 241. We hope this will enable you to reserve the accommodation in good time. We have also made the reservation for the return flight on 20 November.

In accordance with Article 7 we are attaching the list of the participants (Page 2). Please send us your official invitation to support our visas at the British Embassy.

Please also send us the time-table of the Programme showing the exact topics of the classroom sessions and the dates of external visits. It will enable the participants to plan the dates of their own business visits about which we spoke in Moscow.

As to the Group Leader we are proposing Mr. Lvov. You must know him. He has been to London a few times with similar groups. He speaks English fluently and knows his business inside out. We are sure he will be of great help.

If you have any queries please do not hesitate to contact us.

Faithfully yours,

Pete Smirnov

General Director

David Hill sends the official invitation for the group by fax the next day. Then all the participants fill in the questionnaires and attach two photos to every questionnaire. The secretary takes all these materials and the invitation and hands in all the papers to the Embassy to get visas. In a few days the visas are ready.

Words and expressions

to book	заказывать
in accordance with	в соответствии
the above Contract	вышеуказанный контракт
to reserve the accommodation	заказать гостиницу
in good time	заблаговременно
to attach	прилагать
Embassy	посольство
as to	что касается
He knows his business inside out.	Он прекрасно знает своё дело.
query	вопрос
to hesitate	колебаться
faithfully yours	С уважением ваш
to fill in a questionnaire	заполнить анкету

2. Translate into English:

- в соответствии со статьей 3
- вышеуказанный контракт
- забронировать гостиницу
- заказать обратный билет
- список участников
- для поддержки виз
- расписание Программы
- что касается руководителя группы
- свободно говорить по-английски
- Он прекрасно знает свое дело.
- Он окажет вам большую помощь.

3. Complete as in the fax message: In accordance with ... Contract we are informing you of Group. In accordance ... we are attaching ... As to the Group Leader we are ... This will enable you to reserve ... time. It will enable the participants to plan ... visits about which we spoke …

4. Complete as in the fax message and make similar sentences: The arrival date is ... and the flight number ... 241. We

have also made ... return ... November. Please send us ... invitation to support ... Embassy. Please also send us the time-table showing ... topics of. Please also send us the time-table showing ... external ... You must know Mr. Lvov. He has been to ... with... He speaks ... and he knows his business ... He will be of ... If you have any queries ... contact us.

5. Make a plan of the fax using the following sentences in the appropriate *sequence:* The Customer proposes Mr. Lvov as Group Leader. The Customer informs the Organiser of the arrival date. The Organiser is requested to send an official invitation. The Organiser is informed that the return airtickets have been booked. The Customer asks the Organiser to send the time-table of the Programme

6. Write a similar fax, changing

• the names
• the dates
• and some other details

VI. МЕЖДУНАРОДНОЕ СОТРУДНИЧЕСТВО

1. Read and translate the text given below.

In the morning after having breakfast at the self-sevice bar of the hotel restaurant the participants of the Programme for Russian bankers and foreign trade businessmen went to the conference room to have a lecture on Trade Finance.

There was a folder on the big round table for each participant with the material relating to the lecture.

Here is one of the sheets of the file:

Trade finance

• Trade needs finance
• This must come from either the trader or from a lending institution.
• If the trade is international then the amount of finance is noimally greater
• In general, trade is handled on credit
• The buyer pays for the goods at a specified time after receipt

- If the trade is international then delivery time adds to the delay in payment
- This adds to the need for finance
- Also in international trade the buyer uses one currency, the seller another
- This requires an organisation with facilities for changing currencies
- On both counts the Bank is the best source of finance

Thus this page gave the most important hints on the subject.

And Mr. Hill, the lecturer, explained and developed each statement. The participants sometimes interrupted him and asked questions. Sometimes Mr. Lvov came to help when there was a problem of speaking or understanding.

The lecturer devoted some part of the lecture to financing small business companies who usually enjoy better terms, reduced taxes and other facilities especially during the first years of their work.

Words and expressions

to lend (lent, lent)	предоставлять кредит
institution	организация
to handle	обращаться с, иметь дело с, вести
on credit	на условиях кредита, в кредит
to handle trade on credit	вести торговлю, используя кредит
receipt	получение
delivery time	срок поставки
delay in payment	задержка платежа
currency	валюта
facilities	средства, возможности, льготы
hint	намек, совет
to devote something to	посвящать что-либо чему
reduced taxes	сокращенные, уменьшенные налоги

2. Translate into English: Затем они отправились в конференц-зал. М-р Хилл читал лекции “Финансирование торговли”. Перед каждым участником была папка с материалами. Иногда участники прерывали м-ра Хилла и задавали вопросы. Андрей помогал им, когда у них возникали затруднения с английским языком. Лектор посвятил часть лекции малому бизнесу. Он говорил о более выгодных условиях, сниженных налогах и других льготах.

3. Match English and Russian sentences:

Trade needs finance.	В обоих случаях лучшим источником финансирования являются банки.
This must come from either the trader or from a lending institution	Для торговли необходимо финансирование.
If the trade is international then the amount of finance is normally greater.	Оно (финансирование) должно исходить от продавца или финансовой организации.
In general, trade is handled on credit.	Покупатель оплачивает товар в указанный срок после получения товара.
The buyer pays for the goods at a specified time after receipt.	Это увеличивает потребность в финансировании торговли.
This adds to the need for finance	Если это внешняя торговля, то сумма финансовых средств обычно увеличивается.
On both counts the bank is the best source of finance.	Обычно торговля осуществляется с использованием кредитов.

4. Insert articles: Finance must come from either ... trader or from … lending institution. If trade ... is international then ... amount of finance is normally greater. ... buyer pays for ... goods at ... specified time after receipt. If ... trade is international then delivery time adds to ... delay in payment. Also in international trade ... buyer uses one currency, ... seller another.

5. Insert prepositions: In general trade is handled ... credit. Then delivery time adds ... the delay ... payment. This adds ... the need ... finance. This requires an organisation ... facilities ... changing cuiiencies. ... both counts the bank is the best source ... finance.

6. *Sum up* what Mr. Hill said about:

• trade finance in general

• financing small business companies

7. Role play: Imagine you are a lecturer. Speak on financing small business companies in Russia

VII. ДЕЛОВЫЕ НОРМЫ И ЭТИКЕТ, СТРАТЕГИЯ ДЕЛОВОГО ОБЩЕНИЯ

1. Read and translate the text given below.

At the appointed time Ivan Smirnov arrived at his business partner Mr. Freiser's office by car. Mr. Freiser greeted Ivan with warm smiles and kind words.

Frank: Oh, Ivan I haven't seen you for ages. How are you getting on these days?

Ivan: Not bad. I hope you are doing well too.

Frank: I would say so. I know you participate in the Programme for Russian bankers and foreign trade businessmen. How are your classes, young man?

Ivan: I understand you are kidding but I like the sessions we are having here. There are a few important things I have learned here. And I've met some businessmen whose business looks very promising for us.

Frank: Good for you. And would you like some tea or coffee before we get down to business.

Ivan: Some coffee, please.

Frank: The secretary will bring coffee for us in a minute.

Ivan: I believe we could speak about our business now, if you don't mind.

Frank: I agree with you here. We studied your enquiry for our security devices and we could offer you some very modern ones.

Ivan: Could I see them while I'm here? Then it will be much easier for me and the General Director of my company to make a decision about the range of devices to buy.

Frank: No problem. Our Production Director will take you to our production shop and you will see all the devices we are offering to our customers at present. We have sold quite a lot of each type and we have not got a single complaint. They have never failed our customers.

Ivan: It sounds very convincing. And will the Production Director be coming soon?

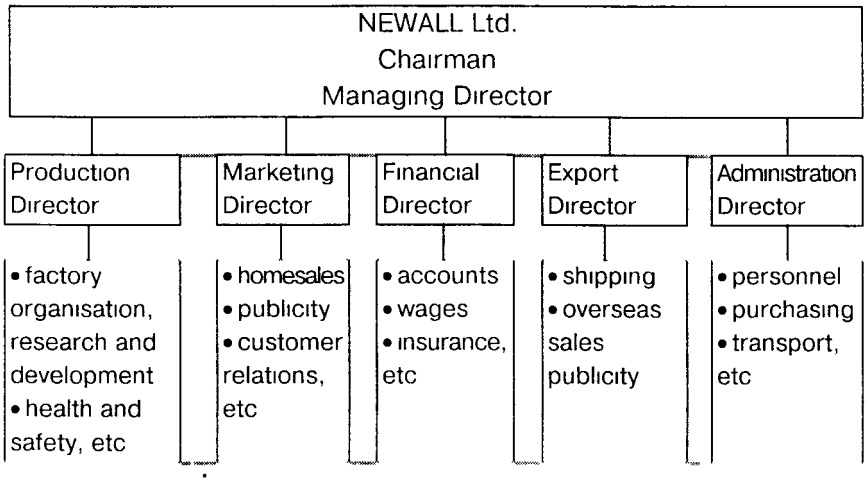
Frank: The Secretary will invite him after we have coffee.

Ivan: I see.

Frank: By the way, here is the latest organigram of our company. You may have a copy if you wish.

Ivan: Thank you. It will help me to speak with the Production Director.

Here is the organigram of Mr. Freiser's company:



Words and expressions

How are you getting on?	Как поживаете?
Are you kidding?	Вы шутите?
production director	начальник производства
production shop	цех

complaint	жалоба, претензия
to fail	подводить; не суметь
to convince	убеждать
organigram	схема управления
homesales	продажи внутри страны, внутренняя торговля
publicity	реклама, известность
insurance	страхование
shipping	отгрузки (транспорт)
personnel	штат, персонал
to purchase, to buy	покупать

2. Insert prepositions: ... the appointed time Ivan arrived ... Mr. Freiser's office ... car. Mr. Freiser greeted Ivan ... warm smiles and kind wolds. Oh, Ivan, I haven't seen you ... ages. Would you like tea or coffee ... we get down ... business? The secretary will bring some coffee ... us ... a minute. I believe we could speak ... our business now. I agree ... you.

3. Insert articles, if necessary: It will be much easier for me and ... General Director of my company to make … decision about ... range of devices to buy. Our Production Director will take you to our production shop and you will see all ... devices we are offering to our customers at ... present. We have sold quite ... lot of each type and we have not got ... single complaint.

4. Match English and Russian equivalents:

I haven't seen you for ages.	Вы хотите кофе, пока мы не приступили к делам.
How are you getting on?	Мы могли бы поговорить о делах, если вы не возражаете.
I hope you are doing well too.	Я с вами согласен.
Would you like some coffee before we get down to business?	Мы не виделись целую вечность.
We could speak about our business, if you don't mind.	

I agree with you here.	Как у вас идут дела? Надеюсь, что у вас тоже все хорошо.

5. Find equivalents in the text: Мы рассмотрели ваш запрос на наши охранные устройства, и можем предложить вам очень современные устройства. Можно, их посмотреть, раз уж я здесь? Мне и генеральному директору будет намного легче решить, какие именно устройства нужно купить. Наш начальник производства покажет вам производственный цех. Вы увидите все устройства, которые мы предлагаем сейчас нашим покупателям. Мы уже продали достаточно большое количество. Мы не получили ни одной жалобы. Они ни разу не подвели наших покупателей. Это звучит очень убедительно.

6. Complete the dialogue and act out a similar one:

- I believe we could get down to business, if you don't ...
- I agree with you here. We studied ... and we could offer ...
- Could I see ...? When it will be much easier ... range of devices to buy.
- No problem. Our ... take you to our production ... and you will see all ... We have sold ... not a single ... They ... failed ...
- It sounds ...

7. Have a look at the organigram of Mr. Freiser's company and say for what each director was responsible.

8. Say what director Mr. Freiser was, to your mind.

9. Imagine you work for a certain company. Make its organigram.

VIII. ПЕРЕГОВОРЫ, ПОДПИСАНИЕ КОНТРАКТА

1. Read and translate the text given below.

On Monday morning the participants of the Programme for Russian bankers and foreign trade businessmen resumed their work and listened to the lecture on payments in international trade.

Here is a part of the lecture:

With any form of international trade it is essential to ensure that payment will be received in accordance with the terms of the underlying commercial contract. The most secure and established methods of settling international trade transactions are:

• by documentary letters of credit and

• by documentary collection bills.

Documentary letters of credit are opened by the importer's bank with a bank in the exporter's country, usually the importing bank's correspondent in the exporting country. Exporters submit to the bank in their country all the shipping, insurance and other documents specified in the letter of credit issued by the importer's bank. If the documents are in order the bank in the exporting country will credit the exporters with the proceeds. The proceeds are reimbursed-by the importer's bank in due course.

Documentary collection bills are presented to the importer's bank or its correspondent by the exporters together with all the shipping, insurance and other documents, specified in the contract. If the documents are in order the importers instruct their bank to pay and they collect the shipping documents then.

There are a few ways of transferring money from bank to bank. In the recent past these ways were:

• mail transfers and

• telegraphic transfers.

Now these two types of messages are practically replaced by SWIFT messages. SWIFT stands for the Society for Worldwide Interbank Financial Telecommunication. It is a network serving now more than 3,000 banks in about 100 countries. It speeds up payment messages between banks immensely. If sending and receiving banks are both 'logged-in', a message can be delivered in under 20 seconds. Over 1 million messages are sent every day via the computers of SWIFT and its member banks.

The role of correspondent banks is permanently growing. They facilitate and expedite international payments. A correspondent bank is one which carries a deposit balance for another bank located in another city or country and engages in an exchange of services with that bank.

Words and expressions

essential	важный, значительный
to ensure	обеспечить
in accordance with ...	в соответствии с ...
underlying	лежащий в основе
secure	надежный
established	широко используемый, утвердившийся
to settle	оплатить
documentary	документарный, с приложением отгрузочных документов
collection bill	инкассовое поручение
to submit	представлять, передавать
to issue	выпускать, открывать
proceeds	средства, выручка
to reimburse	возмещать, платить
in due course	должным образом
mail transfer	почтовый перевод
SWIFT	СВИФТ – Международное общество межбанковских (финансовых) телекоммуникаций
to stand for	обозначать
wordwide	всемирный
to speed up	ускорять
to be logged-in	(техн.) быть включенным в систему

2. Match English and Russian equivalents:

in accordance with the terms and conditions of the contract	Они дают указание банку об оплате.
the underlying commercial contract	Затем они забирают

	документы.
the documents specified in the contract	Существует несколько способов перевода денег из одного банка в другой.
to submit the documents specified	Банк переведет средства на счет экспортера.
the letter of credit issued by the importer’s bank	перевести средства должным образом
to reimdurse the proceeds in due course	в соответствии с условиями контракта
The bank will credit the exporters with the proceeds.	данный коммерческий контракт
They instruct the bank to pay.	документы, указанные в контракте
They collect the shipping documents then.	представить указанные документы
There are a few ways of transferring money from bank to bank.	аккредитив, выданный банком экспортера

3. Insert prepositions: ... Monday morning the participants listened ... the lecture ... payments ... international trade. It is essential to ensure that payments will be received ... terms and conditions ... the contract. The most secure methods are payments ... documentary letters ... credit and … documentary collection bills. Exporters submit ... the bank all the shipping documents. If the documents are ... order the bank will credit the exporter ... the proceeds. Documentary collection bills are presented ... the importer’s bank. ... the recent past there were two ways ... transferring money ... bank ... bank.

4. Translate the parts of the text speaking about: documentary letters of credit; documentary collection bills.

5. Complete as in the text: SWIFT stands for the Society ... It’s a network serving ... banks ... countries. It speeds up payment messages between ... If. ... banks are logged-in a message can be delivered ... Over one million ... via computers of SWIFT and ... A correspondent bank is one which carries ...

6. Find English equivalents in the text: платеж по документарному аккредитиву, платеж по документарному инкассо, представить документы в банк, открыть аккредитив в банке, перевести средства, отправить сообщение по СВИФТ, банк-корреспондент, это ускорит платеж.

7. Sum up what the text said about: SWIFT and SWIFT messages, correspondent banks.

8. Role plays.

• Imagine you are one of the participants of the Group. Ask the lecturer a few questions about:

- documentary letters of credit
- documentary collection bills.

• Imagine you work at a SWIFT member bank. Make a short speech introducing yourself and also speak about the high technical level of services offered by your bank.

IX. ДЕЛОВАЯ ПОЕЗДКА

1. Read and translate the text given below.

When the plane arrives at the Heathrow airport the passengers get out of the plane and go into the building of the airport. After passing along endless corridors they get to the passport control point called Immigration. There are two gates. One is for passengers from EC (European Community) countries. And the other gate is for passengers from all other countries. After queuing up for some time Mr. Lvov and the group of Russian businessmen come up to the queue marshal who signals what officer is free. And each person goes to the counter indicated.

Here is a typical talk between the English Immigration officer and a Russian businessman:

Russian: Good morning.

Officer: Good morning, sir. May I see your passport and landing card, please?

Russian: Certainly. Here you are.

Officer: Thank you.... What's the reason for your visit to the UK?

Russian: I'm on a business tour to attend a training programme.

Officer: And how long are you staying here?

Russian: A week or so.

Officer: Have you got a return ticket?

Russian: Yes, certainly. Here is my ticket.

Officer: May I see the invitation of the company who will receive you here?

Russian: Just a minute I'll ask our Group Leader to present it... Here is the invitation.

Officer: Thank you... Everything is OK. Here is your passport, ticket and the invitation.

Some Russian businessmen have difficulty in speaking with the English Immigration officers and answering then questions. Usually English officers do not like strangers to help them with interpreting. In such cases the officers ask their own interpreters for help. Most probably these interpreters are staff members of Immigration. For some Russian businessmen of the group it was the first experience with Englishmen and the only words they could say were:

I am sorry. I do not speak English.

Others could say a few words, like these:

I have come as a businessman for training. I shall stay in England for eight days. I shall stay at Sherlock Holmes hotel in London.

Words and expressions

to queue up	стоять в очереди
queue marshal	распорядитель очереди
the counter indicated	указанная (им) стойка
landing card	карточка прилетевшего в страну пассажира
to be on a business tour	совершать деловую поездку
staff member	штатный сотрудник

2. Insert articles: After queuing up for some time Mr. Lvov and … group come up to ... queue marshal who signals what Immigration officer is free. And each person goes to … counter indicated. For some Russian businessmen of ... group it was ... first experience with Englishmen. They had some difficulty in speaking with ... Immigration officers.

3. Insert prepositions: Some Russian businessmen have difficulty ... speaking ... English Immigration officers and answering their questions. Usually English officers do not like strangers to help them ... interpreting. ... such cases the officers ask their own interpreters ... help.

4. Complete the dialogues and act out similar ones.

• - Good morning
- Good morning, sir. May I see … card, please?
- Certainly. Here.
- Thank you. What's the reason ...?
- I'm on a business … programme.
- And how long are …?
- A week ...
- Have you got ...?
- Yes, certainly. Here ...
• - May I see ... receive …?
- Just a minute, I'll .. Group Leader ... Here is ...
- Thank you. Everything is... Here is ...

5. Read and translate the text given below.

After undergoing formalities at Immigration the group goes to the Luggage Reclaim point. They find the monitor showing their Flight Number and see their suitcases and bags on the belt. But one of the participants of the group does not see his suitcase and asks Andrew Lvov, the Group Leader, for help. Andrew comes up to an official:

Andrew: Excuse me; one of our suitcases is missing. Where can it be?

Official: What's your flight number, sir?

Andrew: It's SU 241 from Moscow.

Official: Some luggage is over there. I hope you'll find yours there. There wasn't enough space on the belt. We had to remove some and put it on the floor.

Andrew: Thank you.

Andrew and the gentleman who did not find his suitcase go to the place shown by the official and see the suitcase. The gentleman picks up the suitcase, puts it on the trolley and joins the group. So, all the participants have collected their luggage.

Now they are moving to the Customs point. By the way, it is not necessary to fill in any declaration forms. They see the sign "Nothing to declare" and the green walls of the passage. They all have nothing to declare and pass through this corridor. They see a few Customs officials standing behind the rack. The officials say nothing to them and they safely pass.

Some other passengers pass through the red wall corridor since they have something to declare and probably they have to fill in some forms and pay customs duty. Usually every country has a list of the things liable to duty "in addition to the duty free allowance".

In a second or two our group gets out into the hall of the airport and sees the crowd of people meeting passengers who have just arrived.

Words and expressions

luggage	багаж
reclaim	получение (обратно), востребование
to reclaim	получать (обратно), востребовать
to undergo formalities	пройти формальности
belt	транспортер
One suitcase is missing.	Не хватает одного чемодана
over there	вон там
trolley	тележка
to collect	получать, забирать
Customs	Таможенный контроль, Таможенная

	служба
sign	вывеска, знак
to declare	заявлять, декларировать
rack	стойка (для багажа)
customs duty	таможенная пошлина
in addition to	дополнительно к
duty free	беспошлинно
allowance	разрешенное количество

6. Match English and Russian equivalents:

Luggage Reclaim point	Таможенный контроль
Immigration point	Выдача багажа
Customs	востребовать (получить) багаж
“Nothing to declare”	багажная лента-транспортер
things liable to duty	паспортный контроль
customs duty	чиновник
belt	работник (официальное лицо)
to leclaim luggage	“Не имею предметов, подлежащих декларированию”
to collect luggage	предметы, за ввоз которых необходимо заплатить пошлину
an officer	таможенный сбор
an official	получить багаж

7. Insert words as in the text: Some passengers pass through the red wall corridor since they have something ... and probably they have to ... some forms and pay ... Usually every country has a list of the things ..., in addition to “the duty free” allowance.

8. Read the following: One of our cases is missing. Some luggage is over there. We had to remove some suitcases. Where can it be? What's your night number? There wasn’t enough space.

9. Complete the dialogue and act out a similar one:

- Excuse me, one of our suitcases ... Where ...
- What's .
- It's SU ..
- Some … over there. I hope you'll find yours … There wasn't enough ... We had to ... and floor.
- Thank ...

10. Sum up the text. The following plan may be of help:

• the group undergoes formalities at the Immigration point
• they go to the Luggage Reclaim point
• one suitcase is missing
• the official helps them to find the missing suitcase
• the group has nothing to declare and they safely pass through the green corridor
• they get out into the hall where passengers are usually met

References

1. Cunningham Sarah, Moor Peter. New Cutting Edge. Intermediate. Students' Book. / Sarah Cunningham, Peter Moor. – Edinburgh: Pearson Education Limited – 2005.

2. Comyns Carr Jane, Eales Frances. New Cutting Edge. Intermediate. Workbook. / Jane Comyns Carr, Frances Eales. – Edinburgh: Pearson Education Limited – 2005.

3. Cotton David, Falvey David, Kent Simon. Market Leader Intermediate. Course Book. / David Cotton, David Falvey, Simon Kent – Edinburgh: Pearson Education Limited – 2000.

4. Андреева, Н. А. Деловой английский : учебник / Н. А. Андреева [и др.]. – М.: Проспект, 2009.