

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ  
РЕСПУБЛИКИ КАЗАХСТАН  
ВОСТОЧНО-КАЗАХСТАНСКИЙ ГОСУДАРСТВЕННЫЙ  
УНИВЕРСИТЕТ ИМ. С. АМАНЖОЛОВА

**Ж.Г. Саниязова, Р.К. Торгаева**

**Профессионально-ориентированный  
иностраный язык  
для неязыковых специальностей**

**учебное пособие**

Усть-Каменогорск

2015

УДК 811.1/.8(075.8)

ББК 81.2

С18

Рекомендовано к изданию Методическим советом Восточно-Казахстанского государственного университета им. С. Аманжолова  
протокол №2 от 23 декабря 2014г.

**Рецензенты:**

**Чжан Е.Е.** - кандидат педагогических наук, доцент ВАК;

**Шакеров Б.** – руководитель отдела культуры и развития языков  
Уланского района.

**Серебряникова М.А.** - кандидат педагогических наук, доцент

**Саниязова Ж., Торгаева Р.**

С18

Профессионально-ориентированный иностранный язык для неязыковых специальностей.- Учебное пособие/ Саниязова Ж., Торгаева Р. –Усть-Каменогорск: издательство ВКГУ им. С. Аманжолова, 2014.- 67с.

Пособие состоит из 15 уроков, направленных на развитие и закрепление навыков чтения и говорения, а также упражнений по грамматике. Грамматический материал охватывает основные явления английской грамматики, предусмотренные на 1,2 курсах вуза в соответствии с темами типовой учебной программы.

УДК811.1/.8(075.8)

ББК 81.2

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## **LESSON 1**

### ***THE ENGLISH LANGUAGE AND ITS PLACE IN THE WORLD***

**Read and translate the text.**

#### **THE ENGLISH LANGUAGE**

English is a world language. It is the language of science, trade and cultural relations, commerce, business, diplomacy and sports. English is a first language in 12 countries. It is one of 6 official languages of the United Nations.

Number of native speakers is 350 about mln. It is the state language of the United Kingdom of Great Britain and Northern Ireland, the United States of America, Australia and New Zealand.

English is used as one of the official languages in Canada, the Republic of South Africa and the Irish Republic. People use English as a second language in 33 countries. Number of speakers in many parts of India and Africa is about 400 mln. People study English as a foreign language in 56 countries.

In our country English is very popular. It is studied at schools, colleges and universities. People need English to socialize with foreigners, to use the Internet, to know foreign countries, their cultures and peoples.

Many new words were brought by traders and travellers. These words came from all parts of the world: “umbrella” - from Italian, “tea” – from Chinese, “cigar” – from Spanish, etc.

Some words came into English directly from Latin, which was the language of the church and the universities in the Middle Ages.

One way of creating new English words is to put together two or more older English words. For example, the words “railway”, “football”, “newspaper” were made in this way.

Many of the new English words – especially new scientific ones – have been made from Latin and Greek words instead of English ones. “Telephone” for instance, was made from Greek words “far” and “talk”.

The 10 most frequent words in English are “the; of; and; a; to; in; is; you; it; that”. The 10 most studied foreign languages are: English, French, Spanish, Italian, Russian, Arabic, German, Chinese, Japanese and Turkish.

### ***Vocabulary***

state – государственный - мемлекеттік

frequent – часто встречающийся - жиі кездесетін

trade – торговля - сауда

study – изучать - оқу

foreign – иностранный - шетел

socialize – общаться - араласу

use – использовать - қолдану

travellers – путешественники - саяхатшылар

Middle Ages – Средние века - Орта ғасыр

creating – создавать - құрастыру

science – наука - ғылым

United Nations – ООН - БҰҰ

instead – вместо - орнына

need – необходимо – қажет

directly – прямо - тура

### **TASKS:**

#### **1. Answer the questions:**

- a) Is English a world language?
- b) Is English popular in our country?

- c) What way of creating new English words do you know?
- d) What are the 10 most studied foreign languages?
- e) Where is English used as one of the official languages?

**2. Are the sentences true (T) or false (F)?**

- a) English is not popular.
- b) English is a state language in Great Britain.
- c) It is one of 16 official languages of the United Nations.
- d) People use English as a second language in 33 countries.
- e) English is a first language in 12 countries.

**3. Make up your own topic using the text.**

*Foreign Languages in Our Life*

Learning a foreign language isn't an easy thing. It's a long and slow process that takes a lot of time and efforts. Nowadays it's especially important to know foreign languages. Some people learn languages because they need them for their work, others travel abroad, for the third studying foreign languages is a hobby. Everyone, who knows foreign languages can speak to people from other countries, read foreign authors in the original, which makes your outlook wider.

I study English, because I want to read English books of great writers in origin. I want to communicate with people from different countries, I want to understand their culture and traditions. I like to travel. Speaking English I can travel anywhere, because more than 1 billion people speak English. I have a pen-friend abroad. She lives in Sweden. I have much fun writing letters to my Swedish friend.

How do I learn English? First of all I read a lot. There is always a book on my desk. I'm trying to learn few new words every day. To remember words better I put them into groups. For example: believe – believer – belief – disbelieve. I listen to songs in English and try to recognize the words. I have some tapes and video-tapes in English. I like to watch different satellite TV programs in English. I like studying English.

English language is a wonderful language. It's the language of the great

literature. It's the language of William Shakespeare, Charles Dickens and others. Half of the world's scientific literature is in English. It's the language of computers technology. The great German poet Goethe once said, "He, who knows no foreign language, doesn't know his own one". That's why in order to understand oneself and environment one has to learn foreign languages.

I think that to know English today is absolutely necessary for every educated man, for every good specialist.

**4. Learn by heart the vocabulary.**

**5. Retell the text.**

## LESSON 2

### *JOBS*

**1. Look at the following sentences. Read and translate them:**

**A baker** is someone who bakes bread or cakes

**A traffic warden** is someone whose job is to check that vehicles have not parked illegally on the streets

**A waiter** is someone who serves food and drink at the tables in a restaurant

**A vet** is someone who treats sick animals

**A salesman** is someone whose job is to persuade people to buy his product

**A nurse** is someone who is trained to look after people who are ill or injured

**A miner** is someone who works under ground in a mine and take out coal or gold etc.

**A librarian** is someone who works in a library and lends books

**A hairdresser** is someone who cuts hair and arranges somebody's hair in particular styles

**A journalist** is someone who writes reports for newspapers, magazines, television or radio

**A dentist** is someone who treats people's teeth

A **chef** is someone who can cook very well (skilled cook)

A **carpenter** is someone who makes wooden furniture or other objects

A **dustman** is someone whose job is to remove waste from dustbins

An **architect** is someone who designs houses

A **butcher** is someone who works in a shop that sells meat

**2. Complete the following sentences with the words from the table:**

|          |            |                    |             |                  |       |         |
|----------|------------|--------------------|-------------|------------------|-------|---------|
| florist  | plumber    | hotel receptionist | surgeon     | keeps and checks |       |         |
| protects | prepares   | manager            | operates on | police officer   | sells |         |
| deals    | accountant | writes             | chemist     | firefighter      | runs  | repairs |
| puts out | programmer |                    |             |                  |       |         |

1. A ..... flowers.

2. A ..... the public from danger.

3. An ..... financial accounts.

4. A ..... ill people.

5. A ..... an office.

6. A ..... a fire.

7. A ..... with guests in a hotel.

8. A ..... water pipes, baths, sinks, etc.

9. A ..... computer programs.

10. A ..... drugs and medicines.

**3. Memorize the jobs. Ask and answer questions with a partner. You may use the jobs from the table:**

|                    |             |                |          |              |
|--------------------|-------------|----------------|----------|--------------|
| <del>a pilot</del> | a teacher   | an interpreter | a barman | a journalist |
| a postman          | a detective | a policeman    | a doctor |              |



**student A:** What does a **pilot** do?

**student B:** He/she flies planes

**or**

**student A:** Whose job is to fly planes? Who flies planes?

**student B:** It's a **pilot**

#### **4. Read about Peter Sikorsky then answer the questions:**

##### *The man with thirteen jobs*

Peter Sikorsky is a very busy man. He is 45 years old and he has thirteen jobs. He is a postman, a policeman, a fireman, a taxi driver, a school-bus driver, a boatman, an ambulance man, an accountant, a petrol attendant, a barman, and an undertaker. Also, he and his wife, Kate, have a shop and a small hotel.

Peter lives and works on the island of Gigha, in the west of Scotland. Only 120 people live on Gigha but in summer 150 tourists come by boat every day.

Every weekday Peter gets up at 6.00 and makes breakfast for the hotel guests. At 8.00 he drives the island's children to school. At 9.00 he collects the post from the boat and delivers it to all the houses on the island.

He also delivers the beer to the island's only pub. Then he helps Kate in the shop. He says: "Kate likes being busy, too. We never have holidays and we don't like watching television. In the evenings Kate makes supper and I do the accounts. At 10.00 we have a glass wine and then we go to bed. Perhaps our life isn't very exciting, but we like it".

1. Where does Peter live?
2. How old is he?

3. How many jobs does he have?
4. What's his wife's name?
5. What does she do?
6. How many people live on Gigha?
7. How many tourists visit Gigha in summer?
8. What does Peter do in the morning?
9. What do he and Kate do in the evening?
10. Do they like their life?

**5. Read the text. Are the sentences true (T) or false (F):**

*A very busy schoolteacher*

Mr. Frank Garret, 65, is a schoolteacher. He is English, but he lives in France, in the village of Yerville.

Although Mr. Garret lives in France, he works in England.

Every Monday he leaves home at 2.30 in the morning and drives 101 miles from his village to Boulogne, where he leaves his car and goes by boat to England. He teaches French from 9.00 in the morning to 3.30 in the afternoon, and then he leaves school.

He comes back home at 9.30 in the evening. The journey there and back isn't expensive. Mr. Garret works in England only one day a week.

And what does he do on the other days? He teaches English! He has a class of French students in Yerville.

He says, "I love my job in England and I love my home in France. I'm a happy man".

1. Mr. Garret is 65 years old.
2. Mr. Garret is French.
3. Every Tuesday Mr. Garret goes to Boulogne.

4. He teaches French from 8.00 in the morning to 3.30 in the afternoon.
5. The journey from France to England is cheap.
6. He lives in the town of Yerville.
7. He drives 101 kilometers from his village to Boulogne.
8. He comes back home at 9.30 in the morning.
9. Mr. Garret is a schoolteacher.
10. Mr. Garret doesn't love his job.

**6. Write an advertisement “*Looking for a job*”. Use ideas from the box:**

|  |
|--|
| <p><b>Wanted</b></p> <p><i>Secretary</i></p> <p>must be able to: type, take shorthand, speak French and German</p>                           |
| <p><b>Wanted</b></p> <p><i>Journalist</i></p> <p>must be able to: drive, take shorthand, type, speak French and English</p>                  |
| <p><b>Wanted</b></p> <p><i>Sports Instructor</i></p> <p>must be able to: ride, play tennis, swim, ski</p>                                    |
| <p><b>Wanted</b></p> <p><i>Art and Music Teacher</i></p> <p>must be able to: sing, read music, draw and paint, play the piano and violin</p> |
| <p><b>Wanted</b></p> <p><i>Nurse</i></p> <p>must be able to: give injections, feel somebody's pulse, connect a drip, dress a wound</p>       |

## LESSON 3

### *CHOOSING A CAREER*

**Read and translate the following texts.**

#### **Text 1**

Sooner or later each of us needs to choose a career. The biggest mistake in this activity is to make a decision without planning your future and thinking about your personality. Your career must feel you. In other case you would never gain success in profession that was chosen. To do it right way you need to think about your wants and needs. Also you must take into account your character and temperament. No one can know your good and bad habits as well as you do. It works quite simple. If you don't like to talk with unknown people then don't choose career that needs it like sociologist, insurance agent, and reporter. If you don't like working with children then don't try to be teacher or kindergartener. If you are absent-minded it would be better if you do not work on atomic power plant. To realize what will fit you best of all you need to answer some questions. And answers must be honest. At first you need to decide what you expect from life. If you want to have a big house, car and great deposit account then low-paid jobs is not what you are looking for. From the other side there are people who like their life without luxuries and expensive purchases. You also need to think about other characteristics of your life. For example, would you like to stay in your town for life long or to move across the country? At second you need to think about properties of your future career. That is what we were talking above. Your job must conform your personality. As for me, I have decided to become a financial analyst. My personal capabilities and my education showed me that I was on the right way. Now I work in a bank as a chef of financial department. No doubt, I made right decision about my career.

#### **Text 2**

Choosing a career is like any other activity; it is best to work to a plan. Too many people start looking for a specific job before thinking out their occupational aims. It is a good idea to begin by attempting to define in clear terms what your requirements are from a career. This involves taking a realistic view of your strengths and weaknesses. You may think for example, that you would like a job which involves organizing people, but liking such a job is not a sufficient justification if experience you already may have suggests that this is not your strong point. On the other hand, you should remember that training will equip you to do new things. A further point to consider is how far you will be willing to do for a time things which you do not like knowing that they are necessary to achieve your longer term objectives. Having thought carefully about the sort of person you are, try to work out a realistic set of occupational requirements. In particular, you can answer to important questions. First: what sort of life do you want to lead? For example, do you want to live in the country or in the town? Is leisure time of great importance to you? Is the size of your salary important? Do you want to put down roots or travel widely? Second: what sort of work do you want to do? For example, do you like working alone or with others? Does teaching people appeal to you? Do you want to be an organizer of other people's activities? Do you want to develop new ideas and initiate changes? As for me, I have made up my mind to be an engineer. As my parents are engineers they have made a great influence on my choice and I can say that this profession runs the family. My choice of this occupation didn't come as a sudden flash. I think that nowadays this profession is of great need and importance to our country. It is my aim to be a qualified specialist and to serve the interests of my country. To be a well prepared engineer I should have some important qualities: great capability, persistence, knowledge of science and, of course, knowledge of foreign languages. In spite of these arguments we mustn't forget about everybody's vacation. I think that my facilities combined with the knowledge would be quiet enough to succeed in my work.

## Tasks

### *Exercise 1*

a) What are the most important factors for you in choosing or keeping a job? Put the following factors in order of importance and then compare the order you have chosen with a partner's.

- Good salary or wages
- Interesting and varied work, not boring and monotonous
- Work which is useful to society
- Good working conditions
- Flexible hours
- Opportunities to meet people
- Friendly and considerate management and colleagues
- Opportunities to travel
- Long holidays
- Another factor – what?

b) In your opinion which jobs or professions fit your criteria? Does the job you hope to have fit them?

### *Exercise 2*

a) What would you call someone who:

- Receives and pays out money in a bank?
- Is in charge of a whole company?
- Collects rubbish from houses?
- Checks people's eyesight?
- Teaches at a college or university?
- Repairs pipes, taps, etc. in homes and buildings?
- Performs tricks for audiences?
- Does physical work involved in building, repairing roads, etc.?

- Cleans the streets?
  - Flies a plane?
  - Shows films at a cinema?
  - Checks tickets on a train?
  - Travels round selling things?
- b) Which of these jobs would you most like to do? Which would you least like to do?

### *Exercise 3*

What is the difference between the following pairs of words?

- a) A career and a profession
- b) A vocation and a job
- c) A certificate and a qualification
- d) Skills and experience

## **LESSON 4**

### ***MY FUTURE PROFESSION***

**Read and translate the following texts.**

#### **Text 1**

There are many interesting and useful professions and it is really not an easy task to choose the right one.

I began to think about my future profession at the age of 15. My favourite subjects at school were mathematics and English. My teachers were well-educated people with broad outlook and deep knowledge of the subjects. They encouraged me in my desire to become an economist. Now I know well what I'm going to do after leaving school. I didn't make a blind choice. It was not a sudden flash either. I opted for a career in business economics. I came to this decision little by little. It was my father who aroused my interest in that field. You see, he is a chief economist at a large plant and I often saw him

work at home and discuss business matters with his colleagues. Later I got interested in the matter.

Economics is the science of making choices, which is based upon the facts of our everyday life. Economists study our everyday life and the system, which affects it. They try to describe the facts of the economy in which we live and to explain how the system works. The science of economics is concerned with all our material needs and wants.

To become a good specialist in economic matters and business one must know many sciences, such as business economics, finance and credits, statistics, history of economic theory and philosophy, mathematics, as well as economic management, trade business and, of course, marketing, which is a modern philosophy of business.

It is very important for a specialist in business matters to be a skilful user of computers and to speak at least one foreign language. It should better be English as it is the most popular language of international business communication. You'll be able to follow business developments in the world by listening to radio and TV news, by reading newspapers or magazines, or by getting in contact with your business partners abroad.

If I pass my entrance exams successfully and enter the University I'll try to study to the best of my abilities to achieve my life's ambition and to justify the hopes of my parents. I also hope that I'll never regret my choice and get a well-paid and interesting job afterwards.

Maybe I should consider a job in a world of banking. There's a surprisingly wide range to choose from, in the financial world. For example, I could work for a big international company, run my own company, write about economics as a financial journalist, run my own International Business Research Agency, raise money for charities or just sell famous paintings...

## **Text 2**



Finishing school is the beginning of the independent life for millions of school leavers. Many roads are open before them: technical schools, institutes and universities.

But it is not easy thing to choose a profession out of more than 2000 existing in the world. Some pupils follow the advice of their parents, others can't decide even after leaving school. As for me I have made my choice long ago. I want to become a teacher or the Russian language and literature.

My choice of this occupation didn't come as sudden flash. During all school years literature was my favourite subject. I have read a lot of books by Russian and foreign writers. I understand that reading books helps people in self-education and in solving different life problems.

My parents are also teachers and I know that teaching is a very specific and difficult job. Teachers do not only teach their subjects. They develop their pupils' intellect, form their views and characters, their attitudes to life and to other people.

### **Tasks**

- 1. Make a vocabulary.**
- 2. Speak about your future profession.**

## **LESSON 5**

### ***APPLYING FOR A JOB***

**Read and translate the following texts.**

#### **Text 1**

Sometimes a company will receive hundreds of resumes for a single job opening. The job interview is very important. In the interview, an applicant must demonstrate that he or she is the best person for the job. Some job hunters read books or take courses to help them make a good first impression. Successful applicants dress appropriately and have a clean and neat appearance; they take their resume or a sheet of paper listing their education and work experience with them to the interview. They go to the interview alone and are always on time.

At the beginning of the interview, the applicant shakes hands with the employer. During the interview, it is appropriate to smile often and to look directly into the eyes of the interviewer. The applicant doesn't chew gum or smoke during the interview. The applicant is prepared to answer questions about education and previous jobs. More difficult questions are possible, such as: "Why did you leave your last position?" Sometimes interviewers ask questions about the applicant's personal background, family, hobbies. Interviewers expect applicants to talk confidently, truthfully about their work experience, skills, goals and abilities. When the interview is over, the applicant stands up, shakes hands with the interviewer, and says thank you for the time the person has offered.

Job applicants who can show they are capable, well-prepared, punctual, polite and honest, have better chance of getting the job they are looking for.

## **Text 2**

### ***How to apply for a job***

Money makes the world go round. In today's world money is everything to everyone. If a person doesn't have money most likely their standard of living is not that nice. However to get money most have to get a job. A job is one of the most crucial aspects of anyone's life.

In fact the average American spends eight percent of their life at work. Thus it is crucial to know how to apply for a job. There are four crucial things every person ready to apply for a job should know. Now when it comes to jobs there are millions and millions of jobs out there.

There are three major things to know when trying to get a job. The first crucial step to getting a job is actually to talk to any trustworthy person you are friends or acquaintances with. As weird as this may sound employers generally hire people they know, first and people sent to them from people they know, second. This is of course assuming both applicants have the same amount of experience. In fact it has been suggested as many as five of every ten positions

are filled through personal contacts. The better the job and the better the pay, the greater the chance it will be offered through a personal contact. If this were true, job seekers would be wise to make a list of every person they know and contact them for assistance finding a job when a person is searching for a job. Also it is crucial when considering this to make sure you try to get help from good workers.

However personal contacts do not guarantee a job, which is why it is crucial to know the other three important things to do. The next crucial step to getting a job is being prepared as much as possible. Not only should one be prepared physically for an interview but also mentally. When going to a job interview dressing nicely is a crucial aspect. To the average employer seeing the fact that you took the time to get nice for the interview shows your genuine interest in the job, thus improving your chance at getting the job. Aside from looking good it's also important to be educated enough to talk about the job. Some things a person should know about the job and the company includes what the company's business or service is, how the company is advertising, and also how you can succeed at the particular position.

However the last crucial step is absolutely essential to getting a job. The last crucial step to getting a job is something so simple that everyone should be a pro at it, however it is where a lot of people trip up. The last important aspect is being able to talk about yourself. When going into an interview it is important to be able to talk about your education, experience, and ability to adapt to the job position. Also it is important to talk about why you want the job, and why you would be a great fit for the job. In fact to make sure you've got what you want to say down it might be helpful to practice what your going to say before the interview. In conclusion getting a job is a crucial part of nearly everyone's life. If you follow the three easy steps of getting your foot in the door thanks to a friend, being properly prepared, and planning what you want to say before hand then you should find it much easier to find a job. With your newfound job and

newfound money you can hopefully make all the money you've ever wanted and live out the rest of your life as you see fit.

## **LESSON 6**

### ***CURRICULUM VITAE***

#### **1. Read and translate the following text.**

##### ***What is a CV?***

The term 'Curriculum Vitae', commonly abbreviated to CV, can be literally translated as 'course of life'. Sometimes referred to as a résumé, it's a summary of your career history that is often the first phase in getting yourself noticed by potential employers. Probably the first CV was written by Leonardo Da Vinci 500 years ago.

##### ***Why CVs are requested***

When employers have a vacancy they need to fill they will put together a person specification; a list of the skills and experience they want the ideal candidate to possess. From this list, the job advert is created, which is where they will ask you to send them your CV.

How closely your CV matches the person specification is the key factor in determining whether they see you as a suitable person to join their company.

Unlike an application form, a CV allows you to decide which information is most relevant to each role you apply for. It needs to be:

- concise
- accurate
- engaging
- thorough

The key word here is concise. It's not a place to list all your achievements and experiences as this would make it long, unwieldy and, in a busy recruitment office, a turn off.

## *Your personal advertising campaign*

Like any advert, you should use your CV as an opportunity to sell. You want to sell your skills, your qualifications, your experience and your ability to do the job. Advertising is all about attracting attention and appealing to the needs of the buyer so highlight your strengths and achievements to interest of the recruiter.

The skill is in honing your CV to the opening and demonstrating how any experience you have gained can be useful to the company you are applying to. Every time you complete a training course, volunteer or gain new responsibilities you should update your CV.

If you're a recent graduate and can't demonstrate a long career history, you can still list gap year experience, part time work, charity work, internships and association memberships explaining how the experiences you've gained during these will help you in your future career.

### *Putting it together*

There is no perfect layout format and different people in different situations will need to lay their document out in a different way.

Every CV should include the following sections:

- Personal details
- Education
- Experience

There are additional sections that you could also decide to include

- Personal statement
- Skills
- Hobbies and interests
- References

All information should be listed in reverse chronological order (i.e. with the most recent at the top), allowing your reader to see what you've done recently, then to continue reading if they think it's relevant to their needs.

It can be a daunting prospect putting together your CV, but it's a lot easier if you remember three key things; Employers want to know how your experiences match their requirements, it's better to go for quality over quantity, and finally, your CV is designed to get you the interview, not the job.

## **2. Write your CV using the sample below.**

### **Resume (Curriculum Vitae)**

**Name (first, middle, last):**

**Contact Information:** address, phone, fax, E-mail

**General Skills: e.g.** foreign language skills (slight, fair, fluent), computer literacy, communicational competence, organizational (managerial) skills, etc.

**Special Skills: e.g.** welding, machinery maintenance, tractor and combine driving, public speaking, project writing, etc.

**Education** [from ... - till ..., type of educational institution, qualifications (specialties) obtained]: Secondary school, Technical school, Vocational training, University (Institute, Academy), Post-graduate (Ph.D. and Master's Degree) courses, etc.

**e.g.** 2000 - 2005 - Moscow State Agro-Engineering University

Qualification: Mechanical Engineer (Specialty: Technical Maintenance of Agricultural Machinery)

**Experience (Positions and Major Responsibilities): e.g.** your previous jobs (with dates and a very brief job description) and past agricultural experiences (dairy, beef, swine, poultry, arable crops), orchards, greenhouse operations, vegetable production, etc.).

**Personal Features: e.g.** team player, academic, task-active, analytically-minded, industrious, flexible, loyal, work-load tolerant, easy-to-learn, target-oriented, people-attentive, energetic, honest, well-organized, like to learn everything new, etc.

**Interests and Hobbies: e.g.** reading, foot-ball, tennis, country camping, mountain climbing, hunting, biking, surfing, sculpture, traveling, etc.

**Personal Data:** age; marital status (single, married); number of children.

**Targeted Positions: e.g.** workshop assistant, mechanical engineer, technical maintenance specialist, service manager, project supervisor, machinery designer, test expert, or similar positions related to farm machinery use and maintenance.

**Salary History and Expectations: e.g.** previously - \$500.00 plus social package; expected - \$700.00 added with a company car and health insurance (other fringe benefits are a plus)

**Additional Information: e.g.** skilled in working with foreign machinery and equipment, can travel on business two week a month, have a vast experience in communication with western companies and foreign colleagues, have international drivers license (valid through..., permanent), have a private car, etc.

Note: Also, use additional page(s) if necessary to explain your agricultural or other professional background.

**Current Employer (Referees):** (who could provide Letters of Reference for you).

## **LESSON 7**

### ***FORMAL LETTERS***

#### **Read and translate the text.**

Formal Letter - Official Letter. It contains relevant information.

Informal Letter - Non-Official Letter i.e. letters written to the loved ones like brother, mother, father, wife, etc.

Basically, they all have the same layout styles, salutation and endings. However, the information that you include in these letters differ. Here is a closer look at different types of business letters. Inquiry letters - These letters are used to request more information about a product or service. You must clearly explain what information you are seeking. You may also ask for further details in the form of catalogs, brochures etc. Sales Letters - Sales letters are used to promote new products and services. A sales letter must clearly state the advantages of using the specific product you are trying to promote. Ideally, a sales letter must highlight an important problem and then explain how that problem can be solved by using your product. All sales letters must include a 'call to action'. Acceptance letter - An acceptance letter is one that is written when you want to accept a job, a gift, an invitation, an honor, a resignation etc. You may have verbally accepted the job or gift. Still it is a smart idea to formally accept the offer with an acceptance letter.



Replying to an Inquiry - This is the kind of letter that you may have to write very often. Customers who make inquiries about your products or services are definitely interested in buying them. When you reply to these inquiries you have to provide as much information as possible. Your reply should prompt the client to take the desired action – it could be subscribing to a service you provide or purchasing a product you offer.

Making a Claim - We are not always satisfied with the quality of a product or service we purchase. In that case, we will need to make a claim against unsatisfactory work. A claim letter must clearly express your dissatisfaction. It must also state what action you expect the service provider to take.

Adjusting a Claim - Your company may be offering the best products and services. Nonetheless, from time to time you may be called upon to adjust a claim. This type of letters must address the specific concerns of dissatisfied customers.

Apology letters - Business apology letters should be typed on a computer. Use a serif font, such as Times Roman. Once you have typed the letter, print it on good quality, white paper.

Cover Letters - A cover letter is one that is sent along with your CV when you are applying for a job. The purpose of a cover letter is to elicit a positive response from your prospective employers by highlighting the plus points in your resume.

**2. Write a formal letter using the sample below.**

**Acceptance letter Sample**

Your name  
Street Address  
City, State, Pin code  
Email  
Phone

Recipient's name  
Designation  
Company  
Address

March 4, 2012

Dear (Recipient Name):

I am delighted to accept your offer of employment as a sales manager with Pearl Corporation, starting on March 8, 2012. The position sounds quite challenging and that is exactly what I am looking for.

I have reviewed the terms and conditions specified in the offer letter. I have also signed and enclosed a copy of the offer letter as you requested. If there are any other formalities that I need to complete before I can join the company, please let me know.

I look forward to working with you.

Sincerely,

Handwritten signature

John Packard

Enclosure: signed copy of offer letter

## LESSON 8

### *EMPLOYMENT AGENCY*

**Read and translate the text.**

An employment agency is an organization which matches employers to employees. In all developed countries there is a publicly funded employment agency and multiple private businesses which also act as employment agencies.

Public employment agencies - One of the oldest references to a public employment agency was in 1650, when Henry Robinson proposed an "Office of Addresses and Encounters" that would link employers to workers. The British Parliament rejected the proposal, but he himself opened such a business, which was short-lived. Since the beginning of the 20th century, every developed country has created a public employment agency as a way to combat unemployment and help people find work. In the United Kingdom, the first agency began in London, through the Labour Bureau (London) Act 1902, which subsequently went nationwide, a movement prompted by the Liberal government through the Labour Exchanges Act 1909. The present public provider of job search help is called Jobcentre Plus. In the United States, a federal programme of employment services was rolled out in the New Deal. The initial legislation was called the Wagner-Peyser Act of 1933 and more recently job services happen through one-stop centers established by the Workforce Investment Act of 1998.

Private employment agency - The first private employment agency in the United States was opened by Fred Winslow who opened Engineering Agency in 1893, later became part of General Employment Enterprises who also owned Businessmen's Clearing House (est. 1902). Another of the oldest agencies was developed by Katharine Felton as a response to the problems brought on by the 1906 San Francisco earthquake and fire.

Many temporary agencies specialize in a particular profession or field of business, such as accounting, health care, technical, or secretarial. Probably inspired by the dissenting judgments in a US Supreme Court case called *Adams v. Tanner*, the International Labour Organization's first ever Recommendation was targeted at fee charging agencies. The Unemployment Recommendation, 1919 (No.1), Art. 1 called for each member to, "take measures to prohibit the

establishment of employment agencies which charge fees or which carry on their business for profit. Where such agencies already exist, it is further recommended that they be permitted to operate only under government licenses, and that all practicable measures be taken to abolish such agencies as soon as possible." The Unemployment Convention, 1919, Art. 2 instead required the alternative of, "a system of free public employment agencies under the control of a central authority. Committees, which shall include representatives of employers and workers, shall be appointed to advise on matters concerning the carrying on of these agencies." In 1933 the Fee-Charging Employment Agencies Convention (No.34) formally called for abolition. The exception was if the agencies were licensed and a fee scale was agreed in advance. In 1949 a new revised Convention (No.96) was produced. This kept the same scheme, but secured an 'opt out' (Art.2) for members that did not wish to sign up. Agencies were an increasingly entrenched part of the labor market. The United States did not sign up to the Conventions. The latest Convention, the Private Employment Agencies Convention, 1997 (No.181) takes a much softer stance and calls merely for regulation. In most countries, agencies are regulated, for instance in the UK under the Employment Agencies Act 1973, or in Germany under the *Arbeitnehmerüberlassungsgesetz* (Employee Hiring Law of 1972).

Executive agent - is a type of agency that represents executives seeking senior executive positions which are often unadvertised. In the United Kingdom, almost all positions up to £125,000 (\$199,000) a year are advertised and 50% of vacancies paying £125,000 – £150,000 are advertised. However 5% of positions which pay more than £150,000 (with the exception of the public sector) are advertised and are often in the domain of around 4,000 executive recruiters in the United Kingdom. Often such roles are unadvertised to maintain stakeholder confidence and to overcome internal uncertainties. The executive agent would identify the various head-hunters or recruiters who have been given the brief in seeking a candidate. A senior executive would typically pay the agent a fee in a similar fashion to an actor paying a talent agent.

## **LESSON 9**

### ***THE JOB INTERVIEW***

#### **Read and translate the text.**

Sometimes a company will receive hundreds of resumes for a single job opening. The job interview is very important. In the interview, an applicant must demonstrate that he or she is the best person for the job. Some job hunters read books or take courses to help them make a good first impression. Successful applicants dress appropriately and have a clean and neat appearance; they take their resume or a sheet of paper listing their education and work experience with them to the interview. They go to the interview alone and are always on time.

At the beginning of the interview, the applicant shakes hands with the employer. During the interview, it is appropriate to smile often and to look directly into the eyes of the interviewer. The applicant doesn't chew gum or smoke during the interview. The applicant is prepared to answer questions about education and previous jobs. More difficult questions are possible, such as: "Why did you leave your last position?" Sometimes interviewers ask questions about the applicant's personal background, family, hobbies. Interviewers expect applicants to talk confidently, truthfully about their work experience, skills, goals and abilities. When the interview is over, the applicant stands up, shakes hands with the interviewer, and says thank you for the time the person has offered.

Job applicants who can show they are capable, well-prepared, punctual, polite and honest, have better chance of getting the job they are looking for.

#### ***INTERVIEW HELP***

##### ***Part 1 of 3: Before the Interview***

**1. Research the company's profile and background.** Start by looking into their future goals and plans. Conducting the interview with this in mind will make you seem like a good long-term investment. You should also be ready to talk in depth about the industry, the organization, and the position you are applying for.

- Learn your interviewer's name and job position before going to the interview. You may need to call the company to find out.

- Talk to current employees. Show initiative while getting a feel for the office environment. Learn as much as you can about the company from people who work there.

- Know as much about the company as possible. You can't change your employment history or your qualifications, but you can work harder than every other applicant by being supremely knowledgeable about the company. Use the company's website, their annual report, and newspaper/business magazine articles to gather as much information as possible.

**2. Think of questions to ask your interviewer.** Participating actively during the interview gives a good impression of your level of interest in the job. It's a good idea to come prepared with at least three thought-provoking questions to ask your interviewer. (Avoid asking anything that could be easily answered through a quick internet search, or you will simply come across as lazy.)

- Ask questions that reflect your interest in future prospects. "Which are new markets the company is planning to explore in next couple of years?" or "What are the chances for professional growth in this job opportunity?" Both show that you want to be on the same page as the people you'll be working for.

- Ask questions to bond with the interviewer and project your enthusiasm. Inquire about his/her position and background or how long (s)he has been with the company.

- Ask questions about what is discussed during the interview itself. Though you may be tempted to respond to everything with an "Absolutely!" or a "Sure thing!" to show how competent you are, this will actually make it look

like you're not listening. Show that you are paying attention by asking for more details whenever something isn't clear. (Avoid asking questions for the sake of asking, though, or it'll seem like you can't keep up.)

**3. Practice with a friend.** If you have a friend who is also preparing for an interview, consider preparing together. Not only will this give you a way to structure your preparation, but it will also help you get comfortable with giving answers, telling anecdotes, and using appropriate terminology. Practice giving concise, complete answers and maintaining eye contact with the interviewer(s) while you give them. Make sure you aren't speaking too slow or too fast and that your answers are stated with confidence.

- Get feedback from a friend. Even if you think their feedback isn't on the mark, it's something to consider: We don't always know how we come off to other people, and the *actual* interviewer could share some of the same concerns.

- Know basically what you want to talk about *before* the interview. If you're stumbling and fumbling for an answer on a very basic question, you're not putting your best foot forward. Have your very basic answers down pat, and anticipate some of the tougher questions before you step into the interview.

**4. Anticipate questions from the interviewer.** It's best to prepare for a wide variety of questions by thinking about your own career goals, long-term plans, past successes, and work strengths, but you should also brace yourself for the deceptively simple questions that most employers like to throw at their interviewees.

- "What's your biggest weakness?" is a classic canned interview question that many people dread. Answering this question is a bit of a tightrope walk: While you don't want to be too honest ("I have a really hard time staying motivated"), you won't fool anyone by trying to spin an obviously good quality into a weakness ("I just can't bear to do less-than-outstanding work!"). Instead, think of a genuine issue you have as well as ways you have managed to work

with/around it (“I’m not naturally a very organized thinker, but I’ve become very organized on paper and in my personal space as a result”).

- “Where do you see yourself in five years?” is another common question that can take you off guard if you don’t see it coming. Your panicked reaction might be to blurt out, “Working diligently for you, of course!” but unless you are actually trying to get a job in your chosen career, this probably isn’t a good strategy. If you’re going after what will clearly be a short-term job – or even one that lasts only several years – be honest about what your greater aspirations are (ex. going back to school, starting your own business); ambition is a very desirable trait in an employee – to say nothing of honesty.

- “Why do you want this job?” is so straightforward it can throw you for a loop. If you’re going into a field you care about, you will have a much easier time answering this. However, if, like many people, you’re just trying to make ends meet, you can answer the question by using it as a way of highlighting your skills (“I shine in fast-paced, high-pressure situations and would love to have the opportunity to cultivate my talents here”).

- “Why did you leave your last job?” is a common question that shouldn’t be hard to answer provided that you didn’t have a major blowout with your previous employer. If you did, be honest (without being bitter or laying blame, as this will make you look ungracious and hard to work with) and try to put a positive spin on things.

- Don't be afraid to admit that you don't know something. While you definitely want to seem knowledgeable, don't lie to make it seem like you know something you don't. You probably won't fool your interviewer, and admitting to not knowing something is much more impressive than lying during your interview. If need be, just acknowledge that you do not know the answer but will find out more about it and let them know afterwards.

## **Part 2 of 3: The Day of the Interview**

1. **Dress-for-work.** In any workplace, your wardrobe is a sign of your professionalism and is sometimes used to gauge your level of competence.



When your coworkers and customers look at you, they should immediately feel comfortable working with you. It's easy to rule yourself out of a job just because you didn't take care of your appearance. As a rule of thumb, you should dress for the interview the way you would for the job itself. If the job is unusually casual, however, you might want to show up in business-casual clothes, but it's always better to be formal. Both men and women should choose subdued colors (blues, browns, grays, black) which make a professional impression. Make sure that your clothes are lint- and wrinkle-free. Avoid wearing perfume, after-shave, or scented lotion (but do wear deodorant).

2. **For women.** Dressing professionally means wearing a smart knee-length skirt suit in a dark color, along with sheer, non-patterned hosiery, closed toe shoes and subtle makeup.

3. **For men.** Choose a white shirt, dark-colored suit and tie and dark-colored shoes.

- Applicants in the service sector may sometimes be invited to wear business casual to an interview, although business formal is optional and usually best. For women, this means a simple, knee length dress with conservative shoes (no jeans). For men, this means dark or khaki pants with a collared button-up and leather shoes.

- If you're unsure of the customary interview clothing expected by the company, simply ask the HR rep or interview liaison. There's no shame in it. There is shame in feeling horribly under-dressed when you show up for an interview.

4. **Show up in the best possible shape.** Make sure you know exactly how to get there and, if you drive, just where to park so that you can arrive 15 to 20 minutes before the scheduled interview time. Go to bed early the day (or the days) before the interview so that you look rested and healthy on the big day. Bring an extra copy of your [resume](#), [CV](#), and/or [references](#) in case your interviewer wants to go over any points with you or neglects to bring their own copy.

- If the interview is in the morning, be sure to eat a healthy breakfast. This is not just an empty suggestion. A breakfast high in antioxidants, omega-3 fatty acids, and foods high in vitamin E, such as nuts and seeds, will help improve brain function and leave you feeling more alert and invigorated.

- Consider exercising before the interview to annihilate stress and increase blood flow. If you're generally nervous or fidgety before an interview, it might be a good idea to work out before your interview. Go hard for an hour, and give your body at least another hour to calm down. Shower after exercising.

**5. Show courtesy to everyone during the interview.** This means everyone from the reception staff to the interviewer herself. You never know who has input in the hiring process, and you can only make a first impression once.

- Look everyone in the eye and smile. Looking people in the eye will telegraph alertness, and smiling will signal friendliness.

- Speak clearly and say "please" and "thank you." Make sure the people you talk to during the interview can make out what you're saying. Talking audibly, with good enunciation, tells people you're confident, while good manners tells them you're considerate of other people.

- Don't noodle around on your phone or electronic device while waiting. In fact, leave it in your car. Even though it's practically acceptable, playing around on your phone can communicate boredom and frivolousness (even if that's not the case). Stick with a book or review your notes while waiting.

**6. Be honest.** Many people think that an interview is the perfect time to embellish. While you want to structure your answers so that your best, most qualified aspects take center stage, you don't want to deceive or outright lie. Companies do perform background checks, and lying about your experience is simply not worth it.

- In a pinch, take a cue from politicians. When a politician hears a question they don't like, they simply answer a different question. **You don't want to do this all the time**, but you can do it in a pinch.

**7. Keep things simple and short.** Talking about yourself can be very difficult to do well: You're trying to convince someone you don't know that you're qualified for a position without sounding too cocky or pompous. Stick to what you know well, and keep things short and sweet.

- Structure your answers so that you're talking in 30-90 second chunks. Any less and you're likely to seem unqualified; any more and your interviewer is likely to lose interest in what you're saying. In the "tell me about yourself" question, highlight 2-3 illustrative examples about yourself before wrapping up.

- Don't use slang or off-color humor during your interview. It's important not to say "awesome" or "rad" during an interview, unless you're interviewing for the local lifeguard position. It's also a good rule to avoid off-color humor; you never know when someone might take offense, and it's best not to risk it.

- Talk about what other people think you do well. Don't add the preamble, "My friends think I'm a competent social organizer." Just go out and say it with the right touch of confidence and humility. Women tend to underestimate their overall job performance, so be aware of that before you second-guess or undercut yourself, because it's unlikely to get you a job.

- Don't criticize your former employer. When you're talking about your past experience, be courteous about your former places of employment. Be honest about your experience — what you liked and disliked — but don't indict your former boss unnecessarily. Your class and restraint will shine through.

**8. Be personable.** Try to come off as a genuinely likable person if you can. If you're cynical, pessimistic, and absolutely disabused of any faith in humanity, try to tone it down during the interview. Being personable is about getting the interviewer's emotional side to like you and believe in you. Employers don't always hire the candidates most qualified for the job, but rather the candidates they like the best.

### **Part 3 of 3: After the Interview**

1. **Shake hands with the interviewer and exchange pleasantries.** Try to invest some feeling into the handshake and pleasantries, even if you think you bombed the interview. The interviewer should give you a time frame for when to expect to get a callback, if applicable.

- Hold your head high and keep your cool. Your emotions are probably teetering at the highest of highs or the lowest of lows, but try to stay measured. Project a cool confidence — not cockiness — and walk out of the interview with your head held high.

- If the interviewer does not tell you when they will contact you if you're a good fit for the position, it's appropriate to ask, "When can I expect to hear back from you about the position?" This will prove important later on.

2. **Send a thank-you letter to your interviewer and/or liaison.** Now is a good time to thank the person you interviewed with, even if it's just a formality. You can say something like:

○ *"Dear [interviewer's name], Thank you for the opportunity to discuss my qualifications with you. I remain very impressed by [interviewer's company], and invite you to contact me if you have any further questions. I look forward to hearing from you about this position."*

○ If you missed any **important** points in your interview you wanted to stress, you may include **one** or **two** in the thank-you letter. Keep the points brief, and tie them into a discussion point that you or the interviewer made during the interview.

○ If you received any help in getting the interview, follow up with appropriate parts of your network. Inform them that you received an interview, are grateful they helped you in your career search, and would be eager to help them in the future.

3. **Follow up with the interviewer at the appropriate time.** You should have received some information about when you could expect to hear back from the employer. The standard time is about two weeks, but it can depend. If you've

waited past the designated callback date — or the callback date wasn't set and it's been two weeks — follow up with the interviewer in a short email. You can say something like:

- *"Dear [interviewer's name], I interviewed at your company [at such and such date], and am still interested in the position if it hasn't yet been filled. I'd greatly appreciate any information you might have about my candidacy. I look forward to hearing from you."*

- While you can't control your past experience or the way someone measures you against someone else, you can control how much of your time you dedicate to showing the interviewer you really want the position. Don't be needy, and don't be greedy, but be persistent and courteous. You'll work harder than at least half the other candidates, and it could be the decisive factor in getting a job offer.

## **LESSON 10**

### ***MY WORK***

#### **Read and translate the text.**

Hello, my name is Maxim Sviridov. I work as a manager at the company. It is Russian company which works on the business travel market.

Two weeks ago I was sent by the administration of our company to London where I studied the English travel companies, their traditions, their marketing and management. Now my business trip is coming to the end and I want to share with you my impressions of English business world.

First of all English businessmen are well known all over the world for their honesty and decency. If an Englishman gives you his word he will keep it in any case. Besides that, nothing can prevent him from refusing the once taken decision. Of course, there are some exclusions, but they are so rare that nobody

should put attention on them. During the last two weeks my working day was approximately the same.

Early in the morning I took a taxi to my hosts' headquarters, which is situated in the City - the business heart of London. First of all I usually asked Ms. Lapital - my secretary if there were any letters or cables for me. Then she gave me my correspondence and fresh newspapers and I followed to my office-room. There I studied all documents that had come for my name and wrote a short report about previous business day and then faxed it to my native company in Vladivostok.

After that I went to Mr. Forsberg's office-room to get tasks for the new day and ask some questions about their company, its history, traditions, clients, and so on. After that I usually did what Mr. Forsberg asked. My usual job was meeting with potential clients, discussing their rest plans and offering the services of Mr. Forsberg's company. I usually met with 10 or 12 people a day. They were representatives of different social groups and communicating with them increased my knowledge of England and Englishmen, their psychology greatly. This business trip was a great chance for me and I hope I used this chance fully.

Now I know a lot about Western business world, about travel business and this knowledge will, of course, help me in my future career.

## **LESSON 11**

### ***AT THE OFFICE***

#### **Office Conversation**

##### **A. Talking about Jobs**

- I'm a trainee.
- I work for a large company.
- I do the sales ledger.

- I'm in the accounts section.
- I've been there for six years
- I don't like my job.
- It's a good job/interesting/well paid.
- What do you do?
- What's your job?
- What do you do for a living?
- Who do you work for?
- Is it interesting/hard work/well paid?

### **B. Talking about work routines**

- We start at 8:30 a.m. and finish at 4:30 p.m.
- We normally work from 8 a.m. till 5 p.m.
- We don't work on Saturdays
- We have forty minutes for lunch
- I do a lot of travelling.
- I spend a lot of time on paper work.
- We are busy at the end of the month.
- We get four weeks holiday a year.
- Where do you work?

### **C. Talking about personnel**

- My boss is the sales manager.
- I work under him.
- There are six of us in my department.
- The others are mostly women.
- It's a (friendly) department/section.
- There are 600 people in all.
- The company has 600 employees.
- (He's) out of work/unemployed.
- There are a thousand skilled workers here.
- She's looking for a job.

#### **D. Talking about Quitting and Finding Jobs**

- How did you find your new job?
- I went to an employment agency
- Was it worth it to do it that way?
- Yes. They were able to get me something good right away.
- I think I'm going to change jobs.
- What do you want to do that for?
- There's not enough chance to get ahead here.
- But don't forget you're getting a pretty good salary.
- Did it take you long to apply for a job?
- Too long in my opinion.
- What did you have to do?
- Speak to people, fill out forms, and wait.
- Is Mary going to quit her job next month?
- No. She's going to quit next April.
- Are her parents going to support her then?
- No. She isn't going to ask them for any money.

#### **E. Office Conversations**

- Do you receive many enquiries about your product?
- Yes. There are a good number every day.
- You can't answer all of them personally, can you?
- No. Unless they're obviously important, we send back a formal letter.
- What did you spend all your time on today?
- Checking the annual report.
- Was everything in it all right?
- No. I discovered several errors.
- How is the mail handled?
- The executive secretary opens it and sorts it out.
- Is any record kept of incoming mail?
- Yes. Everything is entered in the mail register.



- I'd like to dictate a letter to the Reliance Company.
- Just a moment please, while I get my shorthand notepad.
- Would you also bring me the previous correspondence with them?
- I've already placed the file on your desk.

*Conversation at the office*

**Ragu**

: Hello friend, Good Morning.

**Mohan** : Hello Ragu, Good Morning. How are you?

**Ragu** : Fine. O.K. Has our Boss come?

**Mohan** : Yes. Yes he has come earlier today.

**Ragu** : Did he ask anything about me? I missed the bus, hence late.

**Mohan** : Yes. He asked if you had not come also asked me to tell you to meet him.

**Ragu** : Alright friend, what about Vasanthi? Her seat is vacant.

**Mohan** : She has gone to the accounts section.

**Ragu** : What for?

**Mohan** : To see whether she is eligible for House loan.

**Ragu** : Poor woman she is suffering like anything. Why?

**Mohan** : She ought not to have had such a huge family.

**Ragu** : Has she not undergone family planning?

**Mohan** : My meaning is not that. She has her sister's children to support with.

**Ragu** : How are you?

**Mohan** : Fine thank you. But I am not peaceful nowadays.

**Ragu** : Why haven't you found out a way to escape from paying the interest?

**Mohan** : No. The lenders are not soft hearted.

**Ragu** : It is a pity that our colleagues themselves do not have such tendency.

**Mohan** : Neither we should lend nor we should borrow.

**Ragu** : But we can help them at times without interest.

**Mohan** : That is right. We must prove "Friend in need is a friend indeed".

**Ragu** : What man where had you been?

**Mohan** : I am coming from Boss's room.

**Ragu** : What is our Boss doing now?

**Mohan** : He is talking with the manager.

**Ragu** : Yes. Sir, they are also giving gifts to the workers.

**Mohan** : Though our Boss is strict, he is very kind.

**Ragu** : That is why there is no labour problem in our company.

**Mohan** : That is why the business is flourishing.

**Ragu** : Yes. There is no delay on export clearance too.

**Mohan** : Don't you know that our Boss was also once a worker.

**Ragu** : Hence he knows well, the agonies and anxieties of the workers.

**Mohan** : Let God give him long life. Bye.

***Conversation in a office between 2 people***

**Jane**: Lynn, please come to my office. I just received a revised purchase order from one of our customers.

**Lynn**: I am here.

**Jane**: Lynn, remember the order we received from Colours House two weeks ago?

**Lynn**: The one for a lot of 500 oak wood windows?

**Jane**: Yes, that is the one. Did we start production on it yet?

**Lynn**: I do not think so since we do not have to make delivery until the twentieth of this month, another fifteen days.

**Jane**: Good. I just received a revised order from its Purchasing department. They want pine wood instead of oak wood.

**Lynn**: We have already ordered the oak wood from Lumber House. It will cost us more if we put in a change of order now.

**Jane**: Don't worry. Colours House is willing to pay an extra twenty-five percent for the change.

**Lynn**: It is OK then. When do we have to ship the order? Is it still due on the twentieth?

**Jane:** No, they gave us extra time to fill the new order. It is not due until the twenty-fifth of the month now.

**Lynn:** Did they change the shipping terms? Do we still have to deliver the order, or will they come here to pick it up?

**Jane:** We still have to take care of the shipping process, and it is still going to Chicago.

**Lynn:** Then I do not have to make any shipping changes other than changing the pickup date.

**Jane:** I think you should put a call in to Trucking Lines as soon as possible. The thirtieth of this month is a major holiday, and its shipping schedule is going to be very tight.

**Lynn:** True, they might not accommodate our change if they receive our notice too late.

**Jane:** Oh, here is the change of order from Colours House. You can sign and fax it back to them after reviewing it.

**Lynn:** I better give a copy of this new order to our Production department. They need to be aware of the change.

**Jane:** How is our Production department doing?

**Lynn:** It is running on a very tight schedule. We received quite a few orders lately.

**Jane:** I bet all the customers want their orders now or as soon as possible. The Production department will have to work a lot of overtime this month.

**Lynn:** Overtime already started last week with all the employees in the Assembly department working an average of two hours overtime per day.

**Jane:** I hope the customers appreciate our quick response time and the fact that we always jump through hoops to give them whatever they want.

**Lynn:** It does pay to keep up with the customers' demand. Everybody likes our products and services. Even though it is sometimes very difficult to please everybody, it is fine with me because I love this company, and I want to see it prosper.

**Jane:** We can take pride in a job well done. Besides, it makes our job easier also.

**Lynn:** Yes, I would not like to hear people complain. I would hate to deal with unhappy customers.

**Jane:** It is really stressful to deal with unhappy customers. I doubt that I will be able to relax even when I get home at the end of the day.

**Lynn:** Me neither. OK, everything is set. I will call Colours House and tell them everything is set to go.

**Jane:** Thanks for your help, Lynn.

**Lynn:** You are welcome, Jane.

## **LESSON 12**

### ***PHONE CONVERSATION***

**Read and translate the texts.**

#### **Text 1**

##### ***Phone conversations in English***

For some reason, phone calls in English are much more difficult than talking to people face to face. Maybe it's because you can't read the person's expressions or get cues about their meaning from their gestures. Or maybe it's because you're already nervous before the call starts. Preparing in advance for a phone call in English is one of the best ways to overcome these difficulties. Make a list of some vocabulary and phrases you will need to get the information you want. Then review the study materials we've prepared to learn the most common phrases of telephone English. Finally, don't worry about asking people to repeat themselves or to speak more slowly when you're on the phone in English.

##### ***Top tips for telephone English***

If you're looking for a challenging situation to practice your English, just pick up the telephone. Not being able to see the person you're talking to and the

body language they're using can make chatting on the phone one of the most difficult forms of communication. Never fear, though! We've compiled some tips to guide you through an average telephone conversation in English.

### ***Greetings***

Every phone call should begin with a polite greeting such as, *Hi, how've you been?* or *Nice to hear from you.* Even if you're calling a business contact for a specific purpose, it'd be rude to jump right into business without a little small talk at the beginning.

### ***Getting to the point***

There always comes the point, however, where you want to move on from friendly banter and get down to business. For this situation, use the phrase **I'm just calling to ...** to transition to the topic at hand. For example, *I'm just calling to see if you'd like to set up a meeting.* If the situation is reversed, however, and you are waiting to find out why someone called you, you can guide the conversation by saying, *So, what can I do for you?*

### ***Interrupting without insult***

If you happen to be speaking with a very talkative person, it may be difficult to **get a word in edgewise** or contribute to the conversation. If someone is going on and on, and you'd like to interrupt, be sure to do it politely. For example, begin with *I would like to say something here, if I may* or *Allow me to make a point.* Or, you could just ask: *May I interrupt you for a second?*

### ***Confirming Action***

If you're making plans on the phone, be sure to confirm the details toward the end of the call. Begin with phrases like *Please let me confirm...* and *So, let me make sure I've got things straight..* and follow up with the details as you understand them.

### ***Closing the call***

Sometimes this can be the trickiest part of the conversation! It may be the time to offer some good wishes, such as **good luck on that interview** or **hope you feel better soon** if it's appropriate. Additionally, you may want to confirm

any plans you've made: *I'll see you on Friday, then.* Sometimes it's easiest to just say you enjoyed speaking to the other person. Also, keep in mind that strategically saying the word **well** at the beginning of a sentence can indicate that you are ready to end the conversation: *Well John, it's been a pleasure talking to you.*

### ***Don't hang up! Telephone English tips***

Do you know how to make and receive telephone calls in English? Talking on the phone is more difficult than speaking face-to-face, so improve your telephone tactics with these useful expressions.

#### **Who's calling please?**

This is a polite way to ask the name of the caller.

#### **I'd like to speak to...**

Use this phrase to give the name of the person you want to speak to.

#### **Speaking**

If you say *"I'd like to speak to Shirley"* and she is the one who answered the phone, she would reply *"Speaking!"*, meaning *This is Shirley speaking'*.

#### **I'm sorry, the line's busy.**

This means that the person is talking to someone else and the line is occupied.

#### **Would you mind holding?**

If the line is busy, you should ask if the caller is willing to wait for a few moments.

#### **Would you like to leave a message?**

If the person you wish to speak to is unavailable, the person answering the phone can offer to **take a message** (write down the message) for the caller.

#### **Could you spell your name please?**

When taking a message, you should check that the name is spelled correctly.

#### **Extension number**

You can use the **extension number** to get through to individuals within a company.

**I'll put you through to his office.**

Another way to say this is *I'll connect your call.*

**Sorry, you've dialed the wrong number.**

You might hear this if you make a mistake and get through to the wrong person.

## **Text 2**

### *English telephone phrases you have to know*

If you're like most English learners, you find it difficult to make phone calls in English. But if you're traveling abroad or working in a foreign company, using English on the phone is essential. So how do you conquer this last obstacle to fluency? Prepare yourself for any telephone situation with the following phrases and techniques.

#### **Introductions**

Start any telephone conversation by introducing yourself: *"Hello, this is Peter Jones.* If you answer the phone and the caller fails to identify himself, you can say: *"May I ask who's calling, please?"*

#### **Asking for someone / Making a request**

If you're calling to talk to a specific person, then phrase your request as a polite question, e.g. *"May I speak to Rachel Smith, please?"* When you have an extension number but no name you can say: *"Could I have extension number 635?"* But if you're calling with a specific purpose, then a statement works best: *"I'm calling to make a reservation."*

#### **Holding and transferring**

**"Please hold"** is telephone language for "just a moment". When you need to be **transferred** (connected) to another extension you'll often hear: *"Connecting your call..."* or *"Please hold, I'll transfer you."* If you call a business at a busy time, you might hear only a brief, *"Hello, please hold!"* before the operator switches over to another line.

#### **Leaving a message**

When the person you're calling isn't available, be prepared to leave a message. You might use **voicemail** (a digital voice recording system) or an

**answering machine** (a machine that records messages onto a tape). If you're talking to an operator, they'll ask: "*Would you like to leave a message?*" Or you can say, "*May I leave a message?*" Be sure to leave your phone number if you want the person to return your call. This is called a **call back number**.

### **Asking the speaker to slow down**

If you're not sure you'll understand everything in English, be honest. Tell the speaker immediately: "*My English isn't very strong, could you please speak slowly?*" Most people will appreciate your honesty and will be happy to oblige.

### **Write it down**

If you're nervous about telephoning in English, it's helpful to prepare a script. Write out a brief outline of what you need to say. You can use it to organize your thoughts beforehand and as a reference if you get confused during the call.

### **Remember your manners**

It's very important to sound polite on the telephone. Use phrases like , '**Could you**', and '**Please**' when making requests. And always remember to finish a conversation with '**Thank you**' and '**Goodbye**'!

## **LESSON 13**

### ***GOING ON BUSINESS***

#### **Read and translate the text.**

Going overseas for business may induce excitement and anticipation, especially if you've never traveled to the country, or abroad at all. As a business traveler, you're likely to meet with foreign business leaders and represent your company in deals. Business protocols differ from country to country. Before venturing overseas to meet with foreign businesspeople or colleagues, ask questions to ensure that you're fully prepared for the task.

#### **Step 1**

Ask about the country's culture and etiquette. Each country has unique practices, so you should ask questions about popular customs to avoid insulting your



foreign colleagues. Should you discuss business during a meal? How do you greet colleagues -- with a handshake or another gesture? How should you address foreigner citizens? What is acceptable business attire?

#### Step 2

Inquire about the work schedule. Overseas companies might work different days and hours than the traditional 9-to-5 schedule in the United States. Your employer might allow a 30-minute or one-hour lunch break, but if you're conducting business in France, lunch breaks typically are two hours.

#### Step 3

Ask questions about possible language barriers. Inquire as to whether foreign colleagues are fluent in English. If not, and if you don't speak the primary language of the country you're visiting, ask a supervisor for guidance about how to handle the language barrier. Ask about hiring an interpreter to help you communicate with business professionals. Or, if you learn about this trip months in advance, invest in language-learning software. Ask your company whether it can help cover all or a percentage of these language-related expenses.

#### Step 4

Make inquiries regarding travel documents. You'll need a valid passport to travel overseas for business. Additionally, some countries require a visa for business travel. Acquire your visa from the U.S. Department of State. Apply early. It can take up to three weeks to obtain a visa and passport. If you're bringing professional equipment or work-related tools and merchandise on your overseas business trip, ask about an ATA Carnet. This document lets you carry certain materials into foreign countries without paying custom duties or taxes.

#### Step 5

Ask about vaccinations. Contact the Centers for Disease Control and Prevention to see if you will need a vaccination(s) before traveling to your destination. Vaccination requirements vary by country. Contact your insurance provider to see if your plan covers vaccinations. If you must pay for vaccinations out of pocket, ask your company to cover or help with this expense.

## LESSON 14

1. Read and translate the texts.
2. Make a list of vocabulary.
3. Retell one of the text.

### *Mass media*

Mass media (that is the press, the radio and television) play an important role in the life of society. They inform, educate and entertain people. They also influence the way people look at the world and make them change their views. Mass media can form public opinion. Millions of people in their spare time watch TV and read newspapers.

Everybody can find there something interesting for him. On the radio one can hear music, plays, news and various discussions or commentaries of current events. Lot's radio or TV games and films attract a large audience. Newspapers uses in different ways, but basically they are read.

There is a lot of advertisement on mass media. Some of the TV and radio stations and newspapers are owned by different corporations. The owners can advertise whatever they choose.

But it is hardly fair to say that mass media do not try to raise cultural level of the people or to develop their artistic taste. Mass media brings to millions of homes not only entertainment and news but also cultural and educational programs.

There are more than six TV channels and lots of radio stations and newspapers now in the Russian Federation.

### *Television and Advertisement*

Many people have forgotten what the world was like before TV. But today it has become an integral part of our lives. No medium can compare with TV as a means of information, entertainment & education. TV now plays such an

important role in so many people's lives that it is essential for us to try to decide whether it is bad or good.

On the first place TV is not only a convenient source of entertainment, but also a comparatively cheap one. For a family of 4, for example, it is more convenient as well as cheaper to sit comfortably at home than to go out. They don't have to pay for expensive tickets. All they have to do is to turn on TV and they can see films, political discussions and the latest exciting football matches. Some people say that this is first where the danger lies. The TV viewers need do nothing: they make no choices, they're completely passive & don't even use their legs.

TV, people often say, informs about current events and the latest developments in science and politics. A lot of good films, music programs have appeared recently on TV. Yet here again there is a danger. We get to like watching TV so much that it begins to dominate our lives. A friend of mine told me that when his TV set broke he & his family suddenly found that they had much more time to do things.

The most important thing which is really criticizing is poor quality of the programs and its harmful effect on children. For example the film "Natural Born Killers" teaches children to kill and there was one accident in France when a group of teenagers kill their parents.

There are many arguments for and against TV. I think we must understand that TV in itself is neither good nor bad. TV is as good or as bad as we make it.

### *Advantages and disadvantages of TV*

We talk to various people from different countries about their attitudes about TV. Does TV educate or stimulate? Or it is a drug or tranquilizer used to control the population. There are some views, e.g. "TV has been the greatest instrument of social democracy in Western European socialites", - said Mr. Smith from British film institute. Some people disagree, 90 % of TV

programmes in some countries are foreign. And some people think and feel that TV has disrupted local culture and social ties.

Why do developing countries introduce TV? Perhaps government do it for prestige, to show that they have introduced new technology into their societies. Another possible reason is that political leaders want their people to see them on TV.

TV is a very expensive medium and many countries don't have the technology and the money to make their own television programmes. The result is that most countries are dependent on TV of Britain and America. It is easier and cheaper to buy foreign products mainly soap operas. So, a lot of people feel that TV is a danger to local cultures in some countries.

How do people usually answer the question: "What are you going to do tonight?" or "What are you going to do at the weekend?" In other words how do people spend their free time?

Some 20 or 30 years ago the usual answers used to be "We are going to the theatre" or "We are going to the party" or "We are having some friends round". Now you are very often hearing "We are going to stay at home and watch the television".

A first-rate color TV set has become an ordinary thing in the household today and a video cassette recorder is quickly becoming one.

Modern TV offers viewers several programmes on different channels. In addition to regular newscasts you see plays and films, operas and ballets and watch all kinds of contests, quizzes and sporting events. You can also get a lot of useful information of the educational channels. A good serial can keep the whole family in front of the TV for days, and don't we spend hours and hours watching our favorite football and hockey term in an important international event.

In the conclusion we may say, TV most definitely plays a very important part in people's life, but is this a good thing or a bad one? Don't we go out less often, and then we used to? Don't we read less?

## LESSON 15

### *COMPUTERS AND INTERNET*

#### **1. Read and translate the text.**

##### **The Internet**

The Internet is a huge network of computers spanning this planet and is now started to bring in the surrounding area like space. Some computers like servers share data, others just surf the web as clients downloading the data. Public Internet began in the late 70's. In the 70\*s web users used an interface called telnet, but now that program is mainly obsolete. Telnet is most widely deployed in accessing college email accounts.

The Internet is very helpful, because it's a huge database of knowledge, from the pictures of family trips to an analysis of quantum mechanics. Everyone should have the Internet because of its near instantaneous communication and huge wealth of knowledge. But how to go on the Internet and do a search for information we need. There are two ways to do it.

The first is when you know an internet address of data you need and the second one is when you try to find information you need by using a search program. In the beginning we have got to enter any browser you like. It could be an Internet Explorer, Netscape Navigator or Opera, etc. If we have a broadband connection, we connect to the Internet at once. If not, we have to set up and connect to our dial-up service. Finally, if we want to find some information in the Internet, we are to type an address of this data in the browser we use or simply use the existing search-programs such as the google search program, rambler search program, yandex search program or yahoo search program.

They are very simple and popular networks of sites. In these programs we can just type the word or name of thing, we would like to find and then press enter. A search program solves this problem. We get our results in the same

window. After we get our results, we simply choose whatever site best matches our query or keep searching.

Besides data, one can get from the Internet, we can also send and receive e-mail or electronic mail. This internet service is cheaper than ordinary mail and much quicker. It is becoming popular day by day. We can get some news from the Internet, because there are many informational servers in the web.

## **2. Answer the questions:**

1. What is the Internet?
2. What are servers?
3. When did public Internet appear?
4. What was the most popular mail interface used in 70s?
5. What kind of browsers do you know?
6. How can we find information in the Internet?
7. Is it cheaper to use the Internet mail service instead of ordinary post office?
8. What search programs do you know?

## **3. Find equivalents:**

huge

network

to span

surrounding

to share

data

to surf

to download

interface

obsolete

to deploy email accounts

quantum mechanics

instantaneous  
browser  
broadband connection  
dial-up  
to type  
search-program  
site  
to solve  
to match  
query  
to provide

#### **4. Read and translate the text.**

##### ***Internet***

Modern life is easy and fun. We have all the amenities. We do not need to go to the movies, because we have big TVs at home. The children have cell phones with large displays. Modern technology is useful and convenient. In my opinion, Internet is the most comfortable thing.

Computers are also an important invention, but Internet is better than any other type of information. Originally, Internet was a military experiment in the USA of 60-s. But soon it became clear that everyone in the world can use it. Everybody knows that the Internet is a global computer network, which embraces hundreds of millions of users all over the world.

The Internet has already entered our ordinary life. It's hard to imagine our lives without Internet nowadays. It has become an important part of every person's life. It is clear that the accurate number of users can be counted fairly approximately, nobody knows exactly how many people use the Internet today, because there are hundreds of millions of users and their number is growing.

Nowadays, no one can deny the importance of the Internet. Sitting in front of a computer, clicking a mouse, you can shop, download many interesting films,

books, read news about subject which is interesting for you, play computer games with other players, chat and send mails to your friends. Internet has drastically changed everything. Since the time of Internet appearance, many other media sources became unnecessary. You can find the information you're looking for in 5 seconds. It is very convenient for students, professionals, experts and all other people. From one side, it's great to have everything right here online, from the other side, it's a shame that people have stopped reading paper books and newspapers.

Nowadays the most popular Internet service is e-mail. Most of the people use the network only for sending and receiving e-mail messages. They can do it either they are at home or in the internet clubs or at work. With the help of the internet people from different parts of the planet can communicate with each other and share information without leaving their home. It has become easier to meet like-minded people from all over the world and become friends with them. There are many different Internet competitions for different subjects which give students the opportunity to participate even in international competitions.

Thanks to the Internet, people can quickly sell, advertise and share knowledge, idea, and personal feelings. People enter the world of virtual reality to avoid everyday problems.

## **5. Read and translate the text.**

### ***Computers in our life***

Nowadays, we cannot imagine our life without computers and the fact is that they have become so important that nothing can replace them. They seem to be everywhere today. Since 1948 when the first real computer has been invented our life has changed so much that we can call it real digital revolution. First computers differed from today's ones. They were so huge that they occupied whole rooms or buildings being relatively slow.

They were not faster than modern simple watches or calculators. Nowadays they are also used by scientist and they may also be as huge as the old ones



but they are millions times faster. They can perform many complex operations simultaneously and scientist practically can't do without them. Thanks to them people has access to enormous amount of information.

Gathering data has never been more simple than now. They are not only used in laboratories but also in factories to control production. Sometimes it is computers who manufacture other computers. But not only in science and industry computers are being used. Thanks to them modern medicine can diagnose diseases faster and more thoroughly.

Also in banking system computers have become irreplaceable. They control ATMs, all data is stored on special hard disks and paper isn't used in accountancy any more. Furthermore, architects, designers and engineers can't imagine their work without computers. This machines are really everywhere and we depend on them also in such fields as criminology. They help police to solve crimes and collect evidence.

Moreover, computers are wide-spread in education. Except their classic tasks such as administration and accountancy they are used in process of learning. Firstly, they store enormous amount of data which helps students to gain information. Secondly, thanks to special teaching techniques and programs they improve ours skills of concentration and assimilation of knowledge. They have become so popular that not knowing how to use them means to be illiterate.

## **GRAMMAR EXERCISES**

### *TENSE REVISION EXERCISES*

#### ***1. Present Simple / Present Continuous***

##### A Trekking Journal

November 12, 1997

Today (be) the second day of my trek around Mount Annapurna. I am exhausted and my legs (shake) ; I just hope I am able to complete the trek. My

feet (kill, really) me and my toes (bleed) , but I (want, still) to continue.

Nepal is a fascinating country, but I have a great deal to learn. Everything (be) so different, and I (try) to adapt to the new way of life here. I (learn) a little bit of the language to make communication easier; unfortunately, I (learn, not) foreign languages quickly. Although I (understand, not) much yet, I believe that I (improve, gradually) .

I (travel, currently) with Liam, a student from Leeds University in England. He (be) a nice guy, but impatient. He (walk, always) ahead of me and (complain) that I am too slow. I (do) my best to keep up with him, but he is younger and stronger than I am. Maybe, I am just feeling sorry for myself because I am getting old.

Right now, Liam (sit) with the owner of the inn. They (discuss) the differences between life in England and life in Nepal. I (know, not) the real name of the owner, but everybody (call, just) him Tam. Tam (speak) English very well and he (try) to teach Liam some words in Nepali. Every time Tam (say) a new word, Liam (try) to repeat it. Unfortunately, Liam (seem, also) to have difficulty learning foreign languages. I just hope we don't get lost and have to ask for directions.

## ***2. Past Simple / Past Continuous***

Last night, while I was doing my homework, Angela (call) . She said she (call) me on her cell phone from her biology classroom at UCLA. I asked her if she (wait) for class, but she said that the professor was at the front of the hall lecturing while she (talk) to me. I couldn't believe she (make) a phone call during the lecture. I asked what was going on.

She said her biology professor was so boring that several of the students (sleep, actually) in class. Some of the students (talk) about their plans for the weekend and the student next to her (draw) a picture of a horse. When Angela (tell) me she was not satisfied with the class, I (mention) that my biology professor was quite good and (suggest) that she switch to my class.

While we were talking, I (hear) her professor yell, "Miss, are you making a

phone call?" Suddenly, the line went dead. I (hang) up the phone and went to the kitchen to make dinner. As I (cut) vegetables for a salad, the phone rang once again. It (be) Angela, but this time she wasn't sitting in class.

### ***3. Past Simple / Present Perfect***

Since computers were first introduced to the public in the early 1980's, technology (change) a great deal. The first computers (be) simple machines designed for basic tasks. They (have, not) much memory and they (be, not) very powerful. Early computers were often quite expensive and customers often (pay) thousands of dollars for machines which actually (do) very little. Most computers (be) separate, individual machines used mostly as expensive typewriters or for playing games.

Times (change). Computers (become) powerful machines with very practical applications. Programmers (create) a large selection of useful programs which do everything from teaching foreign languages to bookkeeping. We are still playing video games, but today's games (become) faster, more exciting interactive adventures. Many computer users (get, also) on the Internet and (begin) communicating with other computer users around the world. We (start) to create international communities online. In short, the simple, individual machines of the past (evolve) into an international World Wide Web of knowledge.

### ***4. Present Perfect / Present Perfect Continuous***

1. A: How long (be) in Canada?
2. B: I (study) here for more than three years.
3. I (have) the same car for more than ten years. I'm thinking about buying a new one.
4. I (love) chocolate since I was a child. You might even call me a "chocoholic".
5. Matt and Sarah (have) some difficulties in their relationship lately, so they (go) to a marriage counselor. I hope they work everything out.
5. John (work) for the government since he graduated from Harvard University. Until recently, he (enjoy) his work, but now he is talking about retiring.

6. Lately, I (think) about changing my career because I (become) dissatisfied with the conditions at my company.

7. I (see) Judy for more than five years and during that time I have (see) many changes in her personality.

### ***5. Past Simple / Present Perfect / Past Perfect***

1. When I (arrive) home last night, I discovered that Jane (prepare) a beautiful candle-lit dinner.

2. Since I began acting, I (perform) in two plays, a television commercial and a TV drama. However, I (speak, never even) publicly before I came to Hollywood in 1985.

3. By the time I got to the office, the meeting (begin, already) without me. My boss (be) furious with me and I (be) fired.

4. When I (turn) the radio on yesterday, I (hear) a song that was popular when I was in high school. I (hear, not) the song in years, and it (bring) back some great memories.

5. Last week, I (run) into an ex-girlfriend of mine. We (see, not) each other in years, and both of us (change) a great deal. I (enjoy) talking to her so much that I (ask) her out on a date. We are getting together tonight for dinner.

6. When Jack (enter) the room, I (recognize, not) him because he (lose) so much weight and (grow) a beard. He looked totally different!

7. The Maya established a very advanced civilization in the jungles of the Yucatan; however, their culture (disappear, virtually) by the time Europeans first (arrive) in the New World.

8. I (visit) so many beautiful places since I (come) to Utah. Before moving here, I (hear, never) of Bryce Canyon, Zion, Arches or Canyonlands.

### ***6. Present Perfect Continuous / Past Perfect Continuous***

1. It is already 9:30 pm and I (wait) here for over an hour. If John does not get here in the next five minutes, I am going to leave.

2. I was really angry at John yesterday. By the time he finally arrived, I (wait) for over an hour. I almost left without him.

3. Did you hear that Ben was fired last month? He (work) for that import company for more than ten years and he (work) in almost every department. Nobody knew the company like he did.

4. I (see) many pictures of the pyramids before I went to Egypt. Pictures of the monuments are very misleading. The pyramids are actually quite small.

5. Sarah (climb) the Matterhorn, (sail) around the world, and (go) on safari in Kenya. She is such an adventurous person.

6. Sarah (climb) the Matterhorn, (sail) around the world and (go) on safari in Kenya by the time she turned twenty-five. She (experience) more by that age than most people do in their entire lives.

7. When Melanie came into the office yesterday, her eyes were red and watery. I think she (cry) .

### ***7. Will / Be Going to***

1. Michael: Do you think the Republicans or the Democrats (win) the next election? Jane: I think the Republicans (win) the next election. John: No way! The Democrats (win).

2. Susan: We (go) camping this weekend. Would you like to come along? Sam: That sounds great, but I don't have a sleeping bag. Susan: No problem. I (lend) you one. My family has tons of camping gear.

3. Barbara: I (buy) a new car this weekend, but I'm a little worried because I don't really know much about cars. I'm afraid the salesman (try) to take advantage of me when he sees how little I know. Dave: I used to work for a mechanic in high school and I know a lot about cars. I (go) with you to make sure you are not cheated.

4. Gina: Fred and I (visit) Santa Fe next summer. Have you ever been there? Margaret: My family lives in Santa Fe! I (give) you my parents' phone number. When you get to Santa Fe, just call them and they (give) you a little tour of the town. They can show you some of the sights that most tourists never see.

5. Pam: Can you see my future in the crystal ball? What (happen) next year? Fortune Teller: You (meet) a man from the East Coast, perhaps New

York or maybe Boston. You (marry) that mystery man. Pam: Forget the man! I want to know if I (get) a new job.

### **8. Future Simple / Future Continuous**

1. Sandra: Where is Tim going to meet us? Marcus: He (wait) for us when our train arrives. I am sure he (stand) on the platform when we pull into the station. Sandra: And then what? Marcus: We (pick) Michele up at work and go out to dinner.

2. Ted: When we get to the party, Jerry (watch) TV, Sam (make) drinks, Beth (dance) by herself, and Thad (complain) about his day at work. Robin: Maybe, this time they won't be doing the same things. Ted: I am absolutely positive they (do) the same things; they always do the same things.

3. Florence: Oh, look at that mountain of dirty dishes! Who (wash) all of those? Jack: I promise I (do) them when I get home from work. Florence: Thanks. Jack: When you get home this evening, that mountain will be gone and nice stacks of sparkling clean dishes (sit) in the cabinets.

4. Doug: If you need to contact me next week, I (stay) at the Hoffman Hotel. Nancy: I (call) you if there are any problems. Doug: This is the first time I have ever been away from the kids. Nancy: Don't worry, they (be) fine.

5. Samantha: Just think, next week at this time, I (lie) on a tropical beach in Maui drinking Mai Tai's and eating pineapple. Darren: While you are luxuriating on the beach, I (stress) out over this marketing project. How are you going to enjoy yourself knowing that I am working so hard. Samantha: I'll manage somehow. Darren: You're terrible. Can't you take me with you? Samantha: No. But I (send) you a postcard of a beautiful, white-sand beach. Darren: Great, that (make) me feel much better.

### **9. Present Simple / Future Simple / Present Continuous / Future Continuous**

1. Right now I am watching T.V. Tomorrow at this time, I (watch) T.V. as well.

2. Tomorrow after school, I (go) to the beach.

3. I am going on a dream vacation to Tahiti. While you (do) paperwork and (talk) to annoying customers on the phone, I (lie) on a sunny, tropical beach. Are you jealous?

4. We (hiding) when Tony (arrives) at his surprise party. As soon as he opens the door, we (jump) out and (scream) , "Surprise!"

5. We work out at the fitness center everyday after work. If you (come) over while we (work) out, we will not be able to let you into the house. Just to be safe, we (leave) a key under the welcome mat so you will not have to wait outside.

6. While you (study) at home, Magda (be) in class.

7. When I (get) to the party, Sally and Doug (dance) , John (make) drinks, Sue and Frank (discuss) something controversial, and Mary (complain) about something unimportant. They are always doing the same things. They are so predictable.

8. When you (get) off the plane, I (wait) for you.

9. I am sick of rain and bad weather! Hopefully, when we (wake) up tomorrow morning, the sun (shine) .

10. If you (need) to contact me sometime next week, I (stay) at the Sheraton in San Francisco.

### ***Cumulative Verb Tense Review (1)***

1. You look really great! (You, exercise) at the fitness center?

2. If it (snow) this weekend, we (go) skiing near Lake Tahoe.

3. I (come) to England six months ago.

4. I (start) my economics course three months ago.

5. A: What (you, do) when the accident occurred?

B: I (try) to change a light bulb that had burnt out. I (have) the same car for more than ten years. I'm thinking about buying a new one.

A: What do you call people who work in libraries?

B: They (call) librarians.

6. When I return to Australia, I (study) for nine months and I (be) in England

for exactly one year.

7. Sam (arrive) in San Diego a week ago.

8. Samantha (live) in Berlin for more than two years. In fact, she (live) there when the Berlin wall came down.

9. If Vera (keep) drinking, she (lose, eventually) her job.

10. The Maya established a very advanced civilization in the jungles of the Yucatan; however, their culture (disappear, virtually) by the time Europeans first (arrive) in the New World.

11. Shhhhh! Be quiet! John (sleep).

12. It (rain) all week. I hope it stops by Saturday because I want to go to the beach.

13. Listen Donna, I don't care if you (miss) the bus this morning. You (be) late to work too many times. You are fired!

14. I am sick of rain and bad weather! Hopefully, when we (wake) up tomorrow morning, the sun (shine).

15. I have not traveled much yet; however, I (visit) the Grand Canyon and San Francisco by the time I leave the United States.

16. I (see) many pictures of the pyramids before I went to Egypt. Pictures of the monuments are very misleading. The pyramids are actually quite small.

17. In the last hundred years, traveling (become) much easier and very comfortable. In the 19th century, it (take) two or three months to cross North America by covered wagon. The trip (be) very rough and often dangerous. Things (change) a great deal in the last hundred and fifty years. Now you can fly from New York to Los Angeles in a matter of hours.

18. Joseph's English (improve, really) , isn't it? He (watch) American television programs and (study) his grammar every day since he first arrived in San Diego. Soon he will be totally fluent.

19. When I (arrive) home last night, I discovered that Jane (prepare) a beautiful candle- lit dinner.

20. If you (need) to contact me sometime next week, I (stay) at the Sheraton in



San Francisco.

***Cumulative Verb Tense Review (2)***

1. When Carol (call) last night, I (watch) my favorite show on television.
2. I (work) for this company for more than thirty years, and I intend to stay here until I retire!
3. Sharon (love) to travel. She (go) abroad almost every summer. Next year, she plans to go to Peru.
4. Thomas is an author. He (write) mystery novels and travel memoirs. He (write) since he was twenty-eight. Altogether, he (write) seven novels, three collections of short stories and a book of poetry.
5. We were late because we had some car problems. By the time we (get) to the train station, Susan (wait) for us for more than two hours.
6. Sam (try) to change a light bulb when he (slip) and (fell).
7. Everyday I (wake) up at 6 o'clock, (eat) breakfast at 7 o'clock and (leave) for work at 8 o'clock. However, this morning I (get) up at 6:30, (skip) breakfast and (leave) for work late because I (forget) to set my alarm.
8. Right now, Jim (read) the newspaper and Kathy (make) dinner. Last night at this time, they (do) the same thing. She (cook) and he (read) the newspaper. Tomorrow at this time, they (do, also) the same thing. She (prepare) dinner and he (read) . They are very predictable people!
9. By this time next summer, you (complete) your studies and (find) a job. I, on the other hand, (accomplish, not) anything. I (study, still) and you (work) in some new high paying job.
10. The students (be, usually) taught by Mrs. Monty. However, this week they (be) taught by Mr. Tanzer.
11. Jane talks on the phone. Bob has been talking on the phone for an hour. Mary is talking on the phone.  
Who is not necessarily on the phone now? \_\_\_\_\_
12. I'm going to make dinner for Frank. I'm making dinner for Judy. I'll make dinner for Mary. I make dinner for Ted. I will be making dinner for Tony.

Who are you offering to make dinner for? \_\_\_\_\_

13. Jane left when Tim arrived. Bob left when Tim had arrived. Tim arrived when Mary was leaving. John had left when Tim arrived. After Tim arrived, Frank left.

Who did not run into Tim? \_\_\_\_\_

14. Jane is talking in class. Bob always talks in class. Mary is always talking in class.

Whose action bothers you? \_\_\_\_\_

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