

ГОСУДАРСТВЕННОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ
ВЫСШЕГО ПРОФЕССИОНАЛЬНОГО ОБРАЗОВАНИЯ
«ДОНЕЦКИЙ НАЦИОНАЛЬНЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ»

Кафедра
«Технического иностранного языка»

МЕТОДИЧЕСКИЕ УКАЗАНИЯ
к выполнению практических работ
по дисциплине
Б.1.В.18. ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК
(английский язык)

для студентов направления подготовки

13.03.02 «Электроэнергетика и электротехника»

профилей «Электрические станции», «Электроэнергетические системы и сети», «Электроснабжение», «Электропривод и автоматика»

15.03.06 «Мехатроника и робототехника»

профилей «Системы управления робототехническими комплексами»

РАССМОТРЕНО

на заседании кафедры

«Технического иностранного
языка»

Протокол № 9 от 20.04.2020

Донецк - 2020

Составители:

Кукушкина Лидия Анатольевна, старший преподаватель, заведующая кафедрой «Технического иностранного языка» ГОУВПО «ДонНТУ».

Методические указания к выполнению практических работ по дисциплине «Деловой иностранный язык» : для студентов направления подготовки 13.03.02 «Электроэнергетика и электротехника», профилей «Электрические станции, «Электроэнергетические системы и сети», «Электроснабжение», «Электропривод и автоматика»; направления подготовки 15.03.06 «Мехатроника и робототехника» профиля «Системы управления робототехническими комплексами» / ГОУВПО «ДонНТУ», Каф. «Технического иностранного языка», сост.: Л.А.Кукушкина. – Донецк : ДонНТУ, 2020. – 34 с.

В методических указаниях содержатся рекомендации к выполнению практических работ по дисциплине «Деловой иностранный язык», приведен тематический план дисциплины, план практических занятий и тексты по темам, вопросы для проверки, а также список вопросов итогового контроля и критерии оценки знаний студентов при проведении промежуточного (итогового) контроля. Методические указания соответствует рабочей программе дисциплины и предназначены для студентов очной и заочной форм обучения .

«ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК»

Дисциплина «Деловой иностранный язык» рассматривает вопросы формирования коммуникативной компетенции, т.е. способности и готовности осуществлять иноязычное межличностное и межкультурное общение с носителями языка.

Целью дисциплины является: овладение грамматическими явлениями и синтаксическими конструкциями, типичными для языка делового и повседневного общения;

развитие навыков чтения и понимания аутентичных текстов деловой, социологической и экономической тематике;

развитие навыков устной и письменной монологической и диалогической речи в условиях делового общения;

формирование способности реагировать на типичные академические и профессиональные ситуации;

изучение страноведческой информации из аутентичных источников страны изучаемого языка, обогащающей социальный опыт студентов.

В результате освоения дисциплины студент должен

знать:

- языковые средства и правила речевого и неречевого поведения в соответствии со сферой общения;
- деловую и профессиональную лексику;
- принципы построения монологической и диалогической речи профессионального характера;
- страноведческую информацию из аутентичных источников.

уметь:

- понимать содержание и извлекать необходимую информацию из аутентичных текстов профессиональной и деловой направленности;
- анализировать и находить актуальную текстовую, графическую информацию по специальности;
- использовать различные языковые формы и высказывания;
- пользоваться базовыми формами устного и письменного общения (ведение деловой переписки, публичные выступления, написание и др.).

Перечисленные результаты обучения являются основой для формирования следующих компетенций:

Общекультурные компетенции (ОК):

- владением культурой мышления, способностью к обобщению, анализу, восприятию информации, постановке цели и выбору путей её достижения (ОК-1);
- умением логически верно, аргументировано и ясно строить устную и письменную речь (ОК-2);
- владением одним из иностранных языков на уровне не ниже разговорного (ОК-11).

Дисциплина относится к вариативной части дисциплин учебного плана по выбору вуза гуманитарного, социального и экономического цикла блока.

Пререквизитами дисциплины «Деловой иностранный язык» является приобретение базовых знаний, умений и навыков по иностранному языку в период получения среднего образования и общепрофессиональные компетенции, знания, умения и навыки, полученные студентами ранее при изучении дисциплин «Иностранный язык» в бакалавриате.

Основными формами аудиторных занятий являются практические занятия.

Программой допускается перестановка, дополнение или сокращение отдельных тем курса с сохранением общего времени для аудиторных занятий.

2. Тематический план дисциплины

№	Наименование тем	Количество часов
---	------------------	------------------

п/п		Всего	практическое	СРС
1.	Тема 1. Интеграция в иноязычное общество. Ментальность и бизнес. Вербальная и невербальная коммуникация	24/24	12/1	12/23
2.	Тема 2. Деловые поездки. Обычаи страны изучаемого языка. Структура компании.	22/22	10/1	12/21
3.	Тема 3. Культура профессионально общения. Деловые встречи и переговоры. Подготовка и проведение презентаций. Особенности прохождения собеседования.	26/26	12/1	14/25
4.	Тема 4. Деловая корреспонденция. Виды деловой корреспонденции. Написание CV, сопроводительного письма	22/22	10/1	12/21
5.	Тема 5. Технический прогресс и его влияние на окружающую среду. Виды производства электрической энергии	24/24	12/0	12/15
6.	Тема 6. Наука и инновации по специальности	26/26	12/0	14/17
	Индивидуальное задание	0/		0/18

2.1 Практические (семинарские) занятия

№ п/п	Тема занятия	Содержание занятия	Объем, час.	Литература
1	Тема 1. Интеграция в иноязычное общество. Ментальность и бизнес. Вербальная и невербальная коммуникация	<p>Деловой визит из Англии / США; приветствие и знакомство; визитные карточки. Персонал фирмы. Знакомство и рекомендации. В офисе. Особенности ведения бизнеса в разных странах. Типы культур. Различия в вербальном и невербальном общении в зависимости от культуры.</p> <p><u>Грамматика:</u> Порядок слов в английском предложении; многозначность глаголов be, have; времена группы Indefinite Active; времена группы Continuous; времена группы Perfect.</p>	12/1	[1,2,4]

2	Тема 2. Деловые поездки. Обычаи страны изучаемого языка. Структура компании.	<p>Организация поездки, оформление визы, виды транспорта, бронирование отеля. Обычаи страны изучаемого языка. Правила хорошего тона. Как вести себя во время пребывания за границей. Структура компании и типы руководителей.</p> <p><u>Грамматика:</u> Квантификаторы и числительные. Словообразование. Сравнение: активный и пассивный залого. Множественное число заимствованных существительных.</p>	10/1	[2,4]
3	Тема 3. Культура профессионального общения. Деловые встречи и переговоры. Подготовка и проведение презентаций. Особенности прохождения собеседования.	<p>Я и моя фирма. Презентация. Деловые партнеры. Ведение переговоров. Телефонные переговоры как форма деловой коммуникации. Подготовка конференц-зала. Заседания. Переговоры. Предоставление информации о деятельности фирмы. Успешное прохождение собеседования и как ответить на часто задаваемые вопросы на собеседовании.</p> <p><u>Грамматика:</u> Модальные глаголы, их эквиваленты; пассивный залог.</p>	12/1	[1,4]
4	Тема 4. Деловая корреспонденция. Виды деловой корреспонденции. Написание CV, сопроводительного письма	<p>Виды деловых писем. Клише и выражения. Письмо-запрос. Встречный(повторный) запрос. Сопроводительное письмо. Принятие предложения о работе. Отказ работодателя на заявление о работе. Предоставление информации о деятельности фирмы. Объявление в газету. Резюме. Жизнеописание.</p> <p><u>Грамматика:</u> Причастия настоящего и прошедшего времени. Независимый причастный оборот. Инфинитив. Инфинитивные обороты.</p>	10/1	[2,4]
5	Тема 5. Технический прогресс и его влияние на окружающую среду. Виды производства электрической энергии	<p>Основные тенденции развития технологий. Технический прогресс и его влияние на окружающую среду. Виды производства электрической энергии и их влияние на окружающую среду.</p> <p><u>Грамматика:</u> Герундий. Герундиальные обороты. Согласование времен.</p>	12/0	[1,4]

6	Тема 6. Наука и инновации по специальности	<p>Новейшие достижения в науке, связанные с будущей профессией. Предоставление информации о научной деятельности. Описание таблиц, схем, графиков, результатов исследования.</p> <p><u>Грамматика:</u> Употребление предлогов. Перевод фразеологических единиц.</p>	12/0	[2,4]
---	--	---	------	-------

3. Критерии оценивания

Оценивание уровня освоения студентом учебного материала дисциплины «Деловой иностранный язык» производится в ходе текущего контроля и промежуточной аттестации (семестрового зачета).

Текущий контроль знаний студента очной формы обучения осуществляется по результатам практических занятий, выполнения самостоятельных работ, во время письменных и устных опросов; студента заочной формы обучения – по результатам выполнения индивидуального задания и контрольной работы.

Промежуточная аттестация по результатам освоения дисциплины в семестре проводится в форме семестрового зачета в соответствии с «Положением об организации учебного процесса в Донецком национальном техническом университете», утвержденном приказом ДонНТУ от 02.05.2018г. № 337-14.

Для определения уровня знаний студентов преподаватель руководствуется критериями оценки знаний, являющимися составляющей учебно-методического комплекса дисциплины. Оценивание знаний студентов при семестровом контроле осуществляется по государственной шкале и шкале ECTS.

Сумма баллов по 100-бальной шкале	Оценка по шкале ECTS	Оценка по государственной шкале	
		Для государственной итоговой аттестации, экзамена, дифференцированного зачета	Для зачета
90-100	A	Отлично	Зачтено
80-89	B	Хорошо	
75-79	C		
70-74	D	Удовлетворительно	
60-69	E		
35-59	FX*		Неудовлетворительно
0-34	F**		
-1		Не явился(лась)	Не явился(лась)
-3		Освобождение	Освобождение
		Не допущен(а)	

Оценка «**отлично**» выставляется, если по завершении курса студент демонстрирует полные знания программного материала, умеет работать с различными текстами научно-технического стиля, а именно правильно читать, переводить, анализировать, обсуждать текст, демонстрируя при этом высокий уровень владения активной лексикой и грамматически правильно выстраивая высказывания. Студент дает правильные, сознательные, уверенные ответы и не допускает ошибок.

Оценка «**хорошо**» выставляется, если по завершении курса студент умеет правильно читать и переводить тексты по специальности, пересказывать их и высказывать своё мнение по обсуждаемой теме, не совершая при этом грубых ошибок, умеет

применять полученные знания в практических заданиях. В письменных работах допускает только незначительные ошибки.

Оценка «**удовлетворительно**» выставляется, если студент может прочитать и перевести предложенный текст, продемонстрировав достаточно большой объём изученной активной лексики, пересказать текст при помощи простых грамматических конструкций. Студент усвоил основной программный учебный материал. При применении знаний на практике испытывает некоторые затруднения. В устных ответах допускает ошибки при изложении материала и в построении речи.

Оценка «**неудовлетворительно**» выставляется, если студент не умеет работать с научно-технической литературой по специальности, не владеет необходимым лексическим и грамматическим минимумом программы, испытывает затруднения при пересказе текста и высказывании своего мнения о прочитанном, допускает грубые ошибки в устной и письменной речи.

2.2. ТЕКСТЫ И УПРАЖНЕНИЯ ПО ТЕМАМ ПРАКТИЧЕСКИХ ЗАНЯТИЙ

ТЕМА 1.

Интеграция в иноязычное общество.

Ментальность и бизнес.

Вербальная и невербальная коммуникация

Exercise 1.

Read the text and make a list of things you have to do to board the plane.

Travelling by air Nowadays people who go on business mostly travel by air. This is why here is a list of recommendations which may be helpful. Passengers should arrive at the airport at least two hours before the departure. They must register their tickets, weigh in and register their luggage. Passengers should be aware that there is free luggage allowance of 20 kg. Excess luggage should be paid for. Finalizing this procedure is the boarding pass which is given to every passenger. It contains an indication of the departure gate and time.

When the boarding pass is given the passengers should proceed to the passport control where his or her identity is checked and the so called green light is given for the departure. When on board the passengers should be careful and watch the electric light signs. When the “Fasten the seat belts” sign goes on, do it promptly, and obey the “No smoking” signal. And do not forget your personal belongings in the plane when leaving it.

After the landing the officials will check the passports and visas of the passengers. These formalities are more or less similar in all countries. In some countries these officials may also check the passengers’ certificates of vaccination. When these formalities have been completed the passengers will go to the Customs for an examination of their luggage. If a passenger has nothing to declare he or she may just go through the ‘green section’ of the Customs. But sometimes the Customs inspector may ask you to open your bag or suitcase for inspection. This is done to prevent smuggling. After you are through with all customs formalities you are free to cross the border and enter the country of your destination.

***Exercise 2. Quiz.** Work in pairs. Do the around the world quiz. Then check your answers with the Answer key. Give yourselves one mark for each correct answer. After doing the quiz give your own examples of cultural differences.*

AROUND THE WORLD QUIZ

1. China

You’re invited to someone’s house/ Which of these may cause offence?

- a) Blowing your nose.
- b) Refusing an offer of food.
- c) Not removing your shoes before entering.

2. Saudi Arabia

You want to hire a car to tour the country. Is this permitted?

- a) Yes, but you must take a test first.
- b) Yes, but only if you're male.
- c) No – tourists have to travel by camel.

3. Finland

You're planning to relax in a Finnish sauna. What should you wear?

- a) Nothing.
- b) A towelling robe.
- c) A bath hat.

4. Nepal

While trekking you want to photograph local villagers. Is this allowed?

- a) Yes – the Nepalese love being photographed.
- b) No – their religion forbids it.
- c) Yes, but you must ask permission first.

5. Cyprus

On a village tour, a local offers you a glyko. Should you?

- a) Eat it – it's a dessert.
- b) Ride it – it's a type of bicycle.
- c) Wear it – it's a traditional hat.

6. Morocco

You'd like to visit some mosques but are you allowed to go inside?

- a) Yes, but you have to take your shoes off.
- b) Yes, you don't have to take your shoes off.
- c) You mustn't enter unless you are a Muslim.

7. Sweden

You go out for a meal. How many glasses of wine can you drink before driving back to your hotel?

- a) Two.
- b) Any amount – there are no drink-driving laws.
- c) None.

8. Spain

You'd like to sample the local cuisine. How late can you eat?

- a) You have to finish your meal by 9 p.m. Restaurants close early.
- b) Spanish restaurants stay open all night.
- c) You can eat very late. Spaniards often eat after 11 p.m.

9. Thailand

On a bus, the only free seat is next to a Buddhist monk. Should you take it?

- a) Yes, but only if you're male.
- b) Buddhist monks aren't allowed to travel by bus.
- c) Yes, but you must bow first.

10. Italy

You'd like to visit the duomo (cathedral) on a hot day. To show respect, what should you cover?

- a) Your guidebook
- b) Your thighs and shoulders.

c) Your head and ears.

11.USA

While peacefully drinking a can of beer in Central Park, you are approached by the police. Why?

- a) It's forbidden to drink alcohol in Central Park.
- b) You are required to use a glass or straw.
- c) You aren't allowed to drink alcohol in Central Park unless the can is covered.

12.Singapore

You offer a piece of chewing gum to your tour guide. Why does she look shocked?

- a) Because chewing gum is forbidden by law.
- b) Because tour guides aren't allowed to accept gifts.
- c) Because chewing gum is given to animals.

13.India

An Indian friend invites you to a traditional meal. How should you eat?

- a) With your left hand only.
- b) With your right hand only.
- c) With both hands.

14.Japan

You're staying in a Japanese hotel and decide to relax in a traditional, shared bath. What should you do in the bath tub?

- a) You shouldn't stay too long.
- b) You shouldn't talk to other bathers.
- c) You shouldn't wash yourself.

ANSWER KEY	
1b It's considered impolite to refuse food (although it's customary not to accept immediately)	8c Restaurants stay open very late in Spain.
2b Women are forbidden to drive.	9a Buddhist monks are forbidden to touch or be touched by females.
3a it's considered unhygienic to wear anything.	10b You should avoid wearing shorts or miniskirts, or showing bare shoulders.
4c The Nepalese, like many other cultures, are sensitive about having their photo taken	11a Alcohol laws vary from state to state but it's usually prohibited to drink alcohol in public places that do not have a special license.
5a A glyko is a traditional dish, given as a welcome to visitors. It's impolite to refuse it or offer money for it.	12a you can be fined for chewing gum in Singapore
6c Non-Muslims are not allowed to go inside Moroccan mosques.	13b Indians traditionally eat with their right hand, as the left hand is considered unclean.
7c Drinking and driving is illegal.	14c You should shower yourself clean before relaxing in the bath tub.
How you scored 11-14 Congratulations! You've completed your round-the-world tour with the minimum of embarrassment. 7-10 Not bad. Only a few embarrassing situations! 4-6 Not so good. You should learn more about cultural differences. 0-3 You must do some cross-cultural homework before our next trip abroad, or stay at home!	

Exercise 3.

Work in groups of four. You are going to read an article about a different negotiating style. Choose either Article A or B, or Article C or D.

Before you read, match the words from your article with their definitions. Then, as one group, answer the questions after the articles.

ARTICLE A

1. Tactics	a) Flexible
2. Make comparisons	b) Not changing your opinion or attitude
3. consistency	c) the methods you use to get what you want

Negotiations are demanding and may become emotional. You may find your Russian negotiator banging his or her fist on the table or leaving the room. Accept such tactics with patience and calmness. They are designed to make it difficult for you to concentrate.

Russian negotiating teams are often made up of experienced managers whose style can be like a game of chess, with moves planned in advance. Wanting to make compromises may be seen as a sign of weakness.

Distinguish between your behaviour inside and outside the negotiations. Impatience, toughness and emotion during the negotiations should be met with calmness, patience and consistency. Outside the negotiating process you can show affection and personal sympathy.

From the Financial Times

Exercise 4. Work in your groups to answer these questions.

In which country (Russia, Germany, the US or Spain):

- 1) should you start a negotiation with general conversation?
- 2) do negotiators show strong emotions?
- 3) is it common for there to be several conversations at the same time during a negotiation?
- 4) do negotiators focus on results rather than developing relationships?
- 5) do negotiators plan their tactics carefully?
- 6) should you not stop someone while they are talking?
- 7) is it usual for the atmosphere to be relaxed and friendly?
- 8) do negotiators prefer to think of ideas during a negotiation rather than before it starts?
- 9) do negotiators like to talk about business immediately?
- 10) should you not give the other side too much as they will not respect you?

Exercise 5. Read the article and answer the following questions.

1. Why has the number of people working abroad increased?
2. Who did the following – the German manager in England or the American manager in France?
 - a) He made staff stay inside the building at lunchtime.
 - b) He gave staff targets.
 - c) He had meals with with each staff member.
 - d) He stopped staff drinking during working hours.
 - e) He seemed to be working the staff. f) He worked harder than other staff.
3. What are the differences in the way the two managers managed their staff?

Verbal and Nonverbal Communication

- Discuss verbal communication and its role in business
- Discuss nonverbal communication and its role in business

Verbal Communication

Verbal communication is perhaps the most obvious and understood mode of communication, and it is certainly a powerful tool in your communication toolbox. Put simply, verbal communication is the sharing of information between two individuals using words.

Spoken versus Written Communication

While we typically focus on speech while talking about verbal communication, it's important to remember that writing is also a form of verbal communication. After all, writing uses words too!

Imagine for a moment that you're a college student who is struggling with material in a class. Rather than simply giving up, you decide that you're going to ask your instructor for the guidance you need to make it through the end of the semester. Now, you have a few choices for using verbal communication to do this. You might choose to call your instructor, if they've provided contact information, or talk to them in person after class or during office hours. You may take a different approach and send them an email. You can probably identify your own list of pros and cons for each of these approaches. But really, what's the difference between writing and talking in these situations? Let's look at four of the major differences between the two:

1. **Formal versus Informal:** We generally use spoken communication informally while we use written communication formally.
2. **Synchronous versus Asynchronous:** Synchronous communication is communication that takes place in real time, such as a conversation with a friend. In contrast, asynchronous communication is communication that is not immediate and occurs over longer periods of time, such as letters, email, or even text messages.
3. **Recorded versus Unrecorded:** Written communication is generally archived and recorded for later retrieval while spoken communication is generally not recorded.

Benefits of Spoken Communication

Spoken communication can be a conversation, a meeting, or even a speech. Spoken communication is powerful in that it allows for input from every part of the social communication model. You encode your thoughts into the spoken word and look to your audience to decode and take the message in. You can ask for feedback directly to confirm understanding of your message.

In a world where we do most of our talking by email and text, spoken communication is a breath of fresh air. Leverage the power of spoken communication to create relationships—you can establish a rapport and a sense of trust with your audience when you speak with them. Spoken communication allows you to bond on a more emotional level with your listeners. Spoken communication also makes it easier to ensure understanding by addressing objections and clearing up misunderstandings: you can adjust your message as you communicate it, based on the feedback you're getting from your audience. Spoken communication allows you to walk away from a conversation with a higher degree of certainty that your message was received.

Verbal communication is a powerful tool, and it's made even more powerful when paired with listening and nonverbal communication.

Nonverbal Communication

We've already employed a little bit of nonverbal communication with the active listening skills we've previously discussed: nodding, facial expressions, leaning toward the speaker to show interest—all of those are forms of nonverbal communication. Body language can reinforce your spoken message or it can contradict it entirely.

There's a myth that says that when you speak, only 35 percent of your communication is verbal and 65 percent of it is nonverbal. That's not entirely true because so much depends on the context and situation. It is, however, absolutely true that nonverbal communication can make or break your message.

Here are some types of nonverbal communication and the effects they can have on the success of your communication:

- **Facial expressions:** Your teenage cousin we referred to at the beginning of this section might have told you he was happy, but his apathetic facial expression may have communicated different information. Facial expressions—happy, sad, angry—help you convey your message. Be aware of your facial expression when you talk and particularly when you listen, which is when it’s easy to forget.
- **Gestures:** When you speak, a gesture can make your message stronger. Pointing out something you want your listener to look at more closely is an example of nonverbal communication that makes your message understood. Motioning warmly toward a coworker who deserves special recognition, making a fist to show frustration or anger, such gestures help further engage your audience when you speak.
- **Proximity:** How close you are to your audience when you speak sends a nonverbal message. If your size is imposing and you leave a very small distance between you and your listener, it’s likely your nonverbal communication will be a bit threatening. On the other hand, giving someone too much space is an awkward nonverbal communication that might confuse your listener.
- **Touch:** Shaking an audience member’s hand, putting your hand on his shoulder: these are nonverbal cues that can affect the success of your message. Touch communicates affection, but it also communicates power. In fact, when women touch a listener, it’s often assumed that they’re being affectionate or conveying empathy, but when a man touches a listener, it can be taken as a sign of communicating power or even dominance.
- **Eye contact:** Making and maintaining eye contact with an audience when you’re verbally communicating or listening communicates to the other party that you’re interested and engaged in the conversation. Good eye contact often conveys the trait of honesty to the other party.
- **Appearance:** Your clothing, hair, and jewelry are also a part of nonverbal communication. If you put a dachshund pin on your lapel each morning (because you have a pet dachshund), that says something about you as a person. Similarly, the quality and condition of your clothing, how it fits, if it’s appropriate for the season—all of these things speak nonverbally about you as a communicator.

Nonverbal communication reveals a lot about you as a communicator and how you relate to other people. It pays to be aware of the elements of your nonverbal communication so you can maximize the impact of your message.

Reference: <https://courses.lumenlearning.com/wm-businesscommunicationmgrs/chapter/verbal-and-nonverbal-communication/>

ТЕМА 2.

Деловые поездки.

Обычаи страны изучаемого языка.

Структура компании.

Not much is known about the first inhabitants of Britain. About three thousand years BC many parts of Europe, including the British Isles were inhabited by a people who are known as the Iberians. Their descendants are still found in the North of Spain on the Iberian Peninsula. Some historians believe that they moved over from the Continent to Britain at the end of the Ice Age, when climate changes caused changes in the hunting situation on the Continent, so the Iberians had to look for new places to hunt. We do not know much about these early people because they lived in Britain long before a word of their history was written, but we can learn something from their skeletons, their weapons and the remains of their dwellings which have been found. The Iberians used stone weapons and tools. The art of grinding and polishing stone was known to them and they could make smooth objects of stone with sharp edges and points. From 6 to the 3d century BC the Celts spread across Europe from the East to the West The Iberians were unable to fight back the attacks of the Celts, who were better armed with metal weapons, so most of the Iberians were slain in the conflict; some of them were driven westwards into the mountains of what is now Wales.

The next morning the Dutchman went to the police to explain the business. He found that the man had already been there and told the police that while having his usual walk in the evening he had been attacked by a foreigner and he had been forced to give up his watch.

Вопросы по тексту «Путешествие»

- 1) Where had a Dutchman arrived?
- 2) Did the Dutchman come alone?
- 3) Whom did the Dutchman meet in the street?
- 4) Did the Dutchman find his watch in his pocket?
- 5) How did the Dutchman make the Italian understand him?
- 6) Why didn't the Dutchman and the Italian understand each other?
- 7) What happened to the watch?
- 8) Where did the Dutchman explain the business?
- 9) What did the Dutchman find out at the police-office?
- 10) What happened after that?

Правила хорошего тона

Be polite

In business, if you are polite, you will usually get a better response and better service. Users of English often do the following to show politeness.

• **Say please and thank you:**

Thank you for your email. Please can you send me your catalogue?

• **Say more:**

*Thank you for your order for 10 boxes of Sunlight Wallpaper. Our price for each box is \$250, plus an additional \$50 for postage. Our normal delivery time is 3-5 days, **not** We got your order. The cost is \$250 per box plus \$50 for delivery. Delivery is **3-5** days,*

• **Avoid being very direct:**

*We think your prices are rather high, **not** Your prices are not acceptable.*

• **Ask rather than order:**

*Please could you send it as soon as possible? **not** You must send it straight away.*

• **Use indirect questions:**

*I was wondering if you could help me, **not** Can you help me?*

• **Avoid blaming or accusing the addressee:**

*I am afraid there is a problem with the order, **not** You've made a mistake with my order.*

• **Understate the point:**

*It seems we have a small problem, **not** There is a problem.*

There are many examples of polite letters and emails in Company to Company. As you read them, compare with what you would say in your language.

These messages sound impolite in English. Make them more polite.

a Dear Mr. Brown

Your company delivered the goods very late. This is very bad service.

Please deliver on time in future, b Dear Sharon

Let's meet next Monday at 1 p.m. We can meet at The Mousetrap restaurant.

I have to leave at 2 p.m., so come on time, c Dear Ms Mustapha

I received your letter. I have sent the goods. You will get them on Tuesday, d Mr. Smith

Send me your price list. I need it now, so send it immediately. C What's your price for a Delphi ZX45 modem?

What makes the most impact in face-to-face encounters in customer care? Choose the three most important aspects for you and compare your answer with a partner.

clear speaking voice

good vocabulary

sense of humour
expensive clothes

pleasant body language
good eye contact
accurate grammar
good grooming

First read this tip from an American customer care website. Do you agree? Why, or why not?

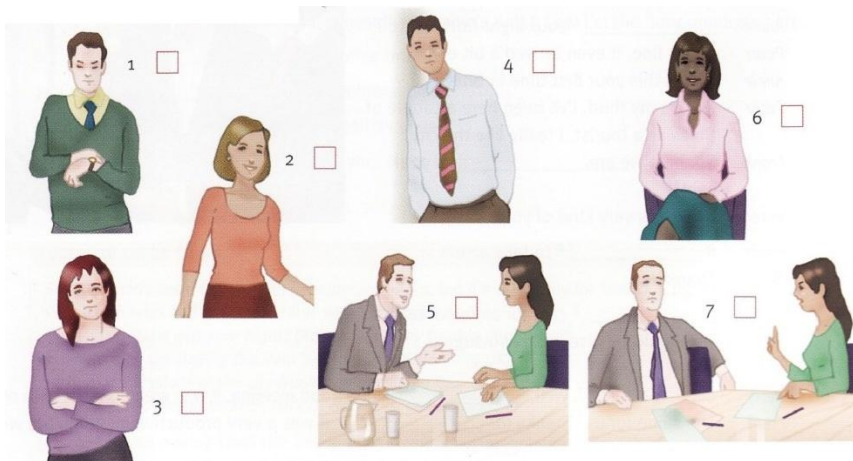
What customers really notice

Your body language – the way you stand or sit, what you do with your arms and hands, whether you are smiling or frowning, and so on – tells the real truth to your customers!

Your words may be able to hide that you're bored or uninterested, but your body can't.

When meeting a customer, make eye contact within 10 seconds. This creates a bond between you and the customer and it shows your interest in real communication. If you don't make eye contact, the customer could think that you aren't interested or even worse, that you're ignoring them!

Now decide whether the following body language would give a positive P or negative N impression on your customers? Do you think this impression is the same for people from all cultures



Тема 3

Собеседование.

Часто задаваемые вопросы на собеседовании

Job Interview Question: How Do You Handle Failure?

By [Alison Doyle](#) Updated October 26, 2017

Employees in virtually [every job will encounter failure](#) from time to time, so it shouldn't be a surprise that interviewers will ask about your ability to cope with failure on the job. They will want to learn how you maintain your composure, attitude, energy, and focus when you aren't successful.

Recruiters will also want to determine if you have the confidence to admit your failings and learn from your mistakes.

In addition, this type of question is another device for [uncovering your weaknesses](#) to determine whether you have the right stuff to get the job done.

It's much easier to discuss your successes than your failures, but there are ways to answer this interview question without it looking like you can't handle the job. In fact, being able to cope with failing and moving on can be an indicator of your success at work.

How to Respond to Interview Questions About Failure

The best approach to this kind of question is to identify some scenarios when you came up short on the job in advance of your interview. Choose situations where you took responsibility for your failure, learned from it and took steps to avoid recurrences of similar failures.

Typically it is safer to cite failures that were not very recent. Be ready to describe your strategy for self-improvement in detail and to reference subsequent successes you achieved after taking those steps.

Examples of the Best Answers

Your response to this question can begin with a general summary of your approach. For example, you might lead with a statement like: "I have always lived by the maxim that nobody is perfect, so I am relatively comfortable taking responsibility for my shortcomings. My approach is to figure out what I could change to avoid similar circumstances in the future. I look to my professional colleagues in similar jobs and co-workers at my organization for suggestions on how to improve. I am aggressive about taking workshops, training seminars, and online tutorials to upgrade my skills."

Share an Example

Employers will likely follow up with a request for you to provide an example of a failure that you addressed, so be ready to furnish something like this: "When I was managing the Park Side Restaurant in 2010, I experienced a year without revenue growth after several years of substantial increases. As I analyzed the situation, I realized that some of my competitors were grabbing a segment of my customers by using online advertising/promotions and implementing a social media strategy. I recognized the need to move aggressively into the future and mastered some digital marketing skills. I attended several workshops at the annual conference, took a class in digital marketing, and hired a tech-savvy intern to help introduce a new marketing strategy. We restructured our website, instituted a loyalty program, partnered with Groupon, and initiated a Facebook campaign. After implementing these changes, our revenues increased by 15% in the next quarter."

What Not to Say

Finally, avoid references to any failures that expose inadequacies that limit your ability to carry out core components of the job.

The only exception to this rule would be if you could tell a very compelling story about how you eliminated those weaknesses. But again, be careful. You don't want to leave the employer with the impression that you don't have the qualifications to succeed on the job.

Answering Interview Questions About Handling Success

By [Alison Doyle](#)

Updated January 01, 2018

In most jobs, employees regularly encounter moments of success as well as moments of struggle or failure. You have probably anticipated questions about your professional shortcomings and [how you handle failure](#) and have focused on this type of question as you have prepared for interviews.

However, you might be surprised by questions about how you respond to success and miss out on an important opportunity to impress your prospective employer.

Most employers are looking for consistently high levels of productivity for their staff as well as continual growth and development.

So they may ask a question like "How do you handle success?" to determine whether you coast after your achievements, and to see if you learn from your successes. They may also be attempting to assess [whether you are a team player](#) or a good manager and have the ability give credit to colleagues who contributed to your achievements.

How to Respond to Interview Questions About Success

The best approach to answering this question is to prepare specific examples of your successes and to reference how you assessed the factors contributing to your achievements. Then share how you applied this knowledge to continue your professional development and to generate positive results.

You could reference a time when you led a team that was able to deliver a product ahead of schedule, along with the steps the individuals took to ensure that high quality was maintained despite the accelerated schedule.

You could then share how you recognized each effort, and how you and your staff were able to implement the technique on future deliverables. For example, you might say "I like to maintain a consistent level of productivity and take both my successes and failures in stride. I try to learn from both and apply that knowledge to future situations.

For example, last August my sales team landed P&Z as a client. We were all elated, and I took my staff out for a celebratory dinner. I thought up a series of awards to recognize the role that individual staff had played in the process, and saluted members of the team.

I called a meeting for the next Tuesday to break down the process and identified several strategies that contributed to our success. We discussed new targets, and six months later landed another top consumer products client using some of the same tactics."

Make it Relevant

When you think of an example to share with hiring managers, be sure that it's relevant to the job and the company. Take a look at the job posting and pick one of the job requirements. Then share a response that includes something similar, if possible, to what you would be doing in the new job. The more focused your success story, the more it will have a positive impact on the interviewer. Here's [how to match your qualifications to a job](#).

What Not to Say

Try not to make your response all about you. Especially if you're being hired for a job where you are part of a team or in a management role, it's a good idea to give credit to the people who were instrumental in helping you succeed.

Sharing the credit for your successes will show the interviewer how you will be able to fit in when you are in a job that involves working well with others.

Do You Consider Yourself Successful?

By [Alison Doyle](#) Updated August 29, 2017

If you are asked, "Do you consider yourself successful? Why?" in an interview, the recruiter is trying to assess your past achievements and determine whether you will be driven to achieve such results in the future. Your response is also a good indicator of how humble you are - or aren't. This question also allows the recruiter to understand how you define success, and what milestones in your career you consider important.

Understandably, you might not consider yourself to be a total success. However, think of the question as an invitation to discuss the professional characteristics that you're proud of, or a particular achievement in one of your past jobs. Focus on the things you've done at work that you're proud of, and which helped your team and the company succeed.

How to Answer Interview Questions About Being Successful

The easy part of your response is to assert confidently that you do consider yourself a success. Make sure you look the recruiter in the eye and sell the statement with a confident tone, but without bragging. The more challenging task, however, is to back up your assertion. It's important to provide the interviewer with evidence of how you achieved success in the workplace.

Provide one or two examples of times when you have [set and met a professional goal](#). Briefly explain how you achieved each success – perhaps you overcame an obstacle, effectively managed a team, or budgeted your time effectively.

The goal is to demonstrate your determination and willingness to take on challenges and achieve results.

You might also mention successes you hope to achieve in the future, or are currently working to achieve. For example, if you mention your successful sales record, you may also want to explain how you hope to improve upon that success in the future.

This will demonstrate that you are hungry for new challenges in the new position.

Once you have established a basis for professional success, you can add a personal achievement, like being a dedicated dad or marathon runner, in order to round out your answer.

How to Prepare a Response

This is a common interview question, so be prepared with an answer ahead of time. Before the interview, look through your resume and jot down one or two of your accomplishments in each role, no matter how small. Think about the situation or challenge you faced when working towards each accomplishment, and the skills or knowledge you leveraged to bring about positive results.

Analyze the requirements for your target job and focus on your assets that correspond to the preferred qualifications of the ideal candidate, which you will most likely be able to find [in the job listing](#) or on the company's website.

Examples of the Best Answers

- I do consider myself successful. Because I always go above and beyond for my clients, I have achieved the highest sales record of anyone in my previous office. However, I am not content with that one success. I look forward to working hard to communicate effectively with future clients to improve on my sales record.
- Yes, I do consider myself successful. I think my willingness to take on new challenges and work hard sets me up for success. For example, I volunteered to manage a project for my company, which involved managing 20 staff members. I had never managed such a large staff before. However, due to my hard work, effective communication, and clear goals, I effectively managed the team, and we completed our task ahead of schedule. I don't shy away from a challenge, and I know this would set me up for success at your company.
- I consider myself successful because of my ability to get along well with others, including employers, staff, and clients. My friendly personality, coupled with my ability to effectively communicate, helps me establish relationships and achieve results, particularly on team projects. Of course, I consider myself to be successful in other areas of my life; seeing three children through high school and college is probably one of my greatest successes!

Interview Question: How Do You Handle Stress?

By [Alison Doyle](#)

Updated November 18, 2017

One [common interview question](#) is, "How do you handle stress?" You'll need to be prepared to respond because the interviewer does not want to hear that you never get stressed. After all,

everyone feels stress at one time or another at work. Instead, the employer wants to see if you know how pressure affects you, and how you manage it.

To answer this question successfully, you will want to provide specific examples of how you have handled stress well in the past.

You might also provide examples of times when pressure actually made you a more productive employee.

Tips for Answering Interview Questions About Stress

The best way to answer this question is to give an example of how you have handled stress in a previous job. That way, the interviewer can get a clear picture of how well you work in stressful situations.

Avoid mentioning a time when you put yourself in a needlessly stressful situation. For example, do not share a story about a time when you were stressed because you procrastinated and had to finish a project quickly. Rather, describe a time when you were given a difficult task or multiple assignments, and you rose to the occasion.

You also should not focus too much on how stressed out you felt. While you should certainly admit that stress happens, emphasize how you dealt with the stress, rather than how it bothered you. If possible, avoid saying you are stressed by a situation that will be common in the job for which you are applying.

For example, if you say you get stressed when you're given multiple projects, and you know the job will require you to juggle many assignments at once, you will look unfit for the position.

You might even consider mentioning how a little stress can be a helpful motivator for you. You can provide an example of a time the stress of a difficult project helped you be a more creative and productive worker.

Examples of the Best Answers

- Pressure is very important to me. Good pressure, such as having a lot of assignments to work on, or an upcoming deadline, helps me to stay motivated and productive. Of course, there are times when too much pressure can lead to stress; however, I am very skilled at balancing multiple projects and meeting deadlines, which prevents me from feeling stressed often. For example, I once had three large projects due in the same week, which was a lot of pressure. However, because I created a schedule that detailed how I would break down each project into small assignments, I completed all three projects ahead of time and avoided unnecessary stress.
- I react to situations, rather than to stress. That way, the situation is handled and doesn't become stressful. For example, when I deal with an unsatisfied customer, rather than feeling stressed, I focus on the task at hand. I believe my ability to communicate effectively with customers during these moments helps reduce my own stress in these situations and also reduces any stress the customer may feel.
- I actually work better under pressure, and I've found that I enjoy working in a challenging environment. As a writer and editor, I thrive under quick deadlines and multiple projects. I find that when I'm under the pressure of a deadline, I can do some of my most creative work.
- I am very sensitive to the nuances of group dynamics. If there is an unhealthy amount of competition or criticism between team members, this negativity can start to affect my own work performance. And so what I do is to try to proactively listen to the concerns of the people around me, checking in frequently to see if they themselves are under stress and, if so, how I can help them with their workload so the collective stress of the team doesn't escalate. When the team's happy, I'm happy.

Managing Stress During the Interview

Job interviews are stressful for most people. Even if you've interviewed a lot, it can be challenging to stay calm and collected. You're meeting new people in a new environment, and you're trying to sell your credentials to someone who might be your next boss.

There are strategies you can use to [handle interview stress](#) and to [sell yourself to the hiring manager](#).

Being able to effectively handle a stressful job interview will indicate to employers that you'll also be able to handle workplace stress.

How to Answer to Interview Questions About Your Work Style

By [Alison Doyle](#) Updated January 22, 2018

During an interview, an employer may ask about your work style to decide whether you will fit in well with the [company culture](#) and the job. This question also reveals to the employer whether you are self-aware enough to recognize and clearly communicate your work style.

While this question might seem vague, it is a useful [open-ended question](#) that allows you to put yourself in the most positive light.

Tips for Answering Interview Questions About Your Work Style

When answering this question, it is important to keep the particular job in mind. Avoid clichés (like “hard worker” and “good communication skills”) and focus on specific elements of your work style that fit the position and company.

It's also important to be honest, while still highlighting the positive. Don't claim to be a perfectionist if you're a big-picture person; instead, emphasize your vision and commitment to quality.

Below are a few aspects of work style that you might want to focus on in your answer.

Speed and accuracy – If you work quickly and efficiently, you might mention this in your answer, especially if the job requires meeting tight deadlines.

However, it's important to impress the interviewer with your competency and accuracy, rather than just your speed. If you say you work at a fast and steady pace, emphasize the strategies you use to avoid making mistakes.

Structuring your day – You may want to focus on how you organize your day. Do you prefer to do your most difficult tasks in the morning? Do you prefer to focus on one assignment at a time, or multitask?

You might also mention how many hours you typically work. If you are someone who always goes above and beyond, and stays late to complete tasks, say so.

Working alone or in collaboration – The employer might want to know if you prefer to work solo or in [collaboration](#). Think carefully about the job before answering this question.

Most jobs require at least some collaboration, so even if you prefer working alone, emphasize that you value others' input.

Taking direction – Another important element of your work style is how you like to communicate with your boss. Do you prefer to take constant direction, or do you like to be given a task and left alone to complete it? Thinking about your ideal relationship with your employer will help both you and the interviewer decide if you are [a good fit for the job](#).

Your communication style – If this job requires constant communication, you might want to emphasize how you communicate with employers, staff, and clients throughout the workday. Do you prefer email, phone conversations, or in-person meetings? Again, think about what this job requires before you answer.

Be Brief and Focused

You obviously cannot mention all of these elements of work style in your answer. Focus on a couple of elements that you think demonstrate your best qualities and that fit with the job at hand.

If you have a little extra time, consider including a brief example or two that emphasize your work style.

For example, mention a time when your efficiency and [ability to multitask](#) helped you complete an assignment a week in advance.

Examples of the Best Answers

- My work style is extremely flexible – working on so many different projects requires me to be adaptive. In general, I try to work on one project at a time, working as quickly but efficiently as possible to achieve the highest results. All of my projects require collaboration, so I use the team environment to check for errors. I am a perfectionist and a driven worker, and I think my clear communication skills allow me to bring out the best in any team, in any project.
- I am extremely dependable. I have rarely missed a day of work, and am known for coming in early and staying late to finish important tasks and achieve results. This dependability extends to my collaborative work as well. I always meet deadlines and help my teammates to meet theirs as well. For example, on my last project, a teammate was struggling to complete his assignment for the team, and I stayed late every day that week to help him not only complete his assignment but exceed our initial estimations for the project.
- I'm always on top of my projects. Due to my organizational skills and efficiency, I can juggle multiple projects at once with success. While I complete most of my work independently, I greatly value input and will consult with team members to ensure we're all on the same track. I also appreciate checking in regularly with my boss to update her on my progress and ask about any issues that have arisen. This open communication helps me complete tasks efficiently and accurately.

Answer Questions About Bringing Work Home

By [Alison Doyle](#)

Updated December 30, 2017

“Do you take work home with you?” is a tricky question; be ready. Employers ask this question for a variety of reasons. They might want to know that you are organized and can do all of your work in the allotted time. They also might want to make sure you maintain a decent work-life balance (which many employers believe will ultimately make you a happier, and thus better, employee).

However, some employers really are looking for people who make work the center of their lives, and want to assess just how dedicated to the job you will be.

Answering this question therefore requires you to know a bit about the particular company and job.

How to Answer

Before you answer, think about the [company culture](#). If you know the employer values work-life balance or time management skills, you will want to emphasize your ability to complete your work during work hours so that you can focus on family or other activities after work.

If the company requires employees to put in lots of extra hours, and emphasizes the need for dedication and passion in the workplace, you may want to stress your willingness to bring projects home in order to ensure high quality work.

If you aren't sure of what the employer is looking for, the safest way to answer is to emphasize your [organizational skills](#) while also saying that, when necessary, you will take work home with you.

This question also provides you an opportunity to think about whether or not [the job is the right fit for you](#).

If the employer clearly wants you to take work home with you on a regular basis, but you value your free time, you may want to consider not taking the job. Instead, look for jobs at companies that value work-life balance.

Sample Answers

When I need to, bringing work home with me is not a problem. I realize the importance of meeting deadlines and getting work done on time, and sometimes that requires extra hours in the office or at home.

I am extremely organized and skilled at budgeting my time. When I begin a project, I create a timeline for myself that allows me to complete the assignment in a timely manner without taking my work home. However, I understand that sometimes timelines change or issues come up, and I am always willing to take work home with me when that happens.

When I begin a new project, I often choose to take work home with me in order to ensure that I complete the project for my client on time. However, maintaining regular time to spend with my family is very important to me, so I try to limit this to the early stages of projects and to urgent matters.

You Describe Yourself? Best Answers

By [Alison Doyle](#) Updated March 23, 2018

What's the best way to respond when you're asked to describe yourself during a job interview? Like the interview question, "[Tell me about yourself](#)," this question is very common but not as simple as it seems. Employers ask you to describe yourself for a couple of reasons. First, they want to see whether or not you will be a good fit for the position and the [company culture](#). This question, similar to the question "[How would others describe you?](#)," also shows the employer how you perceive yourself.

When answering this question, be sure to keep the job description in mind, and answer in a way that shows you are right for the job. However, along with being positive, you should also be honest and straightforward as to why you're a good fit for the company. This is an opportunity to [sell yourself to the interviewer](#), and show why you're a strong candidate for the role for which you're being considered.

How to Prepare a Response

To prepare for this question, create a list of adjectives and phrases that you think best describe you (you might even want to ask family and friends for suggestions). Then, look back at the job description, and circle all the adjectives and phrases on your list that best relate to the particular position.

Pick two or three of the terms that best fit the position, and think of specific times when you have demonstrated each of those characteristics. With a list of terms and examples in mind, you will be ready to answer any form of the question.

By [matching your qualifications to the job](#), you'll be able to show you've got the right skills and personality for the position.

Tips for Giving the Best Answer

When you respond, keep in mind the type of position you are interviewing for, the [company culture](#), and the work environment. However, it's not a good idea to simply regurgitate a list of reasons why you are right for the position.

Instead, answer with a few positive adjectives or phrases that describe your personal characteristics or your attitude (sometimes employers ask a similar question, "What three adjectives would you use to describe yourself?"). Make sure to focus on the qualities that make you an ideal match for the job and the company.

You typically do not need to follow up your response with specific examples of times you have displayed each characteristic – often, an employer wants a relatively concise answer to this question. However, if you give your answer and the interviewer looks like he or she is waiting for more, you can then follow up with examples from past work experiences. The interviewer might even ask you outright to expand your answer with examples.

Finally, while you should shape your answer to fit the particular job, authenticity is still important. Your response should be positive but genuine.

Examples of the Best Answers

Below are some sample answers to the interview question, “How would you describe yourself?” When answering this question, be sure your answer fits your own work experience and the job for which you are applying for.

- I'm a people person. I really enjoy meeting and working with a lot of different people, and am known for being a great listener and clear communicator, whether I'm engaging with colleagues or employers.
- I'm the kind of person who knows how to execute difficult tasks with precision. I pay attention to all the details of a project. I make sure that every task is just right, but is also completed in a timely manner.
- I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best. My creativity has made me an effective team leader because I can anticipate problems and innovate solutions.
- I'm an extremely organized person who is focused on producing results. While I am always realistic when setting goals, I consistently develop ways to efficiently achieve, and often exceed, those goals.
- I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner. I thrive in team settings, and I think my ability to effectively communicate with others is what drives my ability to solve a variety of problems.

Тема 4.

Деловая корреспонденция.

Виды деловой корреспонденции.

Написание CV, сопроводительного письма

Существует определенная структура написания письма на английском языке.

Рекомендации к оформлению официального письма

1. Адрес пишущего указывается в правом верхнем углу, включая почтовый код.
2. Под адресом после пропуска строки указывается дата.
3. Имя и адрес человека, которому адресовано письмо.
4. После пропуска строки, обращение, которое обычно начинается словом Dear
Например: Dear Sir, Dear Madam Dear Mr. Brown,
5. Вводная часть, например, ссылка на объявление в газете: With reference to your advertisement in... for...
6. Объяснение цели написания письма, если это письмо с просьбой о принятии на работу. Следует указать каким опытом и знаниями обладает пишущий.
7. Приводятся дополнительные детали, которые могут заинтересовать работодателя, но эта часть не должна быть слишком длинной.
8. Фраза о желательности дальнейших контактов. Например: I look forward to hearing from you.
9. Завершающая фраза. Yours faithfully – если обращение Dear Sir/Madam Yours sincerely – если обращение Dear Mr. Brown
10. Подпись автора. Подпись должна быть читаема, и ниже ее рекомендуется расшифровать печатными буквами.

Задание 1: Заполнить пропуски в письме следующими фразами и предложениями:

International Summer Camp

5 Zalokosta Street

Athens

Attica 10671

Greece

05/05/2008

Dear Sir/Madam

I _____ of group leader at your Summer Camp in Athens, which I saw in The St. Petersburg Times yesterday. First of all,

2 _____ and I passed the FCE exam with an A. I am a member of local football club, and also play volleyball regularly. I don't have any health problems. Although I have never been a group leader before, I am a president of my class at school. I think

3 _____ leader because I am friendly and get on well with people, especially children. I wonder if you could tell me what sort of accommodation you provide and whether it is possible to work during period 15-30 July. If you require any further information, please, don not hesitate to contact me.

4 _____.

Yours faithfully,
Anton Boinov.

Варианты ответа:

- a) I would make a good group leader
- b) I speak fluent English
- c) I look forward to hearing from you
- d) I am writing to apply for the job

Задание 2: Заполнить анкеты.

Анкета № 1

You are going to take part in an international exchange programme. The programme organizers asked you to fill in the following form.

Вы собираетесь принять участие в программе международного обмена студентами. Вам нужно заполнить следующую анкету.

PERSONAL PROFILE
EXCHANGE PROGRAMME PARTICIPANTS
PERSONAL INFORMATION

FIRST	NAME	(1)
_____		SURNAME
(2)	_____	
ADDRESS	_____	(3)
_____		DATE OF
BIRTH (4)	_____	(5)
PLACE	OF	BIRTH
_____		SEX
(MALE/FEMALE)	_____	(6)
_____		AGE (7)
_____		COLLEGE
ATTENDED	_____	(8)
_____		FOREIGN
LANGUAGE	_____	(9)
_____		FAVOURITE
SUBJECT(S) AT COLLEGE	(10)	_____

Анкета № 2

Your parents are thinking of sending you to an English college for a year to improve your English. They received the following form from ISIS (Independent College Information Service), an organization which helps parents to choose the right college for their children.

REGISTRATION FORM
Please complete in block letters.

ISIS INTERNATIONAL
IndependentSchool Information Service

STUDENT'S PARTICULARS

FULL NAME	(1)
DATE OF BIRTH	(2)
SEX	(3)
NATIONALITY	(4)
ADDRESS NAME	(5)
AND ADDRESS OF PRESENT COLLEGE	(6)
SPORT INTERESTS	(7)
OTHER INTERESTS AND HOBBIES	(8)
DATE OF ENTRY TO COLLEGE	(9)
LENGTH OF STAY REQUIRED	(10)

Сопроводительное письмо.

Sample Cover Letter Email

Sample Cover Letter Email

Dear Mr. Adams [hiring manager],

I'm submitting an application for the editorial position you advertised on SuperJobs on September 10.

I've spent the last year and a half working full-time as a writer and editor for a publishing company that specializes in educational content. During that time, I've logged thousands of hours doing everything related to the editorial process, including copy editing, proofreading, content entry, and quality assurance. I currently manage a team of over 40 freelance writers who work on a variety of different subjects, and I ensure that the quality of every submission meets our high editorial standards. I'm also very familiar with English grammar and usage and have no trouble adapting to various style guides.

What I like most about my current job is that it gives me the opportunity to learn and be creative, and it looks like this position would do the same. I feel that I could be a valuable asset to your team, and I bring to the table all of the skills that you require in an editor.

I look forward to discussing my qualifications further and can be reached by email at npeterson@email.com or by phone at XXX.XXX.XXXX.

Thank you so much for your time.

Best,

Nicole Peterson

Sample Bank Teller Cover Letter

<Date>

<Hiring Manager's Name>

<Company Name>

<Company Address>

Dear Mr. /Ms. <Last Name>

I would like to present my application for the position of Bank Teller in response to your advertisement. After going through the position description, I have found that my skills and experience match well with the requirements outlined.

With over <number of years> years of experience working as a teller in <Bank Name>, I am seeking a challenging role that enables me to tap my full potential.

I would like to draw your attention to some of my strengths as they have proved instrumental in my career success thus far.

- Proven track record of professionalism and efficiency to foster customer satisfaction
- Offering problem resolution insight resulting in customer retention
- Demonstrating accuracy and ethics to manage all transactions

In addition to the above distinguishing factors, I have always focused on providing exceptional customer service; I have performed transactions in complete accordance to the policies and procedures of the bank, and I have put my best efforts forward to offer insight in streamlining operations and assist customer retention.

Please find my resume attached with this cover letter. I hope to have a personal meeting to discuss how I can make a difference through this new opportunity.

Thank you for your time. I look forward to meeting with you.

Best Regards,

(Signature)

Name

Was any part of this sample helpful to you?

Sample Cover Letter for a Resume

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email

Date

Name
Title
Organization
Address
City, State, Zip Code

Dear Mr./Ms. Last Name:

I am interested in the author's assistant position at ABC Company, as advertised in XXX. I am currently employed as legislative director for Assemblywoman XXXX, Chairperson of the NYS Assembly. I believe that the skills and experiences I have gained at this position make me an ideal candidate for the job of author's assistant.

As legislative director, I have developed strong writing and editing skills. For example, one of my main duties is to prepare Assemblywoman XXXX's personal legislation, which deals with issues related to her position as Senior Member of the NYS Assembly Standing Committee.

This duty requires meticulous writing and editing skills, and an ability to convey complex legal ideas clearly. I have prepared dozens of pieces of legislation and received praise for the clarity of my writing.

I have also gained extensive experience in legal and policy research – fields that you state the author's assistant must be familiar with. My experience in the NYS Assembly has afforded me the opportunity to become familiar with the consolidated and unconsolidated laws of the State of New York. In particular, through my work with Assemblywoman XXXX, I have become heavily involved in the current welfare and Medicaid reform movement. I am always eager to learn more about state legislation, reading up on these topics on my own time to become more knowledgeable. I would love to bring this passion for policy and law to your company.

I am confident that my experience in the Legislature and my research and writing skills qualify me for consideration. If you would like, I can provide you with current samples of my work. I have also enclosed my resume. I look forward to meeting with you and discussing my qualifications in more detail.

Sincerely,

Signature ([*hard copy letter*](#))

FirstName LastName

Тема 5 Технический прогресс и его влияние на окружающую среду

Scientific and technical progress

The basis of scientific and technical progress of today is new informational technology which is very different from all the previous technologies. Thanks to up-to-date software and robots new informational technologies can make many processes much faster and transmit information more quickly. It is important today because the quantity of information grows rapidly.

New informational society has its peculiarities. Firstly, more and more employees work in the sphere of service and information. Secondly, more and more huge databases appear to collect and store the information. And finally, information and IT become goods and start playing important part in the country's economy.

These processes affect social structures and values.

It becomes important to learn to get new knowledge quickly and sometimes to change your qualification. IT can first lead to unemployment, but later create even more workplaces especially for highly qualified professionals. While the hardest work can be performed by robots and routine calculations by computers, in the future people with the most creative mind and numerous fresh ideas will get better career chances.

On one hand technology development gives more access to professional and cultural information and leads to new forms of individual enterprises, but on the other hand there is a danger of total control of private life unless special laws are enforced by the government.

Another danger is «intellectual terrorism» when computer viruses block important programs. There are other directions of technical and scientific progress of today.

One of them is the development of new ecologically clean sources of energy using sun, gravitation, winds or rain. New kind of transports and new agricultural methods that do not harm our nature are being developed today.

Breakthroughs in science have led to creation of artificial viruses for new medicines and products, body organs for transplantation and productive soils for growing vegetables and crops. Many new materials and technologies are being used in our everyday life.

All these innovations may have influence on our life, social relations and globally on our Earth. The influence can be very different: from psychological and health problems of children who spend too much time online to an opportunity to prevent genetic diseases for future generations. But the most difficult problems the humanity faces are global problems.

The first and foremost is ecological problem: pollution of air, water and soil, exhaustion of natural resources. Renewable natural resources such as oxygen, forests, flora and fauna do not have enough time to regenerate. This leads to different changes in climate and nature such as depletion of ozone layer and other things that has not been properly studied by scientists yet. Other crucial problems include wars, epidemics, and demographic problems.

The only way to solve them is to work globally and in cooperation with other countries. And here the humanity should find a way to use new technologies for the common good. The solution of these problems cannot be postponed because otherwise people will have fewer chances to survive on this planet.

Reference: <https://may.alleng.org/engl-top/802.htm>

Тема 5. Производство эл.энергии и его влияние на окружающую среду

Electricity Generation Technologies – Impacts

In 1992 Fernand Braudel identified the structure and distribution of energy production, using Europe as the basis of his research. There he found that animal labor accounted for approximately half of all energy produced, followed by one quarter energy produced through wood-burning, and another one eighth of energy was produced by water-driven systems like dams and waterwheels. The remaining energy, he found, was divided between human muscle, wind, and sail (Braudel, 1981). The distribution of this energy balance main focus was on agricultural uses. The most critical fact to note about the energy sources listed above is that they can all be considered renewable and have little environmental footprint, at the levels at which they were practiced (Keay, 2007). Deforestation did not become a serious issue until man's productive capacity had expanded far beyond the levels discussed above, and the remaining energy sources, such as animal consumption and water use. At that time, energy production did not require substantial amount of real estate to support itself. As a general rule, the energy requirement for each human required a plot of land approximately three times the size of the plot required to support human alone on subsistence farming (Warde & Lindmark, 2006). This placed a relatively low population ceiling, as settlements could only be condensed so far until the associated energy need to support a population became prohibitively high. Some of the most critical driving factors for electricity production are the increase of population, change in overall human culture, transportation industry, buildings consumption and industrial and commercial needs. In 2009, fossil fuel accounted for 80 percent of electricity production in the world. Nuclear, coal and natural gas account for about 8%, 23% and 24% of the total energy consumed in the U.S., respectively (Atlantic Council of United States, 2010). Foxton 5 Coal is used primarily for producing approximately 50% of electricity and natural gas is used to produce approximately 18% of U.S. electricity (Energy Information Administration, 2007). Power generation is the largest source of greenhouse gas (GHG) emissions. Rising levels of GHG have caused progressively more radiated energy from the sun to become trapped in the atmosphere and held by the planet, resulting in global trends towards a hotter earth. This trend is commonly referred to as global warming or climate change. Although some factions contend that GHG has nothing to do with climate change, there are obvious signs that something is wrong - warmer winters, cooler summers, floods, hurricanes, storms and droughts. Over the past 150 years carbon dioxide gas has risen from 280 parts per million (ppm) to approximately 380 ppm. Compared to the early 1990s, in the early 2000s the construction of natural gas plants doubled due to demand resulting in higher fuel prices but minimal decrease in emissions (Department of Energy, 2003). Since the heavy public outreach campaign on the part of Al Gore, 45th Vice President of the United States and others in the late 2000s, global warming is generally recognized as a visible and serious issue by the international community.

Reference:

https://www.eng.mcmaster.ca/sites/default/files/uploads/the_environmental_impact_of_electricity_production.pdf

Top-10 Science and Technology Achievements of 2019

January 6, 2020

UPTON, NY—In 2019, scientists at the U.S. Department of Energy’s (DOE) Brookhaven National Laboratory dove deeper into proton spin, took a leap in quantum communication, and uncovered new details of plant biochemistry, battery cathodes, catalysts, superconductors, and more. Here, in no particular order, are the biggest advances of the year.

World’s First ‘Bunched-beam’ Electron Cooling at Collider

Accelerator physicists and engineers at the [Relativistic Heavy Ion Collider](#) (RHIC) demonstrated a [groundbreaking technique](#) that uses bunches of electrons to cool beams of particles at RHIC. This “bunched-beam” electron cooling system is designed to keep RHIC’s circulating particles tightly packed, particularly at low energies, increasing the likelihood that the particles will collide. Such cooling is essential for producing data over a wide range of collision energies so nuclear physicists can explore how the building blocks of matter that filled the early universe transformed into the ordinary matter of today’s world. The technique required a series of “world’s-first” accelerator advances, fully implemented at RHIC for [this year’s run](#).

Sea Quark Surprise Reveals Deeper Complexity in Proton Spin Puzzle

Nuclear physicists from the STAR collaboration at the [Relativistic Heavy Ion Collider](#) (RHIC) discovered quirky new information about how particles called antiquarks contribute to proton spin. Proton spin is the property that makes MRI scans possible, but its origin is a perplexing puzzle. The [new results](#) reveal that antiquarks contribute to spin differently depending on their “flavor,” with less-abundant “up” antiquarks making a larger contribution to the spin than the more-abundant “down” antiquarks. These counterintuitive findings offer fresh insight into the quantum complexity within the proton.

Equipment Delivered for Global High-energy Physics Experiments

Scientists, engineers, and technicians at Brookhaven Lab [finished constructing the 3.2 gigapixel sensor array](#) for the [Large Synoptic Survey Telescope](#), a massive telescope that will observe the universe like never before. The sensor array, which took 16 years to design and build, is the biggest charge-coupled device (CCD) array that has ever been built, and it will enable scientists to create a time-lapse movie of the universe. Brookhaven also coordinated the completion of [major upgrades](#) to the [ATLAS Experiment](#) at CERN’s Large Hadron Collider. The project focused on three components of ATLAS—the trigger/data acquisition system, the liquid argon calorimeter, and the forward muon detector—and will provide scientists with the ability to gather data more efficiently and at higher collection rates.

Going the Distance for Quantum

Scientists from Brookhaven Lab’s [Computational Science Initiative](#), [Instrumentation Division](#), and [Physics Department](#) and Stony Brook University (SBU) have entered the technological race to develop the quantum internet. Based on the extraordinary phenomena of quantum physics, such a network could revolutionize the way we communicate and compute. The team has completed the first leg of the race, [building a quantum network testbed](#) using “entangled” photons—particles of light whose properties are intertwined, even when those particles are separated by vast distances—to connect several buildings on the Brookhaven campus.

Understanding Thin Films for Future Applications

Scientists at the [National Synchrotron Light Source II](#) (NSLS-II) used ultrabright x-rays to visualize and understand the growth and assembly of thin films. Thin films dominate some of the most important technologies in our daily lives, such as computer chips and solar cells. [In one study](#), scientists demonstrated a new ability to watch these thin films grow on imperfect

substrates. By watching them grow, scientists can understand how these materials are formed, gaining insights about their properties and potential applications—for example, in organic solar cells. A [second study](#) explored a new approach using heat to drive a spontaneous process in which different metals form 3-D interlocking nanostructures in thin films. These sponge-like structures could be useful in catalysis, energy generation and storage, and biomedical sensors.

Advances in Catalysts for Energy Production

Chemists at Brookhaven have developed new catalysts for energy reactions and methods for systematically optimizing their performance. In [one study](#), they created a highly efficient catalyst for extracting electrical energy from ethanol, an easy-to-store liquid fuel that can be generated from renewable resources. By breaking the carbon-carbon bonds that form the backbone of ethanol early in the reaction, this core-shell catalyst steers the electro-oxidation of ethanol down an ideal chemical pathway that releases the liquid fuel's full potential of stored energy. A [second study](#) describes how chemists used molecular tethers to connect light-absorbing molecules to a “water-splitting” catalyst. The tethers hold the particles close enough together to transfer electrons from catalyst to light-absorber—an essential step for activating the catalyst—but keeps them far enough apart that the electrons don't jump back. This setup doubled the efficiency of this form of “artificial photosynthesis,” which generates hydrogen fuel from sunlight, and gives the team an easy way to study different chemical combinations and vary the distance to maximize performance.

New Strategies for Redirecting Plants' Carbon Resources

Two unanticipated discoveries by plant biochemists suggest new strategies for redirecting where plants put their carbon, a building block of energy compounds. The work could result in new strategies for growing crops for energy or other useful products. [One study](#) looked at how plants direct carbon into lignin, a component of plant cell walls. The scientists discovered details of an “electron shuttle” protein that activates the enzyme needed to build one type of lignin precursor. Changing the activity of such electron shuttle proteins could give scientists a new way to alter the makeup of lignin to make plants easier to convert to biofuels. The [other study](#) explored how plant cells “swallow” and “digest” their own worn-out components to recycle carbon stored in membrane lipids. If scientists can figure out the signaling involved in this process, called autophagy (self-eating), they might be able to block just the “digestion” step to get plant cells to hold onto the fatty acids that make up lipids—which could then be harvested and used to make biodiesel fuel.

High-temperature Superconductivity Hunt Heats Up

If you don't know where to look in the first place, finding materials that conduct electricity without resistance at unusually high temperatures is like finding a needle in a haystack. But this year, Brookhaven Lab scientists studying copper-oxide (cuprate) materials got two more key clues to help guide the search for such high-temperature superconductors (HTS), which could enable zero-energy-loss power transmission lines across the electric grid and other energy-saving applications. In [one study](#), they found a high concentration of electron pairs—which are known to carry superconducting current—well above expected temperature and energy ranges. In [another study](#), they discovered the persistence of some conductivity and possibly pairs of electrons (or electron vacancies, i.e., holes) even after superconductivity has been lost. By leveraging this new knowledge, the scientists hope to boost the superconducting powers of cuprates and find new, and perhaps better, HTS.

New AI Techniques Accelerate the Pace of Discovery

New artificial intelligence (AI) approaches developed at Brookhaven are speeding up research in chemistry, nanoscience, and more by using algorithms to sift through data faster than humans can. In [one study](#), scientists used machine learning to extract essential information about catalytic particles from x-ray data collected under real reaction conditions. Being able to quickly translate the x-ray spectra into information about particle size, structure, and chemistry will help scientists identify the key characteristics for designing better catalysts. In a [second study](#), scientists developed an algorithm to make “smarter” decisions during an experiment. The

algorithm scans through data as it is collected at facilities like the [Center for Functional Nanomaterials](#) (CFN) and [National Synchrotron Light Source II](#) (NSLS-II) and makes autonomous decisions about what the next step should be—for example, where in a sample to take the next measurement to get the most valuable info from the available research time.

Synthesis by Assembly Encodes Greater Complexity into Nanomaterials

A high level of control is needed to engineer nanomaterials with the desired properties for particular applications. Scientists at Brookhaven Lab's [Center for Functional Nanomaterials](#) are trying to achieve such control by developing synthesis-by-assembly techniques for organizing nanoscale components into precise architectures. For example, they developed a one-step [chemical synthesis method](#) to fabricate metallic cube-shaped nanostructures (nanocubes) with hollow interiors and holes at the corners. By changing the salt concentration of the surrounding environment, they directed these gold-silver nanowrappers to load and release DNA-coated nanoparticles in a controlled way. They also showed that coating otherwise “hard” (rigid) gold nanocubes with “soft” (flexible) DNA shells of sufficient thickness results in a kind of [nanoscale sculpturing](#) in which the nanocubes pack into an unusual never-before-seen 3-D “zigzag” pattern. The development of methods to achieve such precision assembly could lead to new materials for electronics, optics, medicine, and other applications.

Research at Brookhaven Lab is funded primarily by the DOE Office of Science. RHIC, NSLS-II and CFN are all DOE Office of Science User Facilities.

Brookhaven National Laboratory is supported by the U.S. Department of Energy's Office of Science. The Office of Science is the single largest supporter of basic research in the physical sciences in the United States and is working to address some of the most pressing challenges of our time. For more information, visit <https://www.energy.gov/science/>

Пример текущего опроса на практических занятиях

1. Answer the following questions.

1. What are the most/least popular jobs nowadays?
2. What are your plans for your future job? Describe the responsibilities.
3. How to make up a good CV?
4. What professional qualities should any professional possess?
5. What professional qualities do you have? How can they help you to succeed in your career?
6. Describe your typical working day.
7. What are the advantages and disadvantages of working full-time?
8. What are the advantages and disadvantages of working part-time?
9. What are the advantages and disadvantages of shift work?
10. Speak about the structure of the organization you work for?
11. What motivation is?
12. Do you spend much of your working time on the phone?
13. What problems can you fix on the phone?
14. How often do you travel on business? Is travel on business a necessary business tool?
15. What can create a good atmosphere in a team?
16. What problems may arise during a business trip?
17. What facilities do you think are most important when choosing a hotel for business?
18. How do you get ready for business meetings or negotiations?
19. What negotiating techniques do you know?
20. What professional and personal qualities are required for negotiating successfully?
21. How do you plan the agenda for the meeting?
22. Why have on-line shops become a popular business? What are their competitive advantages in comparison to standard shops?
23. What are the cultural stereotypes you'd better to avoid in the business communication?
24. How have management styles changed in recent years?
25. What professional and personal qualities are typical of a real leader?
26. Is it difficult to build a united working team?
27. Speak about a business leader you admire.

2. Chose the right variant.

1. – Whatyou (do) between one and two p.m. yesterday? – I tried to phone you several times.
A. were you doing
B. did you do
C. have you been doing
2. We were really late that day. When we came to the office the meeting (start) an hour before.
A. has started
B. started
C. had started
3. Yesterday as I (walk) down Cherry Lane, I (meet) Thomas, an old friend of mine.
A. walked / met
B. was walking / met
C. were walking / met
4. Yesterday they..... (have) a quarrel while they (wash) their car.
A. had / washed
B. had / were washing
C. had / have been washing
5. Peter saw an urgent message on his table. Somebody..... (leave) it the day before.
A. had left
B. has left
C. left
6. Yesterday we (talk) about him when suddenly he (come in).
A. talked / came in
B. have been talking / came in
C. were talking / came in
7. Two days ago somebody (steal) Dad's wallet from his pocket while he (talk) to his friend.
A. stole / was talking
B. had stolen / was talking
C. stole / talked
8. I am not as as John is.
A. more overweight
B. overweight
C. less overweight
9. Whatyou..... (do) now?
A. do you do
B. are you doing
C. were you doing
10. We (not / see) Peter this week, but we (meet) him a couple of weeks ago.
A. have not seen / have met
B. did not see / met
C. have not seen / met

3. Provide the definitions of the following words: CV, negotiation, cover letter, company structure.

РЕКОМЕНДУЕМАЯ ЛИТЕРАТУРА

1. Гусякова А.В. Business English in the New Millennium [Электронный ресурс]: учебное пособие/ Гусякова А.В.— Электрон. текстовые данные.— Москва: Московский педагогический государственный университет, 2016.— 180 с.— Режим доступа: <http://www.iprbookshop.ru/70106.html>.— ЭБС «IPRbooks»
2. Business English [Электронный ресурс]: учебно-методическое пособие/ — Электрон. текстовые данные.— Самара: Самарский государственный технический университет, ЭБС АСВ, 2017.— 132 с.— Режим доступа: <http://www.iprbookshop.ru/90436.html>.— ЭБС «IPRbooks»
3. Андриенко А.С. Business English [Электронный ресурс]: учебное пособие/ Андриенко А.С.— Электрон. текстовые данные.— Ростов-на-Дону, Таганрог: Издательство Южного федерального университета, 2019.— 146 с.— Режим доступа: <http://www.iprbookshop.ru/96277.html>.— ЭБС «IPRbooks»
4. Камянова, Т. English Grammar. Грамматика английского языка: теория и практика. Часть 2. Упражнения с ключами / Татьяна Камянова. — Москва : Эксмо, 2017. — 368 с.

УЧЕБНО-МЕТОДИЧЕСКОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ

Учебно-методические издания, разработанные в ДонНТУ:

1. Рогова, В. С., Куприй А. В. Иностранный язык в сфере международного сотрудничества инженера: Учебное пособие. /В. С.Рогова, А. В. Куприй, Донецк : - ДонНТУ, 2017. – 96 с.
2. Чудина, Е.Ю., Кобзарева, А. Н., Рогова, В. С. Методические указания для подготовки студентов 1 и 2 года обучения к изучению английского языка в техническом вузе (основные математические понятия в английском языке) для обучающихся всех направлений подготовки / ГОУВПО «ДОННТУ», Каф. технического иностранного языка ; сост.: Е. Ю. Чудина, А. Н. Кобзарева, В.С. Рогова. – Донецк : ДОННТУ, 2019. – 60 с.