

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ ХАРКІВСЬКИЙ
НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ МІСЬКОГО
ГОСПОДАРСТВА імені О. М. БЕКЕТОВА**

Навчальний посібник з дисципліни

«ДІЛОВА АНГЛІЙСЬКА МОВА: ЧАСТИНА 1»

для студентів 2 курсу усіх спеціальностей університету

Харків

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The tutorial on the subject "Business English. Part 2" is produced for students of higher educational institutions (second year) and is aimed at a substantive knowledge of English in a business field. It consists of seven units, each of which is focused and determined in accordance with the requirements of the curriculum and the new concept of teaching professional English in higher education institutions. Its structure and issues guide students to the systematic organization of the educational process and are a part of teaching materials in English for the second-year students.

Навчальний посібник з дисципліни «Ділова Англійська мова: Частина 1» розрахований на студентів другого курсу вищих навчальних закладів і спрямований на ґрунтовне засвоєння англійської мови в діловій сфері. Посібник складається із 7 уроків, фокус кожного із яких визначається у відповідності з вимогами навчального плану та новою концепцією викладання фахової англійської мови в вищих навчальних закладах країни. Він розроблений таким чином, щоб своєю структурою і проблематикою орієнтувати студентів на системну організацію навчального процесу та бути складовою частиною комплексу навчальних матеріалів з англійської мови для студентів 2 курсу університету.

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Вступ

Даний посібник має на меті допомогти студентам усіх спеціальностей університету оволодіти навичками ділового письмового спілкування англійською мовою, навчити виконувати практичні завдання в межах професійної комунікації. Посібник містить сім блоків, що передбачають вивчення правил оформлення оголошень, листів, резюме та інших документів, їх зразків, мовних зворотів, поширених у діловій англійській комунікації.

У розділах посібника приділено увагу завданням на оволодіння знаннями та їх закріплення щодо лексичних, граматичних, стилістичних особливостей ділових паперів, що сприятиме закріпленню навичок професійного письмового спілкування. Велика кількість творчих завдань дозволяє розвивати аналітичне, критичне та творче мислення студентів, сприяє формуванню необхідних компетенцій та зміцненню конкурентоспроможності випускників на сучасному ринку праці. Посібник призначений як для самостійної роботи студентів вдома, так і для роботи в аудиторії під керівництвом викладача.

CONTENTS

UNIT 1 VACANCY ANNOUNCEMENTS.....	5
UNIT 2 CHOOSING A VACANCY.....	17
UNIT 3 WRITING A CV AS A STUDENT.....	28
UNIT 4 WRITING A CV AS A PROFESSIONAL.....	38
UNIT 5 LETTERS. TYPES OF LETTERS.....	50
UNIT 6 JOB INTERVIEW.....	65
UNIT 7 FORMAL STYLE OF SPEECH TELEPHONE CALLS AND LOGS.....	75
WRITING TASKS BANK.....	88

UNIT 1
VACANCY ANNOUNCEMENTS

TASK 1. What is a job advertisement?

a) Think about the places you could usually find them.

Places to see a job advertisement:

in a n_____;

on a n_____ b_____ or e_____ n_____ b_____;

at an e_____ c_____.

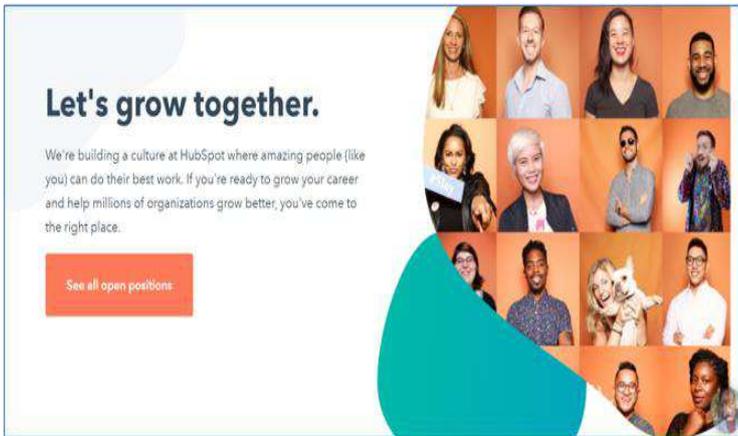
b) Complete the list of points which are necessary to include in a job advertisement:

- **Job title;**
- **Candidate requirements;**
- ...

TASK 2. Look at the examples of different approaches to job advertisements.

What makes them appealing to the candidates? Use the list of features below and add your own ideas.

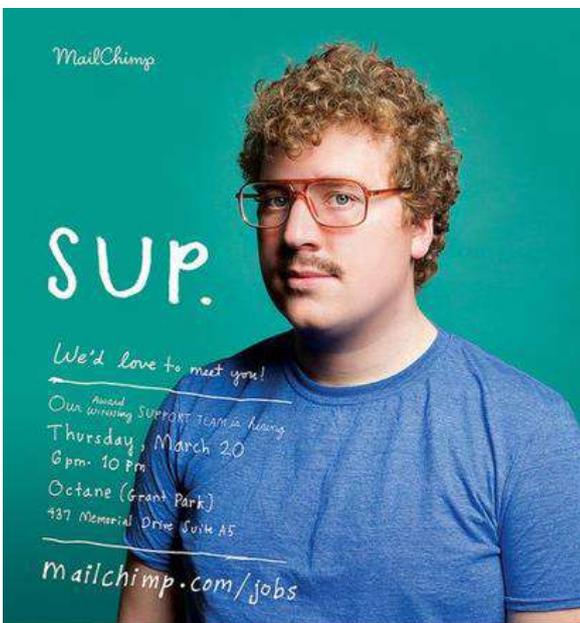
sense of humor	informal approach
availability for people of different backgrounds	listing the benefits
duties and responsibilities mentioned	clear structure
care about employees	nice colour scheme or graphic design
career prospects shown	team spirit
	easy to contact the employers



A



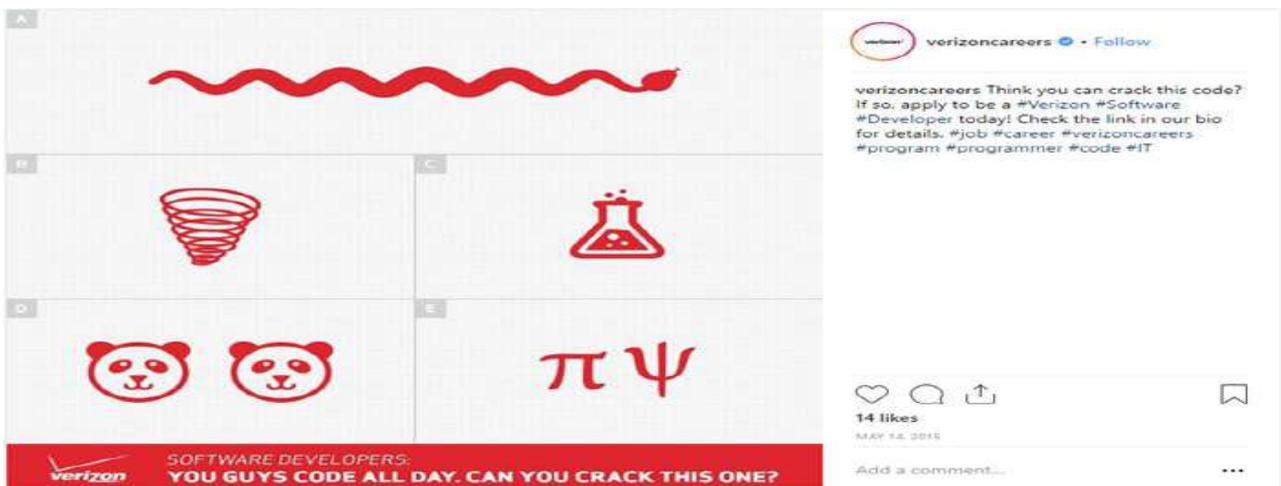
B



C



D



E

Customer Service Advisor – Work from home

Posted 4 days ago by [Cordant Contact Centre](#) Easy Apply

£9.50 per hour

Temporary, full-time

Birmingham, West Midlands

Work from home

We're now hiring **Customer Service Advisors** for a Global Outsourcing. This is a fantastic opportunity to join a global business and supportive team! Full training will be provided so it's a great role for someone looking for the next step in their career.

****Remote working / work from home opportunities!****

Some of the perks working as a Customer Service Advisor:

- Remote working / Work from home after initial training
- Temporary to permanent opportunity
- Your work equipment delivered to you
- Supportive and friendly team to help you develop in the role.

Typical day in the life as a Customer Service Advisor:

- Handling inbound calls from customers for a variety of queries
- Resolving queries on customer accounts
- Providing tech support to customers
- Resolving queries via emails and inbound calls
- Providing excellent customer service at all times

What are we looking for?

- Full training will be provided for the role but we're looking for previous experience within a customer service position – eg call centre, retail, or hospitality
- Excellent communication skills, both written and verbal
- Ability to work in a fast-paced environment
- Computer literate – you'll be using a number of in-house systems

Apply now

Register and upload your CV to apply with just one click

Shortlist

Share job



About this company >

F



G

TASK 3. Read and translate the text.

How to write a job advert

In the current climate and with a record number of jobs, attracting candidates has never been tougher. When recruiting, your job advert is your first chance to attract talented individuals to your roles. This is also the first impression that candidates will get of your business and you know what they say about first impressions!

1. Arguably, it is the most important part of writing an advert. This is the best way to attract the most relevant candidates. Remember, when conducting their search, job hunters will use these keywords and if this point isn't done properly, it could be harder for them to find your vacancies. So don't beat around the bush. If it's a 'Marketing Executive' that you want, make sure that's what you're asking for.

2. While it's not mandatory to include this information, it is an effective way to ensure you attract the right candidates. Without this information you risk a host of job hunters applying, despite not suiting the working patterns. Not only this, but you might find a great candidate, only to lose them further down the line because this information wasn't what they were expecting. It's better to be clear right from the start.

3. Next, you need just a few sentences which outline your business and the role you're advertising for. This really doesn't need to be long as you'll go into more detail later on. This section should contain keywords that help candidates know right from the start if this role is something they'd be interested in.

4. Next it's important to outline what the role will entail and list a few of the main responsibilities. It's a good idea to break these up into smaller paragraphs, or better still, bullet points. This makes it clearer and easier for candidates to digest.

6. Now you need to outline the key demands of the position; there are a number of parts to this. State whether your candidate needs qualifications, for example specific A-Levels, certificates or a degree. Make sure you clarify whether these qualifications are vital in order to be considered for the role, or whether they're just advantageous.

a) Think of a proper headline for each piece of advice. There is one extra option.

A The introduction

B The objectives

C Job title

- D Your company
- E Responsibilities
- F Salary and location
- G Requirements

b) Give any other example of a successful job advertisement. What were the key elements to its success?

c) Use any approach for making your own advertisement in groups. Show it to other groups and vote for the most appealing one. Mention the reasons for it.

TASK 4. Do the following exercises.

a) Read the text below. Choose from (A-K) the one which best fits each space.

There are two choices you do not need to use.

You've come to the right place. We know that 1)..... out isn't easy. You may have a clear and detailed 2)....., but how to turn it into an 3).....? You know you should think like 4)..... You spent hours learning about 5)..... You've zealously studied all the 6)..... But when you sit down to write the most amazing job ad for your new open job position, you just go blank. Nothing cool or creative comes to your mind. I 7)..... your problems. Lots of people have been there as well. This is why it's important to look through the 8)..... that you can find on the Internet. Hopefully, you can 9)..... from different examples.

Prepare to get inspired!

- A job description
- B recruitment marketing
- C job advertising best practices
- D writing a great job ad that stands
- E persuade
- F most interesting and creative job ads
- G engaging job ad

- H a marketer
- I grab some cool, creative ideas
- J understand
- K an employer's proposition

b) Read the letter of recommendation. For questions 1-14 choose the correct answer (A, B, C or D).

25 November 2021
Mr Roberto Villas
Manager, Marketing Services
Allied Industries Inc.
110 Riverbend Drive, Suite1550
Stamford. CT 06907

(1).....Mr Villas,

This is in response to your recent request for a letter of (2)..... For Mary Fuentes who worked for me until two years ago.

Mary Fuentes worked until my direct (3).....at Johnson Technologies for a period of six years ending in October, 2019. (4).....that period, I had the great pleasure of seeing her blossom from a junior marketing trainee at the beginning, until a fully functioning Marketing Programmer Coordinator, in her final two years with the company. That was the last (5)..... she held before moving on to a better career opportunity elsewhere.

Mary is a hard-working self-starter who invariably (6)..... exactly what a project is all about from the outset, and how to get it done quickly and (7).....During her two years in the Marketing Coordinator position, I cannot remember an (8)..... in which she (9)..... a major deadline. She often brought projects in below budget, and a few were even completed ahead of schedule.

Ms Fuentes is a resourceful, creative and solution-oriented person who was frequently (10).....to come up with new and innovative approaches to her assigned projects. She functioned well as a team leader when required, and she also worked effectively a team member under direction of other team leader.

On the interpersonal side, Mary has superior written and verbal communication skills. She gets (11).....extremely well with staff under her supervision, as well as colleagues at her own level. She is highly respected, as both a person and professional, by colleagues, employees, suppliers and customers alike.

Two years (12)....., when Ms Fuentes announced her resignation to take up a new position with a larger company, we were saddened to see her leave, although we wished her the greatest success in her new undertaking. Even now, two years after her departure, I can state that her presence, both as a person and as an exemplary employee, is still missed here.

In closing, as detailed above working, based on my experience working with her, I can unreservedly recommend Mary Fuentes to you for any intermediate or senior marketing position. If you would like further information, feel (13).....to call me at (416)765-4497.

Yours (14).....,
Robert Christenson,
Director, Marketing and Sales

	A	B	C	D
1	Dear	Darling	Dearly	Dearing
2	thanks	condolence	complaint	recommendation
3	superstition	superficial	superintendance	supervision
4	Whereas	During	While	Although
5	place	arrangement	position	status
6	persuades	understands	comprehends	assures

7	in effect	proficiency	competent	effectively
8	instance	case	situation	circumstances
9	missed	lost	left	dropped
10	skill	able	capably	ability
11	with	among	along	between
12	before	past	previous	ago
13	free	released	liberty	No cost
14	really	honestly	sincerely	genuinely

Task 5. Translate the following word combination and sentences into English.

A

- 1) дошка об'яв
- 2) робочі обов'язки
- 3) ключові слова
- 4) найбільш підходящі кандидати
- 5) обов'язкова інформація
- 6) позначити вимоги до роботи
- 7) необхідна кваліфікація

B

- 1) До джерел підбору персоналу відносяться публікації платних об'яв у засобах масової інформації (радіо, телебачення, друковані видання).
- 2) Якщо роботодавець зуміє підготувати цікаве оголошення, то і релевантних відгуків буде набагато більше.
- 3) Коли складаєте об'яву, давайте більше конкретики: претендент повинен чітко розуміти, чим він буде займатись, в які години він буде працювати, що він отримає за свою працю.
- 4) Якщо у вашій компанії висока зарплата, можливість планувати графік, передбачені додаткові бонуси – обов'язково зазначте це в вакансії.

5) Ключові вимоги варто виносити в окремі пункти (наприклад, якщо потрібен великий досвід роботи – зазначайте це). Якщо готові взяти студента, напишіть, що можна без досвіду, адже є можливість навчання.

C

Створення ефективного оголошення про прийом на роботу може стати справжнім викликом для недосвідченого у цій сфері роботодавця. По-перше, необхідно продумати основну ідею вашої реклами: чи буде це щось серйозне, з детальним текстовим поясненням, чи краще буде звернутися до яскравих візуальних образів? По-друге, не забувайте про цільову аудиторію, яка має побачити ваше оголошення, а тому відповідально підійдіть до вибору платформи для розміщення. По-третє, обов'язково продемонструйте, чим саме ваша компанія відрізняється від конкурентів. Тільки добре підготовлена реклама посади зможе знайти найбільш підходящих кандидатів для вашої команди.

TASK 6: Grammar- Sequence of Tenses

The term "sequence of tenses" refers to the choice of the verb tense in the subordinate clause depending on the tense of the verb in the main clause.

Generally, in complex sentences with all types of subordinate clauses, except the object clause, the sequence of the tenses in the pair "verb in the main clause – verb in the subordinate clause" is logical and based on sense and general rules of the use of tenses. The verb in the subordinate clause may be in any tense that reflects the actual time of the action and conveys the meaning correctly in the pair with the verb in the main clause.

Examples:

She goes for a walk in the park when the weather is good.

She went for a walk in the park when the weather was good.

Note: According to the rules of the use of tenses, the simple present is used instead of the simple future in adverbial clauses of time and condition referring to the future.

He will ask her about it when he sees her tomorrow.

a) **Fill in the blanks with an appropriate tense form (Sequence of tenses).**

1. *She noticed she already late.*

A is B was C had been

2. *She said that it her an hour to finish the report.*

A takes B took C has taken

3. *She asked him if he her name.*

A knows B knew C had known

4. *What did you do with the money you from me?*

A borrowed B have borrowed C borrow

5. *When I arrived at the airport, the plane..... out.*

A take off B took off C had taken off

6. *When I was ten I already I wanted to be a scientist.*

A know B knew C had known

7. *I went to see if she up yet.*

A woke B has woken C had woken

8. *I 80 kilos three months ago.*

A was weighing B have weighed C weighed

9. *As soon as I the phone down, it rang again.*

Please select 2 correct answers

A put B have put C had put

10. *I that I would get the promotion but it is beginning to look difficult now.*

A hoped B have hoped C had hoped

11. *When I arrived at the party, they home.*

A already went B have already gone C had already gone

12. *I was hot because I in the sun for a long time.*

A was walking B walked C had been walking

b) Choose the correct form of the verb in these sentences (sequence of tenses).

1. The student couldn't get the good mark for the test because he (not / know) the proper formulas.
2. The children learned that Mercury (be) the closest planet to the Sun during their astronomy lessons.
3. He hoped that his father (help) him mending his bike.
4. The supporters didn't see the current score, but they felt as if their team (lose).
5. The family heard that their distant relative (be ill).
6. The children were trying not to make noise – their mom (sleep).
7. The boss delegated the project to me because he (trust) my experience.
8. We were told that Paul (go) to enter the university this summer.
9. The police investigated that the suspect (live) in that house when the crime was committed.
10. We decided that we (celebrate) our wedding in May.
11. Kate wasn't informed that the conference (not / be held) that week.

c) Correct mistakes in these sentences.

1. He thought she will arrive on time for the meeting.
2. It is a common tradition for a man to open the door for a woman.
3. She went out of her house and go to the shop.
4. They were surprised that she has passed all her exams.

5. Ms. Jones was doing her research, but she found very little information on the topic she needs.
6. She asked if I am going to the concert tomorrow.
7. In the 1990s, according to the Bureau of Census, there is 250,000,000 US citizens in total.
8. We do not get your letter yesterday because it was Sunday.
9. Mary does not finish her homework in time to go with us to the football game yesterday afternoon.
10. Although there are only a hundred foreign students at State University in 1970, there are about seven hundred now.
11. We thought he wants to resign from the positions because it was too difficult for him.

d) Most of the following sentences contain one mistake. Write TRUE (T) or FALSE (F). Correct mistakes.

1. When I asked my friend about her work she said she had lost her job and is short of money.
2. Michael explained that he couldn't come to the party because he was working that evening.
3. We had a great evening with Janet. She is telling about her fascinating trip to Kenya.
4. I'm sorry to bother you, but you did say to call if I was worried.
5. We were disappointed when the receptionist told that the hotel was fully booked that week.
6. The museum guard asked the visitors to not touch the exhibits.
7. The tour guide explained that the castle is only open on Tuesdays.
8. I thought that he is coming home.

9. A research scientist at State University reported that he finds a blood test to diagnose cancer.
10. When she told us that everything was ready, we went into the dining room and seated ourselves.
- 11 .They asked him if he will help us.
12. Professor Baker told his class that there 10,000 species of ferns.
13. They asked me what did happen last night, but I was unable to tell them.
14. I do not know where he could have gone so early in the morning.

UNIT 2

CHOOSING A VACANCY

TASK 1: Look at the list of ways which help people find a job.

a) In your opinion, which two of them are the most effective? Which two are the least effective and why?

- advertisements in a newspaper
- recommendation from the people you know
- company website
- advertisement on a noticeboard in the street
- regional center for the unemployed
- website with different job advertisements
- making your personal profile online

b) Look at the list of personal qualities:

- 1) think of at least three professions you need each quality for;**
- 2) which of them are the most important regardless of your qualification?**
- 3) which qualities are essential for your future career and why?**

creativity critical thinking resilience motivation persistence compassion
courage sense of beauty sense of wonder resourcefulness spontaneity humility
curiosity question asking humor endurance reliability enthusiasm self-
awareness self-discipline empathy leadership

TASK 2: Look at the job fair flyer templates. Which elements are necessary to make it informative? Work out a general pattern.



A



B

TASK 3: Job fairs are one more way which helps you start a career. Read and define what a job fair is.

CHOOSING THE VACANCY

Architecture Career Fair

March 31, 2011, 5:00pm - 7:00pm, Room 100

[Register now for the Architecture Career Fair](#)

[Employer List](#)

The purpose of the Architecture Career Fair is to give employers the opportunity to recruit talented University of Miami Architecture majors for full-time and/or internship positions in a more intimate setting than the Career Expo.

While the majority of attendees are architecture firms, any industry with a need to hire Architecture majors is invited to attend. The University of Miami offers a diverse group of talented students and alumni candidates from all over the world and a variety of backgrounds. For more information on the University of Miami and its students please visit www.miami.edu/facts.

Registration and Fees

The Architecture Career Fair will be held on March 31, 2011 at the Room 100 on the Coral Gables Campus. Registration fees for all fairs include 1 6-foot table, tablecloth, attendance for two representatives, refreshments, parking, online listing and inclusion in the Employer Prospectus if registered by the specified date.

Early Registration Fee (until March 17, 2011) \$200

Regular Registration Fee (after March 17, 2011) \$250

To confirm your participation, you must complete the Registration Form online.

Payment can be made online with VISA/MasterCard/Discover/American Express or by check (payable to University of Miami) via mail. **IMPORTANT:** Please note that if you

are paying by check, you must still enter a credit card to hold your reservation. Your card will NOT be charged unless payment or cancellation is not made by the due date. No refunds will be made for cancellations after the due date.

Registration fees for all fairs include 1 6-foot table, tablecloth, refreshments, parking, online listing and inclusion in the profile book if registered by the specified date.

Agenda 3:00pm - 5:00pm Employer Registration & Set-up

3:00pm - 5:00pm Employer Refreshments/Networking

5:00pm - 7:00pm Architecture Career Fair

Confirmation

A Confirmation email will be sent to you once we receive your online registration. You can also find a list of suggested accommodations, directions and parking, and shipping instructions on this web site.

Questions? Veronica Soto, Assistant Director, Career Events: veronica@miami.edu or 305-284-1820

*(As listed in the Employer Resource Manual, the Toppel Career Center does not accept registrations from third party recruiters for the Career Fairs).

<http://www.sa.miami.edu/toppel/mainSite/employers/architectureCareerFair.aspx>

a) Answer the questions

1. What is the purpose of the Architecture Career Fair?
2. Why is this fair better than the Career Expo?
3. Who are the majority of attendees?
4. What does University offer?
5. Is it possible to get some additional information?
6. When is the Architecture Career Fair is planned to be held?
7. What do registration fees include?
8. What is necessary to confirm the participation in the fair?

9. Is refund possible in case of cancellation?

10. When is the confirmation sent?

b) Have you ever been to a job fair? If yes, describe how it was organized. If no, do a quick Web search to give an example of such events.

TASK 4: Do the following exercises.

a) Read and define what a job fair is. Complete the summary.

A job fair is also referred commonly as a career fair or career expo. It is a fair or exposition for employers, recruiters and schools to meet with prospective job seekers. Expos usually include company or organization tables or booths where resumes can be collected and business cards can be exchanged. In the college setting, job fairs are commonly used for entry level job recruiting. Often sponsored by career centers, job fairs provide a convenient location for students to meet employers and perform first interviews. Online job fairs offer the same convenience online.

Job fairs are good places to meet many company representatives from corporations of all industries and sizes during a short period of time. Every job fair has a set of similar, basic elements or processes that require your attention. Job fair networking can be generally described as the process of interacting with, obtaining contact details of, and getting to know corporate recruiters.

A job fair is a where in order to They can be held The main functions of them are ..., and

b) Match the nouns in A and B.

A	B
1. registration	a) group
2. to confirm	b) reservation

3. diverse	c) fees
4. via	d) participation
5. to hold	e) setting
6. online	f) mail
7. profile	g) registration
8. Registration	h) positions
9. intimate	i) Form
10. internship	j) book

c) Read the job advertisement from the noticeboard and write a response (100-120 words). Use the following phrases:

Introduction:

Dear Mr Smith, /Dear Sir/Madam

Opening remarks

I'm writing to apply...

I'm interested in applying for the position of... was advertised in...

I'm writing with regards to your advertisement I read in...

Work experience

I have ... years' (months') experience working as...

... years ago, I worked as ...

Personal qualities

I consider myself to be...

Closing remarks

I'm available for an interview on ...

I look forward to hearing from you.

We need a babysitter to look after our two boys aged Sand 7 after school from 4 p.m. - 6 p.m. Mon - Fri. €40 a week. Call Maryon 678345211

TASK 5: Translate the following word combination and sentences into English.

A

- 1) ярмарок вакансій
- 2) шаблон для листівки
- 3) плата за реєстрацію
- 4) підтвердити участь
- 5) скасувати платню

B

- 1) Одним із найдієвіших способів надання допомоги у підборі роботи є проведення ярмарку вакансій.
- 2) Ярмарок вакансій – масовий захід, під час якого роботодавці можуть представити свої організації та вакансії молодим фахівцям безпосередньо в навчальному закладі.
- 3) Для участі в Ярмарку вам потрібно зареєструвати свій заклад в он-лайн формі за посиланням.
- 4) Як правило, ярмарок вакансій являє собою серію столів, на яких працюють представники різних компаній та організацій.
- 5) На загальну думку, ті, хто шукає роботу, відвідують ярмарки вакансій в одязі, який підходить для роботи.

C

Не дивлячись на все більшу діджиталізацію робочого простору, ярмарки вакансій досі залишаються цікавим способом презентації різних компаній або професійних сфер. Як правило, основними гостями на цих заходах є школярі, які тільки шукають для себе підходящу кар'єру, або студенти, головна ціль яких – поспілкуватися із потенційними роботодавцями. Представники компаній охоче роздають флаери та візитівки зі своїми контактами, а також проводять презентації для публіки. Звичайно, не можна гарантувати, що ви знайдете ідеальний варіант свого подальшого працевлаштування, але, як мінімум, цікаво і корисно проведете час.

TASK 6: Grammar - Reported Speech

Direct speech

He said: "I work in a bank."

Reported speech

He said he worked in a bank.

The tenses, word order and pronouns in direct and reported speech may be totally different.

'I ate some chips'.

Paul said that he had eaten some chips.

Tense	Direct Speech	Reported Speech
present simple	I like music	He said (that) he liked music.
present continuous	I am staying in Kyiv	She said (that) she was staying in Kyiv.
past simple	We bought the	They said (that) they had bought the tickets OR

	tickets	They said (that) they bought the tickets.
past continuous	I was going home	He said (that) he had been going home.
present perfect	I haven't met my friend	She said (that) she hadn't met her friend.
past perfect*	We had studied French before	They said (that) they had studied French before.
will	I'll be at the park	He said (that) he would be at the park
would*	We would help you, but..”	They said (that) they would help me but...
can	I can speak Italian a bit	She said (that) she could speak Italian a bit.
could*	I could walk when I was two	He said (that) he could walk when he was two.
shall	I shall buy a present	She said (that) she would buy a present.
should*	We should do this task.	They said (that) they should do this task
might*	I might be wrong	She said (that) she might be wrong
must	We must be polite	They said (that) they be polite OR They said they must be polite

a) Put in ‘said’ or ‘told’:

1. They _____ me that they were going on vacation next week.
2. She _____ she would help me with her science project in the evening.
3. I _____ him not to forget to bring the tickets.
4. We _____ that the movie was starting soon.
5. They _____ us they were running late.
6. He _____ it was the best decision he had ever made.
7. I _____ her about the changes in the timetable.
8. She _____ that the test was more difficult than expected.
9. They _____ me they had already left the party.

10. He _____ to me that he couldn't attend the meeting.
11. She _____ them to be careful while driving in the snow.

b) Change this direct speech into reported speech.

1. "He works in a bank"

She said _____

2. "We went out last night"

She told me _____

3. "I'm running late"

She said _____

4. "I was waiting for the bus when he arrived"

She told me _____

5. "I'd never been there before"

She said _____

6. "I didn't go to the party"

She told me _____

7. "Lucy'll come later"

She said _____

8. "He hasn't eaten breakfast"

She told me _____

9. "I can help you tomorrow"

She said _____

10. "You should go to bed early"

She told me _____

11. "I don't like chocolate"

She told me _____

12. "I won't see you tomorrow"

She said _____

13. "She's living in Paris for a few months"

She said _____

14. "I visited my parents at the weekend"

She told me _____

15. "She hasn't eaten this dish before"

She said _____

16. "I hadn't travelled by underground before I came to London"

She said _____

17. "They would help if they could"

She said _____

18. "I'll do the washing-up later"

She told me _____

19. "He could read when he was three"

She said _____

20. "I was sleeping when Julie called"

She said _____

c) Complete the text with appropriate passive or active forms.

1) When I _____ (study) in senior school, our class _____ (invite) to the job fair which _____ (hold) in the local college nearby. 2) As we _____ (walk) around the booths, I _____ (impress) by the variety of companies and industries present. 3) Some representatives _____ (explain) their companies' goals, while others _____ (offer) valuable advice on how to get started as a professional.

4) One company, in particular, _____ (catch) my attention: they _____ (look) for interns, so I decided _____ (decide) to approach their booth and was _____ (greet) by a friendly representative. 5) After a short conversation, I _____ (encourage) to apply for an internship, which I _____ (hope) could be a great experience.

UNIT 3
WRITING A CV AS A STUDENT

TASK 1. Think about possible challenges which can a student or a freshly graduated person meet while searching for a job. Speak about such points as:

- lack of experience;
- need to work and study simultaneously;
- [your ideas]...

TASK 2: Read the examples of student resume sections below. Think about the possible positions they could be applying to.

(1)

- Served as a classroom assistant, helping the head teacher with all tasks relating to general instruction and classroom maintenance.
- Collaborated with special education teachers to determine appropriate actions and discourse for applicable students.
- Worked to create and maintain a clean, welcoming, and beneficial physical classroom environment on a daily basis.
- Utilized various classroom management techniques and strived to create the most calm and peaceful classroom environment possible.

(2)

- 2001-2005 University of Vermont, Associate's of Communications Burlington, VT - 3.8 GPA - Working towards a Public Communications degree
- 1995-1999 Andover school, High School Diploma Andover, MA

(3)

- Young professional with great interpersonal skills, some light experience in service jobs and basic customer-business interactions. Freshly graduated, but with existing skills from part-time work, social projects, college initiatives and

numerous extracurricular activities. Determined to be an asset to any customer service team by providing positive experiences and impressions for clients. Possess certificates from acting classes, conflict resolution seminars. Familiar with CRM systems, confident PC user.

(4)

- Enthusiastic and dedicated college student with experience teaching and supporting elementary level classrooms in multiple schools. Highly adaptable professional with experience working with students of different backgrounds and learning needs. Adept in common elementary classroom procedures, and able to adapt to changing circumstances. Highly dedicated to supporting all aspects of student learning and overall well-being, by being the best possible support to the head teacher.

TASK 3: Read and translate the text.

Structure of a Resume

1. Resume header

Never underestimate the importance of a distinctive resume header to set yourself apart from other candidates. An eye-pleasing header design gets your resume noticed for the right reason. Not only does it contribute to the document's overall reader-friendliness, but also readily identifies who you are and how you can be contacted for an interview.

2. Resume summary: energy and determination

Rarely does a college student or new graduate have much to showcase in the way of rich work experience. But what you *can* have is a college student resume that paints a picture of a determined, positive and productive personality. This is what your

summary is for. It's your personal story. In fact, it may be your best chance to stand out from hundreds of other applicants, including college students with similar educational backgrounds.

So make sure not to squander this valuable opportunity by merely copying and pasting a block of generic text. Instead, catch the recruiter's eye off the top, in the very first line of your resume summary. Show that you've done your homework and that you have what it takes to succeed.

Basic rules and tips while writing resume summary

The whole point of the resume summary is to project a certain character and image, which is relatively easy to do in this more flexible freeform resume section. Since we're dealing with first impressions and perceptions, that image needs to be purposefully crafted. Here are some examples of possible content:

- Describe the personal qualities you think are appropriate for the industry and position. Inspire the future employer's confidence that you're a good fit for the job.
- Use action verbs and energetic, positive language. Come across as an upbeat, vibrant, productive person who will be a joy to work with and employ.
- Sprinkle in one or two of the most valuable skills you bring to this job. For example, CRM software knowledge for an office manager job could be a crucial advantage.
- Mention one or two aspects of your work / life experience that show you are productive and determined

Resume summary for a college student with no experience

- If you have no experience, your summary can be a goal statement — perhaps a bit more imaginative but still relevant and focused. Just aim for a general

description combining a variety of past projects, personal qualities and life experiences.

- Remember, no employer is expecting to see a 10-year work summary on your college student resume. Concentrate on projecting a positive, productive image to make a strong first impression.

3. College student resume education: an academic profile

- The education section is where differences are usually most apparent between the resume of a college student and someone already in the workforce. Instead of an employment history section, which takes precedence in the latter instance, a college student's life experience is split between two sections: (general) experience and education.

Use action verbs — words that convey movement and energy — to write descriptive statements in your education section. Since these entries are substituting for a "duties and achievements" type summary, you need to use the same approach as more seasoned professionals use for their work experience descriptions.

4. Resume experience section

Many college students and new graduates simply give up on this resume section. Without a history of employment, many job seekers don't see the point. You do, however. So let's look at how this resume section can give you an edge by reflecting your life experience and your vibrant, productive personality.

- **Internship experience.** This is one of the most impressive substitutes for "full" employment experience. Recruiters pay special attention to this when considering student or graduate resumes.
- **Summer / temp jobs.** Experience as a waitress, clerk or nanny counts for more than you might think in terms of transferable skills. Courtesy, patience,

discipline, dependability, willingness to work long hours are just a few examples.

- **Social initiatives / volunteer work.** These are almost always impressive on a college student resume. Volunteering demonstrates altruistic traits and a cooperative team spirit.
- **Self-directed or community projects.** Cite examples of commitments and collaborations that extended from your personal interests and talents.

5. CV skills: the tools for the job

The skills section of a college student CV should be defined by the job you're looking to attain. Even at this early stage of life, job seekers often have more relevant skills and professional qualities than they give themselves credit for. The trick is to choose and describe them correctly on your CV.

Make sure to understand the difference between hard skills and soft skills and how to assess their relative importance to specific jobs and employers. Hard skills are pragmatic tools used in daily duties (for instance, computer skills or math aptitude) while soft skills relate to social interactions, self-management, teamwork and so on.

TASK 4: Do the following exercises

a) Look at the resume sections from TASK 2. Match the examples with the characteristics.

A A resume summary example for a college student with teacher's assistant experience

B Social initiatives / volunteer work

C Resume summary for a college student with no experience

- D *An education section from a college student resume example*
- E *A resume experience example for a college student with experience as a teacher's assistant*
- F *A CV skills example for a college student with experience as a teacher's assistant*
- G *Strategies for attracting your dream job*

b) Use the headings in the box to complete the CV.

Languages	References	Email	Education	Address
Date of birth	Work experience	Skills and interests	Mobile	

CV – Martin Luke Moore

1 _____: 26 August 1997

2 _____: 94 Albion Street, Birmingham, B23 2TF

3 _____: Mooro@myworld.com

4 _____: 0778 445 288

5 _____: 7 GCSEs including English, Maths and Science

6 _____: Cashier at a large supermarket

7 _____: French – A2, German – A2

8 _____: Mountain biking, drawing and computer programming

9 _____: Mr Williams, Albion High School, Park Drive, Birmingham

c) Fill in the gaps

How to write a student resume

Sections elements special attention experience devote to a challenge a job relevance consideration Overloading

Getting 1).....as a student (or fresh graduate) may be 2)..... The less work experience you have, the more care you need to 3).....your

resume. Lack of work 4).....is what usually makes a student or graduate resumes inherently different from most others. But you can still build a strong professional profile.

While creating your resume:

- Pay 5).....to the key college student resume sections: summary, education, experience and skills.
- Include and organize your resume sections based on priority and job 6).....
- Apply layout/design and formatting principles that offset the text-dense sections with white space and graphicfor ease of readability.

You should avoid:

- Creating sections in your college resume arbitrarily without research and careful 7).....
- Bloating low-priority optional sections (such as hobbies) to steal space from the key categories.
- 8).....readers with streams of unbroken text.
- Going beyond one page for a student resume.

Generally, a student resume should be structured to include the following 9).....:

- Resume header
- The resume summary (sometimes called profile or personal statement)
- The education section
- The employment history (or experience section)
- The resume skills section

TASK 5. Translate the following word combination and sentences into English.

A

1) досвід роботи

2) співпрацювати з компанією

- 3) навички спілкування
- 4) зробити внесок
- 5) підрозділ у резюме
- 6) ті, хто шукають роботу
- 7) недооцінювати важливість презентації

В

1. Ніколи не недооцінюйте важливість відмітного заголовка резюме, щоб виділити себе серед інших кандидатів.
2. Все, що у вас є, — це резюме студента коледжу, яке малює картину рішучої, позитивної та продуктивної особистості.
3. Тому переконайтеся, що ви не втратите цю цінну можливість, просто скопіюючи та вставивши блок загального тексту. Замість цього привертайте увагу рекрутера зверху, у першому рядку резюме.
4. Суть резюме полягає в тому, щоб спроектувати певний персонаж і образ, що відносно легко зробити в більш гнучкому розділі резюме довільної форми.
5. Опишіть особисті якості, які, на вашу думку, підходять для галузі та посади. Вселюйте в майбутнього роботодавця впевненість у тому, що ви добре підходите для роботи.

С

Шукаючи роботу, студент може зіштовхнутися з багатьма труднощами, але основною з них завжди буде недостатній досвід. Не спішіть опускати руки: подумайте, які приклади вашої діяльності ви можете написати замість цього. Чи була у вас робота на літо? Можливо, ви виконували якісь невеликі доручення, наприклад нагляду за сусідськими дітьми чи тимчасової роботи на фермі? А як щодо волонтерських проєктів у громаді? Усе це допоможе вам позиціонувати себе як самостійну, відповідальну та активну людину, а також стане цікавими фактами для розповіді на співбесіді.

TASK 6. Grammar - Reported Speech

Reported Questions

Direct Question	Reported Question
Do you love me?	He asked me if I loved him.
Have you ever been to Mexico?	She asked me if I had ever been to Mexico.
Are you living here?	She asked me if I was living here.
Direct Question	Reported Question
Where is the Post Office, please?	She asked me where the Post Office was.
What are you doing?	She asked me what I was doing.
Who was that fantastic man?	She asked me who that fantastic man had been.

a) Change these direct questions into reported speech.

1. "Where is he?"

She asked me _____

2. "What are you doing?"

She asked me _____

3. "Why did you go out last night?"

She asked me _____

4. "Who was that beautiful woman?"

She asked me _____

5. "How is your mother?"

She asked me _____

6. "What are you going to do at the weekend?"

She asked me _____

7. "Where will you live after graduation?"

She asked me _____

8. "What were you doing when I saw you?"

She asked me _____

9. "How was the journey?"

She asked me _____

b) Change the questions.

1) Mandy: "Are the boys reading the book?"

Yesterday Mandy asked me...

2) Jason: "Who gave you the laptop?"

Yesterday Jason wanted to know...

3) Robert: "Is Tim leaving on Friday?"

Yesterday Robert asked me...

4) Daniel: "Will it rain tomorrow?"

Yesterday Daniel asked me...

5) Jennifer: "Where do you play football today?"

Yesterday Jennifer wanted to know...

6) Nancy: "Why didn't Nick go to New York last summer?"

Yesterday Nancy wanted to know...

7) Barbara: "Must I do my homework this afternoon?"

Yesterday Barbara asked me...

8) Linda: "Did Max fly to London two weeks ago?"

Yesterday Linda wanted to know...

9) Grandmother: "Where are my glasses?"

Yesterday Grandmother asked me...

10) A man: "When does the train to Liverpool leave?"

Yesterday a man asked me...

UNIT 4

WRITING A CV AS A PROFESSIONAL

TASK 1: What is a CV? Which components should be included there?

a) Study the words and put them into three categories.

degree in Literature hotel manager high school diploma leadership

having good soft skills degree in Fine Arts resourcefulness restaurant owner

civil engineer landscape designer training course certificate

stress resilience Bachelor's in Physics

Jobs	Education	Skills

b) Add as many words to each category as you can.

TASK 2. Study the example of a CV given.

a) Spend 1-2 minutes to scan it and find out:

- which educational establishments has Jonathan finished?
- is he a communicative person?
- how many jobs has he performed?

- has he changed the position? if so, how many times?
- how long is his general work experience?

b) Think about what makes it a good and efficient example. Evaluate this resume.

	Yes/No
• It has a great format and layout, making it easier to read.	
• Bullet points and short sentences are appropriately used.	
• There is too much unnecessary personal information.	
• The CV is fully tailored to the job the candidate is applying for.	
• A minimal amount of colour and design is used to improve the CV's presentation and visual appeal.	
• The style used is not appropriate for a resume.	
• The same format for dates is used throughout the sections.	
• Some sections are much longer than the others.	
• It includes all the information a standard CV should contain.	

Civil Engineer CV Template

Jonathan Bell

36 Baldwin Street
Billingham
BW3 6ZX

Mobile: 079 5733 5789

E-mail: jonathan.b@live.co.uk

Personal Profile Statement

I am a highly self-motivated, focused and innovative Civil Engineer with vast experience in engineering design; from the initial conceptual stage and feasibility study through to the detailed final design. I have a passion for learning and developing new and existing skills, and I enjoy problem-solving using established analytical methods and engineering principles. I am keen to secure a challenging role in an engineering firm that offers early responsibilities and a progressive career path.

Achievements

- ✓ 1st class Honours in BSc Civil Engineering from University of Derby
- ✓ Peer Mentor in Engineering, 2013
- ✓ Student Ambassador for two consecutive years; 2013 and 2014

Education

2012 – 2015 **BSc Civil Engineering** **University of Derby**

Grade achieved: **[1st Class Hons]**

Relevant modules:

- Construction CAD and Personal Development
- Quantity Surveying Practice and Personal Development
- Infrastructure Surveying and Asset Management
- Building and Environmental Engineering
- Engineering Materials and Structural Mechanics
- Hydraulics and Environmental Engineering
- Analytical Work on Calculations Relating to Structures
- Geology or Land Surveying
- Computer drawing and related software packages

2010 – 2012

A Levels

Summerfield College

Results:

Maths: A*

Physics: A

IT: B

Employment and Work Experience

Mar 2016 - Present

Civil Engineer

O'Keefe Construction

Main duties performed:

- Working with clients, contractors, architects, local authorities and external agencies on various renovation and new build projects

Civil Engineer CV Template

- Creating 2D and 3D drawings and designs using AutoCAD and SolidWorks amongst other design packages
- Designing concrete structural elements, e.g. foundation, beams and walls
- Liaising with external agencies for design services and consultation
- Providing technical assistance to members of a multi-disciplined design team
- Presenting design to clients, senior engineers and project managers
- Performing assessments on the structural integrity of buildings
- Performing regular site visits, inspections, audits and surveys
- Performing general construction duties on sites
- Supervising junior staff, contractors and subcontractors
- Working towards strict deadlines, often under continues pressure
- Overseeing construction works being completed on site
- Establishing a project brief and budget proposals before the start of a project
- Assessing the potential risks of projects
- Attending regular multi-disciplined meetings to discuss projects
- Regularly checking progress of works according to the schedule
- Managing budgets and other project resources
- Maintaining safety on site through promoting a safety culture

Jun 2015 – Feb 2016

Assistant Site Engineer

Al Hamad Construction

Professional Training and Qualifications

- Level 4 NVQ Employability Skills – City & Guilds
- Site Environmental Awareness Training (SEAT)
- First Aid at Work - St. John's Ambulance
- Level 2 ECDL - BCS

Skills

Communication: I have a proven ability in effective communication, diagrammatically, verbally and in written form. I have successfully communicated, liaised and worked with various professionals from all backgrounds and with a variety of different skill sets.

IT and Design: I have excellent working knowledge of the following computer programs: Microsoft Office packages, AutoCAD 2D/3D, Navisworks, REVIT, Cyclone 3D Lazer Scanning, SolidWorks, Adobe Photoshop and Illustrator.

Management: I have the natural ability to mentor, develop, inspire and lead groups of people to achieve the objectives set by the organisation. I am a friendly, approachable and inspiring professional and I lead my team by example.

References

Mr William Campbell

Senior Engineer, O'Keefe Construction
Address: 23 Edmund Rd, Clay, C48 19Q
Tel: 0733 7680 3478
Email: william.c@live.co.uk

Mr Hans Fries

Construction Supervisor, Al Hamad Construction
Address: 6 Corner St, Leeds, Q10 3CC
Tel: 0733 6575 0452
Email: hans.fries@gmail.com

TASK 3. Read the example of a covering letter which is usually added to a CV. Answer the questions below.

From: Paolo Boccelli

To: Gven Smith, HR Manager

Subject: Application for senior hotel manager vacancy

Dear Mrs Smith,

I am writing in response to the job advertisement on your website regarding the vacancy of a hotel manager.

I have six years of experience in hotel industry. I have worked as a receptionist for two years, and in 2015 I was promoted to a manager position. I possess excellent knowledge of English and Italian, and I am currently working on improving my level of Spanish. I have good interpersonal skills and like working in a team. I think my qualification is relevant enough to the position that you offer.

I have attached my CV with more information about my background and qualifications.

I look forward to hearing from you.

Yours sincerely,

Paolo Boccelli

1. Which of these is the best subject line?
 - a. Jobs
 - b. Application for shop consultant position
 - c. Shop consultant
 - d. Job advertisement

2. Which of these should you NOT use to start a cover letter or email?

- a. Dear Mrs Smith,
- b. Dear HR Talents,
- c. Hi Stephen,
- d. Dear Sir/Madam,

3. Which of these phrases can you use to complete this sentence? *I'm writing ... the job advertisement for the position of IT consultant.*

- a. in response to
- b. regarding
- c. with regards to
- d. in response to / regarding / with regards to (all answers are correct)

4. In your email, what can you also include?

- a. details of your hobbies
- b. all of your work experience
- c. one or two examples of your relevant skills
- d. the names of all your family members

5. What is a CV called in American English?

- a. a résumé
- b. a job application
- c. an advertisement
- d. a position

6. Before writing your name, how can you sign off your email?

- a. Ciao!
- b. Laters,
- c. Bye,
- d. Best regards,

TASK 4. Do the following exercises.

a) Put the parts of the email in the correct order.

__ I look forward to hearing from you soon about a possible job interview.

__ I'm writing with regards to the position of lead engineer you advertised on your website. I have many of the qualifications you are looking for and am interested in applying for the above job.

__ Please see my attached CV for more information about my qualifications and experience.

__ Taukif Ali

__ Dear Ms Tan,

__ Best regards,

__ I have a Master's in Engineering and ten years' experience leading an engineering project based in Dubai. I have the ability to work under pressure and excellent problem-solving skills.

b) Fill in the gaps.

(1)Ms Campbell,

I'm writing (2) response (3) your job advertisement for an outreach worker. I have six years' experience working (4) the charity sector. I have worked (5) three years (6) a social worker. I also worked as (7) volunteer for three years (8)..... a centre for the homeless. I have good experience of working (9)..... a team and organising my own workload.

Please find attached my CV (10) more information.

I am looking forward (11) hearing (12) you.

Best regards,

Sam Hill

c) Put the algorithm of writing a covering letter in the right order. Choose any vacancy and write your own letter including information from your previously made CV.

1. Sign off with Best regards or Best wishes.
2. Say where you saw the advertisement.
3. Write a short paragraph to say why you're suitable for the job. Mention your education, qualifications, work experience or skills.
4. Attach a CV (also known as a résumé in the USA) with more information about your qualifications and background.
5. Say which job you're applying for. You can use the sentence I'm writing in response to the job advertisement for the position of
6. Start your email with Dear Mr/Mrs/Ms + person's surname.
7. End by saying I look forward to hearing from you soon or I hope to hear from you soon.

d) Study the example of a bad CV. Evaluate it according to the table. How can it be improved?

	Yes/No
• It has a great format and layout, making it easier to read.	
• Bullet points and short sentences and appropriately used.	
• There is too much unnecessary personal information.	
• The CV is fully tailored to the job the candidate is applying for.	
• Colour and design are used to improve the CV's presentation and visual appeal.	
• The style used is not appropriate for a resume.	
• The same format for dates is used throughout the sections.	
• Some sections are too brief and not detailed	
• It includes all the information a standard CV should contain.	

Bad CV Example

Ryan Lauren

Sales Executive

Tel: 123 456 7899, Email: ryan@email.com

Summary

Sales position where I can highlight my skills in communicating with people, align their needs with the products and services and challenge myself to achieve company target.

Work Experience

Sales Executive

Jupiter Solutions - Present

- Cover sales/marketing, which including handling of sales inquiry and offering of quotation.
- Establish new business with new customers and serve existing customers/
- Organize / conduct presentations to potential & existing customers.
- Monitor forecast & consumption of customer for production planning and stock planning.
- Business trip travelling to Malaysia and Indonesia to meet distributors/customers.

Sales Engineer

Ace Engineer - Feb 2019

- Respond to customers, enquiries, quotation, follow up and provide technical solution to customer on company's products
- Assist manager in planning sales activities and strategies
- Visit new and existing customers to promote new Products and create new projects
- Make proposal for new projects
- Collect market information and competitor information from customers for planning and research

Skills

- Communication
- Organizing
- Leadership
- Negotiation
- MS Office (Word, PowerPoint, Excel)

Education

Bachelor of Business Administration
San Jose State University - May 2013



TASK 5. Translate the following word combination and sentences into English.

A

- 1) прикріпити резюме до листа
- 2) диплом університету
- 3) чекаю з нетерпінням
- 4) писати стосовно вакансії на сайті
- 5) робочі обов'язки
- 6) підписати ділового листа
- 7) наймати персонал

B

1. Якщо у вас немає досвіду, ваше резюме може бути формулюванням мети — можливо, трохи більш уявним, але все одно актуальним і цілеспрямованим.
2. Вам потрібно використовувати той самий підхід, що й досвідчені професіонали для опису свого досвіду роботи.
3. Без досвіду роботи багато шукачів роботи не бачать сенсу.
4. Тож давайте подивимося, як цей розділ резюме може дати вам перевагу, відображаючи ваш життєвий досвід і вашу яскраву, продуктивну особистість.
5. Ввічливість, терпіння, дисципліна, надійність, бажання працювати довгі години – це лише кілька прикладів.

C

Коли ви створюєте резюме як професіонал, який вже має достатній досвід роботи у певній сфері, не забувайте про деталі. Наприклад, у розділі щодо минулого працевлаштування - вкажіть, які саме обов'язки ви виконували на посаді. Не забудьте також написати коротку інформацію щодо проектів, у яких ви брали участь, чи ваших особистих професійних досягнення. Буде також гарною ідеєю перелічити курси та тренінги, що були відвідані вами, і обов'язково додати сертифікати та дипломи. Пам'ятайте, що ваша основна задача – виділитися серед інших претендентів на посаду.

TASK 6. Grammar: Conditional Sentences

Conditionals are clauses introduced with *if*. There are three types of conditional clauses: Type 1, Type 2, Type 3. There is also another common type – Type 0.

BASIC VERB FORMS USED IN CONDITIONAL SENTENCES

SITUATION	IF-CLAUSE	RESULT CLAUSE	EXAMPLES
Type 0 general truth	present simple	present simple	If the temperature falls below 0C, water turns into ice.
Type 1 True in the present/future	present simple	present simple <i>will + simple form</i>	If <i>I have</i> enough time, <i>I watch</i> TV every evening. If <i>I have</i> enough time, <i>I will watch</i> TV later on tonight.
Type 2 Untrue in the present/future	past simple	<i>would + simple form</i>	If <i>I had</i> enough time, <i>I would watch</i> TV now or later on.
Type 3 Untrue in the past	past perfect	<i>would have + past participle</i>	If <i>I had had</i> enough time, <i>I would have watched</i> TV yesterday.

Exercise 1. Complete the conditional sentences with the verbs in brackets

1) We ___ enough time if we wanted to see the castle. (have)

2) In case you ___ a car, will you teach me to drive? (buy)

3) She ___ angry if you had told her. (get)

4) If they ___ our product when we asked them, they would get a discount now. (support)

5) Even if I ___ him, he won't come. (ask)

6) It will be a disaster unless Joyce ___ us. (help)

7) If you ___ something to eat in the morning, you wouldn't feel sick now. (have)

8) I wouldn't risk it if I ___ you. (be)

9) The chicken isn't very good. It ___ better if you had put some spices on it. (taste)

10) I won't go to the dance unless you ___ me. (join)

11) If the hotel in Paris had been full, we ___ somewhere else. (stay)

12) If I got the job, I ___ grateful to you. (be)

13) Unless she ___ the test she will get her driving license next week. (fail)

Exercise 2. Complete the negative forms.

- 1) How would you explain the meaning of this word if you__ it? (not know)
- 2) We__ angry if you had refused the dinner. (not be)
- 3) If I were you, I__ it. (not take)
- 4) If Ken ___the car, who will do it? (not mend)
- 5) If I ___ in a hurry when I got up, I wouldn't catch the train. (not be)
- 6) She won't finish it on time if she __right now. (not start)
- 7) Had I driven slowly, I _____. (not crash)
- 8) She would get ill if she __her lifestyle. (not change)
- 9) Had he not let me know, I _____him at the airport tomorrow morning. (not collect)

UNIT 5

LETTERS. TYPE OF LETTERS

TASK 1. What do you remember about formal and informal style of writing?

When it is possible to use a semi-formal style? Which style would you use for:

- 1) a covering letter?**
- 2) a note for a colleague?**
- 3) an invitation to a party?**
- 4) an inquiry to a bank?**
- 5) a letter to a newspaper or magazine editor?**
- 6) a blog entry?**

TASK 2. Study different types of business letters.

a) Define their style and purpose. Which situation each one is appropriate for?

Letter 1

Fine Foods Ltd.
22 Main Street
London
SW10 5TG

Hello Mr. Jay Smith:

I got your letter on 1st October, the stuff about your stock control systems. It sounds cool, but want to check some things before we buy. You said the system is bang up-to-date, but what if you update it one more time? Do we get money off the new one? You said it takes 2 weeks to do the system – that's too long! Can't you do it quicker? Hope you can reply soon, we're in a hurry.

Thanks,

Kate Brown

Mr. J. Smith
Sales Manager
Thames Software Systems
22 Main Street
London
SW10 5TG
12th October 2012

Letter 2

Dear Mr. Smith,

Stock Control Software System

Thank you for your letter of 1st October regarding the stock control system offered by your company. I am sure the system information you sent us is going to meet our requirements. However, there are some points I would like to clarify before we go ahead and order the system.

Firstly, although you mentioned that the system has been updated, I wondered whether we might be eligible for a discount on any future upgrades. Secondly, the installation and implementation period of three weeks seems rather long for our company. Is there any possibility of getting the system up and running on a shorter timescale? I would be very grateful for a swift response to these queries, in order that we can begin the process as soon as possible.

Thank you in advance for your assistance. I look forward to your reply.

Yours sincerely,

K. Brown

b) Evaluate the letters using the following points:

- Content: How clear is it? Is there anything you found unclear or unnecessary?
- Appropriacy of language: Is the language appropriate to this kind of formal letter? Is there any vocabulary that you particularly liked?
- Layout / organisation: Is the layout appropriate to this kind of letter?
- Comment on anything that could be improved.
- Language accuracy: Is there language you think is not correct (grammatical errors, incorrect collocations etc.)?

c) Study the sentences taken from different business letters. Guess the type of the letter according to the purpose of writing.

1. I would be grateful if you could send us updated information about the upcoming changes in pricing.
2. I am writing to follow up on my previous email regarding the merging of our departments.
3. I would like to express our sincere gratitude for your continued support.
4. We regret to inform you that the shipment we received last week was incomplete.
5. We are pleased to offer you a customized service package that we believe will align with your company's objectives.

d) Study some other examples. Match them with the purpose (there are some extra options).

A. A letter for negotiating a contract

B. Business Thank-You letter

C. Excuse letter

D. Congratulation letter

E. Candidate rejection letter

F. An announcement letter

Letter 1

Dear Mr. Johnson,

Thank you for your speedy and beautiful work fixing our floors after our plumbing mishap this spring.

Although I would have preferred to meet you and your crew under different

circumstances – a planned renovation, say, and not during our busiest season – I am so grateful that my neighbor recommended you.

Our floors have never looked better. Customers comment on them at least once a week, which is unusual to say the least! I always make sure to give them your information and pass along my recommendation.

Thank you, again, for fitting us in at the last minute and getting us back up and running so quickly.

Best regards,

Sara Tailor

Letter 2

Dear Mrs. Lewis,

I'm writing to inform you that I was absent from work on February 4th, 20XX due to illness. I was unable to report to work that day because I had to go to the urgent care clinic. I was treated and told to go home and rest for the remainder of the day.

Please let me know if you need more information and thank you for understanding.

Sincerely,

Brian O'Hare

Letter 3

Dear Mr. Morris:

Thank you so much for taking the time to meet with me to discuss selling my handmade sweaters in your wonderful shop.

As I mentioned in our conversation, I've been a customer of your store since I used my third-grade allowance to buy my very first pair of knitting needles. I'm honored that you'd consider selling one of my original creations at The Yarn Company alongside your own work.

We discussed a trial consignment arrangement in which a portion of the sales would go to the store. This is more than agreeable to me.

Let me know how you want to proceed. I'm available most afternoons at 555-555-5555, or you can email me at email@email.com, and I'll respond to your message.

Yours sincerely,

Jennifer Winter

Letter 4

Dear Mr. Blake,

The response from applicants to our posted office manager position at Kohl's was overwhelming with many of the applicants seemingly qualified for the job. Thus, we are unable to interview all of the applicants who sent in their resumes.

You did not make the cut for those applicants we are inviting in for a job interview. The number of applications we received makes it impossible for us to speak with

everyone.

The purpose of this email is to let you know that you were not selected for an interview. We also want to extend every hope that your job search will end successfully shortly for you.

You are encouraged by our selection committee to apply again for openings for which you qualify in the future. We appreciate that you took the time to apply.

Regards,

William Turner

TASK 3. Read the text and study the structure of a business letter.

What to Include in a Business Letter or Email

In some instances, what you include, how you write the correspondence, and the format of the letter will vary. However, a basic professional letter will include the following:

- **Subject line:** If you are sending an email, include a clear subject line that concisely explains the purpose of your email. For example, it might read, "Subject: Congratulations on Your Promotion."
- **Contact information:** Include all your contact information — full name, address, phone number, and email address. That way, it's easy for the person you are contacting to respond to you. In a letter, you will include this information at the top of the page (you will then follow this information with the date, and the contact information of the person to whom you are writing). In an email, you will include this information in your email signature, below your name.

- **Greeting:** Include a salutation at the start of your letter. Make sure you use the appropriate name and title for the person.
- **A brief introduction:** After your salutation, include a brief introduction. This might include a brief, “I hope you are well,” or some other friendly introductory phrase. Then, dive right into explaining why you are writing.
- **The primary purpose of your letter:** The main part of your letter will focus on your reason for writing. When writing the letter, be concise. Two or three paragraphs are plenty.
- If you have additional information to share with the reader, offer to discuss it during a call or provide an attachment or enclosure with the details.
- **Closing:** End your letter with a professional closing that conveys your thanks and respect. Closings like “Sincerely,” “Best,” and “Regards” work well.
- **Signature:** If you are mailing a hard copy of the letter, include your handwritten signature above your typed name. If you are emailing the letter, just include your typed name.

TASK 4. Do the following exercises.

a) Read the text. Fill in the table of the features for two styles.

Defining Formal vs Informal Writing Styles

Formal

Formal writing is written for an audience you do not know on a personal level. It is often the main style in academic writing (unless otherwise noted) and is more complex than informal writing. Formal writing is serious.

Informal

Informal writing consists of short sentences and is used in more personal settings, such as writing a letter to a friend or writing a diary entry. It is much more relaxed than formal writing.

Formal style	Informal style
1. 2...	1. 2...

- 1) **Can use first person, second or third:** You can use any type of pronouns, including “I”.
- 2) **Active voice:** Sentences tend to be written with a subject acting on the verb, such as “We chilled the drinks and went out to the sea” instead of “The drinks were chilled...”.
- 3) **Long and complex sentences:** Sentences tend to be compound and contain commas to link two ideas or use transitions like “Furthermore” and “To exemplify,”.
- 4) **Does not use contractions:** Would use “cannot” instead of “can’t”.
- 5) **Objective:** Does not offer personal opinions.
- 6) **Contraction and abbreviation:** It’s okay to use “can’t” instead of “cannot” or “it’s” instead of “it is”.
- 7) **Can use slang:** The use of everyday language and slang terms can be used, such as “It was cool that...”.
- 8) **Personal emotional tone can be detected:** Since the writing is personal, it can include feelings and the sharing of emotions.

9) Doesn't use colloquial language: You won't see any slang or common everyday vocabulary.

10) Empathy: You can put yourself in the shoes of your audience and address their problems directly. This shows the author as coming from a place of understanding their situation.

11) Diverse vocabulary words: Vocabulary is of a higher level.

12) Use of words that are subject-specific: For example, if you are writing about biology, you'd use words like "epithelial cells" instead of "skin cells".

13) Use of third person: Does not use first person pronouns like "I" or "me".

14) When you are communicating with someone that you don't know very well. It is used for business emails, reports, presentations, public tenders, documents and job interviews.

15) Used for situations that are more relaxed and that involve people that you know well or know each other well. You can find it in social media, advertising, everyday speech, socializing and talking to peers.

b) Study the examples of common abbreviations in business letters. Join them with their full form and find the proper usage below.

1) attn	a) postscript
2) FYI	b) date
3) pp	c) reference
4) PS	d) for your information
5) ref.	e) for example (Lat. <i>exempli gratia</i>)
6) dt	f) attention

7) RSVP	g) respond please (Fr. <i>Répondez S'il Vous Plait</i>)
8) e.g.	h) on behalf of

1. written in front of someone's name when you are signing a letter for them
2. to show that a letter is for the attention of a particular person
3. to list a number of examples in the letter
4. used on written invitations to ask the invited person to confirm their attendance
5. used for introducing some additional information at the end of a letter after you have signed your name
6. used in a business letter when you are giving the numbers and letters that show exactly which document or piece of information you are writing about
7. written on a business letter or e-mail to show that it is being sent to someone for their information only; they are not expected to reply or take any action
8. to indicate the day, month and year

TASK 5. Translate the following word combination and sentences into English.

A

- 1) перелічити декілька прикладів
- 2) фраза, що закінчує листа
- 3) позначити дату
- 4) ціль написання
- 5) тема електронного листа
- 6) відправляти паперовий лист
- 7) контактна інформація

В

Тексти ділового листування мають характерні ознаки:

- 1) Зміст повинен бути лаконічним. Тільки важливі деталі, факти, цифри.
- 2) Чітка структура спростить прочитання листа. Заздалегідь продуманий план дозволить конкретно вказати на значимі аспекти проблеми. Для спрощення читання бажано розбивати текст на абзаци, кожен з яких має містити певну концепцію.
- 3) Неприпустимість емоцій. У службовому листуванні не повинно бути емоційного відтінку. Але стриманість, розважливість, серйозність, практичність — обов'язкові.
- 4) Не варто вживати надто витіюваті пропозиції. Простота у викладі дасть людині можливість швидко зрозуміти зміст прочитаного і зорієнтуватися.
- 5) Неприпустима наявність орфографічних і стилістичних помилок. Перед тим, як відправити лист, слід його прочитати і відкоригувати.

С

Ділове листування має бути лаконічним, чітким та своєчасним. Уявіть, скільки електронних листів на день мусить прочитати ваш бізнес партнер або їхній секретар, тому краще заощадити їм час, вказавши зрозумілу тему і мету. Розділяйте лист на короткі абзаци для кращого сприймання інформації. Не перевантажуйте текст запитаннями або проханнями — можливо, для обговорення усіх деталей краще буде запланувати дзвінок чи відеоконференцію у зручний для обох сторін час. Це стане прекрасною демонстрацією поваги та бізнес етики.

TASK 6. Grammar - Conditional Sentences

Exercise 1.

Answer the questions with "yes" or "no."

1. If the weather had been good yesterday, our picnic would not have been canceled.

a. Was the picnic canceled? yes

b. Was the weather good? _____

2. If I had an envelope and a stamp, I would mail this letter right now.

a. Do I have an envelope and a stamp right now? _____

b. Do I want to mail this letter right now? _____

c. Am I going to mail this letter right now? _____

3. Ann would have made it to class on time this morning if the bus hadn't been late.

a. Did Ann try to make it to class on time? _____

b. Did Ann make it to class on time? _____

c. Was the bus late? _____

4. If the hotel had been built to withstand an earthquake, it would not have collapsed.

a. Was the hotel built to withstand an earthquake? _____

b. Did the hotel collapse? _____

5. If I were a carpenter, I would build my own house.

a. Do I want to build my own house? _____

b. Am I going to build my own house? _____

c. Am I a carpenter? _____

Exercise 2. Complete the sentences with the verbs in parentheses.

Untrue in the past

1. SITUATION: *I usually write my parents a letter every week. That is a true fact. In other words:*

If I (*have*) _____ *have* _____ enough time, I (*write*) _____ *write* _____ my parents a letter every week.

2. SITUATION: *I may have enough time to write my parents a letter later tonight. I want to write them a letter tonight. Both of those things are true. In other words:*

If I (*have*) _____ enough time, I (*write*) _____ my parents a letter **later tonight**.

3. SITUATION: *I won't have enough time tonight, so I won't write my parents a letter. I'll try to do it tomorrow. I want to write them, but the truth is that I just won't have enough time. In other words:*

If I (*have*) _____ enough time **later tonight**, I (*write*) _____ my parents a letter.

4. SITUATION: *I wanted to write my parents a letter last night, but I didn't have enough time. In other words:*

If I (*have*) _____ enough time, I (*write*) _____ my parents a letter **last night**.

Exercise 3. Choose the correct variant.

1. If he comes,	<p>A) we will go to lunch.</p> <p>B) we would go to lunch.</p> <p>C) we went to lunch.</p>
2. I would buy a new house	<p>A) if I have a lot of money.</p> <p>B) if I win the lottery.</p> <p>C) if I inherited a million dollars.</p>
3. If she misses the bus,	<p>A) I take her to school by car.</p> <p>B) I would take her to school by car.</p> <p>C) she have to walk.</p>
4. If I had known you were in town,	<p>A) I would buy you some flowers!</p> <p>B) I would have bought you some flowers.</p> <p>C) I will buy you some flowers.</p>
5. If he studies a lot,	<p>A) he might pass the exam.</p> <p>B) he would pass the exam.</p> <p>C) he is going to pass the exam.</p>
6. I would get a new job	<p>A) if I was you.</p> <p>B) if I am you.</p> <p>C) if I were you.</p>
7. He will surely fail his exams	<p>A) if he not work harder.</p>

	B) unless he begins to study. C) if he weren't serious.
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UNIT 6

JOB INTERVIEW

TASK 1. Have you ever attended a job interview? Think about all the possible questions you could be asked there.

Which questions do you think are inappropriate to address the candidate with?

TASK 2. Listen to the interview in Youtube ([Rachel's English - English Job Interview Dos & Dont's! | English Conversation Practice](#)) and answer the questions:

- **List the common questions and way to deal with them;**
- **Did Rachel manage to impress the employer? Why?**

TASK 3. Read and translate the text.

Business Interviews

An interview is essentially a structured conversation where one participant asks questions, and the other provides answers. In common parlance, the word "interview" refers to a one-on-one conversation between an *interviewer* and an *interviewee*. The interviewer asks questions to which the interviewee responds, usually providing information. That information may be used or provided to other audiences immediately or later. This feature is common to many types of interviews – a job

interview or interview with a witness to an event may have no other audience present at the time, but the answers will be later provided to others in the employment or investigative process. An interview may also transfer information in both directions. Interviews usually take place face-to-face and in person but the parties may instead be separated geographically, as in videoconferencing or telephone interviews. Interviews almost always involve spoken conversation between two or more parties. In some instances a "conversation" can happen between two persons who type their questions and answers.

The traditional two-person interview format, sometimes called a one-on-one interview, permits direct questions and follow-ups, which enables an interviewer to better gauge the accuracy and relevance of responses. It is a flexible arrangement in the sense that subsequent questions can be tailored to clarify earlier answers. Further, it eliminates possible distortion due to other parties being present. Face to face interviewing helps both parties to interact and form a connection, and understand the other. Further, face to face interview sessions can be more enjoyable.

From researching the company to handling certain key interview questions, make sure you make a great impression and ace your next job interview by following these 20 tips.

1. Research the industry and company.
2. Clarify your "selling points" and the reasons you want the job.
3. Anticipate the interviewer's concerns and reservations.
4. Prepare for common interview questions.
5. Line up your questions for the interviewer.
6. Practice, practice, practice.
7. Score a success in the first five minutes.
8. Get on the same side as the interviewer.
9. Be assertive and take responsibility for the interview.

10. Be ready to handle illegal and inappropriate questions.
11. Make your selling points clear.
12. Think positive.
13. Close on a positive note.
14. Bring a copy of your resume to every interview.
15. Don't worry about sounding "canned".
16. Make the most of the "Tell me about yourself" question.
17. Speak the right body language.
18. Be ready for "behavior-based" interviews".
19. Send thank-you notes.
20. Don't give up!

TASK 4. Do the following exercises.

a) Complete the first part of the interview with the appropriate sentences or questions.

- 1 *What attracted you to our company?*
- 2 *You've obviously done your homework. What would you say your greatest strength is?*
- 3 *Alright. So, to get started why don't you tell me a little about yourself?*
- 4 *Good. Would you like some coffee or water before we begin?*
- 5 *Did you have any trouble finding the office?*
- 6 *Hello, Ms Smith. I am Tom Kelley. Thanks so much for coming in.*
- 7 *That's great. Can you tell me how you heard about this position?*

TK:

RS: It's my pleasure. Thanks so much for meeting with me.

TK:

RS: No. The directions on the website were good.

TK:

RS: I am okay. Thank you.

TK:

RS: Sure. I studied at the University of Florida and graduated in 2010 in a Master Degree in Toy Design. After graduation I was hired at Happy Kid's Creative. I've been there for the past five years and I am currently the Director of Toy Production. During that time sales have grown steadily. It's been a great experience but I've run out of room to grow with HKC and I am looking for new opportunities. I have a lot of experience leading teams in the creative process and finding new markets for the products that we create.

TK:

RS: Of course. A friend of mine saw the position listed on LinkedIn and forwarded it to me so I spent some time on your website learning about the position and the company. I also read an article in Business Weekly about your work that really got me interested.

TK:

RS: To be honest, what really caught my eye was your focus on growth. I was really impressed with your ambitious goals and the clear plan you have for achieving these goals. I also like the support you provide for your employees. I love your continuing education initiatives where you pay for employees to learn new techniques and skills sets. I think that really helps to build employee satisfaction and loyalty.

TK:

RS: I would say my greatest strength is a combination of enthusiasm and persistence. My work ethic won't let me settle for less than my best. I am able to persevere through challenges and setbacks without falling into frustration or anger. I've noticed that this tends to keep those around me in good spirits as well, which is a plus.

b) Read the last part of the interview and put the words into the appropriate places.

pleasure look forward appreciate goals sense honest
turn over frustration lack bring in

RS: Can you tell me a little bit more about the team that I would be working with?

TK: Sure. I believe all of them have been with the company for over five years and know the ropes. I would say there's a little bit of 2).....currently because of our 3).....of growth. This will be the third time we've brought in a new team leader in four years.

RS: Do you know what's causing that kind of rapid 4).....?

TK: To be 5)....., the last three team leaders have been hired from within the company. And sometimes it's hard to think outside the box when you've been inside the box for a while.

TK: We're hoping to 6).....some new ideas and energy and get our development team back on track.

RS: That makes 7)..... I really 8).....that you are considering me for the position. I'd love to be a part of the company achieving its 9).....

TK: Very good. Okay. That's great. Thanks so much for coming in, Rachel. It's great to meet you. I'll give you a call in the next three days.

RS: Sounds good. I 10)to it. Thanks again.

TK: My 11).....

c) You are Tom Kelly. Write a follow up letter to Rachel saying:

- *you are grateful for an informative and professional job interview you had with her;*
- *your company has decided to offer her the employment;*

- she should come to office on Monday at 9 o'clock to have a meeting with her new team.

d) Read and translate the text. Match choices (A-G) to (1-7). There are two choices you do not need to choose.

How to prepare for a phone interview

Employers usually receive a large number of applications. Because many of the candidates can look very similar on paper, recruiters and hiring managers often revert to phone interviews for preliminary screening. Unlike a traditional face-to-face interview, you can't make eye contact and observe the interviewer's body language which is why it can be more challenging to show your interpersonal skills. Here are five phone interview tips for making your phone interview a success.

(1)_____

If you have access to a landline, you would be wise to use it for the phone interview. Mobile drop outs and black holes are phone interview killers. Not only is it the best connection option available, it will show commitment and effort.

(2)_____

Turn off the TV, sit down and have all your phone interview preparation material handy. You need to concentrate a little more during a phone interview so make sure you create or are in a quiet environment.

(3)_____

Keep your notes close and put some thought into making a list of pre-written questions. Jot notes down during the phone interview and ask your questions clearly.

(4)_____

To be sure the interviewer can hear you, ensure you speak directly into the phone or headset. Let the interviewer finish speaking before responding to his/her questions. Be sure to smile while giving your answers; even if the interviewer cannot see you, the tone in your voice will come across as energetic and positive.

(5)_____

After the phone interview it's a good idea to send the interviewer a thank you note. This would be a good opportunity to also reiterate your key points and show your interest in the role.

- A *Use proper etiquette*
- B *Make a list of questions*
- C *Speak clearly*
- D *Eliminate distractions*
- E *Use the landline*

TASK 5. Translate the following word combination and sentences into English.

A

- 1) телефонна лінія
- 2) традиційна співбесіда один на один
- 3) із задоволенням
- 4) сильна сторона характеру
- 5) стати випускником університету
- 6) проблеми з мобільним зв'язком
- 7) знати підводні камені (у своїй професії)

B

1. У звичайній мові слово «інтерв'ю» відноситься до бесіди один на один між інтерв'юером та допитуваним. Інтерв'юер ставить запитання, на які відповідає інтерв'юований, зазвичай надаючи інформацію.
2. Співбесіди зазвичай проводяться віч-на-віч і особисто, але сторони можуть бути розділені географічно, як у відеоконференції або телефонних інтерв'ю.
3. У деяких випадках може відбутися «розмова» між двома особами, які вводять свої запитання та відповідають.
4. Традиційний формат інтерв'ю з двома особами, який іноді називають інтерв'ю

один на один, дозволяє прямі запитання та подальші дії, що дає можливість інтерв'юєру краще оцінити точність і релевантність відповідей.

5. Це гнучкий порядок у тому сенсі, що наступні запитання можуть бути адаптовані для прояснення попередніх відповідей.

C

Ми звикли уявляти співбесіду як розмову із роботодавцем або кадровим працівником у реальному просторі. Але в сучасному світі можливі різні формати співбесід, і треба бути готовим до кожного з них. Якщо це традиційна зустріч в офісі, не забудьте про діловий одяг, а також розрахуйте свій час, щоб не спізнитися. У випадку з відеоконференцією – знайдіть тихе місце зі стабільним інтернет з'єднанням, а також подбайте про належний фон. Телефонна співбесіда вимагатиме від вас більшої концентрації уваги, оскільки ви не будете бачити співрозмовника, а співбесіда у месенджерах – швидких, але виважених повідомлень, які варто перечитувати перед відправкою.

TASK 6. Grammar - Conditional Sentences. Conjunctions

Task 1. Put in the verbs in brackets and form Conditional sentences type 1 or type 2.

1. If you come with me, I.....(to do) the shopping with you.
2. If your previous employer wrote the letter of recommendation, you(to be hired).
3. If it.....(to rain), I will stay at home.
4. If they had enough money, they.....(to buy) a new car.
5. We(to pass) the exam if we studied harder.
6. If Pat repaired his bike, he..... (to go) on a bicycle tour with us.
7. She would get 100 pounds if she.....(to sell) this old shelf.
8. If I was/were you, I.....(to invite) Jack to the party.

9. If the weather(to be) fine, the students will walk to university.

Task 2. Put in the verbs in brackets and form Conditional sentences type 1, type 2 or type 3 (sometimes you need the negative form).

1. If we meet at 9:30, we..... (to have) plenty of time.
2. They will employ you if you(to apply for) this job.
3. You(to be fired) if you had told them the truth.
4. Lisa would find the place if she (to look) at the right map.
5. The Director wouldn't have punished her with a fine if she(to behave) better.
6. If you spoke louder,all students(to understand) you.
7. Dan.....(to arrive) safe if he drove slowly.
8. If you smile while giving your answers even if the interviewer cannot see your face you(be) more successful.
9. Dan(to arrive) safe if he had driven slowly.
- 10.You.....(to have) troubles at university if you had done your homework.
- 11.You(have) bad marks if you studied hard.
- 12.If you(to swim) in this lake, you'll shiver from cold.
- 13.The door will unlock if you..... (to press) the green button.
- 14.If Mel.....(to ask) her teacher, he'd have answered her questions.
- 15.I.....(to call) the office if I was/were you.

Task 3. Complete the sentences using either, *either....or*, *neither, neither..... nor*

1. I don't likeof those two departments.
2. the UK.....the USA are in Asia.

3. Let's have the interview on.....Monday Tuesday.
4. We weren't at of these companies.
5. Neither Maria.....Paul was at the factory.
6. of my colleagues could come to the office. They were sick.
7. We can take a flight at one o'clockthree-thirty.
8.Vancouver Toronto is the capital city of Canada.
9. tomorrowthe day after tomorrow is a good day to meet.

Task 4. Complete the sentences with the correct conjunction (unless or if)

1. we leave now, we will be late for the interview.
2. He will get lost in this part of the city..... someone shows him the way.
3.you practice your speech before the interview, you can improve it quickly.
4.you hurry right now, you will arrive just in time.
5. You can't get this position you are good at speaking in front of the audience.
6. an employer doesn't like an employee the latter won't be promoted.

Task 5. Put the words in the correct order (using the conjunction *although or if*).

1. Spend underestimate of a time on distinctive some
 people resume header the importance we should much it
 Although
2. Good are some horrible people Although there on Earth most people
 are

3. don't want interested in the company to go there I Although I'm
4. I of the time lonely I am by lots of surrounded colleagues feel most Although
5. this sphere And you are body language can eye contact observe
You if efficient in make the interviewer's
6. interviewer to use wise you a landline access have to, would be it for the phone If you
7. providing should questions asks, the interviewee usually information If the interviewer responds
8. interview the other you face, it to interact, If form helps a connection and understand to face both parties

UNIT 7

FORMAL STYLE OF SPEECH

TELEPHONE CALLS AND LOGS

TASK 1: Imagine you have to leave a telephone message for your colleague in one of your company subsidiaries. Which style would you use for it? What information is it necessary to include? Make your examples of such a message and read it to other students to share your ideas.

TASK 2. Watch a video (Telephone English - Telephone English Vocabulary - Business Phone Conversations <https://www.youtube.com/watch?v=CISII0eJ8Q>) and listen to examples of business conversations. Complete the summaries.

Conversation 1

- 1) Person calling:
- 2) Person answering:
- 3) Reasons for a call:
- 4) New information received:

Conversation 2

- 1) Person calling:
- 2) Person answering:
- 3) How they got acquainted:
- 4) Reasons for a call:
- 5) Agreement:

Conversation 3

- 1) Person calling:
- 2) Person answering:
- 3) Reasons for a call:
- 4) Reasons for choosing another company:
- 5) Agreement:

Conversation 4

- 1) Person calling:
- 2) Person answering:
- 3) Reasons for a call:
- 4) Location of the person calling:
- 5) Agreement:

TASK 3. Read the text ignoring the gaps.

a) Study the main rules of a telephone business conversation.

Golden Rules for Making Better Business Phone Calls

Hardly any other form of business communication is as effective as a phone call – it’s direct, personal and immediate. Yet many of us are still unsure how to maximise our business calls. In fact, according to a comprehensive, only 21 percent of business communication is kept simple and jargon free.

1. _____

This may seem banal, but we have all been on the receiving end of someone who did not follow this step. Is it a sales call, a briefing or a follow-up to a meeting? Always know the purpose of every call and plan accordingly. If you are following up on a face-to-face team briefing, make sure that remains the purpose of the call. Don’t suddenly start discussing a non-related topic. If you need to discuss something else, then schedule another call and send a message ahead of time about what you want to talk about.

2. _____

Take a couple of minutes to jot down bullet points. These should be the backbone of the call and can include:

- Key questions you want to ask
- Key dates when arranging follow ups or events
- Things you want to clarify from a previous call

This step removes the danger of forgetting any crucial points and saves you the embarrassment of having to call back.

3. _____

How many times have you followed up to an email only for the person to say “I’m sorry what company was that again?”. This really comes across as unprofessional. By checking the company and the person you call – a quick check of the company website

and the person's LinkedIn profile – shows that you have put the extra effort in. As a minimum you should know the main market that a company is in and what position / department the person you're calling is in.

4. _____

Give your business call the respect it deserves by booking a conference room. This ensures that you will have a quiet environment free of disturbances. If this is not possible at least try to find a quiet corner of the office to make the call. Even letting colleagues know that you have a call ensures they know to respect that time and keep chatting to a minimum.

5. _____

Proper communication consists of listening and speaking. Formulate your messages in a precise manner and make it easier for the other person to listen to you. Before you call, think about what the aim of the conversation is and focus your communication on achieving that goal.

6. _____

You can't know anything. If you genuinely don't know the answer to a question, politely let the recipient know. This is much better than passing on any information you are unsure of. Make sure to reassure them that you will clarify anything you were not able to answer and get back to them.

b) Choose proper headlines for each paragraph. There are some extra ones.

- A. Create a phone-friendly environment
- B. Be concise in your messaging
- C. Identify the purpose of the call

- D. Celebrate silence
 - E. If you don't have an answer just admit it
 - F. Do the research
 - G. Don't transfer or put people on hold without asking
 - H. Make a roadmap
- c) Write your own paragraphs for two extra points.**

TASK 4. Do the following exercises.

a) Complete the list of useful phrases while speaking on the telephone.

- 1) Phrases to answer the phone: _____
- 2) Phrases for starting a call: _____
- 3) Phrases to ask for somebody: _____
- 4) Asking for information: _____
- 5) Leaving messages: _____
- 6) Asking for repetition: _____
- 7) Phrases to end the conversation: _____

- | |
|--|
| <ul style="list-style-type: none">1) May I speak to Mr. Green in the accounting department, please?2) Hello, this is Julie Madison calling.3) Could you please repeat that?4) Hello Dr Jones. How can I help you?5) Could you tell her Jonathon called?6) Could you tell me when Mr. Peterson is back from vacation, please?7) I have another call coming through. I'd better run.8) Would you mind spelling that for me?9) Hello Sayoko. This is Alan calling from Big Boyz Autobody.10) Good morning. Is Dr Martin available, please? |
|--|

- 11) I'll talk to you again soon. Bye Jules.
- 12) John Sayles speaking. Who's calling, please?
- 13) Could you let me know when she'll be in the office, please?
- 14) Would it be possible to leave a message?

b) Put the dialogue into the correct order.

- Hello, this is Mr. Schwarz. I just wanted to ask for some information about the event on Friday.
- No problem, I'll send over the agenda and relevant materials today.
- Hello, Ms Reed speaking, how could I help you?
- Oh, the trade fair? What exactly do you need to clarify?
- Just one more thing. Our boss, Mrs Carter, wants the report as fast as possible, so could you do it no later than tomorrow?
- Thank you so much. Goodbye.
- I would really appreciate if you send me the details on location. I need them to check the logistics expenses.
- Certainly. Are there any other concerns or details you'd like us to address?

c) Recreate your own telephone call logs using the notes taken.

A

- 1) Person calling: Mr Wilde
- 2) Person answering: Mrs Jones
- 3) Reasons for a call: discuss the furniture shipment for a shop
- 4) Planned delivery time: 24th of November
- 5) Reasons for delay: bad weather and road conditions
- 6) Agreement: add two extra days; offer the discount for the next purchase

B

- 1) Person calling: Bryan Thornton
- 2) Person answering: Laura Capelli
- 3) Reasons for a call: cancelling the presentation
- 4) Problem: being ill
- 5) Possible solution: send the other representative
- 6) Objection: not enough experience of public speaking
- 7) Agreement: have the presentation next week

TASK 5. Translate the following word combination and sentences into English.

A

- 1) запис телефонної розмови (у вигляді документу)
- 2) міжкультурна комунікація
- 3) відхилити пропозицію
- 4) залишити повідомлення
- 5) побудувати довіру
- 6) особисті питання
- 7) побудувати відносини (з кимось)

B

- 1) Приділіть своєму діловому дзвінку увагу, якої він заслуговує, забронювавши конференц-зал.
- 2) Уникайте непорозумінь, чітко визначивши цілі зустрічі, та скажіть доповідачам, що від них очікується.
- 3) Якщо ви не знаєте відповіді на запитання, ввічливо повідомте про це співрозмовника.
- 4) Спілкування значно покращується, коли з'ясовуються ролі та очікування, а також налагоджується належне навчання міжкультурному спілкуванню.
- 5) Уникайте непорозумінь, чітко визначаючи мету зустрічі та повідомляючи доповідачам, що від них очікується.

C

Незважаючи на стрімкий розвиток інтернет технологій, телефонні розмови не втрачають своєї важливості у діловому спілкуванні. Вони дуже зручні для швидкого з'ясування деталей або коли щось іде не так, як воно було заплановано. Втім, навіть у екстрених ситуаціях треба дотримуватися ділового етикету: наприклад, не перебивати співрозмовника та використовувати інтонації, які продемонструють вашу зацікавленість в розмові. Подумайте над фразами, які ви можете використовувати, якщо не почули співрозмовника з першого разу – вони не мають звучати грубо. Не забувайте посміхатися – це теж впливає на ваш голос і створює позитивне враження.

TASK 6. Grammar: Compound Prepositions

Unlike Simple prepositions which are simple and short word, a Compound Preposition is a combination of words. *According to, aside from, because of* are the few examples of compound preposition.

List of Compound Prepositions

Because of, according to, instead of, apart from, despite of, in addition to, due to, result of, causes of, effect of, effect on, in spite of, aside from, in front of, on condition of, consequence of, on top of, in respect to, with regard to, in accordance with, in agreement with, for lack of, for want of, in case of

Exercise 1. Choose the correct variant.

- 1) The event was canceled _____ bad weather.
- A) in addition to
 - B) because of
 - C) in respect to

D) on top of

2) He managed to finish the project _____ the tight deadline.

A) despite of

B) in spite of

C) on condition of

D) according to

3) The company expanded its market _____ the new marketing strategy.

A) on condition of

B) due to

C) in agreement with

D) as a result of

4) _____ her illness, she still attended the meeting.

A) Despite of

B) In spite of

C) Due to

D) For lack of

5) The product's success is largely the _____ its innovative design.

A) result of

B) for lack of

C) because of

D) on condition of

6) The decision was made _____ company policy.

A) according to

- B) despite of
- C) aside from
- D) with regard to

7) The team worked hard _____ the limited resources.

- A) despite of
- B) on top of
- C) for lack of
- D) in addition to

8) _____ the changes in the market, we had to adjust our strategy.

- A) Due to
- B) Because of
- C) In front of
- D) For want of

9) The museum is located _____ the central square.

- A) on top of
- B) in front of
- C) in case of
- D) in addition to

10) The proposal was rejected _____ its high cost.

- A) due to
- B) as a result of
- C) in front of
- D) despite of

11) _____ the ongoing negotiations, both sides remain hopeful.

- A) In respect to
- B) In case of
- C) On condition of
- D) For want of

12) The new environmental law will have a significant _____ the local economy.

- A) effect on
- B) effect of
- C) result of
- D) consequence of

13) The employee was promoted _____ his dedication and hard work.

- A) because of
- B) on condition of
- C) for lack of
- D) according to

14) _____ emergency, break the glass.

- A) In respect to
- B) Because of
- C) Despite of
- D) In case of

15) _____ her efforts, nobody did their parts well.

- A) Aside from
- B) Due to
- C) In case of
- D) As a result of

16) The hotel was _____ the beach.

- A) in front of
- B) in addition to
- C) on top of
- D) in respect to

17) The manager agreed to the terms _____ the budget limitations.

- A) in accordance with
- B) for want of
- C) on condition of
- D) because of

18) The service was closed _____ demand.

- A) for lack of
- B) in respect to
- C) in case of
- D) on top of

19) The company had to restructure _____ the financial crisis.

- A) as a result of
- B) for lack of
- C) despite of
- D) on condition of

20) _____ his promotion, he moved to the new office location.

- A) In front of
- B) As a result of
- C) In spite of
- D) On top of

Excercise 2. Complete the sentences with the compound prepositions of your choice.

- 1) The concert was postponed _____ the rain.
- 2) _____ the budget cuts, we still continue working as usual.
- 3) The students performed well _____ for the last task in the exam paper.
- 4) The company is expanding _____ the growing demand for its products.
- 5) The subsidiary decided to separate from the main office _____ more freedom.
- 6) The decision was made _____ the advice of the board.
- 7) She was praised _____ her dedication to the project.
- 8) The shop is located _____ the fountain.
- 9) _____ the high cost of living, many people struggle to afford housing.
- 10) Changing the product range will have a significant _____ on out target demographics.

ACTIVITY BANK: WRITING TASKS

1. A welcome letter.

A new senior manager has just joined your organization. As a boss, you need to write a letter to show that you are content with the new person on this position, as well as to make sure the new senior manager feels comfortable. Include the following:

- start the letter with explaining your gratitude and satisfaction with the new employee;
- say a few words about their previous experience, skills and achievements and how they could contribute to your company;
- arrange a meeting to give some important instructions before they fully embrace the new position.

2. An order letter.

You are working for a large café chain specialized in coffee and cakes, and you have to make a large order for a newly opened subsidiary. Write a brief letter to your food supplier including the following:

- start with the purpose of your letter (what you are writing in regards to);
- state the items you need in the form of a table: item, quantity, packaging;
- include the details of shipping and ask about the estimated time of delivery.

3. A termination letter.

You have worked in the company for 4 years, and now you want to have some opportunities for growth. The offer you got from other company looked fair enough, so you decided to say goodbye to your current employer. Write the letter using the following structure:

- start with expressing the gratitude to the company you have worked with;
- say that you received an offer and briefly state your reasoning for accepting it;
- tell your boss you would be glad to collaborate with them for their future projects.

4. A transmittal letter

Your company has bought a subscription for a new application needed for work. As a team leader, you have to send the instructions to your team members and give them brief explanation of the most difficult parts. Write the letter including the following:

- inform the employees about the new program and its purposes;
- instruct them how to start working and describe some basic functions available;
- tell them you have attached a manual for detailed information as well as a document with corporate logins and passwords.

5. A sales letter

The item your company created is a specific niche product used by professionals in some particular sphere of business. You need to write to your business partners who could be potentially interested in the product. Include the following:

- say you are writing in regards to your new trade offering;
- advertise the products' strong sides and differences from similar products made by rival companies;
- offer a discount for the first batch of items.

6. An apology letter.

While getting prepared for the professional conference, you have made a mistake and send your guests digital leaflets with the wrong date. Write a letter to say sorry:

- say that you are writing concerning the future conference;
- apologize for making a mistake in the leaflets;
- indicate you have attached the right version of them to your letter;
- inquire if your contact has already printed some leaflets with mistake and offer to cover their expenses.

7. A request letter.

You need to request a report from the subsidiary about their annual turnover as they did not send it in time. Write the letter including:

- indicate that you are writing concerning the report;
- remind them about the missing deadlines;
- say that you need the document as soon as possible.

8. An invitation letter.

Your company has started the series of seminars about innovative techniques in your field of business. Write an invitation letter aimed for mailshots to advertise the future training. Include the following:

- say that you are writing regarding the training opportunities;
- quickly mention the agenda of the seminars;
- mention some of the mentors and why they are great at teaching;
- indicate that you have attached a leaflet with the details.