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СГ.02 ИНОСТРАННЫЙ ЯЗЫК В ПРОФЕССИОНАЛЬНОЙ ДЕЯТЕЛЬНОСТИ

МЕТОДИЧЕСКИЕ УКАЗАНИЯ ДЛЯ ПРАКТИЧЕСКИХ ЗАНЯТИЙ

Профессия СПО 46.01.03 Делопроизводитель
Квалификация Делопроизводитель

Методические указания для практических занятий по дисциплине СГ.02 «Иностранный язык в профессиональной деятельности» составлены в соответствии с требованиями ФГОС СПО. Предназначены для студентов, обучающихся по профессии 46.01.03 «Делопроизводитель».

Пояснительная записка

Программа учебной дисциплины СГ.02 «Иностранный язык в профессиональной деятельности» является частью основной профессиональной образовательной программы в соответствии с ФГОС по профессии 46.01.03 «Делопроизводитель».

Раздел 1. Моя будущая профессия

Практическая работа №1

Тема 1.1. Моя будущая профессия - делопроизводитель

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстами профессиональной направленности.

I. Read and translate:

TEXT 1

FILE CLERK

A file clerk organizes paperwork according to an efficient filing system and digitalizes all important documents. He protects and updates files as well as makes them easily accessible to his colleagues.

A file clerk must be organized and possess a serious understanding of confidentiality and data protection. The ideal candidate will be skilled in computers and detail-oriented.

The goal is to preserve the company's records and manage paperwork effectively.

Responsibilities of file clerk

- Check incoming paperwork (correspondence, invoices etc.) and make copies before distributing.
- Sort all papers alphabetically and according to content, dates, significance etc.
- Create or update records with new files and information.
- Store all paperwork in designated places securing the important documents.
- Enter paperwork into an electronic system either by data entry or by using optical scanners.
- Deal with all requests to access files and keep logs of borrowed papers.
- Develop an efficient filing system to make updating and retrieving files easier.
- Follow policies and confidentiality dictations to safeguard data and information.
- Monitor inventory of files, paper clips and report shortages.

Requirements for a file clerk

- Knowledge of filing systems
- Very good knowledge of MS Office and office equipment
- Dependable with a respect to confidentiality and policies
- Excellent organizational skills
- Great attention to detail
- High school degree or equivalent

TEXT 2

PROFESSION OF FILING CLERK

Filing clerks file correspondence, cards, invoices, receipts and other records in alphabetical or numerical order or according to the filing system used. They locate and remove material from file when requested.

Responsibilities of filing clerks

- Keep records of materials (documents, correspondence, medical or other records) filed using e.g. computers or logbooks.
- Add new material to file records and create new records as necessary.

- Gather relevant materials to be filed, e.g. from departments and employees.
- Examine incoming materials in order to determine how and where they should be classified or filed.
- Sort or classify information according to guidelines such as content, purpose, user criteria or chronological, alphabetical or numerical order.
- Assign and record or stamp identification numbers or codes in order to index materials for filing.
- Find and retrieve information from files in response to requests from authorized users, and lend, copy or duplicate documents or other records if necessary.
- Track materials removed from files in order to ensure that borrowed files are returned.
- Organize the storage of materials (e.g. in filing cabinets, boxes, storage media) according to classification and identification information.
- Remove old material from file records conforming to compulsory periods of record-keeping.
- Perform general office duties such as typing, operating office machines and sorting mail.

TEXT 3

RECORDS MANAGEMENT

While a company's records management is not a profit center, handling records incorrectly can lead to financial penalties or litigation. Keeping good records helps companies protect institutional memory as well as maintain evidence of activities, transactions, and decisions. An effective records management system can save money on storage and improve an organization's efficiency. Implement a solid records management plan before it's too late.

What Is Records Management?

Records management (RM), also known as *records and information management (RIM)*, is an organizational function responsible for the creation and maintenance of a system to deal with records throughout a company's lifecycle. RM includes everything from the creation of a record to its disposal. Essentially, it comprises anything that is part of a business transaction.

Some people use the term *information governance (IG)* when talking about records management. IG is the management of information to support an organization's present and future, keeping in mind the regulatory, legal, environmental, and operational requirements. It includes the structure, policies, procedures, and processes necessary to manage all the information stored within an organization.

Records Management and Document Management

Document management is a part of records management since many documents are records. However, not all records are documents. Document management concerns more of the day-to-day activities involving physical or digital files, like capturing, storing, modifying, or sharing them.

Document management has several goals:

- Organizing existing and future documents
- Improving workflow
- Allowing quick search and retrieval of documents
- Maintaining organization of files to reduce the number of lost and misfiled documents
- Reducing physical storage of documents

Forms management can be an important part of records management. For many organizations, the largest volume of records consists of printed or electronic forms.

What Does Records Management Include?

Records management is by definition responsible for the creation and maintenance of records throughout their lifecycle. The function includes many different but related elements, all with the goal of controlling access to company or organizational records while maintaining ease of use and security. Records management can be physical or electronic, and is frequently a combination of both.

In practice, records management usually includes a records manager. This is the person responsible for records management within the organization, but that person often has a team of people working together to create and maintain systems. In some companies and agencies, the top official, often the agency head, CEO, or CFO, is ultimately responsible for records management, even if they have hired others to do the work of actively managing records.

Практическая работа №2

Тема 1.2. Необходимые умения и навыки

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
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3. Работа с текстами профессиональной направленности.

Job Description

1. **A records manager** (an RA) is in charge of the organization and storage of a variety of records for a company or business. One of the most common forms of records management comes in the medical field where charts and doctors notes are kept in a patient's file to be examined at a later date. But records can be kept in any kind of business, physically or electronically.
2. **Organization Skills.** A records manager must be a great organizer. A manager will be asked at any time to locate a specific record and must be able to do so promptly. To do so, the manager must have a filing system in place that will allow them to locate

the file. Sometimes that is an alphabetic system, while other companies utilize a numbers-based system. Still others use a combination of the two. The important aspect is that the records manager understands the system in place.

3. Storage. A records manager must keep files stored in a safe place. Depending on the importance of the records, they could be kept in anything from a fire-proof vault to simply a large bookshelf. Records should also be stored in a way they are easy to get to. In most cases, this means storing records side-by-side vertically rather than horizontally, one on top of the other.

4. Circulation. Certain records are allowed to circulate through the business that they belong to. For example, patients' charts circulate throughout the hospital or clinic the patients currently are, as the doctors will need to see them. A records manager is in charge of allowing the circulation of records in a way that the manager will be able to locate them later, through some kind of bar code check-out system or by strictly memory.

5. Retrieval. Following circulation, the records manager is in charge of getting the records back into storage. Whether this means calling up the person who claimed the records and having them bring it back, or physically walking to where the record is and retrieving it, depends entirely on the business.

6. Creation. In certain cases, a records manager may be in charge of physically putting together the initial record. For example, if a new patient is admitted into a hospital, the records manager may have to physically put the patient's chart into a record before the initial filing. The reason the records manager controls this is because that person has the most experience for what information must be included on the actual record to help store it most effectively.

Mark the sentences:

a) True

b) False

c) Doesn't say

1. A records manager must keep files in a safe location.

2. After the circulation records must be retrieved.

3. The index system creates an organized document filing system and makes future retrieval simple and efficient.
4. A filing system helps a records manager to create a record.

Практическая работа №3

Тема 1.3. Местоимения

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Местоимение - это часть речи, употребляемая в предложении вместо существительного или прилагательного, реже - наречия. Местоимение не называет лицо, признак или предмет, а лишь адресует нас к нему (уже упомянутому ранее): Ann asked Peter a question. He answered her. Анна задала Пете вопрос. Он ответил ей.

ЛИЧНЫЕ, ПРИТЯЖАТЕЛЬНЫЕ И ВОЗВРАТНО-УСИЛИТЕЛЬНЫЕ МЕСТОИМЕНЕНИЯ						
ЧИСЛО	ЛИЦО	ЛИЧНЫЕ МЕСТОИМЕНЕНИЯ		ПРИТЯЖАТЕЛЬНЫЕ МЕСТОИМЕНЕНИЯ		ВОЗВРАТНО-УСИЛИТЕЛЬНЫЕ МЕСТОИМЕНЕНИЯ*
		ИМЕНИТЕЛЬНЫЙ ПАДЕЖ	ОБЪЕКТНЫЙ ПАДЕЖ	ОСНОВНАЯ ФОРМА	АБСОЛЮТНАЯ ФОРМА*	
Ед. ч.	1-е	I я	me меня, мне	my мой	mine	myself
	2-е	you ты, вы	you тебя, тебе	your твой, ваш	yours	yourself
	3-е (м. р.)	he он	him его, ему	his его	his	himself
	3-е (ж. р.)	she она	her ее, ей	her ее	hers	herself
	3-е (неодуш.)	it оно, он, она	it его, ему, ее, ей	its его, ее	its	itself
Мн. ч.	1-е	we мы	us нас, нам	our наш	ours	ourselves
	2-е	you вы	you вас, вам	your ваш	yours	yourselves
	3-е	they они	them их, им	their их	theirs	themselves

* **Абсолютная форма притяжательных местоимений** переводится так же, как и основная, и употребляется вместо определяемого существительного во избежание повторения: This is her pen and this is mine. Это ее ручка, а это моя.

** **Возвратно-усилительные местоимения** в зависимости от числа и рода переводятся: сам, сама, само (единственное число), сами, самих (множественное число), себя, себе (единственное и множественное число) и т. п.

Exercises

1. Переделайте предложения по образцу: This is your house - This house is yours.

1. This is my life - ... ;
2. This is his watch - ... ;
3. That's our money - ... ;
4. This is her plan - ... ;
5. These are their clothes - ... ;
6. Is this your land? - ... ;
7. These aren't her children -

2. Вставьте в пропуски правильные притяжательные местоимения, выбирая между основными и абсолютными формами:

1. ... (you) friends are very nice;
2. Is that ... (she) hotel?
3. ... (I) country is bigger than ... (you);
4. This car isn't ... (they);
5. ... (he) mother is a teacher and (she) is a judge;
6. Where is ... (they) restaurant?
7. How many people are there in ... (you) city? - About two million and in ... (you)?
8. I'm going to visit a friend of ... (I) tomorrow;
9. These are not ... (you) shoes. Those are ... (you).

3. Переведите предложения на английский язык:

1. Наша машина больше вашей;
2. Где его родители? А её?
3. Эта сумка не моя;
4. Мой конь сильный, а твой слабый;
5. Наш отпуск начинается в сентябре, а их?
6. Это твоя шапка? - Да, эта шапка моя;
7. Ваши дедушка и бабушка старые, а наши молодые;
8. Мой телефон сломан, могу я взять твой?
9. Сейчас я разговариваю с одним своим товарищем;
10. Мой отель находится на пляже, а как насчёт твоего?

4. Выберите правильную форму указательных местоимений:

1. (That, this) is our house and (that, this) is theirs.
2. (This, these) are books.
3. (This, these) is a red ball and (this, that) is a yellow ball.
4. (That, these) is a cat and (those, this) are mice.
5. I like (this, these) flowers!
6. (That, those) pictures are very beautiful.
7. They live in (these, this) country.

5. Выберите правильную форму возвратных местоимений:

1. I do my homework all by (himself, herself, myself).
2. They plan their vacation (ourselves, myself, themselves).
3. We are going to the sea (themselves, himself, ourselves).
4. My dad built this house (himself, herself, ourselves).
5. This dog found (herself, himself, itself) a place under the bench.
6. Yesterday she had a birthday. She bought (herself, itself, ourselves) earrings as a present.
7. You should plan your life (yourself, himself, yourselves).

6. Заполните пропуски подходящими местоимениями в объектном падеже:

My husband and I are very lucky. We have many close friends in this city, and they are all interesting people.

Our friend Andrew is a scientist. We see (1) _____ when he isn't busy in his laboratory. When we get together with (2) _____, he always tells (3) _____ about his new experiments. Andrew is a very close friend. We like (4) _____ very much. Our friend Maggie is an actress. We see (5) _____, when she isn't making a movie in Hollywood. When we get together with (6) _____, she always tells (7) _____ about her life in Hollywood. Maggie is a very close friend. We like (8) _____ very much.

Our friends Bobby and Marlin are journalists. We see (9) _____, when they are not traveling around the world. When we get together with (10) _____, they always tell (11) _____ about their meetings with famous people. Bobby and Marlin are very close friends. We like (12) _____ very much.

7. Заполните пропуски подходящими местоимениями:

Jack is hungry. Bring _____ a sandwich.

Ann is ill. Take _____ these flowers.

Fred and Jane are in the country. Write _____ a letter.

I am thirsty. Bring _____ a bottle of Coca-Cola.

Jimmy is in class. Give _____ this book.

The children are hungry. Bring _____ these red apples.
 Alan is at home. Ask _____ to come to the yard.
 We are at table. Give _____ tea and cakes.

Местоимения **some, any, no, every** и их производные

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Неопределенные местоимения **some** и **any** служат для обозначения неопределенного (небольшого) количества предметов или вещества.

МЕСТОИМЕНИЯ И НАРЕЧИЯ, ПРОИЗВОДНЫЕ ОТ SOME, ANY, NO, EVERY				
ОСНОВНЫЕ МЕСТОИМЕНИЯ	ПРОИЗВОДНЫЕ МЕСТОИМЕНИЯ			ПРОИЗВОДНЫЕ НАРЕЧИЯ
	+ thing	+ body	+ one	+ where
Some	something что-то, что-нибудь, что-либо, нечто	somebody кто-то, кто-нибудь, кто-либо, кое-кто, некто	someone кто-то, кто-нибудь, кто-либо, кое-кто, некто	somewhere где-то, где- нибудь, куда- то, куда- нибудь, куда-либо, куда угодно
Any	anything что-нибудь, все, что угодно	anybody кто-то, кто-либо, кто- нибудь, всякий, любой	anyone кто-то, кто-либо, кто-нибудь, всякий, любой	anywhere где-нибудь, куда-нибудь, где угодно, куда угодно
No	nothing ничто, ничего	nobody никто, никого	no one никто, никого	nowhere нигде, никуда
Every	everything все	everybody все	everyone все, каждый	everywhere везде, повсюду, всюду

Some употребляется, как правило, в утвердительных предложениях перед исчисляемыми существительными во множественном числе и перед неисчисляемыми существительными, имея значение несколько, некоторые: I've got some interesting books to read. У меня есть интересные книги (=несколько интересных книг) для чтения.

Any употребляется, как правило, в вопросительных и отрицательных предложениях: Have you got any interesting books? У вас есть интересные книги?

Some и any часто не переводятся на русский язык (опускаются при переводе).

Exercises

Упр. 1. Вставьте *some, any* или *no*.

1. There are ... pictures in the book. 2. Are there ... new students in your group? 3. There are ... old houses in our street. 4. Are there ... English textbooks on the desks? - - Yes, there are 5. Are there ... maps on the walls? —No, there aren't 6. Are there ... pens on the desk? - - Yes, there are.... 8. Are there ... sweets in your bag? - - Yes, there are 9. Have you got ... English books at home? -- Yes, I have 10. There are ... beautiful pictures in the magazine. Look at them. 11. There is ... ink in my pen: I cannot write.

Упр. 2. Вставьте *something, anything, nothing* или *everything*.

1. Give me ... to read, please. - - With pleasure, 2. I don't know ... about your town. Tell me .., about it. 3. Please give me ... warm: it is cold here. 4. I understand ... now. Thank you for your explanation. 5. There is ... white in the box. 'What is it? 6. Is there ... that you want to tell me? 7. Where is the book? — It is on the table. - No, there is . . there.

Упр. 3. Вставьте *somebody, anybody, nobody* или *everybody*.

1. Has ... in this group got a dictionary? 2. ... left a magazine in our classroom yesterday. 3. The question was so difficult that ... could answer it. 4. I am afraid I shan't be able to find ... in the office now: it is too late. 5. ... knows that water is necessary for life. 6. Is there ... here who knows French? 7. You must find ... who can help you. 8. ... knew anything about America before Columbus discovered it. 9. I saw ... in the train yesterday who looked like you. 10. There is ... in the next room. I don't know him. 11. Please tell us the story. ... knows it. 12. Is there ... in my group who lives in the dormitory? 13. Has ... here got a red pencil? 14. ... can answer this question. It is very easy.

Упр. 4. Вставьте *some, any, no* или их производные.

1. Here are ... books by English writers. Take ... book you like. 2. There are ... boys in the garden because they are at school. 3. I can see ... on the snow, but I don't know what it is. 4. Are there ... desks in the classroom? - Yes, there are many. 5. There are ... books on this desk, but there are...._ exercise-books. 6. Did he say ... about it? - - No, he said 7. What shall I do now, Mom? I, have done my homework. - You can do ... you* like.- 8. There was ... in the street because it was Very late. 9. ... wants to see him. 10 Is there ... here who knows this man? 11. Have you ... books on Dickens? I want to read ... about him. I have read ... books by Dickens and I am interested in the life of the writer. 12. Can ... tell me how to get to the Public Library? - - Yes, take ... bus

that goes from here towards the railway station and get off at the third stop. 13. Please bring me ... apples,
Mary. 14. That is a very easy question - - ... can answer it.

Упр. 5. Вставьте *somewhere, anywhere, nowhere* или *everywhere*.

1. I put my dictionary ... yesterday and now I can't find it-- Of course, that is because you leave your books 2. You must go ... next summer. 3. Did you go ... on Sunday? 4. Let's go The weather is fine. I don't want to stay at home in such weather. 5. I cannot find my glasses I always put them ... and then look for them for hours. 6. Today is a holiday. The streets are full of people. There are flags, banners and flowers

Практическая работа №4

Тема 1.4. Прилагательные и наречия.

Степени сравнения прилагательных и наречий.

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Прилагательные обозначают признаки предметов и отвечают на вопрос: какой?
A wide road. Широкая дорога. A tall tree. Высокое дерево. An interesting book. Интересная книга.

Наречия отвечают на вопрос: как?

He speaks English well. Он говорит по-английски хорошо.

Прилагательные и наречия имеют три формы степеней сравнения: положительную (positive degree), сравнительную (comparative degree), превосходную (superative degree).

Формы сравнительной и превосходной степеней образуются двумя способами:

Способ 1. Если прилагательное односложное, форма его сравнительной степени образуется при помощи суффикса -er, а форма превосходной степени – при помощи суффикса -est.

Положительная степень	Сравнительная степень	Превосходная степень
strong (сильный)	stronger (сильнее)	the strongest (сильнейший)
cold (холодный)	colder (холоднее)	the coldest (самый холодный)

Некоторые двусложные прилагательные оканчивающиеся на -y, -er, -ow образуют степени сравнения так же, как и односложные, с помощью суффиксов -er и -est.

easy (легкий) – easier (более легкий, легче) – the easiest (самый легкий, легчайший)

Способ 2. От двусложных прилагательных и прилагательных состоящих из трёх или более слогов, сравнительная степень образуется при помощи слова more (less), а превосходная степень – при помощи слова most (least)

famous (знаменитый) – more (less) famous (более (менее) знаменитый) – the most famous (самый знаменитый)

interesting (интересный) – more interesting (более интересный) – the most interesting (самый интересный)

Запомните исключения при образовании степеней сравнения прилагательных:

Положительная степень	Сравнительная степень	Превосходная степень
good (хороший) well (хорошо)	better (более хороший, лучше)	the best (самый хороший, лучший)
bad (плохой)	worse (более плохой, хуже)	the worst (самый плохой, худший)
little (маленький)	less (меньше, меньший)	the least (самый маленький)
much / many (много)	more (больше)	most (больше всего, самый большой)
far (далекий) far (далеко)	farther (более далекий) further (дальше)	the farthest (самый далекий) the furthest (дальше всего)

Существительное, определяемое прилагательным в превосходной степени, всегда имеет определенный артикль.

В предложениях со степенями сравнения прилагательных и наречий используются следующие союзы: as ... as такой же ... как; not so ... as не такой ... как.

Exercises

1. Образуйте сравнительную и превосходную степень от следующих прилагательных и наречий.

1. large, tall, long, easy, hot, big, cold, nice, bad, strong, short, wide, good, happy, high, low, busy, well, little, many, far. 2. wonderful, necessary, quickly, interesting, comfortable, popular, active, famous, pleasant, beautiful, slowly, clearly,

2. Переведите предложения на русский язык.

1. This book is not so interesting as that one. 2. The Baltic Sea is not so warm as the Black Sea. 3. The more you read, the more you know. 4. My brother is not as tall as you are. 5. The earlier you get up, the more you can do. 6. Today the wind is as strong as it was yesterday. 7. Your room is as light as mine. 8. John knows Russian as well as English. 9. Mary is not so lazy as her brother. 10. The longer the night is, the shorter the day. 11. The less people think, the more they talk.

3. Раскройте скобки, употребив нужную степень прилагательного/наречия.

1. Winter is (cold) season of the year. 2. Moscow is (large) than St. Petersburg. 3. Which is (long) day of the year? 4. The Alps are (high) mountains in Europe. 5. Even (long) day has an end. 6. It is one of (important) questions of our conference. 7. Your English is (good) now. 8. Who knows him (well) than you? 9. We have (little) interest in this work than you. 10. Health is (good) than wealth. 11. Your son worked (well) of all. 12. Today you worked (slowly) than usually.

4. Переведите предложения.

1. Чарльз Диккенс – один из самых известных писателей в мире. 2. Этот рассказ интереснее, чем тот. 3. Ваш дом выше нашего? Нет, он такой же высокий, как и ваш. 4. Это – самая прекрасная картина во всей коллекции. 5. Российская Федерация больше Великобритании. 6. Он сделал работу быстрее, чем вы. 7. Чем больше вы работаете, тем легче сдавать экзамены. 8. Его работа лучше вашей, но работа Анны – самая лучшая. 9. Россия – самая большая страна в мире. 10. Я живу не так далеко от института, как мой друг. 11. В июле столько же дней, сколько и в августе. 12. Самолет быстрее, чем поезд.

5. Раскройте скобки, употребляя требующуюся форму прилагательного.

1. This man is (tall) than that one. 2. Asia is (large) than Australia. 3. The Volga is (short) than the Mississippi. 4. Which building is the (high) in Moscow? 5. Mary is a (good) student than Lucy. 6. The Alps are (high) than the Urals. 7. This garden is the (beautiful) in our town. 8. She speaks Italian (good) than English. 9. Is the word "newspaper" (long) than the word "book"? 10. The Thames is (short) than the Volga. 11. The Arctic Ocean is (cold) than the Indian Ocean. 12. Chinese is (difficult) than English. 13. Spanish is (easy) than German. 14. She is not so (busy) as I am. 15. It is as (cold) today as it was

yesterday. 16. She is not so (fond) of sports as my brother is. 17. Today the weather is (cold) than it was yesterday. 18. This book is (interesting) of all I have read this year. 19. January is the (cold) month of the year. 20. My sister speaks English (bad) than I do. 21. Which is the (hot) month of the year? 22. Which is the (beautiful) place in this part of the country? 23. This nice-looking girl is the (good) student in our group.

6. Раскройте скобки, употребляя требующуюся форму прилагательного.

1. Oil is (light) than water. 2. We shall wait for a (dry) day to go on the excursion. 3. A bus is (fast) than a tram. 4. Take some of these sweets: they are very (nice). They are (nice) than the sweets in that box. 5. He clearly did not like the explanation, and as he listened to it, he became (angry) and (angry). 6. He worked (hard) and (hard) as the end of the term came nearer. 7. The (tall) trees in the world grow in California. 8. Please be (careful) next time and don't spill the milk again. 9. Bobby was a (quiet) child. He was (quiet) than his sister. 10. Her eyes are (grey) than mine. 11. He was the (fat) man in the village. 12. As he went on, the box became (heavy) and (heavy). 13. My sister is the (tall) girl in her class. 14. Who is the (attentive) student in your group? 15. It is autumn. Every day the air becomes (cold), the leaves (yellow). 16. This is the (beautiful) view I have ever seen in my life. 17. Your handwriting is now (good) than it was last year; but still it is not so (good) as Nick's handwriting. Nick has a (good) handwriting than you. And of course Nellie has the (good) handwriting of all.

7. Переведите следующие предложения на английский язык.

1. Здание Московского университета - самое высокое в столице. 2. Наш город не такой большой, как Москва, но он такой же красивый. 3. Невский проспект — одна из самых красивых улиц Санкт-Петербурга. 4. Кто самый младший ученик в нашей группе? — Петров. Но он самый высокий. 5. Грамматика английского языка трудная, но английское произношение труднее. 6. Магазины на нашей улице больше, чем магазины на вашей улице. 7. Наш телевизор такой же хороший, как этот. 8. Эта комната светлее той. 9. Погода сегодня хуже, чем вчера. Сегодня холоднее, и идет дождь. 10. Моя комната не такая большая, как комната моей подруги, но она светлее и теплее. 11. Какая из этих книг самая интересная? 12. Ноябрь не такой холодный месяц, как январь. 13. Мой отец — очень занятый человек. 14. Крым - одно из самых лучших мест для отдыха. 15. Сегодня он чувствует себя гораздо лучше.

Тема 1.5. Офисная техника

Цель работы:

Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Работа с текстами профессиональной направленности.

Complete the sentences with verbs from the box.

Check your answers as a class.

review, proofread, distribute, work, attend, keep, make, manage, check, take, create, xerox (2), perform

I _____ secretarial, clerical, and administrative duties.

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I _____ the mail to co-workers.

I _____ my e-mail very frequently.

I _____ on various projects.

I _____ survey results from customers and send them to managers for handling.

I _____ files both manually and on the computer.

I _____ manila folders and organize them in the filing system.

I _____, I can _____ a copy of a letter.

I _____ various documents for spelling and formatting.

I _____ weekly staff meetings, _____ notes and transcribe them.

I _____ track of inventory.

I _____ sure all the equipment is working properly.

3. Compare the duties of an administrative assistant with the duties of a records

manager. What do they have in common? What is the difference between them?

4. a) Read the text. Copy out new words and check their meaning with a dictionary.

PAPERLESS OFFICE

A paperless office is a work environment in which the use of paper is eliminated or greatly reduced. This is done by converting documents and other papers

into digital form. Proponents claim that "going paperless" can save money, boost productivity, save space, make documentation and information sharing easier, keep personal information more secure, and help the environment.

The "paperless office" was a publicist's slogan, intended to describe the office of the future. The idea was that office automation would make paper redundant for

routine tasks such as record-keeping and bookkeeping, and it came to prominence with the introduction of the personal computer. While the prediction of a PC on every desk was remarkably prophetic, the "paperless office" was not. Improvements in printers and photocopiers have made it much easier to reproduce documents in bulk, causing the worldwide use of office paper to more than double from 1980 to 2000. This has been attributed to the increased ease of document production and widespread use of electronic communication, which has resulted in users receiving large numbers of documents that are often printed out. However, since about 2000, the global use of office paper has leveled off and is now decreasing, which has been attributed to a generation shift; younger people print out less documents, and prefer to read them on a full-color interactive display screen.

The key aspect of the paperless office philosophy is the conversion of paper documents, photos, engineering plans, microfiche and all the other paper based systems to digital documents. Technologies that may be used for this include scanners, digital mail solutions, book copiers, wide format scanners (for engineering drawings), microfiche scanners, fax to PDF conversion, online post offices, multifunction printers and document management systems.

A major difficulty in "going paperless" is that much of a business's communication is with other businesses and individuals, as opposed to just being internal. Electronic communication requires both the sender and the recipient to have

easy access to appropriate software and hardware.

There may be costs and temporary productivity losses when converting to a paperless office. Government regulations and business policy may also slow down the change. Businesses may encounter technological difficulties such as file format compatibility, longevity of digital documents, system stability, and employees and clients not having appropriate technological skills.

b) True or false? Correct the false statements.

A paperless office is an office that has paper-based filing systems, which may include filing cabinets, folders, shelves, all of which require maintenance, equipment, and considerable space.

"Going paperless" means converting paper documents, photos, engineering plans, microfiche and all the other paper based systems to digital documents.

The conversion of paper documents to digital documents requires different scanners, copiers, printers, and document management systems.

Improvements in printers and photocopiers have helped make paper redundant.

The idea of the "paperless office" was introduced by scientists.

The idea of the "paperless office" came with the introduction of the personal computer.

Technological difficulties such as file format compatibility, longevity of digital documents, system stability boost the paperless office idea.

The "paperless office" requires that employees and clients should have appropriate technological skills.

Converting to a paperless office can save money, boost productivity, save space. "Going paperless" is easy, as it requires that communicating businesses should have easy access to appropriate software and hardware.

The widespread use of electronic communication reduced the use of office paper from 1980 to 2000 worldwide.

Younger people print out less documents than the older generation, they prefer to read them on a full-color interactive display screen.

c) Give subtitles for each paragraph. Identify the main idea of each paragraph. Then compare with the classmates. Discuss which are the best ones.

e.g. Paragraph 1.

Subhead:

Main idea:

The advantages of a paperless office.

A paperless office greatly reduces the use of paper, thus saving the environment and money, boosting productivity, and saving space.

e) Identify the main idea of the text. Compare with the classmates. Discuss which is the best one.

Раздел 2. Устройство на работу

Практическая работа №6

Тема 2.1. Поиск работы

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Клише и выражения по теме. Выполнение упражнений по теме.

1. Answer the questions:

What is a CV (resume)?

What kind of information does it contain?

Who writes a CV? Why?

Is it easy to write a CV?

2. Read the text. Copy out new words and check their meaning with a dictionary.

As soon as students pass their graduation examinations, they start looking for a job. The first job in a graduate's life determines the course of his career. The applicant can get the best job only when he uses a professionally drafted resume for his job search.

Since graduates have no work experience, most of them end up making mistakes in job search. Resume writing is one of such mistakes. Drafting a resume for a student is far different from drafting a resume for an experienced candidate. Experienced candidates have years of experience to support their claims of being confident at handling responsibilities. So, unlike an experienced candidate's resume, qualifications and key skills are the highlights of a graduate's resume. Secondly, student candidates need to be zealous in their approach. It's not experience but the ambition that helps them move ahead in their career. Remember these points when you develop a resume.

Tips for graduates to draft a CV:

Use A4 size paper that is bright white in color

Use a formal font of size 12

Keep the CV length restricted to 2 pages

Make categories for writing information

Start the CV with career objective

Qualifications and Skills section must appear below the career objective.

Give details of internship and project work under Experience Section and highlight the key responsibilities handled during this course of time

Include details of hobbies and volunteering work undertaken during your studies

End with reference

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3. Answer the questions.

Why is the first job important for people?

What does a job applicant send to the organization where he wants to work?

How does an experienced candidate's CV differ from a graduate's one?

What should the graduate highlight in his CV?

What helps graduates move ahead in their career?

4. True or false? Correct the false statements.

A resume should be printed on bright white A4 size paper.

A resume must be as long as possible.

The information must be organized in categories.

The career objective must follow Qualifications and Skills section.

Experience section must include details of internship and hobbies.

The reference section is the last section of a CV.

5. Study the resume on page 19 and fill in the application form on page 20 with the information from the resume. Invent any other information to complete the form.

6. Choose the correct option for the information from the CV:

1. The job applicant is seeking ...

a) a junior position b) a senior position c) an entry-level position

2. The job applicant is ...

a) a graduate b) an undergraduate c) an expert

3. The applicant's experience includes ...

- a) fieldwork b) summer placement c) 5-year experience
4. The applicant's experience includes
a) dealing with documents b) business trips c) attending meetings
5. The applicant
a) has a driving licence b) likes travelling c) knows WordPerfect

Практическая работа № 7.

Тема 2.2. Написание резюме. Собеседование при приеме на работу.

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Клише и выражения по теме. Выполнение упражнений по теме.

Прочитайте и переведите на русский язык:

1. Applying for a job may mean filling out an "application form" giving your personal details.
2. If you are interested in the job, could you fill out this application form, please?
3. I have completed the application form for that job and sent it back to the personnel department.
4. The application form includes your "contact details"; your home address, your phone number and your email address.
5. We have your contact details so we will be in touch soon.
6. If you give me your contact details, I'll call you to set up an interview.
7. It also includes your "employment history" where you list the previous positions you have held with the name of the company, job title and dates of employment.
8. I have already held similar positions as you can see from my employment history.
9. There are gaps in her employment history, I would like to know what she was doing during these periods.
10. A list of previous positions held needs to highlight the "relevant experience" showing why the candidate is suitable for the job.
11. As you can see from my CV, I have all the relevant experience you require.
12. This candidate doesn't have the relevant experience in our sector but is very well qualified in every other aspect.
13. I was interested to learn that your company is now recruiting...
14. Full details of my career to date are set out on the attached curriculum vitae...
15. I will be happy to supply you any supplementary information you may require...
16. First, it was necessary to work for a month for free and then three months as an apprentice.

Резюме.

Составление анкеты.

Many employers require all applicants, regardless of the job they apply for, to complete a job application form. This way the employer will have consistent data on file for all prospective applicants. Study the job application form and practice filling it in.

JOB APPLICATION FORM

Instructions: Print clearly in black or blue ink. Answer all questions. Sign and date the form.

Personal Information

First Name _____ Middle Name _____

Last Name _____ Date and Place of Birth _____

Passport Details _____

Social Security Number _____

Address _____

E-mail _____ Phone Number (____) _____

Are you eligible to work in the United States? Yes _____ No _____

If you are under age 18, do you have an employment/age certificates? Yes _____ No _____

Have you been convicted of a felony within the last five years? Yes _____ No _____

If yes, please explain: _____

Position/Availability

Position Applied For _____

Days Available: Monday _____ Tuesday _____ Wednesday _____ Thursday _____

Friday _____ Saturday _____ Sunday _____

Hours Available: from _____ to _____

What date are you available to start work? _____

Education

Name and Address of School - Degree/Diploma - Graduation Date _____

Skills and Qualifications: Licenses, Skills, Training, Awards _____

Employment History

Present or Last Positions:

Employer _____

Address _____ Supervisor _____

Phone _____ E-mail _____

Position Title _____ From _____ To _____

Responsibilities _____

Salary _____ Reason for Leaving _____

May We Contact Your Present Employer? Yes _____ No _____

References:

Name/Title Address Phone _____

I certify that information contained in this application is true and complete. I understand that false information may be grounds for not hiring me or for immediate termination of

employment at any point in the future if I am hired. I authorize the verification of any or all information listed above.

Signature _____ Date _____

I. Правила составления резюме на английском:

В отличие от русскоязычного, резюме на английском языке имеет несколько особенностей. Так, в начале анкеты слово «Resume» не пишется, а сразу указывается имя и фамилия. После этого контактные данные: почтовый адрес, индекс, номер телефона и электронная почта. Обратите внимание, что почтовый адрес начинается с названия улицы, а город указывается после этого.

Пример:

Petr Sidorov

Petrova, 241, apt. 28

Moscow, 257048

(495) 658-12-43

petrsidorov@mail.com

После этого указываются персональные сведения (Personal Data): дата рождения, семейное положение, количество детей (если есть) и т.д. Например:

Date of birth: 04/16/1981

Marital status: married

Затем, как правило, в резюме на английском языке пишется цель (Objective), с которой вы устраиваетесь на работу, сфера деятельности и интересующие вас должности. После этого в хронологическом порядке располагаются сведения об основном и дополнительном образовании.

Например:

Education and Qualifications

Basic:

2002-2007: Moscow State University

Philology Department

Philologist

Additional:

2005: Professional Education College

Computer Operator – Certificate

Далее следует наиболее важный и информативный блок резюме на английском языке – об опыте работе (Work Experience), который заполняется в следующем порядке: период занимаемой должности, компания или фирма, должность и обязанности. К примеру:

2008-2013: SaporaInc., LogisticsManager, shipment database maintenance

Затем заполняется раздел «Навыки», где указываются различные умения, и навыки владения компьютером, языками, а также личностные качества и характеристики. Например:

- excellent oral communication skills – отличные навыки устной коммуникации
- basic English – базовый английский
- expertise in human relations – знание управления персоналом

В самом конце можно рассказать о своих публикациях (Publications), наградах (Awards) и рекомендациях (References).

Образец анкеты, заполняемой при приеме на работу
An example of Application for Employment

Name: _____

Date of Birth: _____

Present Address: _____

Tel. Number: _____

Indicate Dates You Attended School:

Elementary, From _____ to _____

High School, From _____ to _____

College, From _____ to _____

Other (Specify Type and Dates): _____

List Below All Present and Past Employment, Beginning with Most Recent

	Company Name	From Mo/Yr	To Mo/Yr	Name of Supervisor	Reason for leaving	Weekly salary	Job description
1)							
2)							
3)							
4)							
5)							
6)							

May we contact the employers listed above? _____

Indicate which ones you wish us to contact: _____

Remarks: _____

III. Read, translate the dialogue:

Applying for a job.

Interviewer: Good afternoon, Mr. Brooks. Have a seat, please.

Dan Brooks: Good afternoon.

Interviewer: I received your resume a few weeks ago and I must say that I was rather impressed.

Dan Brooks: Thank you.

Interviewer: As you know we are a small but fast growing financial company, mostly trading stocks and bonds. May I ask you why you're interested in working for us?

Dan Brooks: Yes, of course. I know that your company has an excellent reputation. That's why I'd like to work for it. Besides, I have always wanted to work with a smaller company, which consequently develops.

Interviewer: I see. That's good to hear! Would you mind telling me a little bit about your current occupation?

Dan Brooks: I'm a broker at a large international company at the moment. I mostly deal with clients and I handle all aspects of their accounts.

Interviewer: I see. Could you also tell me a little bit about your previous job experience?

Dan Brooks: Yes, of course. I have worked for two full years at my current position. Before that, I participated at an internship program at the same company.

Interviewer: How long did the internship last?

Dan Brooks: Almost for one year.

Interviewer: So, you have a three-year job experience, is that right?

Dan Brooks: Absolutely. However, I would like to continue my career development in this field.

Interviewer: Could you also say a few words about your main education?

Dan Brooks: Yes, with pleasure. I have graduated from the University of Kent and I have a degree in Accountancy and Finance.

Interviewer: Do you have any additional certificates?

Dan Brooks: Yes, I do. After graduation I have also attended workshops for experienced specialists. I've gained lots of new financial theory and practice there, as well as a certificate of course completion

Interviewer: That's good to know, Mr. Brooks. I would like to ask you one more question about your interest in our company. Why do you think that you are the right candidate for the position of head broker?

Dan Brooks: I think that I have enough experience in the stock market to handle this job. Also, I quite like my current duties and don't mind expanding the range of my responsibilities in this field.

Interviewer: Well, you might just be the right person we've been looking for. Do you have any questions?

Dan Brooks: Yes, I have one question. If I were hired, how many accounts would I be handling?

Interviewer: You'd be handling about a third of our clients, as you'd be working with two other head brokers. Is there anything else you'd like to ask?

Dan Brooks: No, that's it. Thank you.

Interviewer: Ok, then. We will send our employment contract for your review this week, Mr. Brooks. And we hope to see you soon among our staff.

Практическая работа №8

Тема 2.3. Множественное число существительных. Исчисляемые и неисчисляемые существительные.

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Имя существительное – это знаменательная часть речи, обозначающая предмет в самом широком смысле. Например, существительные могут обозначать вещи (car, pen), живых существ (cat, human), места (Norway, mountain, Moscow), материалы (copper, cloth), процессы (life, laughter), состояния (rest, sleep), абстрактные понятия (beauty, evil) и качества (kindness, bravery).

Множественное число имен существительных образуется путем:

1. Добавления окончания **-s** к существительному

<i>a cat</i>	<i>cats</i>
<i>a sea</i>	<i>seas</i>
<i>a boy</i>	<i>boys</i>
<i>a book</i>	<i>books</i>
<i>a pen</i>	<i>pens</i>
<i>a girl</i>	<i>girls</i>

2. Добавления окончания **-s** к существительным, оканчивающимся на гласную + **y**

<i>turkey</i>	индюк	<i>turkeys</i>
<i>monkey</i>	обезьяна	<i>monkeys</i>
<i>day</i>	день	<i>days.</i>

3. Замены **y** на **i** и добавления **-es** к существительным, оканчивающимся на согласную + **y**

<i>a fly</i>	муха	<i>flies</i>
<i>a lady</i>	леди	<i>ladies</i>
<i>a body</i>	тело	<i>bodies</i>
<i>a country</i>	страна	<i>countries</i>
<i>a company</i>	компания	<i>companies</i>
<i>a party</i>	партия	<i>parties</i>
<i>a baby</i>	младенец	<i>babies.</i>

4. Добавления окончания **-es** к существительным, оканчивающимся на **s, x, z, ch** and **sh**

<i>mass</i>	масса	<i>masses</i>
<i>class</i>	класс	<i>classes</i>
<i>box</i>	коробка	<i>boxes</i>
<i>buzz</i>	звонок	<i>buzzes</i>
<i>watch</i>	часы	<i>watches</i>
<i>match</i>	спичка	<i>matches</i>
<i>dish</i>	блюдо	<i>dishes</i>
<i>crash</i>	крушение	<i>crashes.</i>

5. Замены **f** на **v** и добавления окончания **-es** к существительным, оканчивающимся на **f** и **fe**

<i>knife</i>	нож	<i>knives</i>
<i>wife</i>	жена	<i>wives</i>
<i>life</i>	жизнь	<i>lives</i>
<i>half</i>	половина	<i>halves</i>
<i>shelf</i>	полка	<i>shelves</i>
<i>wolf</i>	волк	<i>wolves.</i>

Но не всегда. *Исключениями* являются:

<i>belief</i>	вера	<i>beliefs</i>
<i>chief</i>	шеф	<i>chiefs</i>
<i>chef</i>	шеф-повар	<i>chefs</i>

<i>cliff</i>	утес	<i>cliffs</i>
<i>roof</i>	крыша	<i>roofs.</i>

6. Добавления **-s** или **-es** к существительному, оканчивающемуся на **o**

<i>piano</i>	пианино	<i>pianos</i>
<i>potato</i>	картофель	<i>potatoes</i>
<i>tomato</i>	помидор	<i>tomatoes</i>
<i>hero</i>	герой	<i>heroes.</i>

Ряд существительных образуют множественное число **не по общим правилам**:

а) изменяется корневая гласная:

<i>a man</i>	мужчина	<i>men</i>	мужчины
<i>a woman</i>	женщина	<i>women</i>	женщины
<i>a foot</i>	нога	<i>feet</i>	ноги
<i>a tooth</i>	зуб	<i>teeth</i>	зубы
<i>a goose</i>	гусь	<i>geese</i>	гуси
<i>a mouse</i>	мышь	<i>mice</i>	мыши.

б) добавляется окончание **-en**:

<i>an ox</i>	бык	<i>oxen</i>	быки
<i>a child</i>	ребенок	<i>children</i>	дети.

в) заимствуются формы единственного и множественного числа из латинского и греческого языков:

<i>a formula</i>	формула	<i>formulae (formulas)</i>	формула
<i>a crisis</i>	кризис	<i>crises</i>	кризисы
<i>a criterion</i>	критерий	<i>criteria</i>	критерии
<i>a bacterium</i>	бактерия	<i>bacteria</i>	бактерии
<i>a datum</i>	данное	<i>data</i>	данные
<i>an index</i>	индекс	<i>indices</i>	индексы.

В английском языке есть существительные, которые имеют одну (общую) форму для единственного и множественного числа:

<i>a deer</i>	олень	<i>deer</i>	олени
<i>a sheep</i>	овца	<i>sheep</i>	овцы
<i>a fish</i>	рыба	<i>fish</i>	рыбы
<i>a swine</i>	свинья	<i>swine</i>	свиньи
<i>moose</i>	лось	<i>moose</i>	лоси
<i>bison</i>	бизон	<i>bison</i>	бизоны.

Некоторые существительные могут употребляться в форме только единственного либо множественного числа.

Только в единственном числе употребляются слова:

money — деньги

sugar — сахар

hair — волосы

business — дело

information — информация, сведения

progress — прогресс, успехи

news — новость, новости

peace — мир

love — любовь

knowledge — знание, знания

advice — советы

furniture — мебель

luggage — багаж

fruit(s) — фрукты.

Только во множественном числе употребляются слова:

clothes — одежда

goods — товары

riches — богатства

thanks — благодарность

manners — манеры.

Только во множественном числе употребляются обозначения предметов, состоящих из двух и более частей:

trousers — брюки

glasses — очки

scissors — ножницы

shorts — шорты

pliers — плоскогубцы.

3. Исчисляемые/неисчисляемые существительные.

Исчисляемые существительные легко узнать. Они обозначают предметы, которые мы можем сосчитать. Например: ручка. Мы можем посчитать ручки. Их может быть одна, две, три или большее количество ручек. Вот некоторые примеры исчисляемых существительных:

<i>dog</i>	собака	<i>bottle</i>	бутылка
<i>cat</i>	кот	<i>box</i>	коробка
<i>animal</i>	животное	<i>litre</i>	литр
<i>man</i>	мужчина	<i>coin</i>	монета
<i>person</i>	человек	<i>dollar</i>	доллар
<i>cup</i>	чашка	<i>plate</i>	тарелка
<i>fork</i>	вилка	<i>table</i>	стол
<i>chair</i>	стул	<i>suitcase</i>	чемодан
<i>bag</i>	сумка		

Неисчисляемые существительные обозначают вещества, понятия и т. д., то есть то, что не может делиться на отдельные элементы. Мы не можем посчитать их. Например, мы не можем посчитать «молоко». Мы можем посчитать «бутылки молока» или «литры молока», но мы не можем непосредственно посчитать «молоко». Вот некоторые примеры неисчисляемых существительных:

<i>music</i>	музыка	<i>rice</i>	рис
<i>art</i>	искусство	<i>sugar</i>	сахар
<i>love</i>	любовь	<i>butter</i>	масло
<i>happiness</i>	счастье	<i>water</i>	вода
<i>advice</i>	совет	<i>air</i>	воздух
<i>information</i>	информация	<i>electricity</i>	электричество
<i>news</i>	новости	<i>gas</i>	газ
<i>furniture</i>	мебель	<i>money</i>	деньги
<i>luggage</i>	багаж	<i>currency</i>	валюта

Неисчисляемые существительные обычно употребляются в единственном числе, поэтому используется глагол в единственном числе. Например:

This news is very important. — Эти новости очень важны.

Your luggage looks heavy. — Ваш багаж выглядит тяжелым.

С неисчисляемыми существительными обычно не используется неопределенный артикль *a/an*. Нельзя сказать «an information» или «a music». Но можно сказать:

a piece of news новость

a bottle of water бутылка воды

a grain of rice зерно риса

Напитки (кофе, вода, чай) обычно неисчисляемые существительные. Но мы можем сказать (напр., в ресторане): *Two teas and one coffee, please.* — Два чая и один кофе, пожалуйста.

Much, many, little, a little, few, a few с исчисляемыми и неисчисляемыми существительными

В английском языке выделяют следующие местоименные прилагательные:

much, many - "много"

little, few - "мало"

Much, little определяют неисчисляемые существительные:

There is much snow in the street. На улице много снега

There is little sugar in my tea. В моем чае мало сахара.

Many, few - ставятся перед исчисляемыми существительными:

There are many spoons on the table, but there are few knives on it.

На столе много ложек, но мало ножей.

Little, few в сочетании с неопределённым артиклем образуют устойчивые сочетания со следующими значениями:

a few - "несколько"

a little - "немного"

A little - "немного" и a few - "несколько" употребляются в смысле "некоторое, хотя и небольшое количество", в то время как little и few - "мало" употребляются в смысле "недостаточно, почти нет".

I've got little time. У меня мало времени.

I've got a little time. У меня есть немного времени.

He has few friends. У него мало друзей.

He has a few friends. У него есть несколько друзей.

Наряду с местоименными прилагательными в значении "много" употребляются сочетания: a lot of, lots of, plenty of - как с исчисляемыми, так и с неисчисляемыми существительными, обозначающими явления природы (snow, rain), вещество (ink, water, salt), абстрактные понятия (love, beauty, inclination):

There are a lot of English books in my library. В моей библиотеке много английских книг.

There is a lot of rain this autumn. Этой осенью много дождей.

There are lots of roses in this garden. В этом саду много роз.

We have lots of snow this winter. Этой зимой много снега.

There are plenty of pictures in his studio. В его студии много картин.

We have plenty of time. У нас много времени.

Exercises

1. Поставьте следующие существительные во множественное число (не забудьте, что перед множественным числом неопределенный артикль нужно опустить),

A table, a plate, a fox, a room, a lady, a knife, a chair, a bus, a Negro, a match, a way, a house, a family, a flag, a town, a wolf, a country, a lion, a park, a play.

2. Поставьте следующие существительные во множественное число (обратите внимание на артикли: неопределенный артикль во множественном числе опускается, определенный артикль сохраняется).

A star, a mountain, a tree, a shilling, a king, the waiter, the queen, a man, the man, a woman, the woman, an eye, a shelf, a box, the city, a boy, a goose, the watch, a mouse, a dress, a toy, the sheep, a tooth, a child, the ox, a deer, the life, a tomato.

3. Поставьте следующие словосочетания во множественное число.

This tea-cup, this egg, that wall, that picture, this foot, that mountain, this lady, that window, this man, that match, this knife.

Запомните:

this is — these are that is — those are there is — there are it is — they are

4. Поставьте следующие предложения во множественное число.

1. This is a star. 2. This is a boy. 3. This is a baby. 4. That is a plate. 5. That is a flower, j 6. That is a bookshelf. 7. Is this a sofa? 8. Is this a bookcase? 9. Is this a man? 10. Is that a ball? 11. Is that a train? 12. Is that a plane? 13. Is the window

open? 14. Is the door closed? 15. Is the boy near the window? 16. That is not a king, 17. That is not a queen. 18. That is not a bus. 19. This isn't a mountain. 20. That isn't a goose. 21. This isn't a mouse. 22. It is a sheep. 23. It is a cigarette. 24. It is a cat. 25. It is not a girl. 26. It isn't a bag. 27. It isn't a tree. 28. It is not a bad egg. 29. It is a good egg. 30. Is that a flower?

5. Поставьте следующие предложения во множественное число.

1. This man is an engineer. 2. That woman is my sister. 3. This child is my son, 4. That goose is big. 5. This mouse is white. 6. This man is a doctor. 7. That woman is my cousin. She is a teacher 8. That girl is my niece. She is a pupil. 9. This girl has a blue sweater. 10. This boy has a good coat. 11. My uncle has a large flat. 12. There is a table in the room. 13. I have a good pen. My pen is in my pocket. 14. There is a flower in the vase. 15. This child's foot is sore.

Упр. 6. Поставьте следующие предложения во множественное число.

1. This room is very large. 2. There is a match in the box. 3. Has this lady a knife? 4. There is a man and a woman in the street. 5. This lady is that gentleman's wife. 6. This shoe is too large for my foot. 7. The child is sitting on a bench. 8. My tooth is white. 9. This key is made of steel. 10. A potato is a vegetable and a cherry is a fruit. 11. This is my friend's study. 12. His child studies very well. 13. This man works at our office. 14. There is a new house in our street. 15. This story is very interesting. 16. I have hurt my foot. 17. The wolf has been shot. 18. He keeps his toy in a box. 19. Put this knife on that table. 20. There was a lady, a gentleman, a boy and a girl in the room.

Exercises.

1. Распределите следующие существительные на две группы.

paper – bottle – porridge – happiness - pencil - coffee – girl – work – job – plate – dog – meat - news – apricot – toothpaste – time - bedroom – money - magazine – information – honey - metal – child – yoghurt – rice – spaghetti – water – air – spoon – mustard - egg – chair – shampoo – raincoat – flower – flour – bread – soap – toy – food – knowledge – garden – oil – furniture - friend

Исчисляемые:

Неисчисляемые:

2. Поставьте How many? или How much?

1. ... salt do you usually put in the soup?
2. ... cups of tea shall I bring?
3. ... films did you see?
4. ... friends has he got?
5. ... free time do we have?
6. ... juice is there in the fridge?

7. ... money did they spend?
 8. ... tomatoes are there in the bag?
 9. ... kilos of potatoes did you buy?
 - 10.... slices of cheese are left on the plate?
3. Вставьте в предложения few/ little:
1. There are students who love you.
 2. Where are my possessions?
 3. musicians would deny his talent.
 4. There's too snow.
 5. rain falls at this time of year.
 6. I have interests outside my work.
 7. You'll have so time tomorrow!
 8. There are like her in the group.
 9. employees want low-paid jobs.
 10. There's very milk in the bottle.
4. Вставьте в предложения few/a few/fewer/little/a little:
1. I suppose she has choice.
 2. I will eat bread.
 3. We should have used eggs.
 4. recent films have been screened.
 5. There were more important things I'd like to tell them.
 6. I'm so sorry, I'm going to be minutes later.
 7. There are elephants than there used to be.
 8. There's always snow at this time of year.
 9. children have read the article, and even understand it.
 10. It was a village of than 500 inhabitants.

Практическая работа №9

Тема 2.4. Глагол to be.оборот There is / There are

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи.

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Глагол to be в английском языке

Значение глагола to be - "быть, находиться". В отличие от других английских глаголов, глагол to be спрягается (т.е. изменяется по лицам и числам).

В отличие от русского языка, в английском языке глагол-связка никогда не опускается, поскольку английское предложение имеет строго фиксированный порядок слов: подлежащее (subject) + сказуемое (verb) + дополнение (object)

I am a doctor. Я врач. (Я есть врач.)

The weather is bad. Погода плохая.

They are from Paris. Они из Парижа.

Глагол to be не требует вспомогательного глагола для образования вопросительной или отрицательной формы.

Чтобы задать вопрос нужно поставить глагол to be перед подлежащим:

Am I happy? Is the book interesting? Is he our teacher?

Для образования отрицательной формы достаточно поставить отрицательную частицу not после глагола to be:

I am not happy. The book is not interesting. He is not our teacher.

Спряжение глагола to be в настоящем времени Present Simple:

I am	I am not	Am I?
He is	He is not (he isn't)	Is he?
She is	She is not (she isn't)	Is she?
It is	It is not (it isn't)	Is it?
We are	We are not (we aren't)	Are we?
You are	You are not (you aren't)	Are you?

Спряжение глагола to be в прошедшем времени Past Simple:

I was	I was not (I wasn't)	Was I?
He was	He was not (he wasn't)	Was he?
She was	She was not (she wasn't)	Was she?
It was	It was not (it wasn't)	Was it?
We were	We were not (we weren't)	Were we?
You were	You were not (you weren't)	Were you?

Спряжение глагола to be в будущем времени Future Simple:

Утвердительное предложение	Отрицательное предложение	Вопросительное предложение
I will be	I will not be (I won't be)	Will I be?
He will be	He will not be (he won't be)	Will he be?
She will be	She will not be (she won't be)	Will she be?
It will be	It will not be (it won't be)	Will it be?
We will be	We will not be (we won't be)	Will we be?
You will be	You will not be (you won't be)	Will you be?
They will be	They will not be (they won't be)	Will they be?

Оборот there is / there are в английском языке

Оборот there is/there are в английском языке употребляется, когда нужно указать на наличие какого-либо лица или явления в определенном месте. После оборота there is/there are ставится подлежащее.

There is a lamp on the table. На столе (находится) лампа.

There was a storm last night. Прошлой ночью была буря.

Перевод предложений с этим оборотом начинается обычно с обстоятельства места.

Если подлежащее выражено существительным во множественном числе, то глагол to be после there ставится также во множественном числе.

There are two lamps on the table. На столе (находятся) две лампы.

При изменении времени изменяется форма глагола to be:

There was a lamp on this table. На этом столе была лампа.

There were three cars in the yard. Во дворе было три машины.

There will be a crystal chandelier over this table. Над этим столом будет хрустальная люстра.

Отрицательная форма образуется при помощи отрицания no, которое ставится после глагола to be перед существительным.

There is no lamp on the table. На столе нет лампы.

Если перед существительным стоит определение, выраженное местоимениями any, much и др., то после глагола to be ставится частица not.

There is not any lamp on the table. На столе нет (никакой) лампы.

There is not much snow in the street. На улице не много снега.

Вопросительная форма при употреблении глагола to be в Present Simple или Past Simple (или Present и Past Indefinite) образуется путем постановки глагола to be на первое место — перед there.

Is there a lamp on the table? На столе есть лампа?

При наличии сложной формы глагола (т.е. при наличии вспомогательных или модальных глаголов) вспомогательный или модальный глагол ставится перед there, а глагол to be — после there.

Will there be an English lesson at 3 o'clock? Будет ли урок английского языка в три часа?

При постановке вопроса к подлежащему с оборотом there is/there are употребляется вопросительное слово what, которое является подлежащим предложения. Глагол to be в этих случаях всегда употребляется в единственном числе, даже если вопрос ставится в отношении наличия нескольких предметов или явлений.

What is there on the table? Что на столе?

НО: В ответе на такой вопрос глагол *to be* употребляется во множественном числе, если констатируется факт наличия нескольких предметов или явлений.

What is there on the table? Что на столе? There are some books. Несколько книг.

Вопросы к другим членам предложения с этой конструкцией строятся по общему правилу.

Краткие ответы на вопрос, содержащий оборот *there is/ there are*, также строятся по общему правилу.

Are there any books on the table? — На столе есть какие-либо книги? —

Yes, there are (some). Да, есть. (No, there aren't.) (Нет.)

Exercises.

1. Переведите на английский язык, употребляя глагол *to be* в *Present* или *Past Simple*,

1. Я ученик. 2. Он летчик. 3. Она доктор. 4. Мы школьники. 5. Вы рабочие. 6. Ты рабочий. 7. Они ученики. 8. Я дома. 9. Он в школе. 10. Она в кино? 11. Мы в парке. 12. Они в театре? 13. Она молодая? 14. Он старый. 15. Она не старая. 16. Они сильные. 17. Она больна. 18. Вы больны? 19. Он болен? 20. Я не болен. 21. Я был болен вчера. 22. Она не была больна. 23. Мы были в кино. 24. Они не были в кино. 25. Они не в школе. 26. Они дома. 27. Вы были в парке вчера? 28. Он был в школе вчера? 29. Он был рабочим. 30. Она была учительницей.

2. Вставьте глагол *to be* в *Present, Past* или *Future Simple*.

1, My father ... a teacher. 2. He ... a pupil twenty years ago. 3. I ... a doctor when I grow up. 4. My sister ... not ... at home tomorrow. 5. She ... at school tomorrow. 6. ... you ... at home tomorrow? 7, ... your father at work yesterday? 8. My sister ... ill last week. 9. She ... not ill now. 10. Yesterday we ... at the theatre. 11. Where ... your mother now? — She ... in the kitchen. 12. Where ... you yesterday? — I ... at the cinema. 13. When I come home tomorrow, all my family ... at home. 14. ... your little sister in bed now? — Yes, she ... 15. ... you ... at school tomorrow? — Yes I ... 16. When my granny ... young, she ... an actress. 17. My friend K.,, in Moscow now. 18. He ... in St. Petersburg tomorrow. 19. Where ... your books now? -- They ... in my bag.

3. Переведите на английский язык, употребляя глагол *to be* в *Present, Past* или *Future Simple*.

1. Мой брат сейчас в школе. 2. Мой брат был вчера в кино. 3. Мой брат будет завтра дома. 4. Ты будешь дома завтра? 5. Она была вчера в парке? 6. Он сейчас во дворе? 7. Где папа? 8. Где вы были вчера? 9. Где он будет завтра? 10. Мои книги были на столе. Где они сейчас? 11. Моя мама вчера не была на работе. Она была дома. 12. Мой друг не в парке. Он в школе. 13. Завтра в три часа Коля и Миша будут во дворе. 14. Мы не были на юге прошлым летом. Мы были в

Москве. 15. Завтра мой дедушка будет в деревне. 16. Когда твоя сестра будет дома? 17. Ты будешь летчиком? — Нет, я буду моряком. 18. Моя сестра была студенткой в прошлом году, а еel час она врач. — Ты тоже будешь врачом? — Нет, я не буду врачом. Я буду инженером.

4. Вставьте is или are.

- There _____ two cups of tea on the table.
There _____ some milk in the cup.
There _____ an orange in the salad.
There _____ six balls in the box.
There _____ some cheese on the plate.
There _____ a blue chair at the door.
There _____ five chicks and a hen on the farm.
There _____ a table and nine desks in the classroom.
There _____ a big window to the left of the door.
There _____ three rooms in our country house.
_____ there three cups on the coffee-table?
_____ there a carpet on the floor?
There _____ no cats in the sitting room.
There _____ a cat on the table.
There _____ 3 dogs in the box
There _____ 4 hens in the house.
There _____ a pot on the table.
_____ there a bathroom near the kitchen?
_____ there four rooms in the house?
_____ there a kitchen under your bedroom?

5. Составь и запиши предложения.

1. pears / there / ten / in the / are / bag / .
2. aren't / pupils / there / classroom / in the / .
3. an egg / on the / there / plate / is / ?
4. on the / there / a / cat / chair / is / white / .
5. a turtle / on / there / isn't / farm / this / .
6. at the / two / bikes / door / are / there / ?

6. Вставьте is/are, was/were.

There _____ two banks in our street.

There _____ a cafe behind the supermarket last year. Now there _____ a museum there.

There _____ a cinema and a sports centre to the right of the park.

Five years ago there _____ two shops in Central Square. Now there _____ two cafes, a theatre and a cinema.

7. Переведите предложения.

1. Рядом с отелем есть чистый пляж.
2. На диване три кошки.
3. В холодильнике есть бутылка молока.
4. В корзине нет клубники.
5. На автобусной остановке есть люди?
6. В твоей сумке есть зеркало?
7. В этом парке нет туалета.
8. В нашем саду много цветов.
9. Под столом зеленый мяч.
10. За дверью никого нет.

8. Задайте к предложениям вопросы, начиная с предлагаемых слов.

1. There are four elephants in the zoo. (How many ...?)
2. There is a lot of snow in February. (Is ...?)
3. There is some fish on the plate. (What ... ?)
4. There are no cars in the car park. (Are ... ?)
5. There are ancient walls around the city. (What ... ?)

9. Переведите пословицы и поговорки.

1. There is no place like home.
2. Where there is love there is life.
3. There is no bad weather, there are bad clothes.
4. There are plenty of other fish in the sea.
5. There are two sides to every question.

Практическая работа №10

Тема 2.5. Деловой этикет

Цель работы:

Формирование коммуникативных компетенций.

Овладение лексическим материалом по теме.

Ход работы:

Речевые формулы делового этикета.

Речевые формулы бытового и профессионального общения.

FORMS OF ADDRESS. ФОРМЫ ОБРАЩЕНИЯ

Если обращаются к человеку, не называя его имени или фамилии, то возможны следующие формы обращения:

Dear Sir! Уважаемыйсэр!

Dear friend! Дорогой друг!

Young man! Молодой человек!

Gentlemen! Господа!

Обращение Mister I'misto] (мистер, господин) сокращенно пишется Мг и употребляется только вместе с фамилией или должностью лица мужского пола.

Mr Chairman! ГосподинПредседатель!

Dear Mr President! Уважаемый господин Президент!

Mr White! Господин Уайт!

Mr Ivanov! Господин Иванов!

Вежливой формой обращения служит также слово Sir [sa:] сэр, в случае, когда имя того, к кому обращаются, неизвестно.

Thank you, sir! I am at your service. Спасибо, я к вашим услугам.

Перед именем или фамилией девушки или незамужней женщины употребляется слово Miss (мисс)

Miss Mary. МиссМэри.

Miss Blake. Мисс Блейк.

Вежливой формой обращения к девушке или молодой женщине могут быть слова: Young lady. Юная (молодая) леди (девушка).

Meet this young lady. Познакомьтесь с этой девушкой.

Перед фамилией замужней женщины употребляется слово Missis (сокращенно Mrs — читается как f'misiz]) миссис, госпожа.

Mrs Jones! Госпожа Джоунс!

В последнее время форма Ms (читается как [miz]) стала употребительной при обращения как к замужней женщине, так и к девушке или молодой женщине.

Вежливой формой обращения к женщине, не называя ее фамилию, служит слово Madame ['mædam] (сокращенно ma'am — читается как [mæm]). Thank you, Madame (ma am).

При обращении к группе мужчин и женщин употребляются слова:

Dear friends! Дорогиедрузья!

Ladies and gentlemen! Дамы и господа!

Запомните следующие слова и выражения:

How do you do? [haudju du:] Здравствуйте. Ответтакойже — How do you do?

Hello! Hallo! [he'lou] Здравствуй! Ответ тот же самый — Hello!

Hi, Nick! [hai] — Привет Ник! (приветствуя друзей или знакомых) Ответ такой же — Hi!

Good morning! Morning! Доброеутро!

Morning, sir! Доброе утро, сэр!

Good morning, dear friends! Доброе утро, дорогие друзья!

Good afternoon! Добрый день!

Good, afternoon, Madame! Добрый день, мадам! Good evening! Evening! Добрыйвечер!

Good evening, Ladies and Gentlemen! Добрый вечер, дамы и господа!

How do you do, Mr Brown? Nice to meet you here.

Здравствуйте, г-н Браун. Рад встретить вас здесь.

GREETINGS WHEN MEETINGS GUESTS (ПРИВЕТСТВИЯ ПРИ ВСТРЕЧЕ ГОСТЕЙ)

We are pleased to welcome you in our restaurant

frest(s)ro:rj], (hotel [hou'tel]). Мы рады приветствовать вас в нашем ресторане, (гостинице).

Welcome to our restaurant. Добро пожаловать в наш ресторан.

We are happy to receive [ri'si:v] you. Мы счастливы принять вас.

Welcome, dear guests! Добро пожаловать, дорогие гости!

Good afternoon, dear guests! Добрый день, уважаемые гости!

Good evening, dear guests. Добрый вечер, дорогие гости!

You are welcome! Добро пожаловать!

Welcome! Добро пожаловать!

I am pleased to meet you. — Я рад, что встретил вас (познакомился с вами).

We are glad to meet you. Мы рады встретиться (познакомиться) с вами!

I hope you will have a pleasant evening at our restaurant. Я надеюсь, вы проведете приятный вечер в нашем ресторане.

Let me introduce myself. I am your headwaiter. My name is George. Позвольте представиться.

Я ваш метрдотель. Меня зовут Джордж.

(It's) Nice to meet you. Приятно с Вами познакомиться.

Let me introduce your waiter Boris to you. Позвольте мне представить вам вашего официанта Бориса.

I am your waiter. My name is Boris. I'm at your disposal. Явашофициант. Меня зовут Борис. Я в вашем распоряжении.

Meet my friend Mr Johnson. Познакомьтесь с моим другом, мистером Джонсоном.

Best regards to your friend. Передавайте привет вашему другу.

SAYING GOOD-BYE (СЛОВА ПРИ ПРОЩАНИИ).

Good-bye! До свидания.

Bye-bye! = Bye! До свидания!

So long! Пока!

Good-bye, ma'am. До свидания, мадам!

See you later! Увидимся позже!

Bye-bye. See you soon. До свидания, скоро увидимся.

Расставаясь, англичане часто употребляют те же слова, что и при встрече. *Например:*

Morning! Evening! Good afternoon! Досвидания!

INVITATIONS (ПРИГЛАШЕНИЯ).

We are glad to welcome you in our restaurant. Мы рады приветствовать вас в нашем ресторане.

We hope that you will like it here and you will have a pleasant evening. Надеемся, что Вам у нас понравится, и Вы хорошо проведете вечер.

We hope that you will return home with pleasant memories of your staying in our hotel. Мы надеемся, что вы вернетесь домой с самыми приятными воспоминаниями о вашем пребывании здесь.

We hope that your stay here will be pleasant. Мы надеемся, что ваше пребывание здесь будет приятным.

We cordially welcome you here. Сердечно приветствуем вас здесь.

I hope to see you tomorrow in our restaurant. Надеюсь увидеть вас завтра в нашем ресторане.
Will you make a reservation of the table beforehand? Вы будете заказывать стол заранее?
Will a table for two on Friday evening suit you? Вас устроит стол для двоих вечером в пятницу?

When can we expect you? Когда вас ждать?

You can drop any time you like. Заходите когда угодно.

Bring your friends along with you. Приводите с собой ваших друзей.

THANKS (БЛАГОДАРНОСТЬ).

Thank you. = Thanks. Спасибо.

Thank you very much. Большое спасибо.

Thank you ever so much. Большое спасибо.

Thanks a lot. Большое спасибо.

I'm very much obliged [ob'laidjd] to you. — Крайне вам признателен.

I'm very grateful to you! Я очень благодарен вам!

How kind of you! Как это любезно с вашей стороны!

I want to express my deep gratitude [grætɪtʃu:dʒ] to you. Я хочу выразить мою глубокую признательность вам.

Thank you for having chosen our hotel. Спасибо вам за то, что вы выбрали нашу гостиницу

REPLIES TO THANKS (ОТВЕТЫ НА БЛАГОДАРНОСТЬ).

You are welcome, sir. Пожалуйста, сэр.

My pleasure, madam. Пожалуйста, мадам.

Don't mention it, sir. Не стоит благодарности, сэр.

APOLOGIES (ИЗВИНЕНИЯ).

I am sorry. Простите. Виноват.

Excuse me! [iks'kju:z] Извините меня.

I am awfully sorry! ['o:fuli] Крайне огорчен!

I beg your pardon! ['peudn] Прошу прощения!

I'm sorry for giving trouble. Прошу прощения за беспокойство.

Excuse me for troubling. Простите за беспокойство. Excuse my coming late. Простите за опоздание.

POSSIBLE ANSWERS TO APOLOGIES (ВОЗМОЖНЫЕ ОТВЕТЫ НА ИЗВИНЕНИЯ).

That's all right. Ничего. (Все в порядке.)

It's OK. Ничего. (Все в порядке.)

Never mind! Ничего. (Не имеет значения.)

It's all right. Nothing serious. Все в порядке. Ничего страшного.

You are welcome! Все хорошо! Not at all! Ничего!

SEEING OUT THE GUESTS

See you soon. Come again! До скорой встречи. Приходите снова!

Hope to meet you again. Надеюсь встретиться с вами опять.

We are not saying good-bye. Мы не прощаемся.

Good luck to you! Желаю вам удачи! — Same to you! И вам!

Till tomorrow! See you tomorrow! До завтра.

Exercise 1. Ответьте на вопросы:

What words do we use:

1. before the name (surname) of a man when we address him?

2. when we address a man and we don't know his
3. before the name of a married woman when we address her?
4. before the name of an unmarried woman or a young girl?
5. when we address a girl or a young woman?
6. when we address a group of guests (men and women)?

Exercise 2. Ответьте на вопросы:

1. How can we greet our colleagues and what do they say in answer to our greeting?
2. How do we greet our friends and what do they say in answer to our greeting?
3. What are the forms of greetings in the morning, in the afternoon, in the evening?
4. What words do we say when parting?
5. What do we say when parting in the morning, in the afternoon, in the evening?

Translate from Russian into English:

1. Как поживаете, г-н Браун? Мы счастливы принимать Вас в нашем ресторане.
2. Спасибо за приглашение!
3. Дорогие гости! Добро пожаловать в наш город!
4. Добрый вечер, дамы и господа!
5. Дорогие гости! Мы рады видеть вас в нашем ресторане!
6. Я к вашим услугам, сэр.
7. Дорогие друзья! Мы счастливы видеть вас снова!
8. Приятно с вами познакомиться.
9. Доброе утро, дорогие друзья!
10. Надеюсь встретиться с вами опять.
11. Как это любезно с вашей стороны!
12. Приходите снова!
13. Прошу прощения за беспокойство. Все в порядке. Ничего страшного.
14. До свидания. Желаю вам удачи!
15. «Алло, это Питер Браун. Могу я поговорить с Робертом?» — «Простите, его нет дома. Что ему передать?»

Раздел 3. Деловая переписка.

Практическая работа № 11.

Тема 3.1. Виды деловых писем.

Цель работы: развитие лингвистической компетенции в области делопроизводства (расширить спектр учебных ситуаций и задач с ориентацией на реальную практическую деятельность); воспитание уважения к особенностям и этикету переписки, характерным для той или иной страны. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

TYPES OF BUSINESS LETTERS

Communication through exchange of letters is known as correspondence.

We communicate our feelings, thoughts, etc. to our friends and relatives through letters that are called personal correspondence.

A businessman also writes and receives letters in his day-to-day transactions. They are called business correspondence. Business correspondence or business letter is a written communication between two parties. Businessmen may write letters to suppliers of goods and also receive letters from the suppliers. Customers may write letters to businessmen seeking information about availability of goods, price, quality, sample, etc. or place an order for purchase of goods.

Let us learn the details about some important business letters.

The Enquiry (Inquiry) Letter. You send an inquiry when you wish to have some information on a product or its sale (after you have seen the product advertised, or displayed at a fair or exhibition, or you have only heard about it).

The Quotation Letter (a reply to the enquiry) – is a short letter enclosing the required catalogues and price-lists, a brochure, etc. Some 'sales talk', such as 'We are sure our high-quality products will meet your requirements, and we are looking forward to your early order' is generally included.

The Letter of Complaint is sent by the customer when after receiving the goods he finds that they are not up to order. They may be of the wrong size or colour, their quality might be inferior, there might be a shortage of quantity or weight, etc. When you have a complaint, you relay this information in a professional and ethical manner to the person you have the problem with.

The Letter of Apology is a reply to the letter of complaint. The Letter of Apology should be courteous, even if the complainant has abused you. You should be truthful – if you have already been having trouble with the product, say so. Try to sound sincere, and, where necessary, be prepared to take full responsibility.

Существуют разные типы деловых писем, например:

1. Письмо-поздравление - Letter of Congratulation
2. Письмо-приглашение - Letter of Invitation
3. Письмо о приёме на работу - Letter of Acceptance
4. Письмо-заявление – Application letter
5. Письмо-предложение - Commercial Offer
6. Письмо-жалоба – Letter of Complaint
7. Письмо-запрос, требование – Enquiry Letter
8. Письмо-ответ на запрос – Reply (Quotation)
9. Письмо-встречное предложение – Counter -proposal
10. Письмо-заказ – Order
11. Ответ на заказ - Response to Order
12. Счёт-фактура – Invoice
13. Письмо-отчёт (из банка), счёт – Statement

Деловое поздравительное письмо

Letter of Congratulation

Цель поздравительного делового письма — официально поздравить руководителя компании или своего коллегу. Это письмо может быть короче, чем официальное деловое письмо, но иметь более эмоциональную окраску.

Дополнительные речевые модели для поздравительных писем:

- Best wishes for a happy and prosperous New Year from ...! Примите наилучшие пожелания счастья и процветания в Новом году от ...!
- In appreciation of our association during the past year, everyone at ... extends our very best wishes for a wonderful holiday season! — Ценя наше сотрудничество в течение прошедшего года, каждый сотрудник ... выражает наши наилучшие пожелания в связи с праздниками!
- Warmest wishes for a happy holiday season and a wonderful new year! — С самыми теплыми пожеланиями счастливых праздников и прекрасного наступающего года!

Письмо о приеме на работу (сопроводительное письмо к резюме)

Letter of Acceptance

Во вступлении к сопроводительному письму рекомендуется упомянуть об источнике информации и желаемой должности.

В основной части письма говорится о профессиональных знаниях, умениях и навыках претендента, содержится информация о резюме, сопровождающем письмо. Изъявите желание прийти на собеседование, по возможности в удобное для работодателя или его представителя время, а также о надежде на положительное решение в сторону претендента. В заключительной части поблагодарите за прочтение письма.

Дополнительные речевые модели для писем о приеме на работу:

- I was interested to read your advertisement for ... Я был заинтересован, когда прочитал вашу рекламу в ...
- Please accept this letter as application for the ... position currently advertised in the ... Пожалуйста, примите это письмо как заявление на замещение вакантной должности ... , которая была объявлена в ...
- I have exceptional verbal and written communication skills. Я обладаю исключительными устными и письменными коммуникативными навыками.
- I can supply references from...if required. Я могу предоставить рекомендации из...если потребуется...
- Thank you for your attention. Спасибо за внимание.

Letter of application

(Письмо-заявление)

Dear Sir or Madam,

I am writing in response to your job offer concerning the post of computer operator which I found in the latest issue of «Daily News».

I believe this position fits my expectations of a perfect job for a young person. As far as my qualifications are concerned I have been working for about two years as a computer operator in Gray Service Company, where I have had the chance to get «hands-on» experience with computers in a real working office and coming into contact with the public for the first time. There I have gained a lot of valuable professional experience. In addition to this, I consider myself to be hard-working and a very sociable person.

I would be happy to attend the interview at any time that is convenient to you. I am enclosing the names of two referees from Gray Service Company, whom you can contact for more details. I look forward to hearing from you.

Yours faithfully,

Jane Morrison

Дополнительные речевые модели для письма-заявления для получения работы:

- I am writing in reply to/with regard to... — Я пишу, чтобы ответить/в связи...
- I am writing in connection with... — Я пишу в связи...
- I would like to express my interest in... — Я бы хотел выразить свой интерес к...
- I found the position/job/post offer extremely interesting because... — Я считаю, что должность/работа/пост является чрезвычайно интересной, поскольку...
- I would like to apply for this job because... — Я бы хотел получить эту должность, так как...
- My reason for applying for this job is that...(I am very sociable, hard-working, talented in...) — Причина, которой я хочу получить это место...
- As for my experience it includes... — Что касается моего опыта работы...
- I worked for...as... — Я работал на должности... в течении...
- I am ready to come to an interview at any time. — Я готов прийти на собеседование в любое время.
- I enclose my CV/references from my previous employers. — Я прилагаю резюме/рекомендации от прежних работодателей.

Деловое рекомендательное письмо на английском языке

В рекомендательных письмах содержится информация о рабочих умениях, навыках, знаниях, опыте, заслугах рекомендуемого человека и оценка его работы предыдущим руководителем.

Дополнительные речевые модели для рекомендательных писем:

- I met him...in..., when he joined... Я встретился с ним ... в..., когда он присоединился к...
- ...has asked me to write a letter of recommendation to accompany his application for... I am very pleased to do so.... попросил меня написать рекомендательное письмо для подачи по месту требования.... Я рад сделать это.
- ...distinguished himself / herself ... показал себя как...
- His / her greatest talent is ... Его/ее главным талантом является...
- He/she is a creative person... Он/она креативная личность...
- His / her excellent capacity to...was invaluable... Его/ее отличный потенциал к... был бесценен...
- While he / she was with us he / she... His responsibilities included...За время работы у нас он/она... В его/ее обязанности входило...
- His / her main responsibilities were... Его/ее главными обязанностями было... His / her daily tasks included... Его/ее ежедневные задачи включали...
- The only weak spot that I ever noted in his / her performance was... Единственный недостаток, который я отметил в его/ее личности...
- I am confident that...will continue to be very effectively. He/she deserves my best recommendations. Я уверен, что ... продолжит работать очень эффективно. Он/она заслуживает моих наилучших рекомендаций.
- I would happily recommend ...as a hopeful candidate. Я с удовольствием рекомендую ... как подающего надежды сотрудника.

Деловые и формальные письма.

Структура письма	Речевые модели
1. Официальное обращение к получателю (Address the recipient in a formal manner)	Dear Sir or Madam — Дорогой Сэр (обращение к мужчине) или Мадам (к женщине)
2. В первом абзаце укажите цель написания письма. (Не используйте глаголы в сокращенной форме!)	I am writing in connection with/to ask about... — Я пишу в связи с/для того, чтобы узнать/спросить.... I have read/found your advertisement in...and would like to ... — Я прочитал/нашел Ваше объявление в...и хотел бы...

	I am interested in... — Меня интересует... I would like to know more details about... — Я бы хотел узнать больше деталей о... I would like to ask further information about/concerning... — Я бы хотел узнать/спросить дополнительную информацию о/информацию относящуюся... I would like to ask if/when/why/where... — Я бы хотел спросить, возможно ли, если/когда/почему/где... I look forward to your answer/ to hearing from you. – Жду с нетерпением Вашего ответа...
3. Конец письма в соответствующей форме:	
Если письмо начинается Dear Sir or Madam, то письмо нужно закончить фразой	Yours faithfully,... — искренне Ваш, с уважением...
Если письмо начинается Dear Mr/Mrs Wilson, тогда письмо заканчивается	Yours sincerely,... — искренне Ваш, с уважением...

Samples of business/formal letters
Примеры деловых официальных писем

Letter of enquiry (письмо-запрос)

Cambridge School of Languages
119 Mill Road
Cambridge CB1 2AZ UK

British School Publishing Ltd.
2 Inner Park Road Wimbledon
London 123 45ED UK

10 July 2000

Dear Ms Higgins

Subject: Your request for New Cambridge English Language Course

ТЕКСТ ПИСЬМА

Yours sincerely,

Подпись

Ann Smith
License Manager

Dear Sir/Madam,

I am writing in connection with an advertisement for your English course. I am 19 years-old student from Russia. I am interested in English and have been looking for a course in English at higher level.

I would like to ask for more details about this English course. I would be very grateful if you could inform me about payment forms and enrolment requirements.

I look forward to your answer.

Yours faithfully,

Ann Rudova

Dear Mr. Stevens,

Mrs. M.K. Collins has applied for work as saleswoman in my drugstore. She has referred me to you as one for whom she has done similar work. Please give me some general information as to her fitness for this work. I shall be grateful to you for this help.

Sincerely yours,

Brian Warner

Задания:

1. Выберите правильное слово:

1. A letter which asks a supplier about the price of his goods is:

- a) a quotation; b) an order;
- c) a letter of credit; d) an enquiry.

2. A letter which says an order has been received is called:

- a) a guarantee; b) a covering letter;
- c) an order-form.; c) an acknowledgement.

3. A letter which tells a supplier that the customer is unhappy is called:

- a) a consignment; b) a complain;
- c) a confirmation; d) a credit period.

Эти термины известны каждому бизнесмену. Определения некоторых из них на английском языке помогут точнее понять их содержание.

- 1) barter – бартер; 2) a quotation- расценки, стоимость;
- 3) an estimate - смета; 4) foreign trade – международная торговля;
- 5) currency – валюта; 6) exports – экспорт;
- 7) deficit – дефицит; 8) a statement – ведомость, выписка о состоянии счёта;
- 9) a reminder – письмо; 10) a receipt - квитанция, напоминание об оплате

2. Найдите соответствующее определение словам слева.

- 1. an invoice; a) an exchange of goods and services between nations;
- 2. foreign trade; b) the price given for goods or a piece of work;
- 3. a statement; c) a letter where the customer tries to get better terms;
- 4. a receipt; d) a bill for goods sent or work done;
- 5. a quotation; e) an approximate calculation of the cost of something;
- 6. an estimate; f) a document that proves you have paid for some goods;
- 7. a counter - proposal; g) a list of amounts paid and still owed, sent every month.

3. Дайте английские эквиваленты следующие словам и словосочетаниям:

служба доставки;
наличие товаров;
метод транспорта;
транспортные расходы;
даты доставки;
дать все подробности;
в связи с этим;
вступить в контакт с ...;
мы срочно требуем ...;
крайний срок;
напомнить;
на льготных условиях;
немедленный ответ;

без обязательств / обязательств с нашей стороны;
ваше расследование ...;
наш подробный каталог;
для удовлетворения требований;
заказать;
принять предложение;
мы с сожалением сообщаем вам;
предложить замену;
уголовные положения;

.....
provide information about;
apologize for anything;
the newest price-list;
indicate prices;
positive solution of the issue;
in case of non-payment;
be grateful;
draw your attention to ...;
referring to ...;
provider;
delivery conditions;
to refer the matter to the arbitration court;
terms of payment;
offer goods;
claim;
confirmation of an order;
our offer is valid until ...;
fare;
provide a 5% discount;
cancel the order;
in case of your refusal ...;
otherwise

4. Рассмотрите образец делового письма. Определите вид письма. Переведите на русский язык.

Dear Sir,

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

- price (please quote CIF price)
- dates of delivery
- terms of payment
- guarantees

— if the price includes the cost of equipment installation and staff training.

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

Your early reply would be appreciated.

Yours faithfully

A. Smirnov

Export-Import Manager

Практическая работа № 12.

Тема 3.2. Структура и оформление делового письма.

Цель работы: Овладение лексическим материалом по теме.

Ход работы: Работа с текстами по профессиональной направленности. Выполнение упражнений по теме.

Содержание делового письма и его стиль зависят от характера письма. Тем не менее, есть общие правила:

1. Письмо должно быть лаконичным и информативным.
2. Предложения не должны быть длинными и сложными.
3. Не употребляйте сокращения в деловых письмах.
4. Если между каждой частью письма – пробельная строка, нет необходимости начинать новую часть с красной строки.
5. Письмо не должно содержать более одной страницы.
6. Обязательно сохраняйте копию делового письма, оно понадобится и в будущем.

Структура делового письма

1. Компания и адрес отправителя – Sender's address
2. Имя, должность, компания, адрес получателя – Addressee's name, title, company, address
3. Исходящий номер адресата и отправителя – Your ref / Our ref/
4. Дата – Date
5. Обращение – Salutation (Dear...)
6. Тема письма – Subject
7. Содержание письма – Letter Content (Body of the Letter)
8. Заключительная часть – Complimentary close (Yours.....)
9. Подпись – Signature
10. Имя и должность отправителя – Sender's name and title
11. Вложение/ приложение – Enclosure.

Пример расположения частей делового письма

1. Sender's Company – Компания отправителя

Sender's Address – Адрес Компании

В правом верхнем углу письма указывается название фирмы или компании отправителя (логотип) и адрес - **Sender's Company and Sender's Address**. Кроме названия компании и адреса как дополнение указывается номер телефона, факс, адрес электронной почты и сайта.

Например:

The Eagle Press Co Ltd
57 Leningradsky Prospect 119 487 Novosibirsk
Russia
Tel: (095) 246 17 30 Fax: (095) 245 35 20
eagle@mail.cnt.ru

Обратите внимание: в зарубежном варианте написания адреса сначала указывается номер квартиры, корпуса, затем номер дома, название улицы, район, город, почтовый индекс (факультативно) страна; слова **Flat, Block, Street, Avenue, Ulitsa, Prospect, Road** пишутся с заглавной буквы. Можно использовать общепринятые сокращения: **Fl, Apt, St, Ave, Ul, Pr, RD**; в адресе не должно быть никаких знаков препинания в соответствии со стандартами Великобритании и США.

2. Addressee's name – Имя адресата

Addressee's Title - Должность адресата

Addressee's Company – Компания адресата

Addressee's Address - Адрес адресата

Чуть ниже, в левом углу указывается сначала имя адресата, его должность, название компании и, наконец, адрес - **Addressee's name, title, company, address**. Обратите внимание, что адрес состоит из номера дома и улицы; местности; названия округа, штата или провинции; почтового кода. Необходимо также добавить название страны назначения. Если у адресата есть почтовый ящик, то номер почтового ящика указывается вместо номера дома и улицы.

Miss E. Hughers
Sales Manager
Soundsonic Ltd
54 Oxford Road
London SE23 1JF UK

3. Your ref: Исходящие адресата

Our ref: Исходные отправителя

Your ref. или **Our ref.** указывают в письме на случай, если понадобятся некоторые частности, а именно – входящий и исходящие номера. Если такой необходимости нет, уверенно выбрасывайте всё ненужное из письма.

4. Date: Дата

Дату пишут по-разному:

В Великобритании пишут день, месяц, год

26 April, 2008

В США указывают сначала месяц, за ним следует день, а затем год

April 26, 2008

Другие цифровые формы, такие как:

8 – 11 – 08, 8 / 11 / 08 или 8. 11. 08 не должны в деловых письмах, так как они вносят путаницу: в Великобритании это означает 8 November, 2008, а в США 11 August, 2008

5. Dear - Обращение

В настоящее время деловая переписка идет по пути упрощения стандартов и стиля. Однако есть несколько правил, которым следуют при написании делового письма.

Если ваше письмо обращено к конкретному лицу, сотруднику компании, вы указываете его имя и должность. Однако особенность деловой переписки заключается в том, что она ведется не как личная переписка **Person to Person**, а как официальная **Company to Company**.

А) Если вы знаете имя вашего адресата, вы пишете: **Dear Mr. Patricks**,

Dear Mr. – обращение к мужчине (for any man)

Dear Ms. – обращение к женщине (for any woman)

Dear Mrs. – обращение к замужней женщине (for a married woman)

Dear Miss - обращение к незамужней женщине (for a single/unmarried woman)

Dear Ms. – нейтральное обращение к даме, семейное положение которой вам не известно.

Обратите внимание, что пишется только фамилия, без указания имени.

Например: Mr. Patricks, Ms.Brown, Mrs.Bush

В) Если вы не знаете имя адресата, то ваше обращение будет следующим:

Dear Sir, - по отношению к мужчине (for a man)

Dear Madam, - по отношению к женщине (for a woman)

С) Если вы знаете лишь должность и не знаете пол адресата (т. е. вы не в курсе, является ли ваш адресат лицом мужского или женского пола), вы пишете:

Dear Sales Manager, или

Dear Sir / Madam,

D) Если вы обращаетесь не к конкретному адресату, а к компании, ваше обращение будет звучать так:

Dear Sirs,

E) Только в случае, если адресат – ваш друг или хорошо знакомый по бизнесу, вы можете обратиться: **Dear Joe or Dear Helen.**

Обратите внимание: после обращения ставится запятая.

6. Subject – Тема

Строка **Subject Line** – (Тема письма / сообщения) информирует о содержании письма. Это может быть ,например, Счёт-фактура – Invoice 265 или Заказ и его номер – Order 439.

7. Body of a Letter – Содержание письма

Переходим к самому письму, которое состоит из трёх частей:

1. **The opening** – начало.

2. **The main message** – основная часть.

3. **The closing** – заключительная часть.

Основную задачу письма можно выразить следующим способом: внимание – интерес –

побуждение – действие. В начале письма автор обычно благодарит адресата за ранее полученную корреспонденцию, например: Thanks for ..., We were very pleased to ..., How nice of you to ...

8. Complimentary Close – Заключительная часть

Заключительная часть зависит от приветствия; если приветствие не было обращено к конкретному лицу, то письмо заканчивается словами: **Yours faithfully**, что означает –с совершенным почтением

Dear Madam, Yours faithfully, or Yours truly,

Dear Sir or Madam,

Dear Sir,

Если вы в начале письма обращаетесь к адресату по имени, то закончить письмо нужно словами:

Yours sincerely, - искренне Ваш.

Dear Mr.Blake,

Dear Ms. Levy, Yours sincerely,

Dear Mrs.Softhead,

Обращение к товарищу или хорошему знакомому по бизнесу заканчивается словами: **Best wishes**, - с наилучшими пожеланиями.

Dear David,
Dear Betty, Best wishes,
Dear Mark,

9. Signature – Подпись

Когда письмо закончено, не забудьте поставить свою подпись. Если вы пользуетесь компьютером, не забудьте поставить собственноручную подпись.

10. Sender's name – Имя отправителя

Sender's Title – Должность отправителя

За подписью следует полное имя, фамилия и должность автора письма. После прочтения письма ваш партнер будет знать, как следует к вам обращаться и какую должность вы занимаете в компании (и, следовательно, какова сфера ваших должностных возможностей в компании).

11. Enclosure – вложение.

В конце сообщения встречается приложение **Encl.** Это значит, что в письмо вложены дополнительные материалы, например, рекламный проспект, резюме или брошюра. Встречаются три варианта написания: **Enc, Encl, Encis.** Если Вы хотите указать, какое конкретно приложение следует к письму, то строчка выглядит так:

Encl: Curriculum Vitae (персональные данные)

Encl: Catalogue

Пример письма на английском языке

SYSTEM FURNITURE plc

Brookfield Industrial Estate
Twylord Westshire TD3 2BS
England
Tel: 0193-384 1923 Fax: 0193-2196734
Telex: 342689
Our ref: RPL/ PE
Your ref:
Mr. W. Drake 24 October 2007

Chairman
The Drake and Sons Engineering Co. Ltd
Bristol 5
England

Dear Mr. Drake,

Order 439

Thank you very much for your order of 24 October 2007.

I enclose our latest price list and a new catalogue of our products. I will keep you fully informed about the progress of your order.

Yours sincerely,

Pauline Ellis

Pauline Ellis (Miss)

Secretary

ЗАПОМНИТЕ:

1. “Качество составления письма – это качество работы вашей компании. Следуйте международным стандартам написания письма на английском языке.
2. Если деловое сообщение имеет электронный формат, отправляйте его на фирменных бланках – шаблонах на английском или других языках, содержащих логотип организации, её адрес и телефон.
3. Учитывайте особенности и этикет переписки, характерные для той или иной страны (обращения, даты и т.д.).
4. Помните, что № соответствует символу **No** в британском варианте английского языка и “#” – в американском. Например: **School No 58 / School # 58**.
5. Обратите внимание, что с заглавной буквы в английском языке пишутся: названия месяцев (**March, November**); названия языков (**English, French**); названия религий (**Orthodox, Catholic, Muslim, Protestant, Buddhist, Jewish**).
6. Названия школьных предметов можно писать как с заглавной, так и с маленькой буквы (**Geography / geography**).

Задания:

1. Следующие фразы взяты из двух разных писем: приглашение на собеседование и письмо о приёме на работу. Поставьте их в правильном порядке, и вы получите 2 разных письма (Letter of invitation and Letter of acceptance).

a) We would like to invite you to the interview on Thursday 28-th April at 2 p.m. Please, contact us either by fax, e-mail or by phone if this time suits you.

b) We are glad to inform you that we were very impressed by your qualifications and your work experience. We came to the conclusion to offer you the job you have applied for.

c) Dear Mr. Johnson,

Thank you for your letter of application for the post of a marketing manager.

d) Please, confirm your acceptance of the post within the next five days.

e) We look forward to meeting you.

Yours sincerely,
Simon Lavingston
Simon Lavingston
Personnel Manager

f) We look forward to welcoming you to our staff.

Yours sincerely,
Simon Lavingston
Simon Lavingston
Personnel Manager

g) Dear Mr. Johnson,

Thank you for attending the interview for the post of a marketing manager.

h) Please, bring your qualification certificates, if you have any, with you to the interview.

2. Вставьте в приведённые ниже отрывки текстов писем пропущенные приветствия и заключительные фразы.

1. The Personnel Manager

Travel Unlimited

Dear _____

Yours _____

2. Ms. A Mayer

International Publishing Ltd-60

Dear _____

Yours _____

3. The Vice President

ICU Technical College

Dear _____

Yours _____

4. The sales Manager

National Park Services

Dear _____

Yours _____

Практическая работа №13

Тема 3.3. Времена группы Continuous

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Времена группы Continuous (Progressive)

Present	Past	Future
am/is/are V ing	Was/were V ing	Shall/will be V ing
Действие сейчас	Процесс в прошлом	Процесс в будущем

Времена группы Continuous указывают на процесс, действие, длящееся в определенный момент в прошлом, настоящем или будущем.

Время **Present Continuous** обычно указывает на процесс, длящийся непосредственно в момент речи. На это могут указывать контекст или такие слова, как *now* (сейчас), *at the moment* (в текущий момент) и т.п.:

Sally is doing her homework at the moment.

Салли сейчас делает домашнее задание.

Dad and me are fishing now.

Мы с папой сейчас рыбачим.

Образование Present Continuous

Утвердительные предложения:

I am playing

He/she /it is playing

You/we/they are playing

Вопросительные предложения:

Am I playing?

Is he / she / it playing?

Are you/we/they playing?

Отрицательные предложения:

I am not playing

He / she / it is not/isn't playing

You/we/they are not/aren't playing

Случаи употребления Present Continuous

- Указание на процесс, происходящий непосредственно в момент речи:

The doctor is conducting an operation now.

Врач сейчас проводит операцию.

- Действие длится ограниченный период времени:

She is staying in London for a couple of weeks.

Она будет в Лондоне пару недель.

- Когда новое состояние контрастирует с предыдущим:

Most women aren't staying home these days.

В наше время большинство женщин не сидит дома.

- Когда что-либо меняется, растет или развивается:

Life is changing fast.

Жизнь быстро меняется.

- Описание характерных свойств человека, часто с негативной окраской:

Why are you always interrupting people?

Почему ты вечно перебиваешь людей?

- Запланированное действие в будущем, часто с глаголами движения:

We are landing in Heathrow in 20 minutes.

Мы приземляемся в Хитроу через 20 минут.

Примечание:

Английские глаголы, связанные с восприятием (notice, hear, see, feel ...), эмоциями (love, hate, like ...), процессами умственной деятельности (think, believe, understand ...), владением (have, possess ...) не используются во временах группы Continuous, потому что они сами по себе обозначают процесс. Вместо них используется время Present Simple:

I hear you, don't shout.

Я слышу тебя, не кричи.

Время **Past Continuous** обычно указывает на действие, длившееся в определенный момент в прошлом.

Образование Past Continuous

Утвердительные предложения:

I/ he/she /it was playing

You/we/they were playing

Вопросительные предложения:

Was I/ he/she /it playing?

Were you/we/they playing?

Отрицательные предложения:

I/ he/she /it was not/wasn't playing

You/we/they were not/weren't playing

Случаи употребления Past Continuous

Прошедшее продолженное время употребляется:

1. Для выражения действия, совершавшегося в какой-то определенный период или момент времени в прошлом. Этот период (или момент) может быть выражен либо обстоятельством времени, либо придаточным предложением времени с глаголом-сказуемым в Past Simple, но иногда он может не быть указанным в предложении, а лишь подразумеваться (чему, как правило, способствует контекст).

When he came, the children were watching TV.

The twins were examining Ralph curiously, as though they saw him for the first

time.

2. Для выражения действия, совершившегося в течение длительного периода времени в прошлом. На это могут указывать контекст или такие слова, как *all day long yesterday, the whole evening yesterday, at 5 o'clock yesterday, from 5 till 6 yesterday* и др.

He *was working* at 5 o'clock yesterday.

Он работал в пять часов вчера.

Время **Future Continuous** обычно указывает на действие, которое будет длиться в определенный момент в будущем.

Образование Future Continuous

Утвердительные предложения:

I/ he/she /it /you/we/they *will be playing*

Вопросительные предложения:

Will I/ he/she /it /you/we/they *be playing?*

Отрицательные предложения:

I/ he/she /it /you/we/they *will not/won't be playing*

Случаи употребления Future Continuous

Future Continuous употребляется для выражения какого-то действия в определенный заранее известный момент в будущем.

1. Действия в конкретный момент времени в будущем.

Для этого обычно используются слова, как *this time next week, at 5 o'clock tomorrow, from 5 till 6 tomorrow* и др.

This time next week Mary will be playing the piano. — В это время на следующей неделе Мэри будет играть на пианино.

She will be waiting for me here at 9 p.m. tomorrow. — Завтра в 9 вечера она будет ждать меня здесь.

Иногда точный момент времени в будущем может выражаться при помощи придаточных времени (вводятся словами *when, as soon as, after, until* и т.д.). В таких придаточных используется Present Simple.

I will be washing the car when he leaves. — Я буду мыть машину, когда он уйдет.

2. Неизбежные действия.

Это такие будущие события, которые точно произойдут в результате каких-либо подготовительных действий или просто естественным путём.

John and I made a deal. I will be feeding his cat next week. — Мы с Джоном заключили сделку. Я буду кормить его кота на следующей неделе.

Exercises.

1. Раскройте скобки, употребляя глаголы в Present Continuous.

(NOW) 1. Timothy (to feed) his dog. 2. Mr. Jones (to clean) his yard. 3. Nancy (to paint) her kitchen. 4. Our neighbours (to wash) their car. 5. I (to wash) my hair. 6. Who (to fix) your sink? 7. What she (to do) now? – She (to dance). 8. The children

(to brush) their teeth. 9. What he (to do) at the moment? – He (to fix) his bicycle. 10. They (to have) a big dinner together. 11. The boys (to run) about the garden. 12. I (to do) my homework. 13. John and his friends (to go) to the library. 14. Ann (to sit) at her desk. She (to study) geography. 15. A young man (to stand) at the window. He (to smoke) a cigarette. 16. The old man (to walk) about the room. 17. The dog (to lie) on the floor. 18. You (to have) break? 19. What language you (to study)? 20. Who (to lie) on the sofa? 21. What they (to talk) about? 22. It still (to rain). 23. I (to open) an umbrella. 24. John (to play) computer games.

2. Раскройте скобки, употребляя глаголы в *Past Continuous*.

1. I (to play) computer games at five o'clock yesterday. 2. He (to play) computer games from two till three yesterday. 3. We (to play) computer games the whole evening yesterday. 4. What Nick (to do) when you came to his place? 5. What you (to do) when I rang you up? 6. I (not to sleep) at nine o'clock yesterday. 7. What he (to do) the whole evening yesterday? – He (to read) a book. 8. She (to sleep) when you came home? 9. My sister (not to play) the piano at four o'clock yesterday. She (to play) the piano the whole evening.

3. Раскройте скобки, употребляя глаголы в *Present Continuous* или *Past Continuous*

1. I (to write) an English exercise now. 2. I (to write) an English exercise at this time yesterday. 3. My little sister (to sleep) now. 4. My little sister (to sleep) at this time yesterday. 5. My friends (not to do) their homework now. They (to play) volley-ball. 6. My friends (not to do) their homework at seven o'clock yesterday. They (to play) volley-ball. 7. You (to eat) ice-cream now? 8. You (to eat) ice-cream when I rang you up yesterday? 9. What your father (to do) now? 10. What your father (to do) from eight till nine yesterday? 11. Why she (to cry) now? 12. Why she (to cry) when I saw her yesterday? 13. She (to read) the whole evening yesterday. 14. She (not to read) now. 15. Now she (to go) to school. 16. What you (to do) now? — I (to drink) tea. 17. You (to drink) tea at this time yesterday? — No, I (not to drink) tea at this time yesterday, I (to eat) a banana. 18. My sister is fond of reading. She (to read) the whole evening yesterday, and now she (to read) again. 19. Look! My cat (to play) with a ball. 20. When I went out into the garden, the sun (to shine) and birds (to sing) in the trees.

4. Раскройте скобки, употребляя глаголы во времени *Future Continuous*

1. We ... (drive) towards the mountains at that moment.
2. This time next week Rosie ... (fly) to Tokyo.
3. You ... (use) the Internet in half an hour? (
4. I ... (not sunbathe) on the beach tomorrow at noon.
5. Mark ... (stay) at the hotel until next Monday?
6. Tomorrow evening my parents ... (celebrate) their 20th wedding anniversary.
7. I'm sure when you come home your mother ... (not sleep).

8. Sarah ... (wait) for your response on Friday morning.
9. Ellen ... (make) breakfast while her husband ... (take) a shower.
10. Andy ... (sing) a new song at the party tonight?

Практическая работа №14

Тема 3.4. Времена группы Simple

Цель работы: Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

Ход работы: Изучение нового грамматического материала. Выполнение упражнений.

Present Simple - простое настоящее время

Время Present Simple обозначает действие в настоящем в широком смысле слова. Оно употребляется для обозначения обычных, регулярно повторяющихся или постоянных действий, например, когда мы говорим о чьих-либо привычках, режиме дня, расписании и т. д., т. е. Present Simple обозначает действия, которые происходят в настоящее время, но не привязаны именно к моменту речи.

Образование Present Simple

Утвердительные предложения:

I / you / we / they play

He / she / it plays

Вопросительные предложения:

Do you play?

Does he / she / it play?

Отрицательные предложения:

I do not / don't play

He / she / it does not / doesn't play

Английский глагол во временной форме Present Simple почти всегда совпадает со своей начальной, то есть указанной в словаре, формой без частицы *to*. Лишь в 3-ем лице единственного числа к ней нужно прибавить окончание -s:

I work – he works

Если глагол оканчивается на -s, -ss, -sh, -ch, -x, -o, то к нему прибавляется окончание -es:

I wish – he wishes

К глаголам на -у с предшествующей согласной тоже прибавляется окончание -es, а -у заменяется на -i-:

I try – he tries

Если же глагол оканчивается на -у с предшествующей гласной, то -у сохраняется и добавляется только окончание -s:

I play – he plays

Для того чтобы построить вопросительное предложение, перед подлежащим нужно поставить вспомогательный глагол. Время Present Simple используется без него, поэтому в этом случае добавляется вспомогательный глагол do (или does в 3 л. ед. ч.):

Do you like rock? Тебе нравится рок?

Does he speak English? Он говорит по-английски?

В отрицательных предложениях тоже используется вспомогательный глагол do/does, но не перед подлежащим, а перед глаголом. После него прибавляется отрицательная частица not. Do/does и not часто сокращаются до don't и doesn't соответственно:

I do not like black coffee. Я не люблю черный кофе.

She doesn't smoke. Она не курит.

Случаи употребления Present Simple

- Регулярные, повторяющиеся действия:

I often go to the park. Я часто хожу в парк.

They play tennis every weekend. Каждые выходные они играют в теннис.

- Действие в настоящем в широком смысле слова:

Jim studies French. Джим изучает французский.

We live in Boston. Мы живем в Бостоне.

- Общеизвестные факты:

The Earth goes round the Sun. Земля вращается вокруг солнца.

The Volga is the longest river in Europe. Волга – самая длинная река в Европе.

- Перечисление последовательности действий:

We analyse what our clients may need, develop a new product, produce a sample, improve it and sell it. Мы анализируем, что может понадобиться нашим клиентам, разрабатываем новый продукт, изготавливаем образец, дорабатываем его и продаем.

- Некоторые случаи указания на будущее время (если имеется в виду некое расписание или план действий, а также в придаточных предложениях времени и условия):

The airplane takes off at 2.30 p.m. Самолет взлетает в 14:30.

When you see a big green house, turn left. Когда вы увидите большой зеленый дом, поверните налево.

Past Simple - простое прошедшее время

Время **Past Simple** используется для обозначения действия, которое произошло в определенное время в прошлом и время совершения которого уже истекло. Для уточнения момента совершения действия в прошлом при использовании времени Past Simple обычно используются такие слова, как **five days ago** (пять дней назад), **last year** (в прошлом году), **yesterday** (вчера), **in 1980** (в 1980 году) и т.п.

Образование Past Simple

Утвердительные предложения:

I/ he/she /it /you/we/they *played* (правильный глагол **V-ed**)

I/ he/she /it /you/we/they *went* (неправильный глагол **V2**)

Вопросительные предложения:

Did I/ he/she /it /you/we/they play?

Отрицательные предложения:

I/ he/she /it /you/we/they *did not/didn't play*

Для того чтобы поставить английский глагол во время Past Simple, нужно использовать его «вторую форму». Для большинства глаголов (правильных) она образуется прибавлением окончания **-ed**:

examine – examined, enjoy – enjoyed, close – closed

Однако есть также достаточно большая группа неправильных английских глаголов, которые образуют форму прошедшего времени не по общим правилам, для них форму прошедшего времени нужно просто запомнить.

*We **saw** your dog two blocks from here.*

Мы видели вашу собаку в двух кварталах отсюда.

В вопросительном предложении перед подлежащим нужно использовать вспомогательный глагол **do** в прошедшем времени – **did**, а после подлежащего поставить основной, значимый глагол **в начальной форме**:

Did you wash your hands? Ты помыл руки?

Did they sign the contract? Они подписали контракт?

В отрицательных предложениях перед глаголом нужно поставить вспомогательный глагол **did** и отрицательную частицу **not**:

We did not find our car. Мы не нашли свою машину.

I did not understand this question. Я не понял этот вопрос.

Случаи употребления Past Simple:

- Указание на простое действие в прошлом:

I saw Jeremy in the bank. Я видел Джереми в банке.

- Регулярные, повторяющиеся действия в прошлом:

The old man often visited me. Старик часто меня навещал.

I noticed this charming shop girl each time I went to buy something.

Я замечал эту очаровательную продавщицу каждый раз, когда шел за покупками.

- Перечисление последовательности действий в прошлом:

I heard a strange sound, looked back, and saw a huge cat sitting on the table.

Я услышал странный звук, обернулся и увидел здорового кота, сидящего на столе.

Список неправильных глаголов

VERB	PAST SIMPLE	PAST PARTICIPLE	ПЕРЕВОД
arise [ə'raɪz]	arose [ə'rəʊz]	arisen [ə'rɪz(ə)n]	Возникать, происходить
awake [ə'weɪk]	awoke [ə'wəʊk]	awoken [ə'wəʊkən]	Будить, проснуться
be [bi:]	was [wɒz], were [wɜ:]	been [bi:n]	Быть
bear [beə]	bore [bɔ:]	borne [bɔ:n]	Нести, выносить
beat [bi:t]	beat [bi:t]	beaten ['bi:tən]	Бить
become [bi:kʌm]	became [bi:keɪm]	become [bi:kʌm]	Становиться
begin [bi'gɪn]	began [bi'gæn]	begun [bi'gʌn]	Начинать
bend [bɛnd]	bent [bɛnt]	bent [bɛnt]	Сгибать
bet [bet]	bet [bet]	bet [bet]	Поспорить
bite [baɪt]	bit [bɪt]	bitten [bɪtn]	Кусать, клевать
bleed [bli:d]	bled [bled]	bled [bled]	Кровоточить
blow [bləʊ]	blew [blu:]	blown [bləʊn]	Дуть
break [breɪk]	broke [brəʊk]	broken ['brəʊk(e)n]	Ломать
bring [brɪŋ]	brought [brɔ:t]	brought [brɔ:t]	Приносить
build [bɪld]	built [bɪlt]	built [bɪlt]	Строить
burn [bɜ:n]	burnt [bɜ:nt]	burnt [bɜ:nt]	Гореть
buy [baɪ]	bought [bɔ:t]	bought [bɔ:t]	Покупать
catch [kætʃ]	caught [kɔ:t]	caught [kɔ:t]	Ловить, хватать, успеть
choose [tʃu:z]	chose [ʃəʊz]	chosen [tʃəʊz(ə)n]	Выбирать
come [kʌm]	came [keɪm]	come [kʌm]	Приходить
cost [kɒst]	cost [kɒst]	cost [kɒst]	Стоить
creep [kri:p]	crept [krept]	crept [krept]	Ползать

cut [kʌt]	cut [kʌt]	cut [kʌt]	Резать
deal [di:l]	dealt [dɛlt]	dealt [dɛlt]	Иметь дело
do [du:]	did [did]	done [dʌn]	Делать
draw [drɔ:]	drew [dru:]	drawn [drɔ:n]	Рисовать, тащить
dream [dri:m]	dreamt [dremt]	dreamt [dremt]	Мечтать, дремать
drink [drɪŋk]	drank [dræŋk]	drunk [drʌŋk]	Пить
drive [draɪv]	drove [draʊv]	driven ['drɪvən]	Водить
eat [i:t]	ate [eit]	eaten ['i:tn]	Есть
fall [fɔ:l]	fell [fel]	fallen ['fɔ:lən]	Падать
feed [fi:d]	fed [fed]	fed [fed]	Кормить
feel [fi:l]	felt [felt]	felt [felt]	Чувствовать
fight [fait]	fought [fɔ:t]	fought [fɔ:t]	Бороться
find [faɪnd]	found [faʊnd]	found [faʊnd]	Находить
fit [fit]	fit [fit]	fit [fit]	Подходить по размеру
flee [fli:]	fled [flɛd]	fled [flɛd]	Убегать, исчезать
fly [flai]	flew [flu:]	flown [flaʊn]	Летать
forbid [fə'bɪd]	forbade [fə'beɪd]	forbidden [fə'bɪdn]	Запрещать
forget [fə'get]	forgot [fə'gɒt]	forgotten [fə'gɒt(ə)n]	Забывать
forgive [fo'gɪv]	forgave [fo'geɪv]	forgiven [fo'gɪvən]	Прощать
get [get]	got [gɒt]	got [gɒt]	Получать
give [gɪv]	gave [geɪv]	given [gɪvən]	Давать
go [gou]	went [went]	gone [gɒn]	Идти
grow [grou]	grew [gru:]	grown [graʊn]	Расти
hang [hæŋ]	hung [hʌŋ]	hung [hʌŋ]	Вешать
have [hæv]	had [hæd]	had [hæd]	Иметь
hear [hiə]	heard [hɜ:d]	heard [hɜ:d]	Слышать
hide [haɪd]	hid [hid]	hidden ['hɪdn]	Прятать
hit [hit]	hit [hit]	hit [hit]	Попадать в цель
hide [haɪd]	hid [hɪd]	hidden [hɪdn]	Скрывать, прятать
hold [hould]	held [held]	held [held]	Держать
hurt [hɜ:t]	hurt [hɜ:t]	hurt [hɜ:t]	Ушибить
keep [ki:p]	kept [kept]	kept [kept]	Содержать
knit [nɪt]	knit [nɪt]	knit [nɪt]	Вязать, штопать
know [nou]	knew [nju:]	known [naʊn]	Знать
lay [lei]	laid [leid]	laid [leid]	Класть
lead [li:d]	led [led]	led [led]	Вести
learn [lɜ:n]	learnt [lɜ:nt]	learnt [lɜ:nt]	Учить
leave [li:v]	left [left]	left [left]	Оставлять
lend [lend]	lent [lent]	lent [lent]	Занимать
let [let]	let [let]	let [let]	Позволять
lie [lai]	lay [lei]	lain [lein]	Лежать
light [lait]	lit [lit]	lit [lit]	Освещать

lose [lu:z]	lost [lɒst]	lost [lɒst]	Терять
make [meɪk]	made [meɪd]	made [meɪd]	Производить
mean [mi:n]	meant [ment]	meant [ment]	Значить
meet [mi:t]	met [met]	met [met]	Встречать
mistake [mis'teɪk]	mistook [mis'tuk]	mistaken [mis'teɪk(e)n]	Ошибаться
overcome [əʊvə'kʌm]	overcame [əʊvə'keɪm]	overcome [əʊvə'kʌm]	Преодолеть, побороть
pay [peɪ]	paid [peɪd]	paid [peɪd]	Платить
put [pʊt]	put [pʊt]	put [pʊt]	Положить
read [ri:d]	read [red]	read [red]	Читать
ride [raɪd]	rode [roud]	ridden ['rɪdn]	Ездить верхом
ring [rɪŋ]	rang [ræŋ]	rung [rʌŋ]	Звенеть
rise [raɪz]	rose [rouz]	risen ['rɪzn]	Подниматься
run [rʌŋ]	ran [ræŋ]	run [rʌŋ]	Бежать
say [seɪ]	said [sed]	said [sed]	Говорить
see [si:]	saw [sɔ:]	seen [si:n]	Видеть
sell [sel]	sold [sould]	sold [sould]	Продавать
send [send]	sent [sent]	sent [sent]	Посылать
set [set]	set [set]	set [set]	Ставить
shake [ʃeɪk]	shook [ʃuk]	shaken ['ʃeɪk(ə)n]	Встряхивать
show [ʃəʊ]	showed [ʃəʊd]	shown [ʃəʊn]	Показывать
shut [ʃʌt]	shut [ʃʌt]	shut [ʃʌt]	Закрывать
sing [sɪŋ]	sang [sæŋ]	sung [sʌŋ]	Петь
sink [sɪŋk]	sank [sæŋk], sunk [sʌŋk]	sunk [sʌŋk]	Тонуть
sit [sɪt]	sat [sæt]	sat [sæt]	Сидеть
sleep [sli:p]	slept [slept]	slept [slept]	Спать
smell [smel]	smelt [smɛlt]	smelt [smɛlt]	Пахнуть, чувствовать
speak [spi:k]	spoke [spouk]	spoken ['spouk(e)n]	Говорить
spend [spend]	spent [spent]	spent [spent]	Тратить
spin [spɪn]	spun [spʌn]	spun [spʌn]	Крутить, вертеть
split [splɪt]	split [splɪt]	split [splɪt]	Разделять, разбивать
spoil [spɔɪl]	spoilt [spɔɪlt]	spoilt [spɔɪlt]	Портить
stand [stænd]	stood [stu:d]	stood [stu:d]	Стоять
steal [sti:l]	stole [stoul]	stolen ['stəʊlən]	Красть
strike [straɪk]	struck [strʌk]	struck [strʌk]/ stricken [stri:kən]	Бить, бастовать
swear [swɛə]	swore [swɔ:]	sworn [swɔ:n]	Клясться, присягать
swell [swel]	swelled [sweld]	swollen ['swəʊl(e)n]	Разбухать
swim [swɪm]	swam [swem]	swum [swʌm]	Плывать
take [teɪk]	took [tuk]	taken ['teɪk(ə)n]	Брать, взять
teach [ti:tʃ]	taught [tɔ:t]	taught [tɔ:t]	Учить
tear [tɛə]	tore [tɔ:]	torn [tɔ:n]	Рвать
tell [tel]	told [tould]	told [tould]	Рассказывать

think [θɪŋk]	thought [θɔ:t]	thought [θɔ:t]	Думать
throw [θrəu]	threw [θru:]	thrown [θrəun]	Бросать
understand [ʌndə'stænd]	understood [ʌndə'stud]	understood [ʌndə'stud]	Понимать
undertake [ʌndə'teɪk]	undertook [ʌndə'tʊk]	undertaken [ʌndə'teɪk(ə)n]	Предпринимать, совершать
wake [weɪk]	woke [wouk]	woken ['wouk(e)n]	Просыпаться
wear [weə]	wore [wɔ:]	worn [wɔ:n]	Носить
win [wɪn]	won [wʌn]	won [wʌn]	Выигрывать
write [raɪt]	wrote [raʊt]	written ['rɪtn]	Писать

Future Simple - простое будущее время

Время **Future Simple** ссылается на действие, которое совершится в неопределенном или отдаленном будущем. Простое будущее время обычно используется с обстоятельствами: **tomorrow** (завтра), **next year** (в следующем году), **in five years** (через пять лет), **in 2035** (в 2035 году) и т.п.

Образование Future Simple

Утвердительные предложения:

I/ he/she /it /you/we/they *will play*

Вопросительные предложения:

Will I/ he/she /it /you/we/they play?

Отрицательные предложения:

I/ he/she /it /you/we/they *will not/ won't play*

Для того чтобы поставить глагол во временную форму Future Simple, нужно использовать его начальную форму и вспомогательный глагол *will*. В устной речи *will* чаще всего сокращается до формы 'll.

I'll do it tomorrow.

Случаи употребления Future Simple:

- Указание на простое действие в будущем:

We'll return in 4 hours. Мы вернемся через 4 часа.

It will not be easy to convince him. Его будет нелегко убедить.

- Описание будущего факта

The exhibition will open in May. — Выставка откроется в мае.

- Предположение или прогноз

I think it will rain tomorrow. — Я думаю, завтра пойдет дождь.

- Выражение намерения или решения, возникшее в момент речи

I'm thirsty. I think I'll have a glass of juice. — Я хочу пить. Думаю, я выпью стакан сока.

Конструкция going to

Going to используется, чтобы выразить намерение, когда решение принято

заранее:

I'm going to make a cake tonight. — Сегодня вечером я буду делать торт.

Going to в Future Simple также используется для предположений, когда есть признак того, что что-то произойдет:

Look at those clouds. It's going to rain. — Посмотри на эти тучи. Собирается дождь.

Exercises

1. Раскройте скобки, употребляя глаголы в *Present Simple*.

(USUALLY) 1. My sister (to get) up at eight o'clock. 2. She (to be) a school-girl. She (to go) to school in the afternoon. 3. Jane (to be) fond of sports. She (to do) her morning exercises every day. 4. For breakfast she (to have) two eggs, a sandwich and a cup of tea. 5. After breakfast she (to go) to school. 6. It (to take) him two hours to do his homework. 7. She (to speak) French well. 8. My working day (to begin) at seven o'clock. I (to get) up, (to switch) on the radio and (to do) my morning exercises. It (to take) me fifteen minutes. At half past seven we (to have) breakfast. My father and I (to leave) home at eight o'clock. He (to take) a bus to his factory. My mother (to be) a doctor, she (to leave) home at nine o'clock. In the evening we (to gather) in the living-room. We (to watch) TV and (to talk).

2. Поставьте глаголы в правильную форму:

1. Julie (not / drink) tea very often.
2. What time (the banks / close) here?
3. I've got a car, but I (not / use) it much.
4. 'Where (Ricardo / come) from?' 'From Cuba.'
5. 'What (you / do)? I'm an electrician.'
6. How long (it / take) you? – It (take) me an hour to get to work.
7. Look at this sentence. What (this word / mean)?
8. David isn't very fit. He (not / do) any sport.

3. Задайте специальные вопросы, используя слова в скобках:

1. Paul plays tennis very well. (How)
2. Many birds fly south every summer. (How often)
3. Jack usually goes to work on Saturdays. (When)
4. France has a lot of high mountains. (What)
5. You always wear glasses. (What)
6. Most of the students study well. (How many)
7. He thinks that school is boring. (Who)
8. The Volga flows into the Caspian Sea. (Where)
9. We drink coffee very often. (Who)
10. My children usually skate on the skating ring in our yard. (Whose)

4. Переведите на английский язык, употребляя глаголы в форме *Present Simple*.

1. Я изучаю английский язык
2. Его младший брат ученик

3. Она не работает
4. Он всегда очень занят
5. Он разговаривает по-немецки?
6. Моя мама любит классическую музыку
7. Они не хотят идти в кино
8. Где ваши родители?
9. Она не играет в шахматы
10. Он никогда не просыпается рано
11. Она делает зарядку каждый день?
12. Они ходят в театр раз в месяц
13. Я помогаю маме по хозяйству очень часто
14. Вы пьете кофе утром?
15. Он редко ходит в кино
16. Она не читает газет
17. Эти девочки не работают, они учатся

5. Используйте слова в скобках для образования предложений в Past Simple.

- 1) They _____ football at the institute. (to play)
- 2) She _____ emails. (not / to write)
- 3) _____ you _____ English? (to speak)
- 4) My mother _____ fish. (not / to like)
- 5) _____ Ann _____ any friends? (to have)
- 6) His brother _____ in an office. (to work)
- 7) She _____ very fast. (cannot / to read)
- 8) _____ they _____ the flowers every 3 days? (to water)
- 9) His wife _____ a motorbike. (not / to ride)
- 10) _____ Elizabeth _____ coffee? (to drink)

6. Заполните пропуски глаголами в форме *Past Simple*. Используйте глаголы из данного списка: *start, want, have, continue, be, see, hit, become, wake*. Ludwig van Beethoven ... born in 1770 in Bonn, Germany. He ... a difficult and miserable childhood. His father, Johann, was a musician for the king. Johann ... to give Ludwig piano lessons before he was four years old. Ludwig was so small that he had to stand on the piano seat to reach the piano. When Johann ... how quickly Ludwig learned, he knew that his son had talent. He ... to make Ludwig into a concert performer, and he was very demanding. He ... Ludwig's hand when he made a mistake and often ... him up in the middle of the night to make him play for friends. Ludwig ... to study, and, in 1782, he ... the assistant organist for the king. He was only 12 years old!

7. Переведите предложения на английский язык, используя *Past Simple*.

1. Когда ваш сын поступил в университет? – Он поступил в прошлом году.
2. Она вчера не пришла, так как была очень занята.
3. Кто встречал вас на вокзале? – Мой брат.
4. Сколько раз в неделю у вас был английский в прошлом семестре? – Два раза в неделю.
5. Вчера все студенты нашей группы сдали экзамен по физике, кроме Зорина: он был не готов.
6. С кем вы обсудили этот вопрос? –

Мы обсудили его с ректором. 7. Вы познакомились с этим мужчиной на работе, не так ли? – Да, мы познакомились месяц назад. 8. На прошлой неделе мы никуда не выходили по вечерам. 9. Он окончил университет три года назад. 10. Куда вы ездили в отпуск летом? – Мы ездили на Украину. – Какая там была погода? – Было очень жарко. 11. Разве она не хотела принять участие в концерте? – Она хотела, но заболела пару дней назад. 12. Кто оставил эту записку? – Наш сосед.

8. Поставьте глагол в скобках в *Present Simple/Past Simple*.

1. I often (*see*) my friend at the university. Yesterday I (*see*) him in the dean's office. 2. We always (*meet*) on Sundays. Last month we (*meet*) not only on Sundays, but also on Saturdays. 3. Dan usually (*walk*) to his office. Yesterday he (*take*) a taxi, because he (*be*) late for his work. 4. My sister usually (*have*) English lesson twice a week. Last week she (*have*) three English lessons. 5. They always (*watch*) TV in the evening. Yesterday evening they (*watch*) a football match. 6. She often (*lose*) things. Yesterday she (*lose*) her purse. 7. Our teacher of English always (*give*) us a lot of homework. At the last lesson she (*not / give*) us any task to be done at home. 8. I usually (*go*) to the club with my friends. Last night I (*go*) there alone, because my friends (*be*) out of town.

9. Раскройте скобки, употребляя глаголы в *Future Simple*:

1. I want to get a medical checkup. I (*to go*) to my doctor tomorrow.
2. He (*to give*) me a complete examination.
3. The nurse (*to lead*) me into one of the examination rooms.
4. I (*to take*) off my clothes and (*to put*) on a hospital gown.
5. I (*to stand*) on his scale so he can measure my height and my weight.
6. He (*to take*) my pulse.
7. Then he (*to take*) my pressure.
8. After he takes my blood pressure, he (*to take*) some blood for a blood analysis.
9. He (*examine*) my eyes, ears, nose and throat.
10. He (*give*) me some recommendations.

10. Раскройте скобки, употребляя глаголы в *Present Simple* или *Future Simple* (Все предложения относятся к будущему).

1. When he (*to return*) to St. Petersburg, he (*to call*) on us. 2. If I (*to see*) him, I (*to tell*) him about their letter. 3. We (*to gather*) at our place when my brother (*to come*) back from Africa. 4. I (*to sing*) this song with you if you (*to tell*) me the words. 5. I hope you (*to join*) us when we (*to gather*) in our country house the next time. 6. What you (*to do*) when you (*to come*) home? 7. If I (*to stay*) some more days in your town, I (*to call*) on you and we (*to have*) a good talk. 8. He (*to go*) to the Public Library very often when he (*to be*) a student. 9. As soon as I (*to return*) from school, I (*to ring*) you up. 10. You (*to pass*) many towns and villages on your way before you (*to arrive*) in Moscow. 11. I (*to stay*) at home till she (*to come*). Then we (*to go*) to the theatre if she (*to bring*) tickets. 12. After I (*to finish*) school, I (*to enter*) the University.

11. Раскройте скобки, употребляя глаголы в *Present Simple*, *Past Simple*, *Future Simple*:

1. I (*not to go*) to the cinema every day.

2. I (not to go) to the cinema yesterday.
3. I (to go) to bed at ten o'clock tomorrow.
4. She (not to go) to the cinema tomorrow.
5. You (to watch) TV every day.
6. I (to go) to bed at ten o'clock every day.
7. I (to go) to bed at ten o'clock yesterday.
8. My brother (to wash) his face every morning.
9. Yesterday he (to wash) his face at a quarter past seven.
10. I (not to have) history lessons every day.
11. Your sister (to go) to school every day? - - Yes, she
12. My mother (to watch) TV yesterday.

Практическая работа № 15

Тема 3.5. Письмо-заказ.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

Read, translate and learn the requirements to the Letter of Order:

To place an order to buy goods special order forms should be filled in. In these forms the quantity of goods, their description, prices, terms of payment, date of delivery and discounts should be shown. When it is necessary to make certain points quite clear a special covering letter is written. An order form is attached to the covering letter.

If a seller or a supplier is able to carry out an order he sends a buyer an order acknowledgement which is an order copy. It is signed by a seller or a supplier.

If a seller or a supplier is not able to carry out an order he either refuses the order or offers a substitute.

Read and translate sample Letter of Order.

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

21st March, 2008

Dear Sirs,

Our Order for Silk Shirts

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

We are enclosing our Order No. 142, and would ask you to return its duplicate to us, duly signed, as an acknowledgement.

Yours faithfully

Vladimir Smurov

Manager
Enc. Order No. 142

Export-Import

ORDER

No. 142
(please refer to
this number on all
correspondence)

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

21st March, 2008

Please

Supply 400 men's silk shirts in the colours and sizes (collar) specified below:

Size	Colour	Quantity
14	white	70
14	blue	30
15	white	70
15	blue	30
16	white	70
16	blue	30
17	white	70
17	blue	30

Price: \$ 10.53 each (total — \$4, 212)
Delivery: air freight, CIF Kiev
Payment: by letter of credit
Packing: standard

p.p. Chief Buyer

Alexey Postnikov
Visteria Ltd.

Please send us the copy of this order, duly signed, as an acknowledgement.

1. Study information about the structure of the Letter of Offer:

- reason of writing;
- answer to potential customer's questions;

additional offers;
hopes to receive the order.

2. Read translate and learn the following information:

Answering the questions it is necessary to give the correct description of the goods with their pictures or samples. While establishing prices there can be different discounts. Expenses for packing, transportation costs, terms of delivery and terms of payment are being shown separately. The firm's offer includes special conditions, e.g. the deadline of offer receiving and discount system in the dependence on the quantity of goods and other conditions.

3. Read and translate sample Letter of Offer:

Mr. ...

Purchasing Manager

Broadway Autos

June 15, 2006.

Dear Mr. ...

Thank you very much for your enquiry. We are of course very familiar with your range of vehicles and are pleased to inform you that we have spare parts for the electrical power systems.

These parts combine economy, high power output and quick charging time.

I enclose a detailed quotation, specifications and delivery terms. As you will see from this, our prices are very competitive. I have arranged for our agent Mr. ... to deliver a few spare parts to you next week, so that you can carry out the laboratory tests. Our own laboratory reports, enclosed with this letter, show that our new spare parts perform as well as any of our competitor's product and, in some respects, outperform them.

If you would like further information, please telephone or telex me: my extension number is ...

I look forward to hearing from you.

Практическая работа № 16
Тема 3.6. Письмо-отказ.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Read and translate and learn the requirements to the Inquiry Letter.

The company sends the inquiry letter when it is necessary:

- to receive detailed information about goods;
- to know about the availability of goods;
- to define delivery dates;
- to receive information about terms and discounts, the method of transportation insurance;
- to receive information about prices of goods;
- to receive catalogues and samples of goods, etc.

If you apply for the company for the first time you should include the following points:

- information about this company and its goods;
- the main points of your letter;
- short information about your company;
- your hope to cooperate with this company.

Read and translate sample Inquiry Letter:

Max Computers Ltd
170 London Road
Exeter EX4 4JY
England

17th May, 2005

Dear Sir,

We read your advertisement in the “Computer Magazine” of 5th March. We are interested in buying your computers. Would you kindly send us more information about this equipment:

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

Our company specializes in distributing computers in Ukraine. We have more than 50 dealers and representatives in different regions and would like to start producing computers in Ukraine. If your computers meet our requirements, and we

receive a favourable offer, we will be able to place a large order for your computers.

Your early reply would be appreciated.

Yours faithfully,
P. Ivanov
Export-Import Manager

Read and translate sample Letter of Acknowledgement.

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

28th March, 2008

Ref: Order No. 142 of 21st March, 2008

Dear Mr. Smurov,

Thank you for your letter of 21st March, 2008. We are pleased to acknowledge your order for 400 men's silk shirts and enclose the copy of it, duly signed, as requested.

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

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

Yours sincerely,
Alfred Smithers
Sales Manager

Практическая работа № 17
Тема 3.7. The Present Perfect Tense

Цель работы:

1. Формирование коммуникативных компетенций.
2. Овладение грамматическим материалом по теме.

Ход работы:

1. Введение нового грамматического материала, необходимого для изучения темы.

2. Отработка лексико-грамматических навыков.

Время **Present Perfect** обозначает действие, которое завершилось к настоящему моменту или завершено в период настоящего времени. Хотя глаголы в **Present Perfect** обычно переводятся на русский язык в прошедшем времени, следует помнить, что в английском языке эти действия воспринимаются в настоящем времени, так как привязаны к настоящему результату этого действия.

I **have done** my homework already.

Я уже сделал домашнее задание.

We have no classes today, our teacher **has fallen** ill.

У нас сегодня не будет уроков, наш учитель заболел.

Образование Present Perfect

Утвердительные предложения:

I have played	We have played
You have played	You have played
He / she / it has played	They have played

Вопросительные предложения:

Have I played?	Have we played?
Have you played?	Have you played?
Has he / she / it played?	Have they played?

Отрицательные предложения:

I have not played	We have not played
You have not played	You have not played
He / she / it has not played	They have not played

Время **Present Perfect** образуется при помощи вспомогательного глагола to have в настоящем времени и третьей формы смыслового глагола.

To have в настоящем времени имеет две формы:

- **has** – 3 лицо, ед. ч. (He has played)
- **have** – 1 и 2 лицо ед.ч. и все формы мн. ч. (I have played)

В **вопросительном предложении** вспомогательный глагол выносится на место перед подлежащим, а значимый глагол остается после него:

Have you seen this film?

Ты смотрел этот фильм?

Has she come yet?

Она еще не пришла?

В **отрицательных предложениях** за вспомогательным глаголом следует отрицательная частица **not**. Формы **have** и **has** при этом могут быть сокращены до **haven't** и **hasn't** соответственно:

I haven't seen him since then.

С тех пор я его так и не видел.

Случаи употребления **Present Perfect**:

- Если говорящему важен сам факт произошедшего действия, а не его время или обстоятельства:

I have visited the Louvre 3 times.

Я посетил Лувр три раза.

Если время события имеет значение, то нужно использовать время **Past Simple**:

I visited the Louvre last year.

Я посетил Лувр в прошлом году.

- Если период, в который произошло действие, еще не закончился:

I have finished reading the book this week.

На этой неделе я закончил читать книгу.

В противном случае используется время **Past Simple**:

I finished reading the book 2 weeks ago.

Я закончил читать книгу две недели назад.

- Для обозначения действий, которые начались в прошлом и продолжаются в момент разговора:

I've studied Spanish since childhood.

Я учил испанский с детства.

I haven't seen my home town for 45 years.

Я не видел свой родной город 45 лет.

Exercises.

Exercise 1.

1. I (to be) to their concert twice. Their music is amazing.
2. I (not/to see) Jane since the day of her wedding. They (to come back) from their honey moon yet?

3. —Where is your ID Card? —I (to lose) it.
4. They are going to make me another one. Oh, look! It's Sarah. I (not/to see) her for a long time.
5. Jane is on holiday. She (to go) to Ireland.
6. —Are you going to the medical center? —I (already/to be) there today.
7. I am waiting for a very important letter. It (not/to arrive) yet?
8. My father (to start) a new job recently. He is very busy now. I (not/talk) to him for a long time already.

Exercise 2.

1. You (to hear) from Melisa recently? — No, she (to go) to China for a seminar and (not/come back) yet.
2. It was a great weekend. I (to meet) lots of people for the last few days.
3. It is the first time I (to swim) in the ocean. I (never/do) this before.
4. You (ever/try) Indian or Chinese food?
5. I was very busy with the project recently. So I (not/seen) any of my friends for a long time.
6. You (ever/to speak) to a famous person in your life?
7. What is the most beautiful place you (ever/to see)?
8. I (to give up) smoking last year. I (not/to smoke) since then.

Exercise 3. В следующих предложениях измените время глагола на *Present Perfect*. Переведите предложения на русский язык.

1. I am eating my breakfast.
2. We are drinking water.
3. He is bringing them some meat and vegetables.
4. You are putting the dishes on the table.
5. They are having tea.
6. She is taking the dirty plates from the table.
7. The children are putting on their coats.
8. The pupils are writing a dictation.
9. My friend is helping me to solve a difficult problem.
10. I am learning a poem.
11. She is telling them an interesting story.
12. Kate is sweeping the floor.
13. The waiter is putting a bottle of lemonade in front of him.
14. Susan is making a new dress for her birthday party.
15. She is opening a box of chocolates.

Практическая работа № 18.

Тема 3.8. Подписание контракта

Цель работы:

1. Формирование коммуникативных компетенций.
2. Овладение лексико-грамматическим материалом по теме.

Ход работы:

THE CLAUSES OF THE CONTRACT

Contract design (contract) is considered to be the most difficult and responsible part of doing business. From how professionally prepared contract will depend on its effectiveness. In practice, there are different types of contract that defines the commodity, but most of the contracts contains an introductory part (for the name of the organization,surname, name, patronymic and position of the person signing the contract) and the basic articles such as:

- the subject of the contract
- price
- payment
- obligations of the parties
- acceptance of goods
- sanctions
- osvobođenje from liability
- the procedure for settlement of possible disputes
- the entry into force of the contract
- Details, addresses and signatures of the parties to the contract
- other conditions
- changes and additions to the contract

Articles can be integrated or included in the contract in a different order.

CONTRACT.

"Moscow" _____ 20 _____

here in after referred to as the Sellers, on the one hand and _____

here in after referred to as the Buyers, on the other hand have concluded the present

Contract as follows:

1. Subject of the Contract.

The Sellers have sold and the Buyers have bought on (FOB)

(port)

basis the goods to the amount of _____ in the quantity, assortment, at prices and according to technical conditions NN 1,2,..., as stated in Supplements N 1,2... which are the integral part of the present Contract.

2. Price and Total Amount of the Contract.

The prices for the goods are fixed in _____

(currency)

and are to be understood _____

(FOB, CIF...)

packing and marking included. The Total Amount of the present Contract is _____

3. Dates of delivery

Delivery of the goods under the present Contract should be effected within the dates stipulated in the Supplement N ____ to the present Contract.

The data of the Bill of Lading and/or the date of frontier station stamp of the Sellers' country stated in (rail-) way bill to be considered as the data of delivery.

4. Payment.

Payment for the goods delivered is effected in _____
(ВАЛЮТА)

under an irrevocable, confirmed divisible Letter of Credit established by the Buyer with the Bank _____

The Letter of Credit to allow transshipment and partial shipment and to stipulate that all the кн, expenses connected with the opening and the extension of the Letter of Credit and any other banc charges to be for the Buyers' account. The Letter of Credit is to be valid for _____ days.

5. Claims.

Claims in respect of the quantity in case of shortage inside the case may be submitted by the Buyers to the Sellers not later than _____

days and in respect of the quality of the goods in case of non-conformity of same to that stipulated by the Contract not later than _____ days after the arrival of the goods at the port of destination. Contents and ground of the claim should be certified either by Expert's Report or by a Report made up with the participation of a representative of an uninterested competent organization.

The Buyers have the right to return to the Sellers the rejected goods for their replacement by the goods of proper quality.

All the transport and other expenses connected with delivery and return of defective goods are to be paid by the Sellers.

6. Arbitration

All disputes and differences which may arise out of the present Contract or in connection with the same are to be settled without application to State courts by Arbitration Court at Chamber of Commerce, Moscow in accordance with the Rules of procedure of the above Court the awards of which are final and binding upon both Parties.

7. Force-majeure

Should any circumstances arise which prevent complete or partial fulfilment by any of the Parties of their respective obligations under the present Contract, namely: fire, acts of God, war, military operations of any kind, blockade, prohibition of export or import or any other circumstances beyond the control of Parties, the time stipulated for the fulfilment of such obligations shall be extended for the period equal to that during which such circumstances will remain in force.

8. Other Conditions.

All dues (including port and dock ones), taxes and customs duties levied in the territory of the Sellers' country connected with execution of the present Contract are to be paid by the Sellers and for their account. None of the Parties has the right to assign their right and obligations under the present Contract without written consent of the other Party. Any amendments and supplements to the present Contract are valid only if made in writing and signed by duly authorized representatives of both Parties.

The present Contract is made up in two copies both having the same value.

9. Legal Addresses of the Parties _____

Do some exercises.

Exercise 1. Дополните предложения правильной формой Present Perfect:

1. I know who your boss is. I (*work*) for him.
2. Look! Somebody already (*broke*) the tree.
3. Mary (*go*) to Moskow, but she'll be back next Monday at the latest.
4. Andy is in hospital now. He (*have*) a bad crash.
5. Jane is crying. She (*hurt*) her knee.

Answers: have worked; has already broken; has gone; has had; has hurt;

Exercise 2. Заполните пропуски *since* или *for*.

Mike left school when he was 16. ... then he has had five cars. He usually keeps a car ... a year. Then he gets bored with it and buys another one. As far as his dad, he has had the same car ... ten years. Mike can't understand that. He's had this Ford Mondeo ... 2002 and it's still going well. He'll probably keep it ... a few month.

Answers: Since, for, for, since, for

Exercise 3. Поставьте правильную форму глагола в Present Perfect Simple или Present Perfect Continuous:

- Hi, Mark! I (*not/see*) you for ages.
- Hi. I (*work*) quite hard as usual. How about you?
- Great. I (*look*) around for a new flat, but I (*not/find*) one yet.
- What's wrong with your old one?
- It's OK. But I (*just/get*) a new job and it's on the other side of town. By the way, you (*finish*) that book I gave you last month?
- I (*not/have*) time, I was very busy. I (*start*) it but I've only got as far as the first chapter.
- What you (*do*) since I last saw you?
- I (*prepare*) for exams, of course. I (*take*) maths I've still got physics and chemistry to go.
- How did the maths exam go?
- I think I (*pass*) it. We'll see.

1. haven't seen
2. have been working
3. have been looking/haven't found
4. have just got/have you finished
5. haven't had/ have started
6. have you been doing
7. have been preparing/ have taken
8. have passed

Do some exercises.

The Past Perfect Tense.

Exercise 1. Поставьте глаголы из скобок в форму Past Perfect.

1. He never ... (be) to Oxford before. (Он никогда раньше не был в Оксфорде.)
2. When I found my camera the butterfly already ... (fly away). (Когда я нашел фотоаппарат, бабочка уже улетела.)
3. Sandra ... (suffer) from pneumonia for many years. (Сандра страдала от пневмонии в течение многих лет.)
4. Tony ... (not appear) on TV before that. (Тони никогда раньше не появлялся на ТВ.)
5. My cousin ... (buy) the tickets before we came. (Мой кузен купил билеты до того, как мы пришли.)
6. I was too tired because my working day ... (start) at six. (Я слишком устал, потому что мой рабочий день начался в шесть.)

Exercise 2. Раскройте скобки, употребляя глаголы в *Past Simple* или *Past Perfect*:

1. When I (to come) home, mother already (to cook) dinner.
2. When father (to return) from work, we already (to do) our homework.
3. When the teacher (to enter) the classroom, the pupils already (to open) their book.
4. Kate (to give) me the book which she (to buy) the day before.
5. Nick (to show) the teacher the picture which he (to draw).
6. The boy (to give) the goats the grass which he (to bring) from the field.
7. Mother (to see) that Nick (not to wash) his hands.
8. The teacher (to understand) that Lena (not to do) her homework.
9. When we (to come) to the station, the train already (to leave).
10. Tom (to return) from the cinema at five o'clock.
11. Tom (to return) from the cinema by five o'clock.
12. I (to finish) my homework at seven o'clock.
13. I (to finish) my homework by seven o'clock.
14. He (to think) that he (to lose) the money.
15. Ann (to tell) me that she (to see) an interesting film.
16. When I (to wake) up yesterday, father already (to go) to work.
17. Nick (to think) that his father (not yet to come) home.

18. Mary (to tell) us that she (to cook) a good dinner.

Exercise 3. Составь предложения, используя слова в скобках:

I wasn't hungry. (I/just/have/lunch) *I had just had lunch.*

1. Tom wasn't at home when I arrived. (he/just/go/out). _____

2. We arrived at the cinema late. (the film/already/begin). _____

Exercise 4. Поставь глагол в нужной форме (Past Perfect или Past Simple) в зависимости от смысла. (Здесь постарайся не попасться! Еще раз перечитай смысловое значение Past Perfect):

1. The house was very quiet when I got home. Everybody _____ (go) to bed.

2. I felt very tired when I got home, so I _____ (go) straight to bed.

3. Sorry I am late. The car _____ (break) down on my way here.

4. There was a car by the side of the road. It _____ (break) down and the driver was trying to repair it. So we _____ (stop) to help him.

Answers:

1. Tom wasn't at home when I arrived. He had just gone out. 2. We arrived at the cinema late. The film had already begun. IV. 1. The house was very quiet when I got home. Everybody had gone to bed. 2. I felt very tired when I got home, so I went straight to bed. 3. Sorry I am late. The car broke down on my way here. 4. There was a car by the side of the road. It had broken down and the driver was trying to repair it. So we stopped to help him.

Раздел 4. Работа с документами.

Практическая работа № 19.

Тема 4.1. Входящая и исходящая корреспонденция.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Изучение теоретического материала. Выполнение лексико-грамматических упражнений.

Read an extract from a procedures manual. Copy out new words and check their meanings with a dictionary.

DEALING WITH INCOMING AND OUTGOING CORRESPONDENCE

Incoming correspondence. One of the essential functions of a records office is to receive, record and distribute incoming and internally created mail of all kinds (such as letters, memoranda and faxes). Records staff must deal promptly and accurately with many different kinds of correspondence. Incoming correspondence will reach the records office in a number of different ways. Some will come through the mail, some by hand, some by telex, fax or electronic mail.

There are also differences in the way in which items are addressed. Some are addressed to a department and some to individuals either by name or by title of office. Other items may be illegibly addressed. A smaller number of items will bear security or privacy markings, such as 'confidential' or 'personal.' Some mail may contain cheques, money or other valuables which need to be carefully recorded and accounted for in the records office.

Rules for handling 'confidential' and 'personal' letters should always be followed. All other mail should be opened and date-stamped as soon as it is received by the records office. During this process letters should be kept in a box file or other suitable container.

After the mail has been opened and all enclosures accounted for, each letter must be registered in the Inward Correspondence Register. All columns of the register must be completed.

Outgoing correspondence. Every letter leaving the records office must quote the full address and reference number. Security or privacy markings are typed in a prominent position at the top and bottom of each sheet.

Once a letter has been signed it must be returned to the records office for dispatch. Records office staff are responsible for maintaining a record of what is dispatched. All letters leaving the office are registered in the Outward Correspondence Register.

Answer the questions:

What is one of the main functions of a records office? How does incoming mail reach the records office? To whom can items be addressed?

What can they contain?

What markings can they bear?

How is mail handled after it has been received by the records office?

Procedure for the Handling of Incoming Correspondence for Filing and Archiving Purposes

Types of Correspondence

Records Office staff must deal promptly and accurately with many different types of correspondence. Incoming correspondence will reach the Records Office in a number of different ways. Some will come through the traditional mail, some by hand, and some by telex, fax or electronic mail. There will also be differences in the way in which items are addressed. Some will be addressed to a ministry, department or

agency and some to individuals either by name or by title of office. Other items may be inadequately or illegibly addressed. A smaller number of items will bear security or privacy markings, such as 'confidential' or 'personal.' Some mail may contain cheques, money or other valuables which will need to be carefully recorded and accounted for in the Records Office.

Opening Mail

Mail which is:

Marked personal or confidential or is addressed to an officer of the Ministry/Department by personal name, not by title or position should be left unopened and passed on to the addressee immediately.

Mail which is:

An obvious bill, receipt, statement or invoice

- Marked return to sender in cases when the sender's name is clearly identifiable
- Intended for a non – administrative Department

is left unopened and is placed in the appropriate dip/tray for further sorting and delivery. All offices should have at least one dip/tray identified for incoming mail into which unopened regular external mail is deposited.

Rules for handling 'confidential' and 'personal' letters and classified documents should be followed always. (See Also : Handling Classified Documents and Files). All other mail should be opened and datestamped as soon as it is received by the Records Office. During this process letters should be kept in a box file or other suitable container.

Slit open envelopes across the top. Care must be taken to ensure the contents of letters are not damaged when the envelopes are slit. Many enclosures are received loose or separated from their covering documents. Attach such enclosures to the relevant documents, taking care not to damage cheques, certificates or similar items. All enclosures must be noted on the covering documents. This is particularly important when the enclosures are valuable or are personal papers.

Certificates, deeds and other legal documents require special care. Place such documents in separate envelopes, noting the contents and the reference number of the file on the outside. Record these in a register or Valuables Book and store in a safe place. Cross- reference on the file.

Registered Mail

- Incoming registered mail is picked up from the Post Office by a Records Office messenger at the set time. The messenger is required to sign for registered mail.
- The registered mail is then delivered, along with regular incoming mail to the Mail Desk in the Records Office. Procedures for registered mail are similar to ordinary mail described above.

- After registered mail or unregistered mail with cash has been processed it is hand delivered to the addressee by the Mail Desk Clerk, who ensures that the addressee signs in the Valuables Book as evidence that the mail was received.
- Once all signatures have been obtained, the Valuables Book is returned to the Treasury Cashier who reconciles the signatures with the money received

Inward Correspondence Register and Mail Folder

After the mail has been opened and all enclosures accounted for, each letter or memorandum must be registered by a designated officer in the Inward Correspondence Register. All columns of the Register must be completed. The details to be entered initially are:

1. Serial number (the next number in sequence)
2. Date of the letter
3. Date the letter was received
4. From whom the letter was received
5. Reference given by the writer of the letter
6. Subject of the letter

The Head of the Records Office or a designated officer will decide how items are to be handled. For example:-

1. Mark routine documents with filing instructions and pass to the officer responsible for filing.
2. Place letters which are not routine in mail folders for circulation. The list will vary from agency to agency, but it is important that it is as short as possible so that the mail folder is returned to the Records Office quickly.

Officers on the circulation list should attend to the documents in the mail folder promptly. They should mark those letters that they would like to deal with personally or that they would like referred to their staff by indicating to whom they are to be sent. All such directions should be initialled and dated by the officer making them. Letters may not be removed from the mail folder. All must be returned to the Records Office for filing.

Where there are more than one circulation of mail each day, correspondence delivered after a circulation has been dispatched, should be held over and included in the subsequent batch, except for any that are marked 'urgent' which must be delivered immediately. Records Offices receiving mail once a day only, may find it necessary to have a second circulation to deal with hand delivered mail.

When the mail folder is returned to the Records Office the documents should be placed immediately on the appropriate files. Before the files are passed to the

nominated action officers, Records Office staff should note on the relevant File Transit Sheet the name or title of the action officer and the date of transit. The following information should be recorded in the Inward Correspondence Register:

1. Name or title of the action officer to whom the file was passed, and the date the letter was filed
2. Number of the file on which the letter was placed

The file must be delivered to the relevant action officers without delay.

Mail Containing Valuables

Post containing or likely to contain, cheques, bank drafts, money orders or other valuable items must be carefully safeguarded from the time it is received.

A written record of all postal remittances received each day must be prepared (in addition to the Inward Correspondence Register) and signed by the post opener. A Valuables Book or Remittance Register is used for this purpose. Records Office staff should record the following information in the Remittance Register:

1. Serial number
2. Date received
3. Name of person sending remittance
4. Amount
5. Details of remittance
6. Cheque number/ Bank sort code (cheques only)
7. Name and signature of officer opening remittance

Each sheet of the register must be serially numbered. Cash received should be counted and noted in the register as well as on the accompanying document by the post-opener. Erasures and pencils entries must not be made in the register. A wrong entry may be cancelled only by ruling it through and correcting it with a new entry that leaves the original entry legible. All such alterations must be initialled jointly by the post-opener and the supervising officer.

Examine all payable instruments (cheques, money orders, postal orders, bank drafts and so on) to ensure that:-

- the amount agrees with that on the remittance advice slip or other accompanying document
- the amounts in words and figures agree
- the date and payee details are completed correctly
- the remittances are signed (excluding postal and payable orders)

If the purpose of which a remittance was sent cannot be identified, include it with the daily banking and take action to obtain the necessary information as quickly as possible.

In cases where money apparently has been omitted or differs in amount from that stated on documents received by post, a note must be made on the document jointly by the post- opener and the supervising officer. The person who sent the remittance is then advised at once that there is an error. The cheque may be banked in the meantime.

Telegrams and Faxes

- Place telegram in folders marked 'URGENT' immediately after they have been registered. These folders must then be passed without delay to a senior officer for directions on how they are to be treated.
- An increasing quantity of mail is received by fax. As 'junk' mail is sometimes sent by fax, check that faxes received concern genuine office business. The unnecessary use of fax should be discouraged and care should be taken in deciding whether faxes need to be treated as urgent. Routine non- urgent correspondence should not be sent by fax. The Head of the Records Office should consult the appropriate action officer if in doubt.
- Faxed material tends to fade if printed on thermal paper. Once it has been established that a fax concerns official business, the fax should be photocopied and the copy placed in the mail folder or on the appropriate file as necessary. The fax, as received, should then be placed on a file kept for original faxes.
- All incoming faxes on the fax file should be destroyed after six months as a matter of routine. If the original of the document faxed is received at a later date in the Records Office, it should also be placed on the appropriate file. Both the photocopy of the fax and the original document should be retained on the file as the photocopy may have had comments written on it by action officers.

Electronic Mail

- Increasingly more communication is being received by electronic mail on action officers' desk computers. However, many e- mail messages are routine or unrelated to official business and will not need to be retained once they have been read.
- Officers sending or receiving electronic mail must decide whether each item of e- mail received or dispatched concerns official business and needs to be printed so that a copy is placed on file.
- In all cases when incoming electronic mail is printed for filing, any outgoing reply should also be printed and filed with the incoming message where possible.
- E- mail messages should relate to one subject only to facilitate filing. If an e- mail relates to several subjects, copies will need to be made and placed on the appropriate

files. ((Rules for filing and retaining email electronically are being revised and developed continuously)

Classified Documents and Files

The circulation of 'classified' documents should be strictly limited to those officers who need them for their efficient performance of their duties. They should have appropriate clearances.

Практическая работа № 20

Тема 4.2. Организация работы с документами.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Изучение теоретического материала. Работа с текстом профессиональной направленности.

1. Read and translate:

ORGANIZATION OF WORK WITH DOCUMENTS

As a result of mastering this chapter, the student must:

know

- the order, stages and basic procedures for organizing work with documents;
- stages of document movement in the organization in the process of document circulation and the order of their registration;
- rules for working with incoming, outgoing and internal documents;
- Features of work with personnel documents, with citizens' applications

be able to

- organize document flow in the workflow system, routes of document movement in the organization, preparation of cases for transfer to the archive;
- register documents in the organization;
- organize work with incoming and outgoing documents;
- prepare documents for transfer to storage in the archive;

own

- the method of drawing up the nomenclature of cases;
- skills in the formation and registration of the case, a list of cases.

The correct approach is to develop single simple processes with their subsequent integration, and not to build a single cumbersome process.

Bill Gates

Organization of work with documents is an important part of the workflow in the chain "creation/receipt of the document - execution/dispatch of the document - storage of the document". This stage of work with documents largely determines the effectiveness of the activity of the device, providing rational document circulation,

creating information retrieval systems for documentation, monitoring the execution of documents and preparing documents for transfer to the departmental archive.

Organization of workflow

- **Organization of work with documents** - organization of document circulation, storage and use of documents in current activities.

The document turnover, i.e. the movement of documents in the organization from the time they are created or received to the completion of execution or dispatch is carried out in the form of document flows between the information processing centers (managers, specialists, employees) and points of technical processing of documents (expedition, secretary, copying service, etc .)

Workflow Scheme

Basic *threads* of documents are divided:

- to incoming (incoming to the organization);
- outgoing (sent from the organization);
- internal (documents created in the organization and used in its internal management process).

Incoming documents, in turn, are divided into document flows sent to managers directly to structural units or specific executors.

The most important characteristic of the workflow is its *volume* , ie. the number of documents received in the organization and created in it for a certain time. This indicator is important because it determines the choice of the organizational form of office work, the type of information retrieval system based on the documents of the institution, the structure and staffing of the documentation support service of a particular organization, the degree of technological equipment of the processes of working with documents.

The number of documents received and created in the organization is calculated monthly, for the first half year and by the end of the year, with an accrual result from the beginning of the current year for control and registration forms in the places of their registration. For the unit of accounting for the number of documents, the document itself, taking into account the copies reproduced, is adopted. Replicated instances are counted separately.

The number of documents can be accounted for by the organization as a whole or by its separate divisions. The final counting data is presented in tabular form.

For each group, the number of documents and their circulation are taken into account (the figures are placed through a slash or in separate columns).

It is expedient to count the volume of document circulation by groups of documents: administrative, statistical, correspondence, letters of citizens, financial, etc.

The order of movement of documents in the organization can be divided into several *stages* :

- 1) the organization of delivery of documents;
- 2) reception and initial processing of documents arriving in the organization;
- 3) preliminary review of documents by the documentation management service;
- 4) registration and review of documents by the head of the organization;

- 5) delivery of documents to performers;
- 6) the work of the performers over the document;
- 7) control the execution of documents;
- 8) processing of executed and sent documents, the formation of cases;
- 9) preparation for transfer of cases to the archive, transfer to the archive.

2. Answer the questions:

1. What is a record?
2. What format does a record have?
3. Which of the following can be considered a record: a phone book, a personal soccer schedule, a contract, a formal letter?
4. Which of them is a non-record (reference material)?
5. Which of them is just a personal paper?
6. Do you know any other examples of records? What are they?
7. What information does a record contain?

3. Read the information below to check your answers.

All information created, sent and received in the course of your job is potentially a record. Records provide evidence of your agency's business. Whether something is a record depends on the information it contains and the context. Records can be in paper, digital or other formats.

Examples include:

- Emails/ faxes/ letters/ text messages/ minutes
- Photographs/ maps and plans/ samples and objects /research data
- Databases/ spreadsheets /social media sites/ policy and briefing papers / information in business systems

1 minutes – протокол заседания/собрания

2 sample – образец, проба

3 spreadsheet (computer)– крупноформатная таблица

4 policy – линия поведения, курс, политика, деятельность предприятия

5 briefing – инструктаж, указания

Records need to be kept. You should keep the records that support your business decisions. Records provide proof of what happened and who made the decisions. Make or keep a record if you need to show:
what happened, when it happened and who was involved
what was decided or recommended and by whom
what advice or instruction was given the order of events or decisions

Практическая работа № 21.

Тема 4.3. Модальные глаголы.

Цель работы: Овладение грамматическим материалом по теме.

Ход работы: Изучение теоретического материала. Выполнение грамматических упражнений.

1. МОДАЛЬНЫЕ ГЛАГОЛЫ MAY, CAN, MUST, HAVE TO, SHOULD И ИХ ЭКВИВАЛЕНТЫ.

Can – могу, умею

имею способности (ability);

имею возможность (possibility);

имею разрешение (permission = **may**)).

В прошедшем времени имеет форму **could** (мог, умел). В будущем времени используется эквивалент – **will be able to** (смогу, сумею). **To be able to** может использоваться в различных видовременных формах.

Must – должен, обязан

обязанность/необходимость (obligation/necessity)

личное мнение, личный мотив (personal feelings)

настоятельная просьба, совет (обязательно должен) (request)

приказ (the authority of the speaker)

Не имеет других форм, вместо **must** используется “**have to**” в различных видовременных формах. Часто используется в объявлениях (a notice)

Have to / has to –вынужден, приходится, должен (obligation/necessity)

в силу не зависящих от тебя обстоятельств (arising out of circumstances);

согласно закону, нормам или правилам (based on a law, rule, or authority)

В прошедшем времени имеет форму **had to** (должен был, вынужден был, пришлось). В будущем времени – **will have to** (должен буду, вынужден буду, придётся) **To have to** может использоваться в различных видовременных формах.

I *can* play the piano. (*ability*) – Я *умею* играть на пианино (способность)

Can (may) I send an e-mail from your computer? (*permission*) – *Можно* отправить письмо с вашего компьютера? (разрешение)

I have been able to do this difficult task. (*ability*) – Я смогла выполнить это сложное задание. (способность)

I think I will be able to organize this kind of work. (*ability*) – Я думаю, я-то смогу организовать этот вид работы. (способность)

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The windows are dirty. I *must* clean them (*personal feeling*). – Окна грязные. Я *должна* помыть их. (личный мотив/мнение)

It's a very interesting film. You *must* see it. (*request*) – Это очень интересный фильм. Ты обязательно должен посмотреть его. (настоятельный совет, просьба)

Dogs must be kept on a lead. (a notice) – Собак держать на поводке! (объявление)

I'll be late for work tomorrow. I *have to* go to the dentist. (*necessity arising out of circumstances*) – Я опоздаю на работу завтра. Мне нужно сходить к дантисту. (необходимость, возникающая в силу независимых от тебя обстоятельств)

Exercise 1. Complete the sentences with *can* (3), *could* (1), *must* (3), *have to* (1), *has to* (2), *had to* (1), *able* (2).

Sarah _____ speak Italian.

Jill's eyes are not very good. She _____ wear glasses.

_____ I use your pen?

Marylyn is a very interesting person. You _____ meet her.

I like this hotel room. You _____ see the mountains from the window.

I haven't been _____ to sleep recently.

Jill starts work at 7 o'clock, so she _____ get up at 6.

My hands are dirty. I _____ wash them.

I am sure Jill will be _____ to get this job.

When I was young, I _____ run very fast.

I think they will _____ sit up late to finish the project on time.

I _____ walk home last night. There were no buses.

Hotel guests _____ sign the register.

2. МОДАЛЬНЫЕ ГЛАГОЛЫ CAN, MUST, HAVE TO В ВОПРОСИТЕЛЬНЫХ И ОТРИЦАТЕЛЬНЫХ ПРЕДЛОЖЕНИЯХ

2. 1. CAN

Can you...?

I can't (cannot)...

Can you swim? – Yes, I can. – Ты умеешь плавать? – Да.

We can't come to your party next Saturday. – Мы не можем прийти к тебе на вечеринку в следующую субботу.

Can I smoke in here? – No, you can't. – Можно мне покурить здесь? – Нет, нельзя.

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Could you read when you were 5? – Ты умел читать, когда тебе было 5 лет?

В просьбах используются и форма прошедшего и форма настоящего времени:

Can you help me? = Could you help me?

Can you...? – Вы (не) можете ...?

Could you – Не могли бы вы ...? (более вежливая форма).

2. 2. MUST

В вопросительной форме практически не употребляется в разговорной речи.

Различают два отрицательных ответа: *mustn't* (нельзя, не должен) и *needn't* (не нужно, не обязательно).

I must hurry. I *mustn't* be late. – Я должна поторопиться. Я не должна (мне нельзя) опоздать.

You *needn't* clean the windows. They are not dirty. – Тебе не нужно (не обязательно) мыть окна. Они не грязные.

2. 3. HAVE TO

В вопросительных и отрицательных предложениях употребляется со вспомогательным глаголом: *do/does* (Present Simple), *did* (Past Simple).

What time did you have to go to the dentist yesterday? – Во сколько ты должна была пойти к дантисту вчера?

Does Jill have to work on Saturday? – Джилл должна работать по субботам?

We didn't have to wait very long for the bus. – Нам не пришлось долго ждать автобуса.

Ian doesn't have to work very hard. He has an easy job. – Яну не приходится работать очень много. У него лёгкая работа.

Exercise 2. Complete the sentences with *can't* or *couldn't*.

I was tired but _____ sleep.

I wasn't hungry yesterday. I _____ eat my dinner.

Ann doesn't know what to do. She _____ decide.

Do you know where Martin is? I want to speak to him but I _____ find him.

Jim _____ go to the concert next Saturday. He has to work.

Paula _____ go to the meeting last week. She was ill.

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Exercise 3. Complete the sentences with *I must* or *I had to*.

It's late. _____ go now.

I don't usually work on Saturdays but last Saturday _____ work.

_____ get up early tomorrow. I've got a lot to do.

I went to London by train last week. The train was full and _____ stand all the way.

I was nearly late for my appointment this morning. _____ run to get there on time.

I forgot to phone David yesterday. _____ phone him later today.

Exercise 4. Complete the sentences with *mustn't* or *needn't*.

We have a lot of time. We _____ to hurry.

Keep these documents in a safe place. You _____ lose them.

I'm not ready yet but you _____ wait for me. You can go now and I'll come later.

We _____ forget to turn off the lights before we leave.

I _____ write the letter now. I can do it tomorrow.

Exercise 5. Match the sentences with the same meaning.

We can leave the meeting early.

We must leave the meeting early.

We had to leave the meeting early.

We needn't leave the meeting early.

We mustn't leave the meeting early.

We must stay until the end.

We couldn't stay until the end.

We can't stay until the end.

We needn't stay until the end.

We can stay until the end.

1 d

2 _____

3 _____

4 _____

5 _____

Exercise 6. Complete the sentences with *must* / *had to* / *mustn't* / *needn't*.

You _____ go. You can stay here if you want.

It's a fantastic film. You _____ see it.

We've got enough food, so we _____ go shopping.

We didn't have any food yesterday, so we _____ go shopping.

I want to know what happened. You _____ tell me.

You _____ tell Sue what happened. I don't want her to know.

I _____ hurry or I'll be late.

"Why were you so late?" – "I _____ wait half an hour for a bus".

We _____ decide now. We can decide later.

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Exercise 7. Complete the sentences with *don't/doesn't/didn't have to*.

Why are you going out? You *don't have to go out*.

Why is Ann waiting? She _____.

Why did you get up early? You _____.

Why is Paul working so hard? He _____.

Why do you want to leave now? You _____.

Exercise 8. Complete the questions using *do/does/did*.

I have to get up early tomorrow. – What time do you have to get up?

George had to wait a long time. – How long _____?

Liz has to go somewhere. – Where _____?

We had to pay a lot of money. – How much _____?

I have to do some work. – What exactly _____?

Exercise 9. Choose the correct answer. Sometimes the both answers are correct.

If you show you personal feelings, use *must* or *have to*

If you talk about a fact, only use *have to*

It's a great film. You must see / have to see it. (the both answers are correct)

In many countries, men must do / have to do military service. (*have to* is correct)

You can't park your car here for nothing. You must pay / have to pay.

I didn't have any money with me last night. So I must borrow / had to borrow some.

I eat too much chocolate. I really must stop / have to stop.

"Why is Paula going now?" – "She must meet / has to meet somebody."

What's wrong? You must tell / have to tell me. I want to help you. __

Практическая работа № 22

Тема 4.4. Работа с архивами.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Изучение теоретического материала. Выполнение лексико-грамматических упражнений.

1. Here are some other examples of records. Match A and B.

A

Calendars, meeting minutes, project reports...

Correspondence, agreements, studies ...

Grants, contracts ...

Guidance documents, policies, procedures...

Requests, controlled correspondence ...

B

are created in the course of business

are received for action

document the organization's activities and actions

support financial obligations

communicate the organization's requirements

2. Переведите на русский язык: bar code check-out system, bookshelf, file, filing cabinet, filing alphabetic system, filing number-based system, fold, vault.

VOCABULARY

Records manager	Job hunting	Cover letter Job interview	Skills and responsibilities	Disposal of records	Paperless office
agreement ability accurate active files Administrative Office / Records Office advice, to advise appraisal archival authority bachelor/master degree bar code be able to be allowed to be in charge of be involved be responsible for bookshelf briefing papers business activities business decision calendar can (could)	additional skills ambition appear applicant application apply for (a job) approach as soon as possible as well as at the top / bottom attend meetings available be illegibly addressed bear security or privacy markings benefit body of the letter business trip candidate career objective	accompany achievement achieve goals advertisement application letter apply for a job appropriate arrange attachment attend attitude availability background be available for be capable of be held up be (not) to the level benefit benefits (perks) client coach confident convince convincing count on cover letter customer data	act as activity adapt adaptability affect apologize approve archives awareness be (not) up to standard be obliged be prepared be shortlisted (for an interview) broaden carry on business carry out catalogue challenging colleague commitment to compensation competition condition confidence consumption contract specifications	access accessible acquire active/inactive file adoption appointment architectural drawing archivist arson assess assessment basement be related to burn buyer cable (=telegram) charity citation climb the ladder control creator deposit depository destruction destructor dirty disposal dispose of	add additional air filtration artifact assist back-end backup be attributed to be convinced be indexed be situated boost productivity both ... and ... calculation captured information cause check compatibility complex (structure) conduct conversion convert copier costly court of law cultural treasure customized vault

certain certificate circulation circumstance command complete contract correspondence correspondence course course of work create creation CV data decide delete destroy destruction develop development digital format dispose of record disposition distance learning division/department (Dept) employee employer enable enroll in (a program) experience external/internal file filing system General Manager grant guidance happen (to) have to in line with in order to inactive records incoming/outgoing instruction internal inter-office junior/senior keep records	cart clerical duties closing salutation collect completion computer application condition confidential contain Curriculum Vitae (CV) = resume date-stamped deal with documents deliver (mail) desired pay range destroy determine differ from difference dispatch distribute driving licence employment enclosure entry-level position envelope equipment experienced expert fieldwork fluent in (French) follow rules graduate (with Honours) graduation handle (mail) high school hourly identify internship Inward Correspondence Register junior position key skills letterhead (sender's address) location	description development plans drawback enclose encourage enthusiasm explain feedback find out follow-up helpful tip impression indicate interviewee interviewer introduce introduction involve IT ability long-term look forward to maintain mission statement motivation offer opportunity personality polite previous problem solving skills product development prospects provide reference regarding relationship request requirement shredder specific specifically staff strength stuff success value weakness Yours sincerely	coordinate correct the error co-worker damage demonstrate devise discount discover dispute (between two parties) diverse due to ensure environment essential evaluate evidence familiarity field filing plan flexibility gain goods guide handwritten hone improve in accordance with in case of in order to join length letter of apology letter of application letter of complaint letter of enquiry liaise locality look into the matter make a decision meet the requirements monitor negotiations oral oversight overview persuade price-list print product order project management quality quotation letter rapidly regulatory restrict	disposition electronic obliteration emergency file plan film reel fragile general public generation guardian handle hardware/software humidity incident incinerate independence inventory legend legislative macerate mandate manual move occupy onsite/offsite storage particularly peacetime preservation private pulp record series recycle reference book rescue resolution retain save Secretary of State seller serve as shred sound recording step subtopic supersede temperature the State Department theft transaction trash treaty user vandalism verify	data center data entry deal with decrease delivery depth designed for desktop digitizing directly disadvantage document processing dust-free efficiency eliminate employ entrance evidence evolve expensive export to databases extreme facilities fast fireproof giant government regulations GPS tracking hard drive have in common improvement in addition (to) include inefficient infrastructure initial insurer integrate intellectual property Intelligent Character Recognition (ICR) invoice life insurance longevity maintenance make sure manila folder media microfiche missing information
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knowledge	mail clerk		retention schedule	via	multi-paged
law	mailing		review	video cassette	network
letter	address		rewarding	vital record	Optical Character
level	maintain		secondary /	wartime	Recognition
locate a record	major (subject)		vocational /	wear gloves	(OCR)
maintain	mention		tertiary		optical disk
maintenance	move ahead		sincere		original
may (might)	objective		sound		outsource
media	salutation		strategy		paper-based
meeting	operate		stretch skills		document
mentor	machines		supervisor		paperless office
minutes	Outward		supplier		partner
must	Correspondenc		take a chance		pay back
necessary	e		take place		pension
necessity	Register		take responsibility		perform
notice, n	package		team		prefer
obligation	perform		terms of payment		print out
occupation	personal		train		(documents)
on-the-job	details		transfer		printer
training	photocopy		trend		prior to
order of	place (v)		try		profitably
(events)	postage		unsatisfactory		proofread
oversee	procedures		unsuitable for		properly
pass an exam	manual		vacancy		protect
permanent	proficiency		verify		recovery
permission	proficient in		vital assets		reduce
Personal	(Microsoft		voluntary work		reliable
Assistant	Word)		well-paid		rely on
personal data	qualification				reproduce
Personnel	recipient (the				retrieval tool
Manager	addressee)				return on
photograph	reference				investment (ROI)
policy	(number)				analysis
position	register (v)				safeguard
possibility	request				safely
preserve	require				safety device
procedure	retrieve (data)				scanned image
process	return address				scanner
project	salary				screen
receipt, to	seek (sought)				search
receive	sender				secure
recommend	(addresser)				security
record	senior position				separate
records	serial number				setting
lifecycle	sign				share
record keeping	signature				smoke detector
records clerk	so				solution
records	sort (mail)				space
management	special skills				stability
records	staple				storage
manager	(material				requirements
reference	together)				streamline
material	start date				supply
report	subject line				surface
request	(Re: -				survey
require	regarding)				take notes
requirement	such as				tape

research responsibility retention period retrieval, to retrieve rule sample semi-active records send (sent) shred (records) skill spreadsheet staff storage store structure support text message the (Trade) Union the Board the Chairman transfer uncertainty value vault	summer placement title of office typing undergraduate unlike volunteering undertake work experience work setting zip code				underground valuable vault vehicle verification video surveillance widespread workflow Xerox
---	--	--	--	--	--

Повторение времен активного залога

Упр. 1. Раскройте скобки, употребляя глаголы в одном из следующих времен: *Present, Past, Future Simple; Present, Past Continuous; Present, Past Perfect*.

1. We (to go) to school every day. 2. Nick (to do) his home-work by seven o'clock yesterday. 3. You (to help) your father tomorrow? 4. We (to bring) a lot of berries from the wood. Now we shall make jam. 5. Look! Jane (to swim) across the river. 6. What you (to do) at six o'clock yesterday? 7. You ever (to see) the Pyramids? 8. I (to go) to the Caucasus two years ago. 9. When Nick (to come) home yesterday, his mother (to return) and (to cook) dinner in the kitchen. 10. When I (to go) to school yesterday, I suddenly (to remember) that I (to forget) to take my English exercise-book. 11. Yesterday grandfather (to tell) us how he (to work) at the factory during the war.

Упр. 2. Раскройте скобки, употребляя глаголы в одном из следующих времен: *Present, Past, Future Simple; Present, Past Continuous; Present, Past Perfect*,

1. I always (to come) to school at a quarter to nine. 2. Yesterday I (to come) to school

at ten minutes to nine. 3. Tomorrow Nick (not to go) to the cinema because he (to go) to the cinema yesterday. He already (to be) to the cinema this week. Look! He (to cry). 4. What your brother (to do) now? 5. My friend (to like) pies. He (to eat) pies every day. When I (to meet) him in the street yesterday, he (to eat) a pie. He (to tell) me that he (to buy) that pie at the corner of the street. Look at my friend now! He (to eat) a pie again.

Упр. 3. Раскройте скобки, употребляя глаголы в одном из следующих времен: *Present, Past, Future Simple; Present, Past Continuous; Present, Past Perfect*.

1. When you (to come) to see us? — I (to come) tomorrow if I (not to be) busy. 2. I (not to like) apples. 3. He (to come) home at five o'clock yesterday. 4. I (to ring) you up as soon as I (to come) home tomorrow. 5. I (to show) you my work if you (to like). 6. He (to come) home by six o'clock yesterday. 7. Pete certainly (to help) you with your English if you (to ask) him. 8. This little boy never (to see) a crocodile. 9. Send me a telegram as soon as you (to arrive). 10. Let's go for a walk. The rain (to stop) and the sun (to shine). 11. If you (to help) me, I (to do) this work well. 12. I always (to get) up at eight o'clock, but tomorrow I (to get) up a little later. 13. What you (to read) now? — I (to read) Tom's book. I (to be) in a hurry. Tom soon (to come), and I (to want) to finish reading the book before he (to come). 14. As soon as you (to see) your friend, tell him that I (to want) to see him. 15. When I (to come) home yesterday, my brother (to sleep).

Практическая работа № 23

Тема 4.5. Работа с электронными документами.

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы: Изучение теоретического материала. Работа с текстом профессиональной направленности. Выполнение лексико-грамматических упражнений.

1. a) Read the text. Check the meaning of the new words with a dictionary.

ELECTRONIC DOCUMENT MANAGEMENT

History. Beginning in the 1980s, a number of sellers began developing software systems to manage paper-based documents. These systems dealt with paper documents, which included not only printed and published documents, but also photographs, prints, etc. Later developers began to write a second type of system which could manage electronic documents, i.e., all those documents, or files, created on computers, and often stored on users' local file-systems. The earliest electronic document management (EDM) systems managed a limited number of file formats. Later EDM systems evolved to a point where systems could manage any type of file format that could be stored on the network.

Storage. While many EDM systems store documents in their native file format (Microsoft Word or Excel, PDF), some web-based document management systems are beginning to store content in the form of html. These policy management systems

require content to be imported into the system. However, once content is imported, the software acts like a search engine so users can find what they are looking for faster. The html format allows for better application of search capabilities such as full-text searching and stemming.

Enterprise-level Document Management. An organisation is made up of different departments, each performing specific functions. Each department carries out its own work and often has to work with other departments. Many EDMS solutions allow the organisation to co-ordinate and integrate these various departments' records stores to allow the sharing of information across the whole company. An enterprise-level EDMS provide:

Efficient communication within and between departments

Removing the need to physically move documents between areas

Automatic routing of electronic documents to the appropriate people

Document management process. Documents are scanned into the system. The document management system stores them somewhere on a hard drive or optical disk. The documents then get indexed. When a person later wants to read a document, he or she uses the retrieval tools available in the document management system.

Which documents can be read and what actions performed on these documents is dependent on the access provided by the document management system.

b) Answer the questions.

What is the EDM system?

What did the first type of EDM systems deal with?

What did the second type of the EDM systems deal with?

What was the disadvantage of the earliest EDM systems?

How did the EDM systems evolve?

Where do the EDM systems store documents?

Why do organizations use the EDMS?

c) Describe the five elements of the EDMS: scanning, storage, indexing, retrieval, access.

2. a) Watch a video. It's an advertisement of an EDM system. While watching the video number these items in the order they appear in the video.

Scanning ____

Invoices ____

Multi-Level Classifier ____

Various types of documents ____

Forms ____

Verification ____

Export to databases ____

Automated workflow ____

b) Mark the sentences true or false. Watch the video again to check your answers. Correct the false statements.

Manual data entry is a costly and inefficient use of valuable work time.

ABBYY FlexiCapture involves manual data entry.

FlexiCapture increases efficiency and streamlines business processes.

FlexiCapture automated flexible workflow grows with the needs of a company.

Scanning is the second step of automated document processing.

The operator separates the mix of scanned images manually.

Captured information is indexed and archived automatically.

Multi-paged documents and documents with complex structures are indexed manually.

Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) technologies are used for accurate document indexing.

The final step is exporting data to databases, back-end systems, and various file formats.

3. a) There are companies that provide information management services.

Read

the information about one of the largest companies in this industry. Check the meaning of new words with a dictionary.

Iron Mountain is a world leader in information management services,

assisting more than 156,000

organizations in 35 countries on five continents with storing, protecting and managing their information.

Organizations in every major industry and of all sizes rely on Iron Mountain as their information management partner.

Iron Mountain safely stores some of the world's most valuable historical artifacts, cultural treasures, business documents and medical records, including the wills of Princess Diana, Charles Dickens and Charles Darwin, and the original recordings of Frank Sinatra. To properly protect and render this information, Iron Mountain employs almost 20,000 professionals and has the infrastructure that includes more than 1,000 facilities, 10 data centers and 3,500 vehicles.

Iron Mountain provides the following services:

Information Management (including scanning and digitizing services)

Data Protection and Recovery

Information Storage and Destruction

Iron Mountain helps organizations develop and manage a secure, fully integrated document management program and fully automate the business process, which allows to eliminate paper from the process.

b) Answer the questions.

What services does Iron Mountain provide?

How many organizations do they assist with information management?

How many countries do their services cover?

How many people work for Iron Mountain?

What does their infrastructure include?

What does Iron Mountain help organizations develop?

4. a) Watch a video about one of Iron Mountain's services. What service is it?

Tick the answer.

records management service

scanning and digitizing service

archival service

b) Watch the video again. Complete the sentences with the information missed.

Check your answers as a class.

Vital records have special legal, _____, and intellectual property value.

The loss of vital records can create a distinct _____ in a court of law.

Iron Mountain has constructed vital records vaults that lie as much as _____ feet below the surface.

Iron Mountain's underground facilities have the size of a small town with over _____ employees and their own Fire _____, Security _____, and Transportation _____.

They provide climate control environments for proper long-term storage of any media including _____, _____, audio and _____ tape, or magnetic media.

They also store vital data backup _____.

Iron Mountain also builds customized vaults that include air filtration _____, dust-free environments, humidity _____, and extreme _____ settings.

Nearly every top _____ movie studio stores their films with them.

One music giant stores their music recordings dating back to _____.

There is a private vault designed for _____ photographs. It can maintain _____ of below zero if needed.

Access to the underground vaults is _____ to one main entrance.

If you need fast access to your vital records you can use the image archiving _____. Original images are _____ scanned and sent to you, while the originals are safeguarded in Iron Mountain's facilities.

c) Order these ideas as they appear in the video. Check as a class. Talk about some of them.

Security _____

Customized vaults _____

Iron mountain's clients _____

Storage requirements _____

Image archiving services _____

Specialized storage requirements _____

The importance of vital records _____

The loss of vital records and its effect _____

Vital records vaults and their infrastructure _____

Практическая работа № 24.

Тема 4.6. Страдательный залог

Цель работы: Овладение грамматическим материалом по теме.

Ход работы: Изучение теоретического материала. Выполнение грамматических упражнений.

Глаголы в английском языке употребляются в активной форме залога — «the Active Voice» и в пассивной (страдательной) — «the Passive Voice». В активном залоге субъект выполняет действие, указанное глаголом, а в пассивном — на субъект действует сам глагол. She wrote a book (Active) – A book was written by her (Passive).

Что такое пассивный залог?

Страдательный залог широко употребляется как в устном так и в письменном современном английском. Зачастую пассивные конструкции используются, когда нет необходимости называть исполнителя какого-либо действия, а также, если нет разницы в том, кто именно это действие выполняет — важен лишь результат.

Страдательный залог используется, чтобы показать интерес к объекту, который испытывает действие, а не к объекту, который его выполняет.

The book was written last Monday. – Книга была написана в прошлый понедельник.

В этом предложении подлежащее «the book» испытывает на себе действие субъекта, то есть не сама книга себя написала, а была кем-то написана. При этом, скорее всего, известно, кто ее написал, но здесь важен сам факт совершения действия (книгу написали, и она готова), а не исполнитель. Поэтому предложение и употреблено в пассивном залоге.

Когда необходимо указать исполнителя действия в пассивном залоге, то добавляем предлог «**by**»:

The book was written **by** me. – Эта книга была написана мной.

Образование пассивного залога в разных временах

Пассивный залог образуется с помощью вспомогательного глагола «**be**» и формы **Past Participle** (смыслового глагола в 3 форме) и только переходные

глаголы (обозначают действие, которое по своему смыслу переходит на некий предмет) могут образовывать формы пассивного залога.

Образование пассивного залога

Время	Формула	Пример
Present Simple	is/am/are + Ved (V3)	Mails are sent every day. – Посылки отправляют каждый день.
Past Simple	was/were + Ved (V3)	Mails were sent yesterday. – Посылки отправили вчера.
Future Simple	will/shall + be + Ved(V3)	Mails will be sent tomorrow. – Посылки отправят завтра.
Present Continuous	is/am/are + being + Ved (V3)	Mails are being sent now. – Посылки отправляют сейчас.
Past Continuous	was/were + being + Ved (V3)	Mails were being sent at 5 yesterday. – Посылки вчера отправляли в 5 часов.
Future Continuous	—	—
Present Perfect	has/have + been + Ved (V3)	Letters have been already sent. – Письма уже отправили.
Past Perfect	had + been + Ved (V3)	Letters had been sent before he phoned. – Письма отправили до того, как он позвонил.

Future Perfect	will/shall + have/has+ been +Ved (V3)	Letters will have been sent by 5 tomorrow. – Письма отправят завтра до 5 часов.
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**Perfect
Continuous**

Attention: Perfect Continuous вообще не используется в страдательном залоге. А время Continuous не имеет будущего отрезка.

Кроме этого, еще можно образовывать пассивные предложения с двумя объектами. Так активное предложение в пассивной форме залога может выглядеть следующим образом:

Active Voice:

Linda gave an **apple** to **me**.

Passive Voice:

An apple was given to **me** by **Linda** or
I was given **an apple** by **Linda**.

Один из двух объектов становится субъектом, а другой остается объектом. Какой объект превратится в субъект зависит от того, на чем вы сосредоточитесь.

Отрицательные и вопросительные формы глагола в пассивном залоге

Отрицательная форма глагола образуется с помощью частицы «**not**», которая следует за вспомогательным глаголом (если вспомогательных глаголов несколько, то «not» ставится после первого):

The cat was **not** fed by him yesterday. – Кот не был накормлен им вчера.
The cat was **not** often left hungry. – Кота не часто оставляли голодным.

Ничего сложного и в **вопросительной** форме. Для образования такой в пассивном залоге **первый вспомогательный глагол** ставится **перед подлежащим**:

Are you often invited to the circus? – Тебя часто приглашают в цирк?
Has the book been written by her? – Книга была написана ею?

Exercises.

Exercise 1. Complete the sentences with the correct form of the verbs in bracket.

- Butter is *made* of milk. (make)
 Oranges are _____ into Britain. (import)
 How often are these rooms _____? (clean)
 I am never _____ to parties. (invite)
 This house was _____ 100 years ago. (build)
 When was the telephone _____? (invent)
 Two people were _____ to hospital. (take)

Exercise 2. Make up sentences in the Passive Voice.

a) in the Present Simple tense

0. (the office / clean / every day) *The office is cleaned every day.*
 0. (these rooms / clean / every day?) *Are these rooms cleaned every day?*
 (private letters / not / open / in the mail room) _____
 (stamps / sell / in a post office) _____
 (this room / not / use / very often) _____
 (we / allow / to park here?) _____
 (how / this word / pronounce?) _____

b) in the Past Simple tense

- (the office / clean / yesterday). *The office was cleaned yesterday.*
 (the office / paint / last month) _____
 (the letter / lose / a few days ago) _____
 (when / this equipment / buy?) _____
 (you / invite / to the party last week?) _____
 (how / these letters / deliver?) _____

Практическая работа № 25.

Тема 4.7. Формы организации бизнеса

Цель работы: Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

Learn the words:

Individual proprietorship sole trader	индивидуальное владение предприниматель без образования юриди- ческого лица (ПБОЮЛ)
sole proprietor self-employed	единичный владелец занятый собственным делом, не рабо- тающий по найму
entrepreneur [ˌɒntrəprəˈnæ:]	предприниматель
distribution	распределение
benefit	выгода

profit	прибыль
control	управление
fiscal ['fɪskəl] responsibility	финансовая ответственность
in effect	в действии
widespread	широко распространенный
family enterprises	семейные предприятия
purpose	цель
consulting firm	консалтинговая фирма
shareholders	акционеры
to raise funds	собирать денежные средства
general public	население
building industry	строительная промышленность
retailing ['ri:teɪlɪ]	розничная продажа
clothing industry	швейная промышленность
assets	активы
to sue	предъявлять судебный иск
to be sued	повергаться судебному преследованию
board of directors	совет директоров
abbreviation	аббревиатура, сокращение
associated [ə'səʊʃɪeɪtɪd]	взаимодействующий
holding company	холдинговая компания
subsidiary [səb'sɪdʒəri] company	дочерняя компания
parent company	материнская компания
shares	акции
branch company	компания-филиал

Business is the production, distribution, and sale of goods and **services** for the benefit of the buyer and the **profit** of the seller. In the modern world the control of production is largely in the hands of individual business people or entrepreneurs, who organize and direct industry for gaining profits.

Individual Proprietorship (Sole Trader or Sole Proprietor)

This is the simplest way of starting a business. You are self-employed and fully responsible for all the aspects of the management of your business.

In this form of organization the owner himself is responsible for success or failure of his business. Any line of business is open to an owner.

Although this form of small business has its advantages, it has certain drawbacks, too. In the first place the single owner is seldom able to invest as much capital as can be invested by a partnership or a corporation. If single owners are able to invest large amounts of capital, they run great risk of losing it all because they are personally liable for all the debts of their businesses. This is called unlimited liability.

Partnership

Two or more people starting a business together can set up a partnership. All partners are responsible for the debts of the partnership and profits and losses are shared between them. The agreement to form an association of this nature is called a partnership contract and may include distribution of profits, fiscal responsibilities, and a specific length of time during which the partnership is in effect.

Public and private companies

A company is usually formed for the purpose of conducting business that is separate from its owners, the shareholders. The main difference is between public and private companies.

Private companies cannot sell shares to or raise funds from the general public.

Public companies can sell their shares to the general public (which they usually do through a stock exchange). A company continues to exist despite changes in its owners. A company can hold assets; it can sue, and it can be sued. The profits are distributed to the members as dividends on their shareholding. Losses are borne by the company. The management of the company is carried out by a board of directors. Private limited companies are often local family businesses and are common in the building, retailing and clothing industries.

A private company can be formed with a minimum of two people becoming its shareholders. They must appoint a director and a company secretary. If the company goes out of business, the responsibility of each shareholder is limited to the amount that they have contributed; they have limited liability. Such a company has Ltd (Limited) after its name.

Many large businesses in the UK are Public Limited Companies (PLC), which means that the public can buy and sell their shares on the stock exchange. Marks & Spencer, British Telecom and the National Westminster Bank are the examples of public limited companies. In the US, businesses take the same basic forms. American companies have abbreviations Inc. and Corp.

Other types of companies are:

1) holding company, a company that owns another company or other companies and which is sometimes referred to as the parent company (most public companies I operate through a number of companies controlled by the group's holding company);

2) subsidiary company, a company controlled by ft holding company, usually because the holding company owns (or indirectly owns through another subsidiary) more than 50 per cent of the subsidiary company's shares.

3) associated company, which is a company over which another company has substantial influence; for example it owns between 20 per cent and 50 per cent of its shares.

Answer the questions:

1. What is business?
2. Who can be called an entrepreneur?
3. What are the forms of small business?
4. What are the advantages and drawbacks of small business?
5. What is a partnership?
6. What are the types of companies?
7. What are the main differences between public and private companies?
8. What is a corporation?

ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ РЕАЛИЗАЦИИ ПРОГРАММЫ.

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