

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ
ДЕРЖАВНИЙ ЕКОНОМІКО-ТЕХНОЛОГІЧНИЙ**

УНІВЕРСИТЕТ ТРАНСПОРТУ

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КОНТРОЛЬНА РОБОТА.

Методичні рекомендації щодо виконання контрольної роботи.

Для спеціалістів заочної форми навчання технічних спеціальностей

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Методичні рекомендації розроблено відповідно до Робочої навчальної програми «Ділова англійська мова» (за вимогами кредитно-трансферної системи).

Навчальні матеріали цієї методичної розробки мають на меті ознайомити студентів із особливостями ділового спілкування англійською мовою і англомовної ділової кореспонденції. Завдання контрольної роботи спрямовані на формування у студентів навичок складання основних особистих і найпоширеніших ділових документів англійською мовою. Тексти контрольної роботи є країнознавчими за характером і ознайомлять студентів із деякими особливостями міжкультурного спілкування у різних країнах світу.

Методичні рекомендації розглянуто та рекомендовано до друку рішенням кафедри УІМ ДЕТУТ (протокол № 9 від 24 березня 2011 р.), методичної ради факультету УЗТ (протокол № 4 від 19 квітня 2011 р.).

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ПЕРЕДМОВА

Інтеграція системи вищої освіти України в світовий і європейський освітній простір формує соціальне замовлення на нові підходи до оцінювання якості професійної підготовки фахівців, об'єктивно детермінує застосування у навчально-виховному процесі сучасних дидактичних концепцій, спрямованих на підготовку висококваліфікованих професіоналів і на розкриття їхнього творчого потенціалу. Динамічні зміни в українському суспільстві, породжені процесами глобалізації, інтеграції і диверсифікації у світі, актуалізували проблему якісної підготовки фахівців для економіки країни, оскільки саме їм у життєвих реаліях сьогодення належить приймати оптимальні рішення щодо фінансового забезпечення добробуту народу. В цьому контексті важливу роль відіграють уміння працівника своєчасно реагувати на зміни економічної ситуації, постійно вдосконалювати свій професійний рівень шляхом самоосвіти, за потреби знаходити необхідну інформацію чи здійснювати ефективне спілкування іноземною мовою. Розв'язанню окреслених завдань сприяє ефективно організована система професійної підготовки майбутніх фахівців, що базується на формуванні компетентностей і компетенцій. Компетентнісний підхід у вищій освіті, який означає переорієнтацію з процесу на результат у його діяльнісному вимірі, має на меті сформувати у студентів готовність свідомо й активно виконувати покладені на них обов'язки, надати студентам можливість набуття власного досвіду ефективного використання іноземної мови для досягнення навчальних цілей.

Історично склалося так, що мовою міжнародного спілкування стала англійська мова. Імперське минуле і поширеність англійської мови як рідної за межами Сполученого королівства Великобританії та Північної Ірландії привело до того, що сьогодні англійською мовою можна писати листи у будь-яку частину світу без ризику бути незрозумілим. Однак, ділова англійська мова має свою специфіку (структура ділових документів, відмінності офіційного стилю мовлення від неофіційного, використання великої кількості кліше та штамтів тощо). Ось чому обов'язковий компонент навчальних планів усіх вищих навчальних закладів України передбачає опанування студентами навчальної дисципліни «Ділова англійська мова».

Навчальні матеріали даної методичної розробки містять завдання контрольної роботи з навчальної дисципліни «Ділова англійська мова» для студентів усіх спеціальностей, методичні рекомендації до виконання контрольної роботи, зразок її оформлення, критерії оцінювання та додатки. Студентам пропонується також перелік літератури для самостійного опрацювання і використання під час виконання контрольної роботи.

Мета розробки – ознайомити студентів із особливостями ділового англомовного спілкування та основними видами ділової кореспонденції, сприяти формуванню у них навичок складання найпоширеніших особистих і ділових документів англійською мовою.

Тексти контрольної роботи є країнознавчими за характером, мають на меті ознайомити студентів із деякими особливостями міжкультурного спілкування у

різних країнах світу. Додатки містять необхідні довідкові та ілюстративні матеріали, а тому стануть студентам в нагоді при виконанні контрольної роботи.

МЕТОДИЧНІ РЕКОМЕНДАЦІЇ ДО ВИКОНАННЯ КОНТРОЛЬНОЇ РОБОТИ

Методичні рекомендації визначають порядок виконання контрольної роботи, а стислий коментар подає пояснення щодо тих конструкцій офіційно-ділового стилю англійської мови, які включено до контрольної роботи та знання яких необхідне для її успішного виконання.

Контрольна робота виконується на аркушах формату А 4. При виконанні контрольної роботи слід дотримуватись поданого порядку завдань. Зразок оформлення титульної сторінки подано у Додатку 1 (С. 58). Зразок виконання і оформлення завдань контрольної роботи подано на сторінках 50 – 54.

Після кожного завдання необхідно залишати місце для запису зауважень викладача-рецензента. Після перевірки контрольної роботи викладачем, якщо є помилки, студент виконує роботу над помилками.

Варіант контрольної роботи для виконання (загальна кількість – п'ятнадцять) для кожного студента визначається за списком студентів у групі (або в підгрупі) та узгоджується із викладачем. Студенти безвідривної форми навчання подають контрольну роботу викладачеві на перевірку у термін, визначений навчальним планом (не пізніше, як за два тижня до початку сесії), а студенти денної форми навчання – у термін, призначений викладачем.

Завдання 1 містить інформацію про особливості ділової культури у одній із країн світу (обсяг текстового уривка кожного варіанта контрольної роботи складає приблизно 1300 др. з.). Формулювання завдання – *прочитайте та усно перекладіть такий текст; перепишіть його та запишіть переклад тексту.*

Завдання 2 спрямоване на ознайомлення студентів із правилами українсько-англійської транслітерації. Формулювання завдання – *подайте Ваше прізвище, ім'я та по батькові та такі українські прізвища, ім'я та по батькові (9) згідно з правилами українсько-англійської транслітерації.* У виконанні цього завдання студентам допоможе таблиця Додатку 2 (С. 59). Транслітеруйте кожну літеру імен окремо, звертаючи увагу на її положення у слові. Крім того, слід пам'ятати, що в англійській діловій традиції спочатку подається ім'я (first name), по батькові (middle or father name), лише потім прізвище (last name).

Завдання 3, 4, 5, 6 мають на меті ознайомити студентів із особливостями складання деяких найпоширеніших ділових документів і надати їм можливість скласти власні особисті ділові документи, а саме: скласти візитівку, заповнити форму працевлаштування, скласти свою Curriculum Vitae (CV) та своє Резюме англійською мовою. Крім того, ці завдання спрямовані на закріплення навичок транслітерації і активізацію лексичного мінімуму, засвоєного студентами під час вивчення навчальної дисципліни «Англійська мова за професійним спрямуванням».

Формулювання **Завдання 3** – *зробіть ескіз Вашої візитівки англійською мовою.* На візитівці зазначте назву організації (компанії), у якій Ви працюєте; своє ім'я, прізвище та по батькові; посаду, яку Ви обіймаєте; Вашу адресу,

телефон та іншу інформацію для контакту з Вами. Зверніть увагу на послідовність написання адреси.

Формулювання **Завдання 4** – *заповніть англійською мовою форму (анкету) для працевлаштування*. Форма анкети для працевлаштування подана у Додатку 3 (С. 60). Для виконання цього завдання її необхідно збільшити, роздрукувати та заповнити від руки або ж написати від руки і питання анкети і відповіді, застосовуючи різні чорнила (наприклад, для питань форми – чорні чорнила, а для відповідей – сині).

Формулювання **Завдання 5** – *подайте Вашу Curriculum Vitae (CV) англійською мовою*. У Додатку 4 (С. 61–62) наводяться два приклади Curriculum Vitae (життєпису), за допомогою яких студенти повинні скласти свої власні CV англійською мовою. Наголосимо лише на основних пунктах, які **обов'язково** мають бути висвітлені при складанні CV англійською мовою: *особиста інформація* (ім'я, прізвище, адреса, дата народження, стать, сімейний стан тощо), *освіта* (із зазначенням освітнього закладу, де навчались; отриманого освітньо-кваліфікаційного рівня, який може бути підтверджений відповідним дипломом; роки навчання або рік завершення навчання), *досвід роботи* (назва організації, де працювали; роки; опис кола відповідальності і обов'язків; розмір заробітної платні та характер заохочень), *додаткова інформація* (знання мов, рівень навичок користування комп'ютером, наявність водійських прав і уміння водити автомобіль, інтереси тощо), *ім'я і прізвища осіб*, до яких можна звертатися за додатковою інформацією про автора CV, та їхні контактні телефони.

Формулювання **Завдання 6** – *подайте Ваше Резюме англійською мовою*. У Додатку 4 (С. 62–63) наводяться два приклади Резюме, спираючись на які студенти повинні скласти свої власні Резюме англійською мовою. Зазначимо лише, що Резюме повторює основні пункти CV, однак інформація у Резюме є більш стислою і подається на одному аркуші. Отже, фактично, у Резюме необхідно викласти інформацію із CV, але без другорядних деталей.

Завдання 7 спрямоване на формування (розвиток) навичок складання ділової кореспонденції англійською мовою. Однак, перш, ніж складати ділового листа відповідно до завдання контрольної роботи, варто ознайомитися із запропонованою схемою, у якій зазначені обов'язкові складові ділового листа в англійській бізнес-традиції.

	Структурні елементи листа	ЛИСТ
Увідна частина	<i>Адреса відправника</i>	42 Voikova vul. Flat 17 Chernihiv 140 000 Ukraine
	<i>Дата</i>	1 September 2011
	<i>Ім'я та адреса одержувача</i>	Mr. Smith Thames Valley University St. Mary's Road London W5 5RF UK
	<i>Формальне вітання</i>	Dear Mr. Smith,
Інформаційна частина		<p>I am writing to thank you for making my visit to the Thames Valley University Summer school last month such a wonderful experience.</p> <p>I would like to tell you that all of the students in my group agreed: we found your lessons extremely interesting, enjoyable. I learned a lot of new words and I am grateful for the kindness and patience you showed me, when answering my somewhat persistent questions!</p> <p>I will always remember the three weeks I spent in London especially the farewell party.</p> <p>Thank you again for rewarding study trip.</p> <p>All my best wishes to you and your colleagues at the University. Well, think about it, and we both hope you can come.</p>
Заключна частина	<i>Формальне завершення листа</i>	Yours sincerely
	<i>Підпис і надруковане повне ім'я (та посада) відправника</i>	O. Tkachenko Olexandr Tkachenko (Mr.)

Умовно в листі можна виділити три частини: ввідну частину, інформаційну частину, заключну частину. Увідна частина містить адресу відправника (часто вже зазначену на офіційному бланку організації); дату; назву та адресу організації-одержувача; ім'я і посаду особи, в межах компетентності якої лежить зазначене в листі питання; формальне вітання. Для викладення інформації ділового листа часто використовуються фрази-кліше, які можна запозичити з листів-прикладів, наведених у Додатку 5 (С. 64–69), або з літератури, рекомендованої студентам для самостійного опрацювання. Заключна частина ділового листа містить одну з фраз формального завершення листа, підпис відправника, надруковане його повне ім'я і посаду.

У *Завданні 7* студентам пропонуються реальні ділові ситуації, які потребують складання різних видів ділових листів (супроводжувального листа, листа-запита, листа-замовлення, листа-підтвердження замовлення, листа-скасування замовлення, листа-пропозиції, рекламного листа, листа-нагадування про платіж, листа-рекламацію і відповіді на лист-рекламацію). Приклади різних видів ділових листів подано в Додатку 5 (С. 64–69).

Література, рекомендована для самостійного опрацювання

1. *Калита А.А., Тараненко Л.І.* Англійське ділове мовлення: Навчальний посібник для студентів вищих технічних навчальних закладів / Guide to Business Communication in English (Англійською мовою) – К.: ДЕТУТ, 2008. – 252 с.
2. *Богацький І.С., Дюканова Н.М.* Бизнес-курс английского языка: Словарь-справочник / Под общ. ред. Богацкого И.С. – 4-е изд., испр. – К.: Логос; М.: Рольф: Айрис-пресс, 1999. – 352 с.
3. *Карпусь И.А.* Английский деловой язык. – К.: МАУП, 1995. – 158 с.
4. *Norman S.* We're in Business. English for commercial practice and international trade / Student's Book. – England: Longman, 1990. – 74 p.

VARIANT 1

TASK 1. Translate into Ukrainian

Business Culture in Germany (1)

The decision-making process in Germany is much slower than in the United States, and this can be troublesome to U.S. executives. Be prepared for the process to take much longer, as there is often a “hidden” group of advisors and decision makers that must approve of any transaction that is to occur. Punctuality is necessity in Germany. Arrive on time for every appointment, whether for business or social. Being late, even if it is only by a few minutes, is very insulting to a German executive. Business dress in Germany is very conservative. Businessmen wear dark suits; solid, conservative ties, and white shirts. Women also dress conservatively, in dark suits and white blouses. Don't be surprised if occasionally you see a fashion statement with white socks being worn with a dark suit.

Germans are strongly individualistic. The German thought process is extremely thorough, with each aspect of a project being examined in great detail. This process is often very time-intensive. However, once the planning is over, a project will move very quickly and deadlines are expected to be honored. Germans do not like surprises. Sudden changes in business transactions, even if they may improve the outcome, are unwelcome. In business situations, shake hands at both the beginning and the end of a meeting. Additionally, a handshake may be accompanied with a slight bow. When being introduced to a woman, wait to see if she extends her hand. People that have worked together for years still shake hands each morning as if it were the first time they met.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Березний Іван Петрович; Гала Артем Валерійович; Зубко Лідія Володимирівна; Йовенко Тетяна Михайлівна; Рубаненко Віталій Валерійович; Рябушечко Владислав В'ячеславович; Марчишин Василь Михайлович; Шваб Андрій Валентинович; Шафрай Олег Миколайович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. A general import agent dealing with hardware goods wishes to handle an English firm's plastic ware. Write a letter for the agent making an offer of services and quoting terms

VARIANT 2

TASK 1. Translate into Ukrainian

Business Culture in France (1)

Business can be conducted during any meal, but lunch is best. Today, many French executives put less emphasis on long, heavy business lunches for reasons of health and time. Nevertheless, informal business discussions in restaurants where everyone appreciates a good meal are one of the best ways to promote good working relations. Etiquette is important. Both hands remain above the table at all times. A man may rest his wrists, and a woman her forearms, on the table edge. Avoid drinking hard liquor before meals or smoking cigars between courses. The French believe this permeates the taste buds, compromising the taste of the meal. The most important characteristics of French business behavior are its emphasis on courtesy, and a certain formality. Shaking hands upon greeting and parting is customary in France. The French handshake is brief, and is accompanied by a short span of eye contact. An aggressive handshake is considered impolite. The French handshake is a light grip and a single quick shake. Professional attire is expected. Generally, the French take great care to dress fashionably, whether they are wearing formal or casual attire, and they feel more at ease with visitors who show the same degree of attention to appearance. The French have a great respect for privacy. Knock and wait before entering into a room. Additionally, do not “drop in” unannounced. Always give notice before your arrival. Gift giving is left to the foreigner’s discretion. Good gifts include books or music, as they demonstrate interest in intellectual pursuits.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Биба Христина Олексіївна; Довгальов Олег Михайлович; Козачок Наталія Миколаївна; Пригодська Богдана Анатоліївна; Свінтак Оксана Вікторівна; Кульчицький Вадим Володимирович; Перетятя Віталій Юрійович; Щевкун Людмила Володимирівна; Ходацький Дмитро Святославович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Owing to rising costs in his country an export manufacturer finds he must raise his prices. Write a letter to a foreign agent asking the agent if he thinks the market will stand the proposed increases

VARIANT 3

TASK 1. Translate into Ukrainian

Business Culture in the United Kingdom (1)

It is important to note that the Scots, Welsh, and Irish are not English, and are often offended when referred to as such. Additionally, citizens of the U.K. do not consider themselves European. The English are very proud of their heritage and history. Gambling is very popular in Britain. The British buy more lottery tickets than any other people in the world. It has been estimated that 75 % of adults in Britain play the lottery at least once a week.

Business attire rules are somewhat relaxed in England, but conservative dress is still very important for both men and women. Dark suits, usually black, blue, or gray, are quite acceptable. Men's shirts should not have pockets; if they do, the pockets should always be kept empty. Additionally, men should wear solid or patterned ties, while avoiding striped ties. Men wear laced shoes, not loafers. Businesswomen are not as limited to colors and styles as men are, though it is still important to maintain a conservative image. Decision-making is slower in England than in the United States; therefore it is unwise to rush the English into making a decision. Always be punctual in England. Arriving a few minutes early for safety is acceptable. A simple handshake is the standard greeting (for both men and women) for business occasions and for visiting a home. Privacy is very important to the English. Personal space is important in England, and one should maintain a wide physical space when conversing. Furthermore, it is considered inappropriate to touch others in public.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Будько Сергій Васильович; Дідик Костянтин Володимирович; Гудзь Інга Олегівна; Кетлінська Ольга В'ячеславівна; Окрошко Валерій Вікторович; Старинський Юрій Ярославович; Косач Олексій Миколайович; Яковенко Маріанна Анатоліївна; Улицький Антон В'ячеславович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. An import agent thinks his foreign suppliers fixed prices too high for the market, and competitors are winning customers from him. Write to his suppliers making suggestions for reduced prices

VARIANT 4

TASK 1. Translate into Ukrainian

Business Culture in Spain (1)

The Spanish lifestyle is more relaxed than many other nations. For example, many businesses are closed between 1:30 p.m. and 4:30 p.m. for a siesta, allowing families to get together for a meal. The family is the most important thing to people in Spain. The Spanish dress more formal than many other Europeans. In Spain, it is important to project good taste in apparel. Business attire includes well-made, conservative suits and ties. Avoid flashy colors, as it is not popular to stand out. Shorts are not usually worn in public. If you pull down on your eyelid in Spain, you are insinuating to “be alert” or that “I am alert”. In Spain, crossing your fingers has several good meanings, usually things such as “protection” or “good luck”. This is a nice gesture to be friendly.

Time is very relaxed. It is wise for foreigners to be punctual, but Spaniards do not put a great emphasis on time themselves. The Spaniards often consider deadlines an objective that will be met if possible, but do not become overly concerned if the deadline is not achieved. Much like Mexico, business in Spain is often obtained as a result of personal relationships. While the relationship building process takes time, it is imperative to gain such relationships if you are to be effective in Spain. Also, you must be very selective when choosing your Spanish representative, as it is extremely difficult to change to another person. Be prepared for chaotic business negotiations. Often numerous people will be speaking simultaneously. Negotiations are usually an extremely long and arduous task, so do not be in a rush to close a deal in Spain.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Бурий Сергій Вікторович; Джепа Валерій Віталійович; Максименко Олексій Анатолійович; Невмержицький Максим Богданович; Шахневич Олег Ярославович; Кантур Ганна Юріївна; Ясинецька Дарина Валеріївна; Сущенко Олександр Юрійович; Щербаков Євген Григорович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. An export manufacturer is dissatisfied with the sales of his sole agent in a foreign country and is receiving insufficient news. Write a letter asking for action

VARIANT 5

TASK 1. Translate into Ukrainian

Business Culture in Italy (1)

Officially called the Republic of Italy, Italy is located in southern Europe, and has a population of roughly 58.2 million. Italy has much to offer its citizens and visitors. Surrounded by the four seas of the Mediterranean, Italy is famous for its coastline activities. Italy also has a mountain range with elevations over 13,500 feet for the skiing and hiking enthusiast. Fashions and fashion design are trademarks of Italy. Therefore, in the business world, good clothes are a signature of success. Men should wear fashionable, high quality suits. Shirts may be colored or pin-striped, and they should be paired with an Italian designer tie. Women dress in quiet, expensive elegance. Slacks are generally not worn by either sex. Quality accessories such as shoes and leather goods will make a good impression with the Italians.

Italian history has played a crucial role in the modern business world. Some of their contributions include banking, insurance, and double-entry bookkeeping. “Time is money” is not a common phrase in Italy. Foreign businessmen/women should be punctual for business appointments, although the Italian executive may not be. Handshakes are common for both sexes, and may include grasping the arm with the other hand. Do not expect quick decisions or actions to take place, as the Italian bureaucracy and legal systems are rather slow. Italian companies often have a rigid hierarchy, with little visible association between the ranks. It is common for everyone to speak simultaneously at Italian gatherings. This applies to business meetings as well as social events.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Демчик Анатолій Валентинович; Виговський Віталій Миколайович; Гринюк Лілія Василівна; Дзига Богдан Олегович; Михайленко Інґа Вікторівна; Обазим Ярослав Анатолійович; Шуляренко Катерина Павлівна; Ярошевець Марина Сергіївна; Шапошніков Юрій Вікторович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write to an airline, booking seats for an executive who is about to travel from your city to London, where he will be staying for five days, and from there to New York. He will be returning after a week in New York

VARIANT 6

TASK 1. Translate into Ukrainian

Business Culture in China (1)

Business culture in China is significantly different from Western business culture. Familiarity with the Chinese business ethic can help one when doing business with the Chinese. It is advisable to pay attention to the following tips. A short and light, not firm, handshake is the customary start to a business meeting. It is advisable to start the meeting with “small talk” and only after that to pass on to business matters. During the meeting it is customary to address your Chinese colleagues with the title that signifies their status: “Professor Chen” or “Mr. Chen” with the name that follows the title being the surname and not a first name.

Business cards should be exchanged at the beginning of a business meeting. Take care before the meeting to have an adequate supply of business cards - at least 30. The Chinese appreciate it when one side of the business card presented is in Chinese. It is very important that your business card is engraved in gold. In China, this is a symbol of your status and prestige. On accepting a business card from your Chinese colleagues, show your interest by glancing at the details of the card. Putting the card immediately into your wallet or briefcase without reading it is an unforgivable insult to the Chinese business culture. It is important, during the course of the conversation, to be aware of the speech culture in China. Never say “no”. Instead, you can respond with “I’ll look into that” or “I’ll see what I can do in this matter”, etc. Do not touch your Chinese colleague; do not even pat him on the shoulder.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ганна Юріївна Огієнко; Андрій Сергійович Купріянко; Богдан Васильович Змієнчук; Ольга Віталіївна Євшанська; Шахрезада Степанівна Утюг; Виговський Віталій Миколайович; Дзига Богдан Олегович; Обазим Ярослав Анатолійович; Ярошовець Марія Сергіївна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write and arrange hotel accommodation in London for an executive who is about to travel from your city to London, where he will be staying for five days

VARIANT 7

TASK 1. Translate into Ukrainian

Business Culture in China (2)

Business culture in China is significantly different from Western business culture. Familiarity with the Chinese business ethic can help one when doing business with the Chinese. It is advisable to pay attention to the following tips.

Never, during the course of a business meeting, refer to a deadline. Do not become agitated if there are pauses in speech on the part of the Chinese. This is an accepted custom and the pauses are a sign of measured and considered thought in Chinese culture. Do not expect an immediate reaction from your Chinese colleagues.

Gifts, particularly expensive gifts, are interpreted in Chinese culture as bribery. Refrain from giving expensive presents. If, nevertheless, you want to give an expensive gift, do not present it in the presence of others in the room, but privately. In recent years the Chinese have been more open, and it is possible to give inexpensive gifts, particularly if they are given to all members of the Chinese group. In this case, it is advisable to present your gift after, and not before, concluding your business. On presenting a gift to all the members of the Chinese group, it should be emphasized that it is a gift from the company that you represent, not a personal gift. Similarly, care should be taken that the most important person in the group receives the gift before the others. Acceptable gifts are alcoholic drinks, lighters, etc. Great care should be taken in regard to the color of the gift-wrapping. Chinese culture is very sensitive to colors. Thus for example, a white or black wrapping symbolizes death. Red is the preferred color as this symbolizes luck.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ігор Сергійович Корнієнко; Віталій Юрійович Кузьо; Ольга Анатоліївна Борисик; Геннадій Денисович Менський; Арсеній Калістратович Гак; Демчук Анатолій Валентинович; Шапошніков Юрій Вікторович; Гринюк Богдан Олегович; Ярошовець Сергій Анатолійович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Inform your company's associates in Madrid that your Marketing Manager will be visiting customers in Spain next month, and attempt to arrange an appointment for him

VARIANT 8

TASK 1. Translate into Ukrainian

Business Culture in Hong Kong (1)

Hong Kong operates under a capitalist form of government. Hong Kong was ceded to the United Kingdom in 1898 at the culmination of the Opium War. It remained a British Crown Colony until 1997 when it was returned to China. As part of China, Hong Kong is now an economic and cultural bridge between the capitalist West and the Communist East. There is little doubt that changes will take place within Hong Kong over the next few years. One change that is already apparent is a transition from English speaking to Chinese speaking populous. Whether this will reduce the worldwide luster of Hong Kong is yet to be determined.

The toast is an integral part of the culture in Hong Kong. All countries have a standard toast however each country has a different pronunciation for the word toast. "Ganbei" is the popular Chinese toast. It means dry glass or bottoms up. Everyone is expected to drink a toast. The guest of honor makes the first toast. Follow the lead of your host when dining. Do not rub your chopstick together before dining. It implies that you have been given poor quality chopsticks that may have splinters. It is impolite to refuse to drink. Even if you do not drink, accept it and toast with your host. Drinking helps to relax the host and is an important part of the relationship building phase in Chinese business culture. Bar hopping and karaoke are standard means of entertainment. Be prepared to be taken out on the town almost every night during your stay in Hong Kong. At close of trip, have a dinner for your host as show of respect. In business dealing with Westerners, the Chinese often chose a nickname.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Лозовий Ігор Сергійович; Ольга Анатоліївна Матушко; Геннадій Олегович Джура; Арсеній Юрійович Гейхман; Шапошніков Віталій Богданович; Ярош Юрій Вікторович; Сергієнко Анатолій Корнійович; Денисович Ганна Валентинівна; Борисюк Богдана Валеріївна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You have just returned from a three-day visit to an overseas supplier. Write a letter thanking your hosts for their hospitality

VARIANT 9

TASK 1. Translate into Ukrainian

Business Culture in Japan (1)

Japan's form of government is parliamentary democracy under the rule of a constitutional monarch. The Prime Minister is the chief government officer. The dominant religion is Shinto, which is exclusive to Japan. However, the Japanese have no official religion. Culturally, the Japanese tend to be somewhat introverted in their ways. They generally are not receptive to outsiders. When conducting business in Japan relationships loyalty to the group is critical for success.

The Japanese tend to be rather direct in their questioning of foreigners. You may be asked personal questions such as how much money do you earn or how large is your house. Those who dress according to their status or position impress the Japanese. Dress to impress. Men should wear dark conservative attire. Business suits are most suitable. Casual dress is never appropriate in a business setting. Shoes should be easy to remove, as you will do so often. Slip-ons are the best choice. Women's dress should be conservative. Little emphasis should be placed on accessories. They should be minimal. Women should not wear pants in a business situation. Japanese men tend to find it offensive. Women should only wear low-heeled shoes to avoid towering over men. A kimono should be wrapped left over right to do otherwise symbolizes death. Remember the Japanese phrase "The nail that sticks up gets hit with the hammer" when considering your choices for attire in Japan. Avoid using large hand gestures, unusual facial expressions and any dramatic movements. The Japanese do not talk with their hands and to do so could distract your host.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Тетяна Михайлівна Огієнко; Лозовий Ігор Сергійович; Марчук Олексій Юрійович; Оксана Віталіївна Перевертайло; Олег Максимович Задніпрянський; Ізольда Менделівна Хапустович; Ольга Анатоліївна Матушевич; Ярошко Віталій Богданович; Сергієнко Геннадій Вікторович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You are looking for a job. In the newspaper you have found an advertisement of the company that has interested you. Write a cover letter

VARIANT 10

TASK 1. Translate into Ukrainian

Business Culture in Japan (2)

If you are invited to a social event, punctuality is not expected. If you do take your host out, insist upon paying. The Japanese will refuse but insist. They will prefer that you choose a Western-style restaurant when entertain them. It is perfectly acceptable to slurp your noodles. Doing so will exhibit your enjoyment of your food. To do otherwise, indicates that your meal was not a pleasant one. Do not openly display money. It is rare to see it given from person to person in Japan. It is important to use an envelope to pass money. Tipping is not expected. The customary greeting is the bow.

Gift giving is very important both business and personal gifts. Style is tantamount. The gift itself is of little importance, the ceremony surrounding it is very important. Always wrap gifts. The selection of the wrapping paper is critical. Do not give anything wrapped in white as it symbolizes death. Do not use bright colors or bows to wrap the gift. It is better to have the hotel or the store wrap the gift to ensure that it is appropriate. Do not surprise the recipient with the gift. Give your host some warning during the evening that you intend to give them a present. Give the gift with both hands and accept gifts with hands. Generally, gifts will not be opened in your presence. Do not give gifts in odd number or the number four, as odd numbers are bad luck and four sounds like the word for death in Japanese. Gifts should be given at the end of a visit. Good gift ideas include top choice beef, fruit and alcohol such as brandy, quality whiskey and Bourbon along with excellent wines.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Хвильовий Віталій Юрійович; Ольга Анатоліївна Євшанська; Андрій Сергійович Купріянюк; Огієнко Ганна Юріївна; Арсеній Калістратович Змієнчук; Денисович Ганна Валеріївна; Михальчук Геннадій Юрійович; Майборода Василь Каленикович; Гаврицьо Богдана Яківна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write a letter from buyers, saying that some articles are missing from a delivery

VARIANT 11

TASK 1. Translate into Ukrainian

Business Culture in the USA (1)

The United States of America consists of 50 states governed on a federal level, as well as a state level. Laws are written at both levels, and when doing business in the United States one must make sure to meet the requirements mandated by these laws. The country is very litigious so legal resources are available and specialists can be found to assist with any transaction. The culture and geographic location of an area will influence how business is done. Traditionally, the East Coast is more conservative and formal in their dress and manners than the West Coast. That is not to say a West Coast meeting carries any less importance. The climate and lifestyle are just more relaxed, which is reflected in the pace and informality.

Many years ago business was conducted predominantly by men. A woman's role was to maintain the family and home responsibilities. Evening events and dinners were strictly for social enjoying with family and friends. Social registers were maintained so only those in the "proper" group would be included. A gentleman never carried his business cards to these events, but a social card with just his name. Times have changed. Now, business is conducted continuously (thanks to breakfast meetings, e-mail, and cellular phones); and, women are now as significant in the business world as men. The U.S. was founded on the work ethic that good, honest, hard work is rewarded. Because of this work ethic, time is money and punctuality is highly regarded, so a cellular phone can save the day when automobile traffic in a major city causes unexpected delays.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Хаустов Віталій Юрійович; Ольга Євгенівна Луцюк; Курій Сергій Андрійович; Фогієнко Ганна Юріївна; Змієнчук Богдана Яківна; Куйбіда Арсеній Олегович; Михайлов Григорій Денисович; Валерій Іванович Калиновський; Гаврилук Василь Геннадійович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write a letter from buyers in an eastern country, informing suppliers that certain articles they sent have been affected by the heat, in spite of a guarantee that this would not happen; say what you propose in the matter

VARIANT 12

TASK 1. Translate into Ukrainian

Business Culture in the USA (2)

Laws are written on a federal level, as well as a state level, and when doing business in the United States one must make sure to meet the requirements mandated by these laws. The country is very litigious so legal resources are available and specialists can be found to assist with any transaction. The culture and geographic location of an area will influence how business is done. Traditionally, the East Coast is more conservative and formal in their dress and manners than the West Coast. That is not to say a West Coast meeting carries any less importance. The climate and lifestyle are just more relaxed, which is reflected in the pace and informality.

In the USA business conversation may take place during meals. However, many times you will find more social conversation taking place during the actual meal. Business meetings may be arranged as breakfast meetings, luncheon meetings, or dinner meetings depending on time schedules and necessity. Generally a dinner, even though for business purposes, is treated as a social meal and a time to build rapport.

Gift giving is discouraged or limited by many US companies. A gracious written note is always appropriate and acceptable. If you do give a gift, it should not appear to be a bribe. An invitation for a meal or a modest gift is usually acceptable. If you are someplace with a line or queue, go to the end and wait your turn. Do not use or chew on a toothpick in public. Many public places and private homes do not allow smoking. In some areas laws have been passed to prevent smoking in public places.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Юрченко Ганна Яківна; Ольга Юрїївна Лузік; Віталій Сергійович Виговський; Богданович Марія Анатоліївна; Нечитайло Андрій Миколайович; Бабій Василь Юрійович; Карпюк Богдана Глібівна; Тарас Григорович Шевченко; Газзаєва Вікторія Володимирівна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write to your suppliers and inform them, that several articles in one case have been broken, owing to insecure packing; the insurance surveyor has reported this

VARIANT 13

TASK 1. Translate into Ukrainian

Business Culture in United Arab Emirates (1)

When holding business meetings in the United Arab Emirates, some foreign businesspeople suggest holding the meeting in the lobby of an international hotel rather than in an office. The advantage of this is that there will be fewer people wandering in and out of the meeting. Also, your counterpart's willingness to come to you demonstrates a true interest. You will also have access to refreshments that may be more to your taste. Visitors are expected to abide by local standards of modesty, however do not adopt native clothing. Traditional clothes on foreigners may be offensive. Despite the heat, most of the body must always remain covered. A jacket and tie are usually required for men at business meetings. Men should wear long pants and a shirt, preferably long-sleeved, buttoned up to the collar. Men should also avoid wearing visible jewelry, particularly around the neck. Women should always wear modest clothing in public. High necklines, sleeves at least to the elbows are expected. Skirts, if not ankle-length, should at least be well below the knee. A look of baggy concealment should be the goal, pants or pant suits are not recommended. It is a good idea to keep a scarf handy, especially if entering a Mosque.

Avoid admiring an item to an excess, your host may feel obligated to give it to you. When offered a gift, it is impolite to refuse. Often shoes are removed before entering a building. Follow the lead of your host. Do not cross your legs when sitting showing the bottom of your shoe or foot is offensive. The "thumbs up" gesture can also be considered offensive by some.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Нечипорук Ольга Яківна; Тарасенко Гліб Григорович; Карповець Сергій Віталійович; Газзаєв Юрій Миколайович; Богдан Анатолійович Мар'янов; Борщ Ігор Святославович; Усенко Світлана Олегівна; Цетович Ганна Ярославівна; Олексій Федорович Кияшко.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. As the exporters, write a tactful letter to customers who have complained that the material they have received is not like the samples on which they gave the order

VARIANT 14

TASK 1. Translate into Ukrainian

Business Culture in India (1)

India is officially called Republic of India (Hindi Bharat), is located in southern Asia and is a member of the Commonwealth of Nations. India consists geographically of the entire Indian Peninsula and portions of the Asian mainland. To its north lies Afghanistan, China, Nepal, and Bhutan; to its east is Bangladesh, Myanmar (formerly known as Burma), and the Bay of Bengal; Palk Strait and the Gulf of Mannar (which separate it from Sri Lanka) and the Indian Ocean are to the south; and on the west is the Arabian Sea and Pakistan. India is predominantly Hindu, with 81 % of the population practicing that religion. Next is Muslim at 12 %, Christian at 2 %, and all others within the last 5 % of the society.

The current leadership of India is implementing sweeping changes to encourage international business in India, from privatization to the liberalization of trade. Men are generally expected to wear a suit and tie for business, although the jacket may be removed in the summer. Women should wear conservative dresses or pantsuits. When dressing casual, short-sleeved shirts and long pants are preferred for men; shorts are acceptable only when exercising. Women must keep their upper arms, chest, back, and legs covered at all times. Women should wear long pants when exercising. The use of leather products including belts or handbags may be considered offensive, especially in temples. Hindus revere cows and do not use leather products. The head is considered the seat of the soul. Never touch someone else's head, not even to pat the hair of a child.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Гусаревич Катерина Григорівна; Соловій Софія Степанівна; Андрій Геннадійович Карповський; Соломія Юріївна Юрій; Яковенко Богдан Миколайович; Сергій Богданович Бабійчук; Анатолій Васильович Йосипенко; Тарас Віталійович Гузій; Павловський Олексій Петрович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. As suppliers, reply to a complaint of missing goods, asking customers to make a careful check at their end, as everything was correct when the goods were packed and shipped

VARIANT 15

TASK 1. Translate into Ukrainian

Business Culture in Brazil (1)

Nearly 50 percent of the population is under twenty years of age. Despite massive economic problems, Brazil is often regarded as a potentially rich country with a strong industrial sector, large agricultural production, and rich natural resources. An example of its potential for efficient utilization of resources is its processing of sugarcane into ethyl alcohol for fueling 1.5 million Brazilian cars.

In Brazil three-piece suits carry an “executive” connotation, whereas two-piece suits are associated with office workers. Conservative attire for women in business is very important. Also make sure your nails are manicured. The colors of the Brazilian flag are yellow and green. Avoid wearing this combination in any fashion.

Touching arms and elbows and backs are very common. To express appreciation, a Brazilian may appear to pinch his earlobe between thumb and forefinger. Flicking the fingertips underneath the chin indicates that you do not know the answer to a question. Make appointments at least two weeks in advance. Never try to make impromptu calls at business or government offices. Be prepared to commit long term resources (both in time and money) toward establishing strong relationships in Brazil. This is the key to business success. Some regions have a casualness about both time and work. However San Paulo is not one of those, and in Rio casual refers to the personal and social events, not business. In these two cities, business meetings tend to start on time. Never start into business discussions before your host does. Business meetings normally begin with casual “chatting” first.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ганна Володимирівна Гогенко; Ольга Яківна Саранчук; Паливода Богдана Глібівна; Висівковський Микола Андрійович; Добродій Михайлина Юрївна; Гаврилюк Юрій Олексійович; Віталій Сергійович Козаченко; Кузів Тарас Григорович; Сивокінь Олег Васильович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You are a manufacturer of new finishes for passenger carriages. One of your customers is asking for a 60-day bill of exchange, offering references. Write a letter to this company’s referee enquiring a credit rating

VARIANT 16

TASK 1. Translate into Ukrainian

Business Culture in Germany (2)

Business is viewed as being very serious, and Germans do not appreciate humor in a business context. In business meetings, age takes precedence over youth. If you are in a group setting, the eldest person enters first. Germans keep a larger personal space around them, approximately 6 inches more space than North Americans do. However, it is not unusual that when in line at a store cash register, Germans will crowd up very close to the person in front of them. Punctuality is necessity in Germany. Arrive on time for every appointment, whether for business or social. Being late, even if it is only by a few minutes, is very insulting to a German executive. Business dress in Germany is very conservative. Businessmen wear dark suits; solid, conservative ties, and white shirts. Women also dress conservatively, in dark suits and white blouses. Don't be surprised if occasionally you see a fashion statement with white socks being worn with a dark suit.

Germans are able to consume large quantities of beer in one evening, but public drunkenness is not acceptable. It is best to know your limits, especially in Bavaria where two liters of beer is an ordinary evening. Pace yourself and eat plenty of food. Typically, you do not wait to be seated in German restaurants, and it is not uncommon to share a table with strangers. However, most Germans will think it odd if you try to initiate a conversation with them beyond just establishing that the chairs are available. Germans love to talk on the telephone. While important business decisions are not made over the phone, expect many follow up calls or faxes.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Хаустов Віталій Юрійович; Ольга Євгенівна Луцюк; Курій Сергій Андрійович; Фогієнко Ганна Юріївна; Змієнчук Богдана Яківна; Куйбіда Арсеній Олегович; Михайлов Григорій Денисович; Валерій Іванович Калиновський; Гаврилук Василь Геннадійович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. A general export agent dealing with software goods wishes to handle an Arabic firm. Write a letter for the agent of Arabic firm making an offer of services and quoting terms

VARIANT 17

TASK 1. Translate into Ukrainian

Business Culture in France (2)

The French dress conservatively and invest in well-tailored clothing. Patterned fabrics and dark colors are most acceptable, but avoid bright colors. French businessmen do not loosen their ties or take off their jackets in the office. Women should also dress conservatively. Avoiding bright or gaudy colors is recommended. Women should also avoid any glitzy or overpowering objects, such as flashy jewelry.

French is the official language in France. If you do not speak French, it is very important that you apologize for your lack of knowledge. Most individuals in business speak English. The French have a great appreciation for the art of conversation. The French frequently interrupt each other, as the argument is a form of entertainment. The French often complain that North Americans lecture rather than converse. Be sensitive to the volume of your voice. Americans are known to offend everyone in a restaurant, meeting, or on the street with their loud voices and braying laughter.

The most important characteristics of French business behavior are its emphasis on courtesy, and a certain formality. Shaking hands upon greeting and parting is customary in France. The French handshake is brief, and is accompanied by a short span of eye contact. An aggressive handshake is considered impolite. The French handshake is a light grip and a single quick shake. Professional attire is expected. Generally, the French take great care to dress fashionably, whether they are wearing formal or casual attire, and they feel more at ease with visitors who show the same degree of attention to appearance.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Юрченко Ганна Яківна; Ольга Юрїївна Лузік; Віталій Сергійович Виговський; Богданович Марія Анатоліївна; Нечитайло Андрій Миколайович; Бабій Василь Юрійович; Карпюк Богдана Глібівна; Тарас Григорович Шевченко; Газзаєва Вікторія Володимирівна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You are looking for a job. In the newspaper you have found an advertisement of the company that has interested you. Write a cover letter

VARIANT 18

TASK 1. Translate into Ukrainian

Business Culture in the United Kingdom (2)

Decision-making is slower in England than in the United States; therefore it is unwise to rush the English into making a decision. Always be punctual in England. Arriving a few minutes early for safety is acceptable. A simple handshake is the standard greeting (for both men and women) for business occasions and for visiting a home. Personal space is important in England, and one should maintain a wide physical space when conversing. Furthermore, it is considered inappropriate to touch others in public. Privacy is very important to the English. Therefore asking personal questions or intensely staring at another person should be avoided. Eye contact is seldom kept during British conversations. To signal that something is to be kept confidential or secret, tap your nose. If a man has been knighted, he is addressed as "Sir and his first name" example: Sir John. If writing a letter, the envelope is addressed "Sir First name and Last name" example: Sir John Roberts.

A business lunch will often be conducted in a pub and will consist of a light meal and perhaps a pint of ale. When dining out, it is not considered polite to toast those who are older than yourself. When socializing after work hours, do not bring up the subject of work. Gifts are generally not part of doing business in England. Loud talking should be avoided.

In England, English is the official language, but it should be noted that Queen's English and American English are very different. Often ordinary vocabulary can differ between the two countries.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Нечипорук Ольга Яківна; Тарасенко Гліб Григорович; Карповець Сергій Віталійович; Газзаєв Юрій Миколайович; Богдан Анатолійович Мар'янов; Борщ Ігор Святославович; Усенко Світлана Олегівна; Цветович Ганна Ярославівна; Олексій Федорович Кияшко.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You are a manufacturer of new finishes for passenger carriages. One of your customers is asking for a 60-day bill of exchange, offering references. Write a letter to this company's referee enquiring a credit rating

VARIANT 19

TASK 1. Translate into Ukrainian

Business Culture in Spain (2)

It is wise for foreigners to be punctual, but Spaniards do not put a great emphasis on time themselves. The Spaniards often consider deadlines an objective that will be met if possible, but do not become overly concerned if the deadline is not achieved. Be prepared for chaotic business negotiations. Often numerous people will be speaking simultaneously. Negotiations are usually an extremely long and arduous task, so do not be in a rush to close a deal in Spain. During business negotiations, rules and systems are only used as a last resort to solving a problem. During business meetings, doors are usually kept shut. Men who are close friends will often exchange a hug. Women who are close friends usually meet and part with a small hug and a kiss on each cheek.

A large portion of your communication will take place over lunches and dinners. They are an extremely important part of business life in Spain and are usually associated with establishing business relationships in Spain, so be prepared for your business associate(s) to join you at any or all of your daily meals. When attending a business dinner, be prepared to stay up late. Dinner is usually served after 9:00 p.m., so you may want to take full advantage of the siesta and get in a nap. In Spain business colleagues often dine together, but different ranks within a company do not mix. Business cards should be two-sided, one side having English and the other side containing Spanish. When presenting your business card, place the card with the Spanish side facing your Spanish colleague.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Гусаревич Катерина Григорівна; Соловій Софія Степанівна; Андрій Геннадійович Карповський; Соломія Юріївна Юрій; Яковенко Богдан Миколайович; Сергій Богданович Бабійчук; Анатолій Васильович Йосипенко; Тарас Віталійович Гузій; Павловський Олексій Петрович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write to your suppliers and inform them, that several articles in one case have been broken, owing to insecure packing; the insurance surveyor has reported this

VARIANT 20

TASK 1. Translate into Ukrainian

Business Culture in Italy (2)

It is common for everyone to speak simultaneously at Italian gatherings. When entering a business function, the most senior or eldest person present should always be given special treatment. Do not exchange business cards at social occasions; but it is the norm at business functions and meetings. Italians often have two different business cards, one with business credentials for formal relationships, and another with personal information for less formal relationships. Italian cards are often plain white with black print.

In the business world good clothes are a signature of success. Men should wear fashionable, high quality suits. Women dress in quiet, expensive elegance. Slacks are generally not worn by either sex. Quality accessories such as shoes and leather goods will make a good impression with the Italians. When invited to someone's home, bring gift-wrapped chocolates, pastries, or flowers. Flowers must be given in even numbers, except for a dozen (12) or half-dozen (6), especially if roses. If you bring wine as a gift, make sure that it is of excellent vintage, as many Italians are wine connoisseurs. Avoid giving anything in a quantity of 17, as 17 is considered to be bad luck, or a doomed number. Italian is the official language, although there are many diverse dialects. English is spoken by many businesspeople. Avoid talking about religion, politics, and World War II. At social gatherings, it is considered insulting to ask someone you have just met about their profession. Good conversational topics include Italian culture, art, food, wine, family, and films.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ганна Володимирівна Гогенко; Ольга Яківна Саранчук; Паливода Богдана Глібівна; Висівковський Микола Андрійович; Добродій Михайлина Юрївна; Гаврилюк Юрій Олексійович; Віталій Сергійович Козаченко; Кузів Тарас Григорович; Сивокінь Олег Васильович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Inform your company's associates in Madrid that your Marketing Manager will be visiting customers in Spain next month, and attempt to arrange an appointment for him

VARIANT 21

TASK 1. Translate into Ukrainian

Business Culture in China (3)

In China, business card is a symbol of your status and prestige. On accepting a business card from your Chinese colleagues, show your interest by glancing at the details of the card. Putting the card immediately into your wallet or briefcase without reading it is an unforgivable insult to the Chinese business culture.

It is important, during the course of the conversation, to be aware of the speech culture in China. Never say “no”. Instead, you can respond with “I’ll look into that” or “I’ll see what I can do in this matter”, etc. Do not touch your Chinese colleague; do not even pat him on the shoulder. Make an effort not to use your hands to illustrate your speech since the Chinese hate this. Try as well to refrain from looking straight into the eyes of your Chinese colleague: this is particularly offensive during a meeting and will offend your Chinese colleagues’ feelings. When presenting your position at a meeting, speak slowly with short pauses between the sentences. It is worthwhile to allow your Chinese opposite number to understand your intentions properly. Never, during the course of a business meeting, refer to a deadline. Do not become agitated if there are pauses in speech on the part of the Chinese. This is an accepted custom and the pauses are a sign of measured and considered thought in Chinese culture. Do not expect an immediate reaction from your Chinese colleagues. The Chinese like to consolidate their position in a measured and considered fashion, preferably after they have established a personal contact, before closing the deal.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Березний Іван Петрович; Гала Артем Валерійович; Зубко Лідія Володимирівна; Йовенко Тетяна Михайлівна; Рубаненко Віталій Валерійович; Рябушечко Владислав В’ячеславович; Марчишин Василь Михайлович; Шваб Андрій Валентинович; Шафрай Олег Миколайович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write a letter from buyers in an eastern country, informing suppliers that certain articles they sent have been affected by the heat, in spite of a guarantee that this would not happen; say what you propose in the matter

VARIANT 22

TASK 1. Translate into Ukrainian

Business Culture in China (4)

On presenting a gift to all the members of the Chinese group, it should be emphasized that it is a gift from the company that you represent, not a personal gift. Acceptable gifts are alcoholic drinks, lighters, etc. Chinese culture is very sensitive to colors. Thus for example, a white or black wrapping symbolizes death. Red is the preferred color as this symbolizes luck. Good advice is to ask the hotel staff, or the assistants in the store to wrap the gifts that you want to distribute. In any case, gifts that are wrapped in advance, before you arrive in China, may be opened by the customs authorities. It is recommended that you prepare a sufficient number of personal gifts in advance of your arrival in China, preferably handwork or some small object that symbolizes the country from which you have come.

The accepted style of dress for a business meeting in China is conservative – dark colored, unostentatious suits are customary for men. Bright colored clothes are considered unacceptable. Women must take care that their skirts are not above the knees; good quality jewelry that is neither ostentatious nor overly expensive, is recommended for making the right impression. Do not arrange business meetings around the times of Chinese festivals. Similarly, it is important to remember that late arrival to a meeting is considered a serious insult to the Chinese. It may well entail the failure of the entire meeting. It is recommended to bring a translator to the meeting who can translate for you and assist in explaining business customs according to Chinese formalities.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Биба Христина Олексіївна; Довгальов Олег Михайлович; Козачок Наталія Миколаївна; Пригодська Богдана Анатоліївна; Світак Оксана Вікторівна; Кульчицький Вадим Володимирович; Перетятя Віталій Юрійович; Щевкун Людмила Володимирівна; Ходацький Дмитро Святославович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. As the exporters, write a tactful letter to customers who have complained that the material they have received is not like the samples on which they gave the order

VARIANT 23

TASK 1. Translate into Ukrainian

Business Culture in Hong Kong (2)

It is impolite to refuse to drink. Even if you do not drink, accept it and toast with your host. Drinking helps to relax the host and is an important part of the relationship building phase in Chinese business culture. Bar hopping and karaoke are standard means of entertainment. At close of trip, have a dinner for your host as show of respect. In business dealing with Westerners, the Chinese often chose a nickname. Don't be surprised if during your business dealing with the Chinese they ask to consult with a "fengshui" man. A fengshui man may be brought in to determine good luck dates or the proper special arrangement for a building or office. This individual's opinion should be observed. The red color is considered a lucky color in Hong Kong. When dressing for a business meeting, select a red tie to impress your host. The white color is synonymous with death.

The handshake is fairly common in Hong Kong, however a slight bow will show a sign of respect. Names are usually written in the following order: the last name first, middle name second and the first name last. Use titles with names whenever possible. A round of applause may greet you during your visit. The Chinese like to applaud. You are expected to return the applause out of respect. Silence is held in high regard in Hong Kong. Allow your host to contemplate without interruption. Appointments are recommended. Punctuality is expected. Use only black and white materials for presentations, as colors are very significant. Patience is important. The Chinese do not make business decisions quickly.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Будько Сергій Васильович; Дідик Костянтин Володимирович; Гудзь Інґа Олегівна; Кетлінська Ольга В'ячеславівна; Окрошко Валерій Вікторович; Старинський Юрій Ярославович; Косач Олексій Миколайович; Яковенко Маріанна Анатоліївна; Улицький Антон В'ячеславович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. An import agent thinks his foreign suppliers fixed prices too high for the market, and competitors are winning customers from him. Write to his suppliers making suggestions for reduced prices

VARIANT 24

TASK 1. Translate into Ukrainian

Business Culture in Japan (3)

The Japanese tend to be rather direct in their questioning of foreigners. You may be asked personal questions such as how much money do you earn or how large is your house. Avoid using large hand gestures, unusual facial expressions and any dramatic movements. The Japanese do not talk with their hands and to do so could distract your host. Avoid the “OK” sign; in Japan it means money. Pointing is not acceptable. Do not blow your nose in public. Personal space is valued. Because the Japanese live in such a densely populated area, they value their personal space. A smile can have double meaning. It can express either joy or displeasure. Use caution with your facial expressions. They can be easily misunderstood.

The Japanese are not uncomfortable with silence. They use it to their advantage in many situations. Allow your host to sit in silence. Understand that the Japanese prefer not to use the word “no”. If you ask a question they may simply respond with a “yes” but clearly mean “no”. Understanding this is critical in the negotiation process.

The word for toasting is *kampai*, pronounced “kahm-pie”. When toasting, the glass is never left unfilled. Drinking is an important part of Japanese culture. It is a way to relieve business stress. Never pour a drink yourself; always allow someone else to do it for you. Most business entertaining is done in restaurants or bars after business hours. Often in karaoke or “hostess bars”. Businesswomen should not attend “hostess bars”. Let the host order the meal and pay. Business may be discussed at dinner during these events.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Бурий Сергій Вікторович; Джепа Валерій Віталійович; Максименко Олексій Анатолійович; Невмержицький Максим Богданович; Шахневич Олег Ярославович; Кантур Ганна Юріївна; Ясинецька Дарина Валеріївна; Сущенко Олександр Юрійович; Щербаков Євген Григорович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Owing to rising costs in his country an export manufacturer finds he must raise his prices. Write a letter to a foreign agent asking the agent if he thinks the market will stand the proposed increases

VARIANT 25

TASK 1. Translate into Ukrainian

Business Culture in Japan (4)

In Japan, business cards are called “meishi”. Japanese give and receive “meishi” with both hands. It should be printed in your home language on one side and Japanese on the other. Present the card with the Japanese language side up. The card will contain the name and title along with the company name, address and telephone number of the businessman. Take special care in handling cards that are given to you. Do not write on the card. Do not put the card in you pocket or wallet, as either of these actions will be viewed as defacing or disrespecting the business card. Upon receipt of the card, it is important to make a photocopy of the name and title of the individual in your mind. Examine the card carefully as a show of respect. In a business situation, business cannot begin until the “meishi” exchange process is complete.

The customary greeting is the bow. However, some Japanese may greet you with a handshake, albeit a weak one. Do not misinterpret a weak handshake as an indication of character. Japanese rarely entertain at home. If you are invited to the home of your Japanese host, consider it a great honor and display a tremendous amount of appreciation. Do not admire anything belonging to your host too closely. If you are invited to a social event, punctuality is not expected. If you do take your host out, insist upon paying. The Japanese will refuse but insist. They will prefer that you choose a Western-style restaurant when entertain them. Do not openly display money. It is rare to see it given from person to person in Japan. It is important to use an envelope to pass money. Tipping is not expected.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Демчик Анатолій Валентинович; Виговський Віталій Миколайович; Гринюк Лілія Василівна; Дзига Богдан Олегович; Михайленко Інга Вікторівна; Обазим Ярослав Анатолійович; Шуляренко Катерина Павлівна; Ярошовець Марина Сергіївна; Шапошніков Юрій Вікторович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write and arrange hotel accommodation in London for an executive who is about to travel from your city to London, where he will be staying for five days

VARIANT 26

TASK 1. Translate into Ukrainian

Business Culture in the USA (3)

Many years ago business was conducted predominantly by men. A woman's role was to maintain the family and home responsibilities. Evening events and dinners were strictly for social enjoying with family and friends. Social registers were maintained so only those in the "proper" group would be included. A gentleman never carried his business cards to these events, but a social card with just his name. Times have changed. Now, business is conducted continuously; and, women are now as significant in the business world as men. Business suit and tie are appropriate in all major cities. Wear dark colored business suits in classic colors of gray and navy. For an important formal meeting, choose a white dress shirt, for less formal a light blue shirt will still give you a conservative appearance. Women should wear a suit or dress with jacket in major cities. Wearing classic clothing and classic colors of navy, gray, ivory, and white will ensure you give a confident and conservative appearance.

Casual clothing is appropriate when not attending a work related meeting/dinner. Building a casual wardrobe using classic lines and colors (navy, gray, camel, ivory and white) will give you a look that is stylish and professional even when you are relaxing. Clothing, whether formal or casual, should be clean and neat in appearance. Men may generally wear jeans or khaki pants with a shirt for casual attire. Women may wear comfortably fitting slacks with a casual shirt. Wearing jeans or shorts, even in a casual setting, may be inappropriate for the city. It is better to err on the conservative side if you are not sure.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ганна Юріївна Огієнко; Андрій Сергійович Купріянко; Богдан Васильович Змієнчук; Ольга Віталіївна Євшанська; Шахрезада Степанівна Утюг; Виговський Віталій Миколайович; Дзига Богдан Олегович; Обазим Ярослав Анатолійович; Ярошовець Марія Сергіївна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write a letter from buyers, saying that some articles are missing from a delivery

VARIANT 27

TASK 1. Translate into Ukrainian

Business Culture in the USA (4)

If you do give a gift, it should not appear to be a bribe. An invitation for a meal or a modest gift is usually acceptable. If you are someplace with a line or queue, go to the end and wait your turn. Do not use or chew on a toothpick in public. Many public places and private homes do not allow smoking. In some areas laws have been passed to prevent smoking in public places. Ask permission to smoke before lighting a cigarette or cigar. Due to health concerns, you may or may not be given permission. While meeting a person, offer a firm handshake, lasting 3-5 seconds, upon greeting and leaving. Maintain good eye contact during your handshake. If you are meeting several people at once, maintain eye contact with the person you are shaking hands with, until you are moving on to the next person. Good eye contact during business and social conversations shows interest, sincerity and confidence. Good friends may briefly embrace, although the larger the city, usually the more formal the behavior.

Business cards are generally exchanged during introductions. However, they may be exchanged when one party is leaving. A smile is a sign of friendliness. Rural areas and areas with extremely warm summers have more informal wardrobe requirements. Women may wear a business dress, or skirt and blouse, in rural areas. Men may conduct business without wearing a jacket and/or tie in rural areas. The formality of a meeting, even in rural areas, may dictate a sports jacket and tie for men. The same formality will require a woman to wear a dress, possibly with a jacket.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Ігор Сергійович Корнієнко; Віталій Юрійович Кузьо; Ольга Анатоліївна Борисик; Геннадій Денисович Менський; Арсеній Калістратович Гак; Демчук Анатолій Валентинович; Шапошніков Юрій Вікторович; Гринюк Богдан Олегович; Ярошовець Сергій Анатолійович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. As suppliers, reply to a complaint of missing goods, asking customers to make a careful check at their end, as everything was correct when the goods were packed and shipped

VARIANT 28

TASK 1. Translate into Ukrainian

Business Culture in United Arab Emirates (2)

Some foreign businesspeople suggest holding the meeting in the lobby of an international hotel rather than in an office. The advantage of this is that there will be fewer people wandering in and out of the meeting. Also, your counterpart's willingness to come to you demonstrates a true interest. You will also have access to refreshments that may be more to your taste.

There are several styles of greetings in use, it is best to wait for your counterpart to initiate the greeting. Men shake hands with other men. Some men will shake hands with women; however it is advisable for a businesswoman to wait for a man to offer his hand. A more traditional greeting between men involves grasping each other's right hand, placing the left hand on the other's right shoulder and exchanging kisses on each cheek. A customary greeting is "salaam alaykum". Shaking hands and saying "kaif halak" follows.

Gifts are not necessary, but appreciated. If you do give a gift, it will be open in private. Gifts to avoid giving include: alcohol, perfumes containing alcohol, pork, pigskin products, personal items such as underwear, knives, toy dogs or gifts that picture dogs, images of nude or partially nude women (even in paintings or sculptures with artistic merit). Alcohol and pork are not consumed by those that observe the Muslim religion. Do not discuss the subject of women, not even to inquire about the health of a wife or daughter. The topic of Israel should also be avoided. Sports is an appropriate topic. In the Muslim world, Friday is the day of rest.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Лозовий Ігор Сергійович; Ольга Анатоліївна Матушко; Геннадій Олегович Джура; Арсеній Юрійович Гойхман; Шапошніков Віталій Богданович; Ярош Юрій Вікторович; Сергієнко Анатолій Корнійович; Денисович Ганна Валентинівна; Борисюк Богдана Валеріївна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. Write to an airline, booking seats for an executive who is about to travel from your city to London, where he will be staying for five days, and from there to New York. He will be returning after a week in New York

VARIANT 29

TASK 1. Translate into Ukrainian

Business Culture in India (2)

Women should wear conservative dresses. When dressing casual, short-sleeved shirts and long pants are preferred for men; shorts are acceptable only when exercising. Women must keep their upper arms, chest, back, and legs covered at all times. Men are generally expected to wear a suit and tie for business, although the jacket may be removed in the summer. Never touch someone else's head, not even to pat the hair of a child. Beckoning someone with the palm up and wagging one finger can be construed as an insult. Standing with your hands on your hips will be interpreted as an angry, aggressive posture. Whistling is impolite and winking may be interpreted as either an insult or a sexual proposition. Never point your feet at a person. Feet are considered unclean. If your shoes or feet touch another person, apologize. Gifts are not opened in the presence of the giver. If you receive a wrapped gift, set it aside until the giver leaves. Business lunches are preferred to dinners. Hindus do not eat beef and Muslims do not eat pork. Do not thank your hosts at the end of a meal. "Thank you" is considered a form of payment and therefore insulting. There are more than fourteen major and three hundred minor languages spoken in India. The official languages are English and Hindi. English is widely used in business, politics and education. The word "no" has harsh implications in India. Evasive refusals are more common, and are considered more polite. Never directly refuse an invitation, a vague "I'll try" is an acceptable refusal. Titles are very important. Always use professional titles.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Тетяна Михайлівна Огієнко; Лозовий Ігор Сергійович; Марчук Олексій Юрійович; Оксана Віталіївна Перевертайло; Олег Максимович Задніпрянський; Ізольда Менделівна Хапустович; Ольга Анатоліївна Матушевич; Ярошко Віталій Богданович; Сергієнко Геннадій Вікторович.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. An export manufacturer is dissatisfied with the sales of his sole agent in a foreign country and is receiving insufficient news. Write a letter asking for action

VARIANT 30

TASK 1. Translate into Ukrainian

Business Culture in Brazil (2)

Be prepared to commit long term resources (both in time and money) toward establishing strong relationships in Brazil. This is the key to business success. Some regions have a casualness about both time and work. However San Paulo is not one of those, and in Rio casual refers to the personal and social events, not business. In these two cities, business meetings tend to start on time. Never start into business discussions before your host does. Business meetings normally begin with casual “chatting” first. Giving a gift is not required at a first business meeting; instead buy lunch or dinner. Midday is the normal time for the main meal. A light meal is common at night, unless entertaining formally. Expect to be served small cups of very strong coffee. In Brazil, restaurant entertainment prevails versus at home. If entertained in the home, it is polite to send flowers to the hostess the next day, with a thank-you note. Be cautious when giving someone purple flowers as they are extensively used at funerals.

Handshaking, often for a long time, is common. Shake hands for “hello” and “goodbye”; use good eye contact. When leaving a small group, be sure to shake hands with everyone present. When women meet, they exchange kisses by placing their cheeks together and kissing the air. Music and long animated conversation are favorite Brazilian habits. When conversing, interruptions viewed as enthusiasm. Brazilians enjoy joking, informality, and friendships. Good conversation topics: soccer, family, and children. Bad conversation topics: Argentina, politics, poverty, religion, and the Rain Forest.

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

Хвильовий Віталій Юрійович; Ольга Анатоліївна Євшанська; Андрій Сергійович Купріянюк; Огієнко Ганна Юріївна; Арсеній Калістратович Змієнчук; Денисович Ганна Валеріївна; Михальчук Геннадій Юрійович; Майборода Василь Каленикович; Гаврицьо Богдана Яківна.

TASK 3. Make a thumbnail (an esquisse) of your business card in English

TASK 4. Fill in the application form

TASK 5. Write your CV in English

TASK 6. Write your Resume in English

TASK 7. You have just returned from a three-day visit to an overseas supplier. Write a letter thanking your hosts for their hospitality

ЗРАЗОК ВИКОНАННЯ КОНТРОЛЬНОЇ РОБОТИ

VARIANT 31

TASK 1. Translate into Ukrainian

Текст англійською мовою	Переклад тексту українською мовою <u>(виконується власноруч, від руки)</u>
<p style="text-align: center;"><i>Business Culture in Australia</i></p> <p><i>As for the style in formal clothing, men wear a conservative dark business suit and tie. Women may wear a dress, or skirt and blouse, for business. Informal clothing is appropriate when not attending business functions.</i></p> <p><i>When meeting a person and when leaving, shake hands. Although uncommon, some women may greet each other with a kiss on the cheek. Exchanging business cards is common among professional workers. Maintain good eye contact during meetings and conversations.</i></p> <p><i>Australians are friendly and open, but in conversations they value directness and brevity. Be an active listener, ask if you don't understand something in the conversation.</i></p> <p><i>Being punctual is critical in Australia. Gift giving is not a common practice in business. You may bring a small gift of chocolate, wine or flowers if invited to someone's home...</i></p>	<p style="text-align: center;"><i>Ділова культура в Австралії</i></p> <p><i>Що стосується стилю ділового вбрання, чоловіки носять консервативні чорні ділові костюми та краватки. Жінки повинні вдягати сукню, або спідницю та блузу на ділові зустрічі. Неділовий одяг можна носити не в робочий час.</i></p> <p><i>При зустрічі та прощанні прийнято потискати одне одному руки. Хоча це й не є звичайним, деякі жінки при вітанні можуть поцілувати одна одну в щічку. Обмін діловими картками прийнятий серед професіоналів. Підтримуйте при зустрічах і під час розмови гарний зоровий контакт.</i></p> <p><i>Австралійці дружні та відкриті, в бесідах цінують прямоту та небалакучість. Будьте активним і уважним слухачем, запитуйте, якщо не розумієте чогось у розмові.</i></p> <p><i>Пунктуальність дуже важлива в Австралії. Дарування подарунків – звичайна практика в бізнесі. Можна принести в якості невеликого подарунка шоколад, вино чи квіти, якщо вас запросили до чийогось будинку...</i></p>

TASK 2. Give your name and the following Ukrainian names in English according to the rules of transliteration

ПІБ українською мовою	ПІБ англійською мовою
<i>Бондаренко Олена Семенівна</i>	<i>Olena Semenivna Bondarenko</i>
<i>Галаган Степан Васильович</i>	<i>Stepan VasyI'ovych Galagan</i>
<i>Наснко Віктор Олегович</i>	<i>Viktor Olehovych Naienko</i>
<i>Їжакевич Світлана Іллівна</i>	<i>Svitlana Illivna Yizhakevych</i>
<i>Стенко Степан Вікторович</i>	<i>Stepan Viktorovych Stepko</i>

TASK 3. Make a thumbnail (an esquisse) of your business card in English

CONTINENTAL EQUIPMENT

Stepan Viktorovych Stepko

Financial Director

9 North Road, Brighton, BN1 5JF, England

Phone: (0273) 543359 Fax: (0273) 559364

TASK 4. Fill in the application form

APPLICATION FORM

Personal

NAME Stepan Viktorovych Stepko

ADDRESS 9 North Road, Brighton, BN1 5JF, England PHONE (0273) 543359 (home)

DO YOU HAVE A VALID DRIVER'S LICENCE Yes No

MARITAL STATUS married № OF DEPENDENTS 3 children

EDUCATION higher

Name of School Oxford Year graduated 1948 Course Taken or Degree Master in Public Relations

LANGUAGES

Ukrainian Excellent Good Fair

English Excellent Good Fair

EXPERIENCE (Give present or last position first)

COMPANY CONTINENTAL EQUIPMENT ADDRESS Brighton, England

TYPE OF BUSINESS INDUSTRY Consulting EMPLOYED (Month & Year)
From June 1950 To present time

POSITION(S) HELD assistant, personnel manager SUPERVISOR'S NAME

Ivan Martyniuk

DESCRIBE YOUR DUTIES

working with personnel, recruiting, all kinds of staff documentation

WHY DID YOU LEAVE staff shortening

PERSONAL REFERENCES

Name Ivan Martyniuk Address 11, Oak str., Brighton, England Phone (0273) 554467

TASK 5. Write your CV in English

CURRICULUM VITAE

PERSONAL INFORMATION

name: *Stepan Viktorovich Stepko*
home address: *Rue Moreau-Nelaton, 48, Apt 15a
Paris, France*
present address: *Flat 9, 25 Newcastle Road Consett
Co Durham DU4 3ME
England*
date and place of birth: *14.5.61 in Paris, France*
nationality: *French*
sex: *Male*
marital status: *single*

EDUCATION

*secondary education: Senior High School in Paris
1976–79 High School Graduation Certificate*
*further education: military service
1979–80*
1980–85 University of Lyon: BSc in Computer Studies
1985–87 University of Paris: PhD in Systems Engineering

EMPLOYMENT

*1987–88 I took a year off and, with some friends, sailed round the
world in a 12-metre sailing cruiser*
*1988–89 Franco-Italian Bank, Milan:
Systems Analyst*
*1989–90 Imprimery Ledoux, Paris: Control Systems
Supervisor*
*1990– now Topdown Systems, UK: Client Consultant
(promoted to Senior Software Development Engineer, July
1991)*
current salary: equivalent to \$48,000 plus car and bonuses

OTHER INFORMATION

*languages: French (native)
English (fluent, spoken/written)
Italian (fairly fluent)*

REFEREES

*Mrs Helen Andrews
Manager, Industrial Clients Department, Topdown Systems Ltd
Unit 37, Medomsley Road
Consett County Durham DU 11 SAE, England*

(name of other referees will be supplied on request)

TASK 6. Write your Resume in English

RESUME

PERSONAL INFORMATION

name: *Stepan Viktorovych Stepko*
home address: *Rue Moreau-Nelaton, 48, Apt 15a
Paris, France*
present address: *Flat 9, 25 Newcastle Road Consett
Co Durham DU4 3ME
England*
date and place of birth: *14.5.61 in Paris, France*
sex: *Male*
marital status: *single*

EDUCATION

1980–85 University of Lyon: BSc in Computer Studies
1985–87 University of Paris: PhD in Systems Engineering

EMPLOYMENT

*1990– now Topdown Systems, UK: Client Consultant
(promoted to Senior Software Development Engineer, July
1991)*
*1989–90 Imprimery Ledoux, Paris: Control Systems
Supervisor*
1988–89 Franco-Italian Bank, Milan: Systems Analyst

current salary: equivalent to \$48,000 plus car and bonuses

OTHER INFORMATION

languages: French (native)
English (fluent, spoken/written)
Italian (fairly fluent)

REFEREES

Mrs Helen Andrews
Manager, Industrial Clients Department, Topdown Systems Ltd
Unit 37, Medomsley Road, Consett County Durham DU 11 SAE, England

(name of other referees will be supplied on request)

TASK 7. You are looking for a job. In the newspaper you have found an advertisement of the company that has interested you. Write a cover letter

COVER LETTER

**26 Windmill Road
Bristol BS2 6DP
24 May 2000**

**Ms Emma Campbell
Personnel Manager
Multimedia Design
4 Kennington Road
London SE1 8DD**

Dear Ms Campbell,

I am writing to apply for the position of assistant designer advertised in the Evening Post of 23 May. Please find enclosed a copy of my CV.

I have a degree in Graphic Design from Anglia Polytechnic University. Since graduation last summer I have been working for EMS Corporate Imaging on a contract basis. I have become particularly interested in interactive and multimedia work and now wish to develop my career in that direction. I would welcome the chance to work as part of a small, dynamic team where I could make a significant contribution while developing my skills yet further. I would be happy to show you a portfolio of my work.

I look forward to hearing from you.

Yours sincerely

Stepan Stepko

Stepan Viktorovych Stepko

КРИТЕРІЇ ОЦІНЮВАННЯ КОНТРОЛЬНОЇ РОБОТИ

Оцінювання навчальних досягнень студентів з опанування змісту навчальної дисципліни «Ділова англійська мова» здійснюється за шкалою ECTS:

За шкалою ECTS	За національною шкалою	За шкалою навчального закладу
A	відмінно	90-100
B	дуже добре	82-89
C	добре	74-81
D	задовільно	64-73
E	достатньо	60-63
FX	незадовільно з можливістю повторного складання	35-59
F	незадовільно з обов'язковим повторним курсом	1-34

Для визначення загальної кількості балів, отриманих студентом з навчальної дисципліни «Ділова англійська мова», складаються разом бали за такі елементи оцінювання: кількість балів, отриманих студентом за контрольну роботу (від 0 до 40 балів), кількість балів за аудиторну роботу (від 0 до 40 балів) і кількість балів, отриманих студентом за залік (захист контрольної роботи та виконання залікового завдання; від 0 до 20 балів).

Отже, виконана без помилок і правильно оформлена контрольна робота дає можливість студенту-виконавцю отримати до 40 балів.

Критеріями правильності виконання контрольної роботи є: 1) стилістична адекватність вжитих мовних засобів і повнота переказу текстового матеріалу завдання 1;

2) правильність написання українських імен, по батькові та прізвищ згідно з правилами українсько-англійської транслітерації (завдання 2);

3) відповідність складених студентом документів англійській діловій традиції, їхня інформативність, правильність використання лексичних одиниць і транслітерованих власних імен (завдання 3, 4, 5, 6);

4) відповідність складеного студентом листа запропонованій реальній діловій ситуації; його інформативність; правильність використання лексичних одиниць і граматичних засобів; стилістична адекватність оформлення складеного документа англійській діловій традиції (завдання 7).

Кожне завдання контрольної роботи оцінюється викладачем-рецензентом у балах. Бали за правильність виконання кожного окремого завдання контрольної роботи додаються разом. Запропонована таблиця ілюструє розподіл балів за виконані завдання контрольної роботи.

	Кількість допущених студентом помилок				
	0 – 3	4 – 6	7 – 8	9 – 10	Більше 10 помилок
<i>Кількість балів за виконання</i>					
<i>Завдання 1</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 2</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 3</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 4</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 5</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 6</i>	<i>5 балів</i>	<i>4 бали</i>	<i>3 бали</i>	<i>2 бали</i>	<i>1 бал</i>
<i>Завдання 7</i>	<i>10 балів</i>	<i>8 балів</i>	<i>6 балів</i>	<i>4 бали</i>	<i>2 бали</i>

Контрольна робота, за яку студент отримав 39-40 балів заслуговує на оцінку «відмінно» (А) і зараховується викладачем, 36-38 балів заслуговує на оцінку «дуже добре» (В) і зараховується викладачем, 33-35 балів заслуговує на оцінку «добре» (С) і зараховується викладачем.

У разі, якщо за виконання контрольної роботи студент отримав 30-32 бали (оцінка «задовільно» (D)) або 26-29 балів (оцінка «достатньо» (E)), контрольна робота не зараховується, а студенту пропонується проаналізувати та виправити помилки. Після виконання роботи над помилками студенту нараховуються додаткові бали за кожну правильно виправлену помилку під час співбесіди з викладачем.

Якщо за виконання контрольної роботи студент набрав від 1 до 25 балів, то робота не зараховується, а студентові необхідно виконати всю роботу знову після опрацювання рекомендованої навчальної літератури. Варіант контрольної роботи для повторного виконання визначає викладач.

Зразок оформлення титульної сторінки контрольної роботи

ДЕРЖАВНИЙ ЕКОНОМІКО-ТЕХНОЛОГІЧНИЙ УНІВЕРСИТЕТ
ТРАНСПОРТУ
Кафедра української та іноземних мов

АНГЛІЙСЬКА МОВА

Контрольна робота
з навчальної дисципліни «Ділова англійська мова»

Виконав:
(прізвище, ім'я, по батькові)
група
(шифр студентського квитка)
(дата)

Перевірив:
(посада)
(прізвище, ім'я, по батькові)

Рік

Правила українсько-англійської транслітерації

Letter		Explanation	Example
А	A	—	Алушта — Alushta
Б	B	—	Борщаківка — Borschahivka
В	V	—	Вишгород — Vyshhorod
Г	H gh	H in most cases, gh in cases of "зг"	Гадяч — Hadiach Згорани — Zghorany
Ґ	G	—	Ґалаган — Galagan
Д	D	—	Дон — Don
Е	E	—	Рівне — Rivne
Є	Ye ie	Ye at the beginning of a word ie in other positions	Єнакієве — Yenakiieve Наєнко — Naienko
Ж	Zh	—	Житомир — Zhytomyr
З	Z	—	Закарпаття — Zakarpattia
И	Y	—	Медвин — Medvyn
І	I	—	Іршава — Irshava
Ї	Yi i	Yi at the beginning of a word i in other positions	Їжакевич — Yizhakevych Кадіївка — Kadiivka
Й	Y i	Y at the beginning of a word i in other positions	Йосипівка — Yosypivka Стрий — Stryi
К	K	—	Київ — Kyiv
Л	L	—	Лебедин — Lebedyn
М	M	—	Миколаїв — Mykolaiv
Н	N	—	Ніжин — Nizhyn
О	O	—	Одеса — Odesa
П	P	—	Полтава — Poltava
Р	R	—	Ромни — Romny
С	S	—	Суми — Sumy
Т	T	—	Тетерів — Teteriv
У	U	—	Ужгород — Uzhhorod
Ф	F	—	Фастів — Fastiv
Х	Kh	—	Харків — Kharkiv
Ц	Ts	—	Біла Церква — Bila Tserkva
Ч	Ch	—	Чернівці — Chernivtsi
Ш	Sh	—	Шостка — Shostka
Щ	Sch	—	Гоща — Hoscha
Ю	Yu iu	Yu at the beginning of a word iu in other positions	Юрій — Yurii Крюківка — Kriukivka
Я	Ya ia	Ya at the beginning of a word ia in other positions	Яготин — Yahotyn Ічня — Ichnia
Ь	'	see examples	Русь — Rus'

APPLICATION FORM

Personal

NAME _____

ADDRESS _____ PHONE _____ (home)

DO YOU HAVE A VALID DRIVER'S LICENCE Yes No

MARITAL STATUS _____ № OF DEPENDENTS _____

EDUCATION _____

Name of School Year graduated Course Taken or Degree

LANGUAGES

Russian Excellent Good Fair

Ukrainian Excellent Good Fair

English Excellent Good Fair

EXPERIENCE (Give present or last position first)

COMPANY _____ ADDRESS _____

TYPE OF BUSINESS INDUSTRY EMPLOYED (Month & Year)

From _____ To _____

POSITION(S) HELD SUPERVISOR'S NAME

DESCRIBE YOUR DUTIES

WHY DID YOU LEAVE

COMPANY _____ ADDRESS _____

TYPE OF BUSINESS INDUSTRY EMPLOYED (Month & Year)

From _____ To _____

POSITION(S) HELD SUPERVISOR'S NAME

DESCRIBE YOUR DUTIES

WHY DID YOU LEAVE

PERSONAL REFERENCES

Name _____ Address _____ Phone _____ (home)

CURRICULUM VITAE (Sample 1)PERSONAL INFORMATION

name: Raymond Roussel
 home address: Rue Moreau-Nelaton, 48, Apt 15a
 Paris, France
 present address: Flat 9, 25 Newcastle Road Consett
 Co Durham DU4 3ME
 England
 date and place of birth: 14.5.61 in Paris, France
 nationality: French
 sex: Male
 marital status: single

EDUCATION

secondary education: Senior High School in Paris
 1976–79 High School Graduation Certificate
 further education: military service
 1979–80
 1980–85 University of Lyon: BSc in Computer Studies
 1985–87 University of Paris: PhD in Systems Engineering

EMPLOYMENT

1987–88 I took a year off and, with some friends, sailed round the
 world in a 12-metre sailing cruiser
 1988–89 Franco-Italian Bank, Milan:
 Systems Analyst
 1989–90 Imprimery Ledoux, Paris: Control Systems
 Supervisor
 1990– now Topdown Systems, UK: Client Consultant
 (promoted to Senior Software Development Engineer,
 July 1991)
 current salary: equivalent to \$48,000 plus car and bonuses

OTHER INFORMATION

languages: French (native)
 English (fluent, spoken/written)
 Italian (fairly fluent)

REFEREES

Mrs Helen Andrews
 Manager, Industrial Clients Department, Topdown Systems Ltd
 Unit 37, Medomsley Road
 Consett County Durham DU 11 SAE, England

(name of other referees will be supplied on request)

CURRICULUM VITAE (*Sample 2*)

Name Peter James Green
Address 26 Windmill Road, Bristol BS2 6DP
Telephone 0117 945649
Nationality British
Date of birth 11 March 1977
Marital status Single
Education / Qualifications
1996–99 Anglia Polytechnic University: BA in Graphic Design
1988–95 Clifton School, 3 A levels:
Art (A); Design and Technology (A); Mathematics (C) 10 GCSEs
Employment to date
1999–present EMS Corporate Imaging, Design Department, Riverside House,
22 Charles St, Bristol
Skills Computer literate: familiar with a number of design and DTP
packages;
Clean driving license
Interests Tennis, swimming, jazz

RESUME (*Sample 1*)

Jennifer Roberts Married
1320 Forest Drive No children
Palo Alto, CA94309
tel: (650)498-129
e-mail: jlroberts@mailbox.com

Objective To obtain a position as a German-English translator with a firm in
the Bay Area

Education
1996-98 Master of Arts in Translation, Stanford University
1990-94 Bachelor of Arts (cum laude)
Major: German; Minor: Russian, Georgetown University

Experience

1998-present Freelance technical translator, German-English, mostly for hi-tech industries in California

1996-98 Teaching Assistant (German), Stanford University

1994-96 English Teacher, Cambridge Institute, Heidelberg, Germany

Languages Fluent German and Russian

Personal Interests include sailing, cooking and entertaining friends.

Reference Dr. M. Rosen, Chair, Department of Modern Languages, Stanford University, Palo Alto, CA94305

RESUME (Sample 2)

NAME Oleksandr Samsonenko

EDUCATION Kyiv State University, Philological Faculty, English Department (1983). Kyiv State University. Postgraduate course (1990).

EXPERIENCE Kyiv State University. Philological Faculty. I delivered lectures on European Literature of the 17-18th centuries (Fall 1988 Present).
Kyiv State University. Philological Faculty Department of Ukrainian language. Lecturer on Ukrainian Literature of the 19-20th centuries (Fall 1988 - Summer 1994).
Kyiv State University. Summer Courses of Ukrainian Language for Foreign Students. Teacher of Ukrainian Language (Summer 1989, 1990, 1991).
Kyiv State University. Department of English. Teacher of English (1988-1994).

ACTIVITIES Intercontact Co-operative Firm. Courses of intensive studies of foreign languages. Teacher of English. Kyiv State University Exchange program by Kyiv and Eastern Washington Universities. Tutor of American postgraduates in Ukrainian conversational skills (Fall 1989 - winter 1990). Private English lessons (Fall 1989 - Present).

PUBLICATIONS I am the author of 6 articles published in different editions of collections of articles. The topic of these articles is related to folk and romantic British balladry, the latter being the subject of my candidate thesis which I am going to defend this year.

LANGUAGES Ukrainian (native language), English, French.

1. Asking for information

179 San Jacinto Blvd
San Antonio,
TX 78210

September 3, 2000

Denver Chamber of Commerce
124 Highfield Road
Denver, CO 80201-1023

Dear Mr Clarsen,

We are planning to spend our vacation in Denver over Christmas and would like some information on available lodging in the area.

We would appreciate it if you could send us information about inexpensive hotels in the Denver area. A city map and brochures about activities and sights in the city would also be appreciated.

Thank you.

Sincerely,

Laura Jensen

Laura Jensen

2. Applying for a job

26 Windmill Road
Bristol BS2 6DP
24 May 2000

Ms Emma Campbell
Personnel Manager
Multimedia Design
4 Kennington Road
London SE1 8DD

Dear Ms Campbell,

I am writing to apply for the position of assistant designer advertised in the Evening Post of 23 May. Please find enclosed a copy of my CV.

I have a degree in Graphic Design from Anglia Polytechnic University. Since graduation last summer I have been working for EMS Corporate Imaging on a contract basis. I have become particularly interested in interactive and multimedia work and now wish to develop my career in that direction. I would welcome the chance to work as part of a small, dynamic team where I could make a significant contribution while developing my skills yet further. I would be happy to show you a portfolio of my work.

I look forward to hearing from you.

Yours sincerely

Peter Green

Peter Green

3. Sample of Cover Letter

Mark Diamond
4701 Pine Street, #K-13
Philadelphia, PA 19143
Tel. 1-(215)-748-3037

April 2, 2011

Dear Mr. Marinichenko:

I am a first-year student in the M.B.A. program at the Wharton Business School in Philadelphia.

I understand that you are heading the independent Ukrainian airline. I have heard from my friend Mr. Bill Eastmann, a student at Duke University's Fuqua School of Business, that you might wish to have an American M.B.A. student work with your airline this summer as an intern. I am very interested in the possibility of such an internship during the summer of 2012.

My professional experience has given me an in-depth knowledge of the air transportation industry. I have, in particular, worked for American Airlines, the Federal Aviation Administration, and Kurth & Company, Inc. an aviation consulting firm where I was Manager of Airline Analysis. My responsibilities included the study of schedules, fares, equipment selection, and financial results. Notably, I prepared numerous feasibility studies for both jet and turboprop routes, including passenger and pure cargo service, for proposed transatlantic and transpacific services.

I wish to place this experience at the disposal of your airline. I believe strongly that my knowledge of the deregulated air transportation industry in the United States could be quite beneficial to your carrier.

I have enclosed a copy of my resume. If my background and qualifications are of interest to you, please telephone me at (215) 748-3037.

I would be interested in meeting with you in mid-April in New York to discuss further the possibility of such a summer position, and your requirements.

Sincerely,

Mark Diamond

Mark Diamond

4. Sample of Inquiry Letter

Pet Products Ltd.
180 London Road
Exeter EX4 4JY England

25th February, 2010

Dear Sirs,

We read your advertisement in the 'Pet Magazine' of 25th December. We are interested in buying your equipment for producing pet food. Would you kindly send us more information about this equipment:

- price (please quote CIF Odessa price)
- dates of delivery
- terms of payment
- guarantees
- if the price includes the cost of equipment installation and our staff training.

Our company specializes in distributing pet products in Ukraine. We have more than 50 dealers and representatives in different regions and would like to start producing pet food in Ukraine. If your equipment meets our requirements, and we receive a favourable offer, we will be able to place a large order for your equipment.

Your early reply would be appreciated.

Yours faithfully,

V. Smurov

Export-Import Manager

5. Sample of Offer

Mr. Fred North
Purchasing Manager
Broadway Autos

November 11, 20__

Dear Mr. North,

Thank you very much for your enquiry. We are of course very familiar with your range of vehicles and are pleased to inform you that we have a new line in batteries that fit your specifications exactly.

The most suitable of our products for your requirements is the Artemis 66A Plus. This product combines economy, high power output and quick charging time and is available now from stock. I enclose a detailed quotation with prices, specifications and delivery terms. As you will see from this, our prices are very competitive. I have arranged for our agent Mr. Martin of Fillmore S.A. to deliver five of these batteries to you next week, so that you can carry out the laboratory tests.

If you would like further information, please telephone or telex me: my extension number is 776. Or you may prefer to contact Mr. John Martin of Fillmore S.A. in Meringtown: his telephone number is 01 77 99 02.

I look forward to hearing from you. Yours sincerely,

Fred Stock

Fred Stock

6. Sample of Order

Men's Clothes Dealers Ltd.
142 South Road
Sheffield S20 4HL
England

21st March, 2010

Dear Sirs,

Our Order for Silk Shirts

In response to your letter of 17th March, we thank you for sending us your catalogues of men's silk shirts. We are sure there will be a great demand for them in Ukraine.

We are enclosing our Order No. 144, and would ask you to return its duplicate to us, duly signed, as an acknowledgement.

Yours faithfully,

Vladimir Smurov

Export-Import Manager

Enc. Order No. 142

ORDER		No. 142 (please refer to this number on all correspondence)
Men's Clothes Dealers Ltd. 142 South Road Sheffield S20 4HL England		21st March, 2010
Please supply 400 men's silk shirts in the colours and sizes (collar) specified below:		
Size	Colour	Quantity
14	white	70
14	blue	30
15	white	70
15	blue	30
16	white	70
16	blue	30
17	white	70
17	blue	30
Price:	\$10.53 each (total —\$4212)	
Delivery:	air freight, CIF Kyiv	
Payment:	by letter of credit	
Packing:	standard	
p.p. Chief Buyer <i>Andrii Postnikov</i> Visteria Ltd.		
Please send us the copy of this order, duly signed, as an acknowledgement.		

7. Sample of Order Acknowledgement

Visteria Ltd.
P.O.Box 82
Kyiv 253206
Ukraine

28th March, 2010

Ref: Order #142 of 21st March, 2010

Dear Sirs,

Thank you for your letter of 21st March, 2010. We are pleased to acknowledge your order for 400 men's silk shirts and enclose the copy of it, duly signed, as requested.

Delivery will be made immediately on opening a letter of credit with our bank for the amount of \$4212.

We hope our shirts will be in great demand in Ukraine and you will be able to place large orders with us in the future.

Yours faithfully,
Alfred Smithers
Alfred Smithers
Sales Manager

8. Sample of Payment Reminder

Carsons Inc.
Bay Avenue
San Francisco

July 23, 2010

Dear Mr. Carson:

According to our records payment of our invoice No. 3823, sent to you in April, has not yet been made.

As specified on all our estimates and invoices our terms of business are 30 days net. Your invoice has now been outstanding for 90 days. In the case of unsettled debt of this duration it is our company policy to take legal action.

We would naturally prefer not to have to go so far. Would you please send us a check by return. In case you have lost or mislaid the original I am enclosing a copy of our invoice.

We look forward to receiving your payment by return.

Yours sincerely,
Pierre Lacoste

Pierre Lacoste
Credit Controller

9. Sample of Letter of Complaint

Men's Clothes Dealers Ltd.
142 South Road
Sheffield S20 4HL
England

18th April, 2010

Ref: Our Order #142 of 21st March, 2010

Dear Sirs,

Thank you for your delivery of men's silk shirts, which we ordered on 21st March, 2010. At the same time we would like to draw your attention to the following.

After examination of the shirts we discovered some manufacturing defects:

- there are oil stains on 12 shirts;
- one shirt is in a different style.

We are returning defective shirts by separate mail, carriage forward, and would ask you to replace them by shirts in the colours and sizes specified below:

<i>Size</i>	<i>Colour</i>	<i>Quantity</i>
15	white	9
14	blue	6

We would appreciate a prompt reply.

Yours faithfully,

Vladimir Smurov

Vladimir Smurov

Export-Import Manager

10. Sample of Answer to Letter of Complaint

Visteria Ltd.
P.O.Box 82
Kyiv 253206
Ukraine

21st April, 2010

Ref: Order #142 of 21st March, 2010

Dear Sirs,

Your letter of 18th April, 2010, was duly noted. The shirts you returned us are indeed defective. We have to admit that these defects were overlooked by our controller and offer apologies for the oversight.

We are sending you new shirts as a replacement this week by air, carriage paid, and would ask you to confirm their receipt by fax.

If any other problems arise, please do not hesitate to contact us in the shortest possible time.

Yours faithfully,

Jack Brown

Jack Brown
Claims Department

СПИСОК ВИКОРИСТАНОЇ ЛІТЕРАТУРИ

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Навчально-методичне видання

Світлана Анатоліївна Ісаєнко

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Контрольна робота.

Методичні рекомендації щодо виконання контрольної роботи.

Для спеціалістів заочної форми навчання технічних спеціальностей

Відповідальна за випуск С.А. Ісаєнко

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