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АҒЫЛШЫН ТІЛІНДЕ
ІСКЕРЛІК ХАТ АЛМАСУ

Оқу құралы

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*Баспаға әл-Фараби атындағы Қазақ ұлттық университеті
халықаралық қатынастар факультетінің
Ғылыми кеңесі және Редакциялық-баспа кеңесі
шешімімен ұсынылған
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Оқу құралында ресми іскерлік хат алмасу түрлері, келісімшарт үлгілері, жаттығулар, тапсырмалар беріледі. Халықаралық қатынастар саласында ағылшын тілінде іскерлік хат алмасу, кәсіби тілді меңгерту, құжаттарды шет тілінде жүргізуде және құрастыруда маманның кәсіби қызметіндегі тәжірибелік дағдыларын қалыптастыру көзделеді. Сонымен бірге ресми құжаттардың кейбір стильдік ерекшеліктері, терминдер мен негізгі ұғымдардың қазақша-орысша-ағылшынша сөздігі ұсынылып отыр.

Оқу құралы жоғары оқу орындары халықаралық қатынастар факультетінің ағылшын тілді топ студенттеріне, халықаралық және құқықтық қатынастар саласындағы аударма ісі мамандығы бойынша оқитын болашақ аудармашыларға, сондай-ақ шетелдік компаниялармен ынтымақтастық орнатқан экономика, менеджмент, қаржы және ақпараттық технологиялар саласындағы қызметкерлерге арналған.

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АЛҒЫ СӨЗ

«Тілдердің үштұғырлығын – қазақ, орыс және ағылшын тілдерін дамыту – қоғамды топтастырудың, оның бәсекеге қабілеттілігі өсімінің кепілі» (Н.Ә. Назарбаев) деген жоғары ұстанымды білдірді. Ғылым, білім беру, оқу-ағарту саласы қоғам дамуының қозғаушы күші болып табылады. Өскелең ұрпаққа сапалы білім, саналы тәрбие беруде, біліктілігі жоғары мамандар даярлауда жоғары оқу орындарының алатын орны ерекше. Еліміздің әлеуметтік, экономикалық және саяси өміріндегі өзгерістер біліктілігі жоғары мамандарды, жан-жақты білікті ұрпақты қалыптастыруды талап етеді. Ресми байланыстарды, бірлескен кәсіпорындар мен жеке бизнесті дамыту жағдайында экономика, менеджмент, қаржы, ақпараттық технологиялар саласындағы ауызша іскерлік қарым-қатынас және шет тілінде іскерлік хат алмасу мамандығын меңгерген мамандарға деген қажеттілік үнемі өсуде.

Бұл оқу құралы шет тілде іскерлік қарым-қатынас және мәдениет-аралық коммуникация саласындағы қазіргі заманғы зерттеулерді есепке ала отырып, жоғары кәсіби білім берудің мемлекеттік білім беру стандартының талаптары негізінде құрастырылған. ЖОО-ның халықаралық қатынастар факультеті студенттерінің ағылшын тілінде іскерлік хат жүргізу дағдылары мен біліктілігін дамытуға арналған. Оқу құралы екі бөлімнен тұрады. Төрт сабақтан тұратын бірінші бөлім – іскерлік қарым-қатынас этикеті, ресми құжаттардың кейбір стильдік ерекшеліктері, ресми іскерлік хат алмасу ережелері туралы теориялық материал және ресми іскерлік хат алмасу үлгілерінің түрлері, әртүрлі тапсырмалар мен жаттығулар арқылы қамтылған.

1-сабақта ресми-іскерлік сөйлеу стилінің ерекшеліктері, ағылшын тілінің британдық және америкалық нұсқаларында жасалған хат-хабарлардың айырмашылықтары, сондай-ақ студенттердің өз кәсіби қызметінде іскерлік хат, факс және электронды хабарламалар секілді іскерлік хат-хабарлардың үш түрін жасау ережелері оқытылады. Олар құрылымдық-композициялық, стилистикалық ерекшеліктері және мазмұндық толықтыру тұрғысынан қарастырылады.

2, 3, 4-сабақтар білім алушылардың іскерлік хат алмасуын жүргізу үшін қажетті үш кәсіби маңызды коммуникативтік-сөйлеу жағдайында – шетелдік іссапарда, қызметке орналасу және коммерциялық келісімшарт жасасу кезінде дағдылары мен іскерліктерін дамытуға бағытталған. Осы

сабақтардың басында аталған коммуникативтік-сөйлеу жағдайында қолданылатын іскерлік хат-хабарларды жасау ережелері мен үлгілері туралы теориялық түсініктеме беріледі. Сонымен бірге лексика мен клиширленген фразаларды меңгеру, хат жазысуға қажетті кейбір грамматикалық ережелерді қайталау мақсатында түрлі тілдік жаттығулар ұсынылады. Соңында іскерлік хат-хабарлардың осы түрлерін құрастыру және қабылдау дағдыларын дамытатын сөйлеу жаттығулары беріледі. Жаттығулар қарапайымнан күрделіге қарай қағидасымен ойластырылған. Әр сабақ студенттердің алған білімдері мен дағдыларын жинақтауға бағытталған рөлдік ойынмен аяқталады. Сонымен қатар оқу құралының бірінші бөлімінде студенттерге шет тілінде іскерлік хат алмасу саласындағы қазіргі заманғы үрдістерді жақсы түсінуге көмектесетін оқу мәтіндері берілген. Оқу құралының екінші бөлімінде іскерлік және электронды хат алмасуға тән, ағылшын тілінде іскерлік хат алмасуды тиімді жүргізу үшін ең қажетті жиі қолданылатын сөз тіркестері мен қысқартулар енгізілген.

Сондай-ақ оқу құралы студенттердің алған білімін, іскерлігін және дағдыларын бақылауды жүзеге асыруға мүмкіндік беретін тест және өз бетінше жұмыс істеу барысында қолданатын тапсырмалармен толықтырылып, терминдер мен негізгі ұғымдардың ағылшынша-қазақша-орысша сөздігі ұсынылған.

Авторлар

1-сабақ

ІСКЕРЛІК ҚАРЫМ-ҚАТЫНАС ЭТИКЕТІ

Этикет – белгілі бір мінез-құлықтың белгіленген тәртібі. Іскерлік этикет – іскерлік қарым-қатынас жүйесіндегі мінез-құлық тәртібі. Іскерлік этикет ережелерінің негізі:

- іскер әріптеске әдепті және сыпайы қатынас;
- әртүрлі қызметтік жағдайдағы қызметкерлер арасындағы белгілі бір арақашықтықты сақтау;
- шешім қабылдауды білу және оларды орындау қабілеті;
- іскерлік қарым-қатынастағы адалдық;
- әріптесті ренжітпей және оның арына тиіспей, «иә» және «жоқ» деп айта білу;
- сіздің пікіріңізге сәйкес келмейтін өзгенің пікіріне төзімділік;
- өз қателіктеріңді мойындай білу, өзіңе-өзің сынмен қарау;
- дауласу кезінде беделіңді емес, аргументіңді пайдалана білу.

Жазбаша іскерлік қарым-қатынаста іскерлік этикетті сақтау қажет: қарым-қатынас формуласында, өтініштерде, бас тартуларда, шағымдарда (претензия), аргументтеу тәсілдерінде, тапсырмаларды құрастыруда және т.б.

Үндеу – адресат тұлғасына апелляциясы. Үндеудің міндеті – адресатпен байланысты орнату, оның назарын аудару, қызықтыру. Үндеудің едәуір жалпы формулалары іскерлік қарым-қатынастың кез келген жағдайында пайдаланылуы мүмкін.

Құрметті (тегі)... мырза! (Уважаемый господин...!), Құрметті (тегі)... ханым! (Уважаемая госпожа...!) немесе Құрметті мырзалар! (Уважаемые господа!).

Лауазымды тұлғаларға лауазымын көрсете отырып және тегін атамай (фамилиясыз) үндесуге болады:

Құрметті Президент мырза! (Уважаемый господин Президент!), Құрметті Төраға мырза! (Уважаемый господин председатель!), Құрметті әкім мырза! (Уважаемый господин мэр!), Құрметті министр мырза! (Уважаемый господин министр!).

Шақыру хаттарында, құттықтауларда аты және әкесінің аты бойынша үндеуге жол беріледі:

Құрметті Асхат Қайратұлы!, Құрметті Лаура Болатқызы!

Бір кәсіптік ортаға үндеу кезінде мынадай үндеулерге жол беріледі:
Құрметті әріптестер!(Уважаемые коллеги).

Этикет ережесіне сәйкес, егер құжат адресатқа жеке үндеу формуласымен басталатын болса, онда құжаттың соңында қолдың алдында «Құрметпен...» (*С Уважением...*) деген сыпайылық қорытындылау формуласы болуы қажет. Іскерлік қарым-қатынас сипаты бойынша ресми болғандықтан, оның қатысушылары – ұйымның атынан әрекет ететін лауазымды тұлғалар мен қызметкерлер өтініштер, сұраухаттар, ұсыныстар, пікірлер, т.с.с. құрастыру кезінде көпше түрдің 1-жағында үндеу нысаны қабылданған:

Сіздердің назарларыңызға «Қазақстан-Қытай мәдени-ынтымақтастық саласындағы» келісім жобасын ұсынамыз...

Сіздердің қарауларыңызға және бекітулеріңізге Бас сызба жобасын ұсынамыз...

10.10. 2010 ж. №9-8/23 келісімшарттың орындалу мерзімінің аяқталып келе жатқанын Сіздердің естеріңізге саламыз...

Симпозиумға қатысу мүмкіндігіңіз туралы хабарлауыңызды өтінеміз...

Жекеше түрдің 1-жағы бойынша үндеу формуласы («*өтінемін*», «*ұсынамын*», «*шақырамын*») лауазымдық тұлғалардың бланкілерінде рәсімделген құжаттарда пайдаланылады. Хат алмасу кезінде іскерлік этикет нормаларын сақтаудың үлкен маңызы бар. Хат алмасудың бірінші және негізгі ережесі – жауап созбау, өз тілшісін күттірмеу. Белгіленген мерзімде жауап беру мүмкіндік болмаса, бұл туралы адресатқа қалай және қашан түпкілікті жауап берілетінін хабарлау қажет; осыған орай, кешіктіргенге кешірім сұралуы тиіс, оның объективтік себебін түсіндіру қажет. Іскер әріптеспен шынайы болуы және оған сену қажет. Керек емес хаттарды жазудың қажеті жоқ. Әрбір хат қандай мәселені қамтымасын, көп сөзді емес, барынша ақпаратты болуы тиіс. Жауапты дайындау кезінде «адресат» реквизитін рәсімдеуге ұқыпты болған жөн: егер келген хатқа басшысы қол қойса, онда жауапты соның атына жіберу қажет, егер басшының орынбасары қол қойса, онда оған жауап беру қажет. Хат алмасу бойынша әріптестен жауап күтілген және ол маңызды болса, онда келесі хатта әріптестің жауабына алғыс айтқан жөн. Егер әріптес орындалуы мүмкін емес өтініш білдірсе, онда мүмкіндігінше оның орнына басқа бір ұсынысты немесе кейінірек хабарласуды өтіну немесе өзге мекемеге хабарласуды ұсыну, жауаптан бас тарту себебін түсіндіру қажет, өтірік сыпайылықтар алынып тасталуы тиіс. «*Жылы қабақ танытуыңызды өтінемін*» (*Будьте так любезны*) және «*Хабарлауға қарсы болмауыңызды өтінемін*» (*Не откажите в любезности сообщить*) сияқты іскерлік хаттардағы орынсыз үндеулер болмауы тиіс.

Қызметтік хаттардың мәтіндерінде «мен» және «ол» есімдіктері алып тасталсын, олардың орнына «біз» және «Сіз» есімдіктерімен алмастырылуы тиіс. «*Біз орындаймыз*» (*Мы выполним*) сөздері ырықсыз етістермен «*бізбен орындалады*» (*Нами будет выполнено*) ауыстырылуы жөн; «*Сіз ұсынасыз*» (*Вы предлагаете*) емес «*Сізбен ұсынылды*» (*Вами предложено*).

Егер әріптеске оның алған міндеттемесін орындау қажеттілігі туралы еске түсіру қажет болса, онда еске түсіру немесе претензия (уәж) ешқандай дәрежелісіз бірқалыпты және анық құрастырылуы тиіс.

1.1. Ресми құжаттардың кейбір стильдік ерекшеліктері

1. Қазақстан Республикасындағы мемлекеттік басқару органдары, министрліктер, ведомстволар, мекемелер мен ұйымдар, оқу орындары атауларының алғашқы сөзі бас әріппен жазылады:

*Қазақстан Республикасының
Сыртқы істер министрлігі*

*Халықаралық «Қазақ тілі» қоғамы
Қазақстан Жазушылар одағы*

*Қазақстан Республикасы
Қаржы министрлігі
Бейбітшілік қорғау комитеті
университеті*

*Әл-Фараби атындағы
Қазақ ұлттық университеті
Қазақ ұлттық педагогикалық*

«Сарай», «үй» сөздері мәдени мекеме атауы ретінде жекеше, көпше түрлерде бас әріппен жазылады: *Республика Сарайы, Еңбек Сарайы, Үкімет Үйі.*

2. Төмендегідей атауларда барлық сөз бас әріппен жазылады:

*Қазақстан Республикасының
Президенті*

*Қазақстан Республикасы
Президентінің Жарлығы*

*Қазақстан Республикасының
Үкіметі*

*Қазақстан Республикасының
Парламенті*

3. Дүниежүзілік қоғамдық ұйымдардың атаулары бас әріппен жазылады:

Біріккен Ұлттар Ұйымы

*Біріккен Ұлттар Ұйымының
Қауіпсіздік Кеңесі*

4. Шарттардағы, конвенциялардағы, келісімдердегі халықаралық терминді құрайтын барлық сөз бас әріппен жазылады:

Мәртебелі Уағдаласушы Тараптар, Үкімет Басшылары, Үкімет Басшысы, Екі Тарап, Төтенше және Өкілетті Елші, Уақытша Сенімді Өкіл.

5. Сыртқы байланыстарды жүзеге асыруға қатысты басқа дипломатиялық лауазымдар мен мекемелердің атауларындағы бірінші сөздер бас әріппен жазылады:

Елшілік, Миссия, Бас консулдық, Сауда өкілеттігі, Бас консул, Экономикалық мәселелер жөніндегі кеңесші, Сауда өкілі, Сауда кеңесшісі.

6. Халықаралық шарттардың, келісімдердің, конвенциялардың, сондай-ақ делегациялардың, комиссиялардың атауындағы бірінші сөз бен жалқы есімдер бас әріппен жазылады:

Декларация, Шарт, Консулдық шарт, Қазақстан-Иран келісімі, Қазақстан-Қытай хаттамасы.

7. Халықаралық қатынастарға байланысты мына тіркестер кіші әріппен жазылады:

бекітілген грамота, қазақ-австрия келіссөздері, Қазақстан-Қытай мемлекеттік шегарасы.

8. Мемлекеттік наградалар, құрметті атақтар бас әріппен жазылады:

*«Халық қаһарманы»
жоғары дәрежелі
ерекшелік белгісі*

«Парасат» ордені

«Ерен ерлігі үшін» медалі

*Қазақстан Республикасының
еңбек сіңірген ғылым қайраткері*

*Қазақстан Республикасы
Мемлекеттік сыйлығының иегері*

*Қазақстан Республикасының
халық жазушысы*

9. Әскери және ғылыми атақтар, ғылыми дәрежелер кіші әріппен жазылады:

*авиация маршалы (бірақ
авиацияның Бас маршалы)*

профессор

армия генералы

академик

генерал-майор

Қазақстан Республикасының

ҰҒА корреспондент мүшесі

филология ғылымдарының

докторы, доцент

10. Қазақстан Республикасы мемлекеттік өкімет және басқару органдары жүйесіндегі лауазым атаулары бас әріппен жазылады:

Қазақстан Республикасының

Президенті

Қазақстан Республикасы

Президенті Әкімшілігінің Басшысы

Қазақстан Республикасының

Мемлекеттік хатшысы

Қазақстан Республикасы

Премьер-Министрі Кеңесінің

Басшысы

Қазақстан Республикасы

Қаржы министрі

Қазақстан Республикасының

Сыртқы істер министрі

11. Мерзімді баспасөз атаулары тырнақшаға алынып, бас әріппен жазылады:

«Ана тілі» газеті

«Дипломатия жаршысы» журналы

12. «Мемлекеттік» деген сөз мынадай ретте бас әріппен жазылады:

Қазақстан Республикасының

Мемлекеттік елтаңбасы

Қазақстан Республикасының

Мемлекеттік туы

Қазақстан Республикасының

Мемлекеттік әнұраны

Ескерту: Төмендегідей жағдайларда «мемлекеттік» сөзі кіші әріппен жазылады:

Қазақстан Республикасының

мемлекеттік шекарасы

мемлекеттік орган

мемлекеттік ұйым

мемлекеттік меншік

мемлекеттік басқару органдары

мемлекеттік меншік нысандары

13. Ресми құжаттардың мәтінінде күрделі атаулардың шартты түрде ықшамдалған атауы алынады:

*Қазақстан Республикасы және
Ресей Федерациясы
(бұдан әрі қарай – Тараптар)*

*«Сұңқар» жабық акционерлік
қоғамы
(бұдан әрі қарай – Қоғам)*

14. Ресми құжаттардың мәтінінде күрделі атаулардың қысқарған нұсқасы алынады:

<i>(ЖАҚ) Жабық акционерлік қоғам</i>	<i>Закрытое акционерное общество (ЗАО)</i>
<i>(ААҚ) Ашық акционерлік қоғам</i>	<i>Открытое акционерное общество (ОАО)</i>
<i>(БАҚ) Бұқаралық ақпарат құралдары</i>	<i>Средство массовой информации (СМИ)</i>
<i>(КО) Кеден Одағы</i>	<i>Таможенный Союз (ТС)</i>
<i>(ТМД) Тәуелсіз Мемлекеттер Достастығы</i>	<i>Содружество Независимых Государств (СНГ)</i>
<i>(ЕКЫҰ) Еуропадағы Қауіпсіздік және Ынтымақтастық Ұйымы</i>	<i>Организация Безопасности и Сотрудничества в Европе (ОБСЕ)</i>
<i>(ІІМ) Ішкі істер министрлігі</i>	<i>Министерство внутренних дел (МВД)</i>
<i>(МАИ) Мемлекеттік автоинспекция</i>	<i>Государственная автоинспекция (ГАИ)</i>
<i>(ҰҚК) Ұлттық қауіпсіздік комитеті</i>	<i>Комитет национальной безопасности (КНБ)</i>
<i>(ЖШС) Жауапкершілігі шектеулі серіктестік</i>	<i>Товарищество с ограниченной ответственностью (ТОО)</i>
<i>(СІМ) Сыртқы істер министрлігі</i>	<i>Министерство иностранных дел (МИД)</i>
<i>(ҚазҰУ) Әл-Фараби атындағы Қазақ ұлттық университеті</i>	<i>Казахский национальный университет им. аль-Фараби (КазНУ)</i>
<i>(ЕурАзЭҚ) Еуразиялық Экономикалық Қоғамдастық</i>	<i>Евразийское Экономическое Сообщество (ЕврАзЭС)</i>
<i>(РФ) Ресей Федерациясы</i>	<i>Российская Федерация (РФ)</i>
<i>(АЭСШК) Азиядағы өзара іс-қимыл және сенім білдіру шаралары жөніндегі кеңес</i>	<i>Совет по взаимодействию и мерам доверия в Азии (СВМДА)</i>
<i>(ШЫҰ) Шанхай Ынтымақтастық Ұйымы</i>	<i>Шанхайская Организация Сотрудничества (ШОС)</i>
<i>(АСЕАН) Оңтүстік-Шығыс Азия Мемлекеттері Қауымдастығы</i>	<i>Ассоциация государств Юго-Восточной Азии (АСЕАН)</i>

<i>(ИКҰ) Ислам Конференциясы Ұйымы</i>	<i>Организация Исламской Конференции (ОИК)</i>
<i>(ЭБҰ) Экономикалық Ынтымақтастық Ұйымы</i>	<i>Организация Экономического Сотрудничества (ОЭС)</i>
<i>(ХЕҰ) Халықаралық Еңбек Ұйымы</i>	<i>Международная Организация Труда (МОТ)</i>
<i>(ХВК) Халықаралық Валюта Қоры</i>	<i>Международный Валютный Фонд (МВФ)</i>
<i>(ДБ) Дүниежүзілік Банк</i>	<i>Всемирный Банк (ВБ)</i>
<i>(ЕҚДБ) Еуропалық қайта құру және даму банкі</i>	<i>Европейский банк реорганизаций и развития (ЕБРР)</i>
<i>(МАГАТЭ) Халықаралық атом энергиясы жөніндегі агенттік</i>	<i>Международное агентство атомной энергии (МАГАТЭ)</i>
<i>(ЕК) Еуропалық Қоғамдастық</i>	<i>Европейское Сообщество (ЕС)</i>
<i>(ОАЭҚ) Орталық Азия</i>	<i>Центрально-Азиатское</i>
<i>Экономикалық Қоғамдастығы</i>	<i>Экономическое Сообщество (ЦАЭС)</i>
<i>(БЭК) Біртұтас Экономикалық Кеңістік</i>	<i>Единое Экономическое Пространство (ЕЭП)</i>
<i>(ИДБ) Ислам Даму Банкі</i>	<i>Исламский Банк Развития (ИБР)</i>
<i>(БҰҰ) Біріккен Ұлттар Ұйымы</i>	<i>Организация Объединенных Наций (ООН)</i>
<i>(АДБ) Азиялық Даму Банкі</i>	<i>Азиатский Банк Развития (АБР)</i>
<i>(ЮНИСЕФ) БҰҰ-ның балалар қоры</i>	<i>Международный фонд детей (ЮНИСЕФ)</i>
<i>(ДДҰ) Дүниежүзілік денсаулық сақтау Ұйымы</i>	<i>Всемирная организация здравоохранения (ВОЗ)</i>
<i>(НАТО) Халықаралық солтүстік Атлантикалық шарт одағы</i>	<i>Международный Североатлантический союз (НАТО)</i>
<i>(ДСҰ) Дүниежүзілік Сауда Ұйымы</i>	<i>Всемирная торговая организация (ВТО)</i>
<i>(ИНТЕРПОЛ) Халықаралық қылмыс полициясы ұйымы</i>	<i>Международная организация уголовной полиции (ИНТЕРПОЛ)</i>
<i>(ЮНЕСКО) Білім, ғылым мен мәдениет мәселелерімен айналы- сатын Біріккен Ұлттар ұйымы</i>	<i>ООН, занимающаяся по вопросам образования, науки и культуры (ЮНЕСКО)</i>
<i>(АМҰ) Америкалық Мемлекеттер Ұйымы</i>	<i>Организация американских государств (ОАГ)</i>
<i>(ТЮРКСОЙ) Түрік тілдес елдердің мәдениеті мен өнерін бірлесіп дамыту жөніндегі Халықаралық ұйым</i>	<i>Международная организация по совместному развитию культуры и искусстватюркоязычных стран (ТЮРКСОЙ)</i>

Іскерлік хат-хабарды жасау ережесі

Жазбаша іскерлік қарым-қатынас нысаны ретінде хат алмасу іскерлік және жеке-ресми болып бөлінеді. Іскерлік хат алмасу заңды мекемелер (кәсіпорындар, ұйымдар, мекемелер, фирмалар) арасында жүзеге асырылады және олардың экономикалық-құқықтық қызметінің маңызды мәселелерін шешуге көмектеседі. Жеке-ресми хат алмасуда қатысушылардың бірі – міндетті түрде жеке тұлға, ал екіншісі – заңды тұлға болып табылады. Іскерлік хат алмасу іскерлік хат-хабарлар арқылы жүзеге асырылады – түрлі іскерлік хаттар мен хабарламалар (факсимильді, электрондық, телеграфтық, телекстік және т.б.).

1.2. Ресми-іскерлік стильдің ерекшеліктері

Іскерлік хат алмасудың, әсіресе іскерлік хаттардың ерекше ерекшелігі оның мазмұнын баяндаудың ресми-іскерлік стилі болып табылады, ол келесі ерекшеліктерімен сипатталады:

- ресми және сыпайылық;
- мекенжайы, яғни хат құрастырушының (жіберушінің) және адресаттың болуы (алушының);
- іскерлік хат-хабарлардың тақырыптық шектеулілігі, онда әдетте 1-2 сұрақ қаралады;
- тонның бейтараптығы (эмоционалды және экспрессивті сөздердің болмауы);
- мазмұнның композициялық және лексикалық біркелкілігі;
- ойдың дәлдігі мен айқындығы;
- қысқа және қысқа;
- тұрақты сөз тіркестерін және тілдік айналымдарды кеңінен қолдану (клиширленген тіркестерінің);
- арнайы терминологияны пайдалану;
- логикалық байланыс құралдарын пайдалану.

1.3. Іскерлік хат

Ағылшын тіліндегі іскерлік хат (business letter) әдетте мынадай міндетті бөлімдерді қамтиды:

1. The Letterhead Шапка (жазу орнын қамтиды)
2. The Reference Line сілтеме
3. The Date хатты жіберу күні
4. The Inside (Reader's) Address ішкі мекенжайы
5. The Greeting / Salutation үндеу / сәлемдесу

6. The Body of the Letter мазмұны хат
7. The Complimentary Close сыпайылық формуласы
8. The Signature Block қолтаңба блогы

Хаттың міндетті емес бөліктері:

9. The Attention Line нақты адресатқа сілтеме
10. The Subject Line жалпы хат мазмұнын көрсету
11. The Enclosure қолданбаларды көрсету
12. CC Notation көшірмелерді жіберуге нұсқау

Іскерлік хаттарды жасаудың негізгі ережелері:

1. Хаттардың көпшілігі адресаттың оған еш қиындықсыз жауап беруі үшін ұйымның атауы мен деректемелері бар бланкілерде жазылады. Жіберушінің аты мен лауазымы хаттың соңында ғана көрсетіледі.

2. Сілтемеге нұсқау хаттың реттік нөмірі немесе аббревиатурасы, мысалы, хат жазған жіберушінің және хатшының аты-жөні болуы мүмкін.

3. Күнді жазудың келесі нұсқалары бар: Британдық (BE) – 1 September, 2010 / 1st September, 2010 және америкалық (AE) – December 1, 2010 / December 1st, 2010. Айдың атауын сөзбен жазу жақсы, өйткені бір күн, мысалы, 01/09/2010 британдық нұсқада 2010 жылдың 1 қыркүйегі, ал америкалық нұсқада – 2010 жылдың 9 қаңтары.

4. Алушының мекенжайы мынадай тәртіппен сол жақта орналасады: сыпайы үндеумен аты (Mr./Miss / Mrs./Ms.), лауазымы, бөлімі, атауы, фирмалар, мекенжайы (үй, көше, қала, штат/графство, индекс (postcode (BE) / ZIP code (AE), ел). Адресатты жазудағы қателіктер құрметтемеушілік ретінде қабылдануы мүмкін.

5. Өтініштердің нұсқалары:

Сіз білетін адамға	<i>Dear Mr. White,</i>
Сіз білмейтін адамға	<i>Dear Sir,</i>
Сіз білетін әйелге (әйел адамға)	<i>Dear Ms./Miss/Mrs. Brown,</i>
Сіз білмейтін әйелге	<i>Dear Madam,</i>
Компанияға, лауазымды тұлғасына	<i>Dear Sir/Madam,</i>

6. Хаттың мәтіні әрбірі жаңа тақырыпты енгізетін абзацтарға бөлінеді. Іскерлік хатта 1-2 мәселені қарастыру керек.

7. Сыпайылықтың қорытынды формуласы хат басында қолданылған өтініштерге байланысты және «шын жүректен Сіздің ...» орыс сөз тіркесіне сәйкес келеді.

Dear Sir(s)/Dear Madam/Dear Sir or Madam,	<i>Yours faithfully,</i>
Dear Mr. White/Dear Ms./Miss/Mrs. Brown,	<i>Yours sincerely, (BE)</i> <i>Yours truly (AE)</i> <i>Respectfully yours (AE)</i>

8. Қол қою блогына хат авторының жеке қолы және оның мағынасын ашу кіреді (толық аты-жөні және лауазымы, қажет болған жағдайда бөлімнің атауы).

9. Компанияға немесе бөлімге жазу кезінде мүмкіндігінше хат жіберілген адам көрсетіледі, мысалы, Attn. Production Manager.

10. Хаттың жалпы мазмұнын көрсету хаттардың сұрыпталуын жеңілдетеді. Жол асты сызылады немесе қалың қаріппен бөлінеді.

11. Қол қою блогынан кейін қосымшалар болған жағдайда қосымшаның атауы, парақтар саны және даналары жазылады.

12. Егер хат көшірмесі басқа адресаттарға жіберілсе, «СС» қысқартылуы қойылады және олардың аттары көрсетіледі.

1.4. Электронды хат

Электрондық хабарлама (e-mail) арнайы бағдарламаларда жазылады. Тақырыпқа келесі элементтер кіреді: жіберушінің мекенжайы (автоматты түрде пайда болады); алушының мекенжайы (көрсетілуі керек); хаттың көшірмелері жіберілген адамдардың мекенжайы; хабарлама тақырыбын көрсету. Күн автоматты түрде бағдарлама арқылы көрсетіледі. Төменде хат пен қолдың мәтіні келтірілген. Мәтін стилі іскери хатқа қарағанда айтарлықтай формалды емес, ал дизайн ережелері онша қатал сақталмаған.

1.5. Факс

Факс (fax) іскери хатқа ұқсас, бірақ ол неғұрлым қысқа әрі еркін жасалады. Компанияның реквизиттері көрсетілген бланкіге басып шығаруға болады. Үстіңгі деректемеде факс нөмірлері, жіберушінің және алушының аты-жөні, күні, тақырыбы, парақтың бірінші нөмірі (cover sheet) көрсетіледі. Хабарлама мәтіні, сыпайылықтың соңғы сөзі және қолтаңба блогы берілген. Факс тілі жиі ресми емес, бірақ сіз әрқашан байланыс жағдайын ескеруіңіз керек.

1.6. Пресс-релиз

Пресс-релиз анықтамасы бойынша (ағылшын тілінде *press-release* – баспасөз үшін шығарылым) – «Баспа, радио, телевизия қызметкерлері үшін шұғыл жариялауға немесе таратуға жататын құжаттар мен ақпаратты құрайтын арнайы бюллетень». Бұл жарияланымның негізгі міндеті – журналистерге, содан кейін оқырмандардың кең аясына қоғамдық маңы-

зы бар оқиғалар туралы хабардар ету. Пресс-релиз – бұл назар аудару үшін әрекет құралы, ол компаниялар және көрсетілетін қызмет туралы белгілі бір қоғамдық пікірді жасау және ұстау үшін құрал қызметін атқарады.

Оны жазу үшін кез келген оқиға түрткі болуы мүмкін:

– Халықаралық деңгейде өткізілетін саммит, симпозиум, конференция және т.б.;

– жаңа жобаларды қосу;

– акциялар мен конкурстар өткізу;

– қызмет көрсетудің бағаларының немесе шарттарының өзгеруі;

– семинарлар мен көрмелер өткізу;

– ассортименттердің өзгеруі, жаңа тауарлардың шығуы;

– компания қызмет саласының кеңеюі, филиалдардың ашылуы, жаңа қызмет көрсетулер;

– компанияның қайырымдылық акцияларына қатысуы, демеушілігі;

– ғылыми жетістіктер, ойлап табушылық пен жаңалық ашулар;

– мерейтойлар, айтулы даталар.

Пресс-релизді таратудың ыңғайлы тәсілі – электронды пошта. Сондай-ақ құжатты факс бойынша жіберуге болады:

– хат;

– релиз;

– хабарлама.

Пресс-релизді жазу кезінде мынадай сәттерді ескерген маңызды:

– құжаттың атауы (Пресс-релиз);

– тарату күні;

– атауы (тақырыпты және пресс-релиздің мәнін ашады);

– пресс-релиздің мәтіні, бірінші кезекте оқиғаны өткізудің күні мен орнын көрсету;

– пресс-релиздің мәтіні бойынша түсінік бере алатын адамның байланыс деректері, e-mail, телефоны.

Пресс-релиз өзі жіберілетін басылымның аудиториясы үшін көкейкесті және құнды болуы тиіс. Сондықтан да оны жазу кезінде оқырманды немесе нақты басылымның оқырманын қызықтыра білу, ақпаратты ұғынықты және қарапайым тілмен жеткізе білу керек. Пресс-релизге компания басшыларының сұхбатын, комментарийін қосуға болады – бұл мәтінге «күш» береді. Пресс-релиздің соңына компания туралы: қызмет саласы, өнімдері, қаржылық көрсеткіштері және т.б. ақпараттық анықтаманы орналастыруға болады.

Пресс-релиз әдетте компанияның фирмалық бланкісінде, 1-2 бетте жасалады. Пресс-релиз журналистерге негізінен электронды поштамен, сирек жағдайда факспен жіберіледі.

1.7. Жарнама

Жарнама – қазіргі активті қолданыстағы терминдердің бірі. Оның мағынасы латын тіліндегі *reclamare* «утверждать, выкрикивать, протестовать» деген мағынаны білдіреді. Еуропалық тілдерде бұл сөздің сату, коммерция деген сөздерге қатысы бар.

Қазақ тіліндегі жарнама екі сөзден тұрады: **жар** – **нама**. «**Нама**» – араб-парсы тілдерінде «жазылған сөз» деген мағынаны білдіреді, «жар» сөзі хабарлау деген мағынада.

Жарнама – хабарландырудың түрі. Жарнаманың мазмұны мен тақырыбы кең әрі әр алуан. Жарнаманың мақсаты – назар аудару, қызығушылық тудыру.

Жарнаманың функциясы:

- ақпарат беру;
- клиенттерді тарту;
- қолдау көрсету;
- қызығушылық тудыру;
- коммерциялық мақсатта.

Жарнаманың ерекшелігі:

- насихаттылығы;
- тартымдылығы;
- дәлдігі;
- түсініктілігі;
- тосындылығы;
- көркемділігі;
- маңыздылығы.

1.8. Хабарландыру

Хабарландыру – бір нәрсе жайында жазбаша немесе ауызша түрінде басқаларды хабардар ету үшін жазылатын құжат. «Хабарландыру» сөзі жол ортасына жазылып, одан төмен хабарландыру мәтіні жазылады. Соңына хабарландыру беруші мекеме, ұйым, адам аты жазылады.

1.9. Жеделхат

Жеделхат – телеграф арқылы берілетін әртүрлі мәлімет. Жеделхаттың жазылу үлгісі еркін. Негізінен, телеграф факс арқылы берілгендіктен көлемі ықшам, нақты болады.

Тапсырмалар

Task 1. A) Put the parts of the addresses in the correct order.

- 1) (10) Garston Road / Worldwide Dealers Ltd. / Mr R. Stevenson / Australia / Melbourne;
- 2) (75) Mathews & Wilson / Scotland / Ladies' Clothing / General Manager / High Street / Glasgow;
- 3) Chicago / Illinois / USA / 300 / Lincoln Place / The Modern Machine Tool Corporation;
- 4) (36) Canada / Messrs. Williams & Werner Ltd. / Toronto / Tower Street / 4JS;
- 5) Messrs. Jones & Company / William B. Brown (5) Queensland / Managing Director / Brownside / Australia / Green Street;
- 6) 1326 / Davenport / Midwest Division / John / President / Market Street / Iowa / B. Green / Paint Company / American;
- 7) (11) WI 53405 / United Packaging / East Shore Drive / Ms / Marketing Coordinator / Wisconsin / USA / Alison Freeman / Green Bay / Inc.;
- 8) Sales Manager / Canberra / Liverpool Street / Mr / Independent Products (18) R.G. Flinders / AUSTRALIA / Pty / NSW 2170.

B) Write your address in English.

Task 2. A) What will you start a letter with, i.e. what greeting will be appropriate in each case, if you are writing it to:

- a) a British firm you do not know very well;
- b) Mr. J. Blake, your old trade partner;
- c) the company's President who is a woman;
- d) the Head of the Export Department of Sport Shoes Manufacturers whose name is Barbara Doe;
- e) International Office Equipment Inc., an American corporation.

B) How will you finish the letter, i.e. what complimentary close will you choose?

Task 3. Match the formal and informal phrases. Then cover the right column and try to remember the formal equivalent for each phrase on the left.

Informal

- 1) Sorry about the late delivery.
- 2) If you need more information...
- 3) Best regards.

Formal

- a) Here is a copy of...Please do not hesitate to contact us.
- b) We received the delivery this morning.
- c) I would be grateful if you could...

- | | |
|--|--|
| 4) in a different envelope | d) Please finden closed... |
| 5) Sorry about them is take. | e) Dear Madam/Dear Ms Clove |
| 6) I'm sorry, but it's not possible. | f) Please acknowledge the receipt of the parcel. |
| 7) soon | g) I look forward to seeing you. |
| 8) Could you...? | h) We would be pleased to offer you a 5% discount. |
| 9) Just call the office. | i) We would like to apologise for the delay. |
| 10) Thanks for your letter of... | j) under separate cover |
| 11) We got it this morning. | k) in the near future |
| 12) Can't wait to see you. | l) We regret to inform you that we are unable to... |
| 13) Dear Marge | m) Could you please give this matter your immediate attention? |
| 14) Let me know if you get the parcel. | n) I look forward to hearing from you. |
| 15) Could you find out what is going on? | o) We are writing to thank you for your letter dated... |
| 16) Please send us your samples. | p) Yours faithfully/ Yours sincerely, |
| 17) I hope to hear from you. | r) I would be grateful if you could send us some samples. |
| 18) We will give you a 5% discount. | s) Should you require fur ther information... |
| | t) Please accept our apologies for any inconvenience this may have caused. |

Task 4. Match the phrases in the right column with the corresponding parts of the letter and their number in the layout.

- | | |
|----------------------------|--|
| 1) The enclosures | a) I look forward to hearing from you. |
| 2) The date | Yours faithfully, |
| 3) The sender's address | b) 24 March, 20-- |
| 4) The body of the letter | c) Dear Sir/Madam, |
| 5) The complimentary close | d) Interphone Inc. |
| 6) The reader's address | 1677 Sea Harbor Drive Orlando, Florida |
| 7) The reader's address | 35509 USA |
| 8) The subject line | e) With reference to our letter of March 2,20- |
| 9) The signature block | f) Enc: 1page |
| 10) The greeting | g) <i>J, Hutton</i> |
| | h) J. Hutton Sales Manager |
| | i) Mr. M. Al-Jalahma |
| | j) Managing Director |
| | k) Arabian Electronics |
| | l) PO Box 26180 Manama Bahrain |
| | m) Re: Our order of precise electronic equipment |

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Task 6. Look at the texts from three faxes that contain easily confused words and choose the correct or most appropriate words.

1) I am writing with (1) *connection / reference / regarding* to our telephone conversation this morning about your order 7895LG. I must (2) *regret / apologise / sorry* for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) *arrive / reach / deliver* you within 10 working days. We have taken special (4) *care / attention / caution* to make sure that the items are exactly as you requested.

Once again, please (5) *take / have / accept* our apologies. If you have any further questions, do not (6) *stop / fail / hesitate* to contact me again.

2) I was (7) *sorry / unhappy / afraid* to hear about the damage to the products that you received this morning. However, I am (8) *afraid / apologise / regret* that we cannot (9) *accept / except / have the responsibility* in this (10) *topic / material / matter*. All our products are (11) *controlled / checked / looked* very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (12) *propose / suggest / tell* that you contact the shipping company directly about possible compensation.

In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so (13) *until / by / within* the next few days, it should reach you (14) *until / by / within* the end of the month.

3) I am writing to you (15) *affecting / connecting / concerning* the meeting that we (16) *combined / appointed / arranged* for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (17) *cancel / postpone / schedule* the meeting until next week? I can make any time Wednesday or Thursday.

I apologise for any (18) *disadvantage / inconvenience / unfor-tunate* this may cause, and I (19) *look forward / wait / anticipate* to (20) *hear / hearing / know* from you.

Task 7. Fill in the gaps in the fax with the words and phrases below.

FAX TRANSMISSION			
From _____ 2 _____	_____ 1 _____ Bill Phillips	_____ 5 _____ Attention	Line Warehouse _____ 6 _____
Fax No. _____ 4 _____	_____ 3 _____ 3 Jan. 20--	_____ 7 _____ Number of pages	(0)717 209 413 _____ 8 _____
_____ 9 _____			
_____ 10 _____ are arriving from Glasgow in 4 weeks. I have telexed _____ 11 _____ of payment and transportation _____ 12 _____. Please prepare space for _____ 13 _____. _____ 14 _____			

- | | | |
|-----------------|-------------------|-------------------------|
| a) Date | f) Sender | k) 160 units |
| b) confirmation | g) (0)717 565 903 | l) costs |
| c) Kate Evans | h) Dear Kate | m) Fax No |
| d) 1 (one) | i) consignment | n) Tonnage Ltd., London |
| e) To | j) Best regards | |

Task 8. Put the parts of the fax in order and rewrite it with the correct layout.

- ...the choice is much greater and I need to know the exact measurements that are asked for on the bottom left side.
- However, I have done a bit of guesswork and am replying as best as I can.
- VAT is payable in the EEC, unless you have a commercial TV A number.
- In this case, could you please complete page 2 of the order forms...
- Re: Fender
- Date 03/11/20--
- Best regards
- The maximum over all length of a fender is 1,790 mm.
- Pages: 1
- Unfortunately, your fax was received with several blank are as.
- To: Sally Hansen
- The minimum inside width of a fender is 1,250 mm.
- From: Robin Grape
- Once you fill in the details on the form, I can calculate exactly what your require.
- Fax: 0608 70 8588
- The transport cost to Manchester is £250+VAT.

q) If the fender you require is greater than this, you will need to use the large order form.

r) It is still time to order for Christmas.

Task 9. Complete the sentences with the e-mail terms below.

- 1) My address is Woods@hotmail.com, that's ___W___o-o-d-s
_____hotmail_____com.
- 2) I need my _____ to add / remove/ amend e-mail addresses.
- 3) My _____ is where my incoming messages are stored.
- 4) If I _____ a message it goes to another person.
- 5) With « _____ » I can write a new letter.
- 6) If I press _____ I connect with the Internet.
- 7) I look at _____ to see what messages I have sent.
- 8) Before being sent across the Internet, my messages are stored in the _____.
- 9) I need to send an answer to that message, so I'll use _____.
- 10) I'll have to finish that e-mail later, that's why I'll store it in _____.

- a) ADDRESSBOOK
- b) NEW MSG/ NEWMAIL
- c) SEND &RECEIVE
- d) dot
- e) capital
- f) INBOX
- g) DRAFTS
- h) small
- i) SENTITEMS
- j) OUTBOX
- k) FORWARD
- l) at
- m) REPLY

Task 10. Read the e-mail exchange and put two words into each gap.

1) Kate, I've attached the sales figures for Q3, as requested. You'll see that we're up 6%! Things are really taking off in Central Europe. By the way, are you going to the conference?

2) (Kate has used the 'Reply' button so she includes the text of the e-mail she has received.)

> Kate, I've attached the sales figures for Q3, as requested. Sorry, Peter, you forgot to send I _____. Can you send it again?

> You'll see that we're up 6%! Things are really taking off in Central Europe. Great news. Do 2 _____ 6% increase for the quarter or for the whole year?

> By the way, are you going to the conference? _____ 3 _____? The sales conference in Istanbul next month or the International Plastics Convention in Slough?

3) Sorry about that, Kate. Here it is again. Let 4 _____ quarter! Head Office are very pleased.

What do you mean 'Which conference?'!! I was talking about the sales conference, of course. But are 5 _____ it's in Istanbul?

Okay, I've got the attachment this time. But you'll never believe it – I can't 6 _____!

Can you check that you saved it properly? I thought the conference was in Istanbul, but I may 7 _____.

I'll check and get back 8 _____. Anyway, I can't go this year – Cathy is going in stead.

If it has been too difficult, here are all the words you need:

- a) attachment
- b) know
- c) the
- d) be
- e) me
- f) which
- g) sure
- h) to
- i) wrong
- j) conference
- k) mean
- l) you (x3)
- m) it
- n) open

Task 11. Read the e-mail correspondence and put one word into each gap

I've written down some thoughts about the Beta project it's 1 _____ as a word doc. I'm circulating it to all line managers. 2 _____ me know what you think.

There's a couple of things I'd like you to focus on. First is the timing.

I'm not sure what you mean 5 _____ 'timing'. The time before the project starts, or the time the project will actually take once it's started?

Then there's the question of marketing costs.

I know Daniel produced some detailed figures on this some time ago. Have you 6 _____ to him?

Finally, feasibility.

I don't understand this ___7___. Can you explain in a little more 8___?

> I'd like your comments by the end of the next week 9___.

Okay, I'll try to get them ___10___ to you by then.

One last thing – I think you need to copy Lila on her 11_____.

I maybe 12_____, but I think she's now involved from the Latin America end.

Task 12. Sort out the sentences so as to get three e-mails.

1) We have checked our files and they show that you didn't renew your maintenance contract last year.

2) We're having our company meeting in two days, and I will let you know what progress we make.

3) Please check your records re the invoice sent to me on July 15th.

4) There seems to be a mistake in the amounts charged for the freight.

It appears that you didn't follow the manufacturer's instructions.

5) Meanwhile fax me the documentation to review.

6) It was great seeing you in Paris!

7) Please e-mail me your findings.

8) Unfortunately, this means that you won't be able to claim for this repair.

9) Thanks for your-mail.

10) Thanks so much for your help, and the terrific meal in Mont-martre.

11) Sorry I took so long to reply.

12) Our Service Department will contact you soon to arrange the time for our engineers to visit.

13) I'm afraid we can not accept responsibility for the problems with your machine.

14) Please get in touch again if you need more information.

15) I think it's a computer error.

Questions:

1. What are the features of making an official business style?

2. How many types of business letters do you know?

3. What elements are included in the email message?

4. What do you think are the advantages and disadvantages of communicating by email?

5. How to obtain a fax?

6. What is press release? What is the press release?

7. What is the purpose of announcement? What is the purpose of announcement?

8. What are the main functions of an advertisement? What is the function of advertisement?

9. What subjects require formal letters?

10. How are letters and memos similar or different (e.g. format, length, audience)?

2-сабақ

ШЕТЕЛДІК ІССАПАРМЕН БАЙЛАНЫСТЫ ХАТ АЛМАСУЛАР

Шетелдік іссапарлар бизнес жүргізудің маңызды аспектісі болып табылады және мұқият дайындықты қажет етеді. Саяхаттарға қатысты хаттар, негізінен, әртүрлі сұраныстарды (қонақ үй нөмірін немесе билетті брондау, кездесудің мерзімін белгілеу, автокөлікті жалға беру және т.б.), олардың орындалуын растауды және көмек үшін алғысты білдіреді.

2.1. Өтініш хат

Өтінішхат (letter of request) қонақ үйге нөмірді брондау туралы өтінішпен, әуекомпанияға билеттерді брондау туралы өтінішпен жіберіледі және т.б. Онда өтініштің мәні, барлық қажетті мәліметтер (аты, күні, ерекше талаптар және т.б.), орындалатын іс-әрекеттер үшін алғыс жазылады және Растау жіберу өтініш етіледі.

Dear Sirs, Kindly reserve for our customer, Mr. John Stewart, a single room with a bath from 16 to 21 October. Mr. John Stewart is expected to arrive from Chicago at Gatwick at 18.15 on Friday 16 October and should get to your hotel at about 8 o'clock.

We thank you in advance for your kind attention and look forward to your confirmation

Yours faithfully

2.2. Шақыру хат

Әртүрлі іс-шаралар әдетте бұқаралық ақпарат құралдарында жарнамаланады, бірақ жеке хат алмасу арқылы шақырылғандардың таңдаулы тобын атап өтуге болады. Шақыруда (letter of invitation) іс-шараның өтетін күні, уақыты, орны көрсетілуі, кездесуге үміт білдірілуі, соңында (іс-шараға) қатысатынын растауын өтінуі тиіс.

Dear Mr. Stewart,

We would like to ordinary invite to the opening of the new premises of the Business support Centre in Basingham. We hope that you will able to join us at the party and meet our quests. The senior managers of the world's largest companies. We would be delighted to see you on Saturday 17th October 20 from 11.00 a.m onwards at our premises in 25 Weldon Road, Basingham.

Refreshments will be provided. We look forward to seeing you.

With warm regards

Peter
Britney

2.3. Кездесу ұйымдастыру хаты

Кездесу ұйымдастыру хатында (letter arrangingameeting) болжалды күні, уақыты, орны, талқылауға арналған сұрақтар немесе тақырыптар, қатысушылар тізімі көрсетіледі. Сонымен қатар егер адресатқа белгі болмаса, кездесу өтетін жерге қалай жетуге болатындығы туралы нұсқаулар берілуі мүмкін. Хат құрастырушы адресаттан кездесуді ұйымдастыруға қажетті әрекеттерді жасауды сұрап, алаңдаушылық білдіргені үшін алғыс білдіруі мүмкін. Хаттың соңында кездесуге қатысу келісімін растау сұралады.

Dear Mr Molehill,

I am writing to inform you that I shall be in Basingham from 16 to 21 October and I think it would be a good idea if we met on Monday 19 to discuss the renovation of the plant further. I should be pleased to visit your plant site in the morning before the meeting at the Country Hall. If it were convenient, I would like to suggest that I arrive at your office for a breakfast meeting, followed by a visit of the site and presentation of the new production and assembly lines.

If it suits you, I shall be arriving on flight No BA 301 from Chicago at Gatwick Terminal 1 at 18.15 on Friday 16 October. Could you possibly book hotel accommodation near your office for 5 nights? I would be grateful if you could arrange a meeting with the Quality Manager on Tuesday 20 October in the morning, if possible. I should also like to have an appointment with the Marketing Manager.

I look forward to receiving confirmation of these arrangements. Yours sincerely,

John Stewart

2.4. Распау хат

Распау хат (letter of confirmation) адресаттың іс-шарада немесе отырыста болатындығын распау үшін, сондай-ақ қонақ үйден бөлме, билет брондау, автокөлікті жалға алу және т.б. Бұл алдыңғы хат-хабарларға сілтеме жасаудан басталады. Шақыруға жауап берген кезде адресатқа алғыс айтып, алдағы кездесудің күні мен уақытын тағы бір рет нақтылау қажет. Сұрауға жауап беру барысында қабылданған іс-әрекеттері және олардың нәтижелері толық сипатталуы қажет. Егер теріс жауап болса, кешірім сұрап, бас тарту себебін түсіндіріп, мәселенің басқа шешімдерін ұсыну қажет.

Dear Mr. Steward, Thank you for your letter of 29 September. We look forward to seeing you on Monday 19 October and I shall meet you at Gatwick on October 16. As requested I have booked a single room at the Sea view hotel for 5 nights.

I have mixed an appointment with the Quality Manager on Tuesday morning at 9a.m. I regret to inform you I shall be unable to make an appointment with the marketing manager on Thursday morning as I planed. I would like to suggest that we set up a meeting on the Tuesday afternoon at 4.30 p.m. and I should be pleased to take you out to lunch beforehand. Please accept my apologies for this inconvenience.

I look forward to seeing you.

Your sincerely

2.5. Алғыс хат

Бизнесте серіктестік көрсетілген қызметтер, қонақжайлылық, қайырымдылықтар, құттықтаулар және т.б. үшін дұрыс және уақтылы алғыс айту өте маңызды. Алғыс хат (thank-you letter) – жақсы қарым-қатынасты сақтаудың үнемді және тиімді әдісі. Ол қарапайым және қысқа болуы әрі келесі элементтерді қамтуы қажет: басында «рақмет» сөзі, шынайы ризашылық білдіру және қорытындысында – адресатқа деген достық қарым-қатынастың көрінісі.

2.6. Қызметтік хаттар – іс құжаттарының ең кең тараған түрі

Қызметтік хаттар әртүрлі мәселелер бойынша басқа мекемелермен, ұйымдармен және жеке тұлғалармен байланысты іске асыру мақсатында

құрылады. Мазмұны және мақсаты бойынша хаттар: кепілдік беру, ақпараттық, жарнамалық, коммерциялық, сұрату хаттары, шақыру хаттары, жауап хаттар, өтініш хаттар, хабарлама хаттар, еске салу хаттар болып бөлінеді.

Dear Mr. Molehill

Back now in my country I wish to thank you most warmly for your very exelent hospitality extended to me. The opportunity to meet yourself and your managers is something I had long looked forward to and I can only hope now that one day I may be able to receive a visit here from you. I very much appreciated your kindness and that of Mr. Duggan in showing me round the plant,

Your sincerely

Тапсырмалар

Task 1. Match the parts of the sentences (in some cases there is more than one variant).

- | | |
|---|--|
| 1) I am writing to... | a) you have a grouprate? |
| 2) It is with regret... | b) ...breakfast and all taxes. |
| 3) Please finden closed... | c) ...your quotation. |
| 4) The priceincludes... | d) ...book a room for two days. |
| 5) Werequisite... | e) ...confirm this booking. |
| 6) Could you let me know if? | f) ...a cheque for the deposit. |
| 7) Is your quotation for... | g) ...from 19 th to 21 st September. |
| 8) For all reservations werequire... | h) ...a hotel with suitable facilities. |
| 9) In the name of... | i) ...confirm your reservation for |
| 10) We would be pleased to receive... | — |
| 11) We are looking for... | j) ...half board with English breakfast. |
| 12) I would be grateful if you could... | k) ...an all-intariff? |
| 13) We are pleased to... | l) ...a confirmation by fax. |
| 14) For three days... | m) ...Will Smith. |
| | n) ...that I have to cancel there servation. |

Email Writing: Putting it in Practice

Read the three situations below. Choose one of them and write an email. Exchange with a partner and write a response to his or her message. Your email should:

- Clearly state the purpose of the message
 - Provide any necessary details
 - State what you want the recipient to do
 - Be proofread and edited for errors
-

Situation 1: Student A

You work in the human resources department of ACME company. You need to prepare an orientation for new staff. Write a memo/email to Maria Santos, manager of the accounting department, and ask her to suggest a convenient date for the orientation as well as possible topics to include.

Situation 1: Student B

You have just received a memo asking for some information. Write an email response, providing all the requested details.

Situation 2: Student A

You work as an administrative assistant in a large company. You have just been assigned to work with a team of salespeople who are away from their desks often. Write an email message to your new co-worker to introduce yourself.

Situation 2: Student B

Respond to the email message you have just received. Welcome your new co-worker.

Situation 3: Student A

You need to discuss some work you are doing on a project with a co-worker. Write a memo/email message to suggest a meeting. Include the topic you want to discuss and suggest the time and place to meet.

Situation 3: Student B

You have just received a memo/email message requesting a meeting. You are busy on the suggested day. You also think a meeting is not necessary. You would prefer a phone call. Write a memo/email message.

Grammar in Context: Prepositional Collocations

When stating the purpose of a letter, we often use verbs or adjectives followed by one or more prepositions. These are called prepositional collocations.

For example: *I am writing to inform you about decisions made at the last board meeting.*

Complete the sentences below with the correct verb or adjective followed by an appropriate preposition (e.g., *for, to, with, about*). Then write six sentences of your own using prepositional collocations.

thank	apply	inform	respond
inquire	upset	interested	complain
invite	sorry	concerned	apologize

1. I would like to _____ my absence at the meeting
2. I am _____ the lack of supervision in the playground
3. I am writing _____ the poor service I received at your store
4. I am very _____ not being able to meet the deadline
5. We would like to _____ you _____ the ABC company's open house on Saturday June 16 at 1:00 p.m.
6. I am writing to _____ you _____ the new budget proposal.
7. I would like to take this opportunity to _____ you _____ being a loyal customer over the years
8. I am _____ finding out about the training programs that you offer
9. I am very _____ the way I was treated by one of your admin staff
10. I am writing to _____ the position you have available
11. I am _____ your advertisement in the *Globe and Mail* on June 3, 2009.
12. I would like to _____ the position of Sales Manager that was advertised in the

Kingston Whig Standard on September 31, 2010.

Put the parts of the following letter in order by writing the correct number on each line.

_____ Please send me written confirmation that my account has been closed.

_____ [Company name]

_____ Encl.

_____ [Your signature]

_____ [Company address]

_____ Please be advised that I am terminating my cell phone service plan effective immediately.
My telephone number is 555-999-0000. I have decided to go with another company that offers much cheaper rates. You will find enclosed a cheque for \$100 to cover the fee for the early termination of my contract with your company.

_____ Dear Sir or Madam:

_____ [Your name]

_____ [Your address]

_____ Sincerely,

Read the sentences below and decide whether or not they use the degree of formality appropriate for the given situation. Revise the sentences if necessary.

1) **a note to a co-worker:** The meeting is at 10 sharp. Don't be late.

2) **a letter to a Member of Parliament:** Thank you for your help in this matter.

3) **an email message to a friend:** I am looking forward to seeing you there :)

4) **a note to a child's teacher:** I would greatly appreciate it if you could inform me when I could meet with you.

5) **an email message to a superior:** I'll let you know about the time of the meeting ASAP.

6) **a manager to her subordinates:** Thanks for your hard work, guys!

7) **a letter accompanying your résumé:** Here is my résumé.

8) **a note to the office cleaner:** I would appreciate it if you could kindly clean under my desk in a timely fashion.

A Quick Guide to Business Letter Writing

Read the text below and answer the questions.

Parts of a Business Letter

The Return Address or Letterhead

The return address is the sender's address. It does not include the sender's name. If a letter is sent by a company, it is usually on letterhead, which includes the name and address of the company.

The Date

The date is written in a specific format. It includes the month, day and year, usually in that order.

The Inside Address

The inside address is the address of the person or company to whom you are sending your letter. It should include the name and title of the recipient and the full address.

The Salutation

The salutation usually begins with *Dear* and ends with a colon. If you know the name of the person you are writing to, the last name is preceded by a title (e.g., Mr., Mrs., Ms.). If you do not know the name, choose a salutation that includes both genders. For example, instead of *Dear Sir* you can use *Dear Sir or Madam* or *To Whom it May Concern*.

The Reference

The reference alerts the reader to the subject of the letter. It can also refer to a specific file number, previous correspondence or a person's name. It is brief and takes the form of a phrase rather than a sentence.

The Opening Paragraph

The first paragraph should state the purpose of the letter. Make it clear why you are writing the letter. Are you writing to complain about something, to make a request, to inform someone of something? Sentence openers, such as *This letter is to complain about ...*; *I am writing to apply for the position of ...* are used to state the purpose of your letter.

The Body of the Letter

The body of the letter gives details or background information related to the purpose of the letter. A good business letter states information clearly and concisely. Sentences should not be too long. The entire letter should fit easily on one page.

The Concluding Paragraph

The end of the letter sometimes states the action you want the reader to take (or the action you will take), for example: *Please do not hesitate to call me if you need more information*. It can also include a reference to future contact with the reader, for example: *I look forward to meeting with you to discuss this matter in greater detail; I look forward to hearing from you in the near future*. When making a complaint, a business letter often ends with a request, for example: *Please give this matter your immediate attention*.

The Complimentary Closing

The complimentary closing adds a polite end to the letter. It begins with a capital letter and ends with a comma (e.g., *Yours sincerely*,). It is followed by the your signature and name. Under it, you can include your contact information (name, email, phone number) for quick reference.

Spelling and Grammar

You should always spell- and grammar-check your letter before sending it. Remember that the spell-check feature on your computer will not help if you spell the word correctly but use it incorrectly. Use a dictionary or a thesaurus if you are unsure how a word is used.

Reread your letter carefully. You may be surprised at the number of errors you find. It can be helpful to read the letter out loud to yourself to check for tone and the length of sentences. You can also ask someone else to proof read your letter before sending it out.

Circle True or False

- A letter written by an employee of a company will
1. probably be written on letterhead. **T F**
 2. The reference is a sentence that states the purpose of the letter. **T F**
 3. The inside address is the address of the person writing the letter. **T F**
 4. The salutation should always end in a colon. **T F**
 5. The salutation should never include a person's title. **T F**
 6. If you are writing to complain about something, it is best not to state this in the opening paragraph. **T F**
 7. The concluding paragraph can include a reference to future contact with the reader. **T F**
 8. When you are writing a letter of complaint, the final paragraph should tell the reader what you want them to do. **T F**

Discuss the following questions

1. Why do you think a business letter should be no longer than a page in length?

2. Why is it important to state your purpose at the beginning of the letter?

How are business letter writing conventions in Canada different from those in other countries?

Here are some common expressions used at the end of a business letter:

Closing Remarks

- *Thank you for your assistance in this matter*
- *I look forward to hearing from you soon/meeting with you next week*
- *Thank you for your help*
- *Please look into this matter*
- *Please contact me/us at your earliest convenience*

• Please contact us again if we can help in any way/if there are any problems/if you have any questions

Complimentary Closings

- *Yours truly*
- *Thank you*
- *Best wishes*
- *Warm regards*
- *Yours sincerely*
- *Thanks*
- *All the best*
- *Best regard*
- *Sincerely*
- *Best of luck*

Write appropriate closing remarks and complimentary closings for each situation.

Situation	Closing Remarks	Complimentary Closings
1. A letter to your Member of Parliament thanking him/her for help getting a visa for a family member		
2. A letter asking Revenue Canada to review your income tax return because you think there was a mistake		
3. A letter to your financial advisor to thank her for her service		
4. A letter to a client offering to give more information if he/she needs it		
5. A letter to a customer advising him/her that the payment is overdue		
6. A letter of complaint requesting that some action be taken		

Questions:

1. What is set out in the request letter?
2. How many types of invitation letters do you know?
3. What is the correct form of the date in informal letters?
4. What is indicated in the appointment letter? Who are they usually addressed to?
5. A confirmation letter will be sent to confirm the presence of the sender in the event or meeting, isn't it?
6. What is the basic outline of a grateful letter? What is the basic outline of a grateful letter?
7. What is the proper salutation for a service letter?
8. Which part of a letter conveys the message?
9. Which format do you usually use when writing formal letters?
10. What punctuation mark is used after the salutation? What punctuation mark is used after the salutation?

3-сабақ

ҚЫЗМЕТКЕ ОРНАЛАСУ КЕЗІНДЕГІ ХАТ АЛМАСУ

Резюме

Резюме – жұмыс іздеу кезінде ізденуші қолданатын құжат. Резюме адамның еңбек жолын, оның кәсіби дағдылары мен білімдерін (1-2 бетте) қысқаша сипаттайды. Резюме – бұл ізденушінің визит карточкасы, жұмыс берушінің адамды әңгімелесуге шақыру туралы шешімі оның осы құжатты құрастыруына байланысты болады. Сондықтан да оны жазуға үлкен жауапкершілікпен қарау керек. Әңгімелесуге шақыруға ұмтылу үшін өзін жақсы қырынан көрсете білуі қажет, кәсіби табыстары мен жетістіктерін, күшті жақтарын бөліп көрсетуі тиіс. Әрбір бөлек жағдай үшін мүмкіндігінше жаңа резюме жасаған жөн, оны белгілі бір вакансияның (бос орынның) біліктілік талаптарына мейлінше жақындатқан дұрыс. Резюме үшінші жақтан жазылады.

Резюменің келесідей негізгі түрлері бар:

1. Хронологиялық резюме

Хронологиялық резюме кері хронологиялық тәртіпте еңбек жолы фактілерін (жұмыс, оқу) сипаттаудан, яғни соңғы жұмыс, оқу орындарынан басталады. Жұмыс беруші үшін резюменің бұл түрінің артықшылығы – бұл жерде ол адамның еңбек жолының ақиқат суретін көреді, ізденуші үшін бұл қажетті қызмет саласында мансаптық және кәсіби өсуді көрсету мүмкіндігі. Ізденушінің соңғы лауазымының (немесе барлық лауазымдарының) қалаған лауазымына ешқандай қатысы жоқ болса немесе еңбек жолында көп «бос орын» болса, яғни адамның жұмыс істемеген кезеңдері көрсетілсе, онда резюменің бұл түрінен бас тартқан жөн.

2. Функционалды резюме

Функционалды резюменің хронологиялық резюмеден ерекшелігі еңбек жолын көрсетуді қажет етпейді. Бұл жерде негізгі мән кәсіби дағдыларына және қызметінің әртүрлі саладағы жетістіктеріне беріледі. Функционалды резюме, бұл жерде, еңбек жолында «бос орындар» болса, тәжірибесіз осы салада жұмыс табу немесе ұзақ үзілістен соң осы қызмет бағытына оралу жағдайларында тиімді.

3. Құрамды (функционалды-хронологиялық) резюме

Резюмеменің бұл түрі функционалды және хронологиялық резюмеменің негізгі сәттерін біріктіреді. Онда әртүрлі қызмет саласындағы кәсіби дағдылары мен жетістіктері көрсетіледі, осыған орай, еңбек жолының негізгі деректері кері хронологиялық тәртіпте жазылады. Резюмеменің бұл түрінің артықшылығы ізденушінің әртүрлі қызмет бағытындағы кәсібилігіне көңіл бөлуге және еңбек жолының сабақтастығын жұмыс берушіге дәл көруге мүмкіндік береді.

3.1. Резюме

Резюме (resume/CV) – бұл үміткердің әлеуетті жұмыс берушіге не ұсына алатындығы туралы қысқаша сипаттама. Оған кіретін бөлімдер әртүрлі болуы мүмкін және нақты бос орынға байланысты. Іріктеуде көрсетілгендерден басқа: Interpersonal skills, Research and analytical skills, Professional memberships, Extracurricular activities, Awards received және т.б. сияқты бөлімдер болуы мүмкін. Олардың тәртібі де әртүрлі болуы мүмкін: мысалы, жеткілікті кәсіби тәжірибесі жоқ ЖОО түлегі алдымен білімін, содан кейін жұмыс тәжірибесін сипаттауы қажет.

SUSAN REINKE

Current Address Box 130
Monroe Hall SUNY College
at Geneseo College Circle
Geneseo, New York 14454
(716) 245-3297

Permanent Address 420
Plum Rose Lane Fairport,
New York 14450 (716)
377-6032

CAREER OBJECTIVE

Entry-level position in public accounting that will use proven abilities to manage data accurately and relate to people.

EDUCATION

Bachelor of Science in Accounting, May 19XX State University of New York at Geneseo John Wiley Jones School of Business
Accounting

Completed 27 credit hours of accounting. Beyond intermediate level, completed coursework in tax, cost, auditing, and advanced accounting.

Also completed 27 credit hours of Management and Economics coursework including micro and macroeconomics, operations management, marketing, finance, and personnel management.

RELATED EXPERIENCE

Volunteer Office Assistant, Peters and Frennel, P.C., Fairport, New York Worked on Saturdays during tax season. Gained a working knowledge of the operation of an accounting firm, as well as an understanding of the demands and pressures of the field.

WORK EXPERIENCE

Member, Geneseo Accounting Society, Spring 19xx – present Organized and promoted a career night featuring accounting alumni as guest speakers and in small group discussions. Have consistently worked summers and during the academic year. As a result, I have gained significant customer service experience, developed time management and organization skills, and demonstrated responsibility and a strong work ethic.

Waitress	The Irish Inn	Fairport, NY	Summer 19XX Sept.
Server	Union Snack Bar	Geneseo, NY	19XX-May19XX
Counter Help	McDonalds	Fairport, NY	Summers 19XX,» 19XX
Cashier	Bill's Grocery	Perinton, NY	Summer 19XX

REFERENCES

Available upon request by contacting Career Services Office, Blake A, Room 104, State University of New York at Geneseo, I College Circle, Geneseo, New York 14454, (716) 245-5721

William Ernest

16 Court Street
Geneseo, New York 14454
(716) 243-1919

OBJECTIVE

Entry-level position in Human Resources with a particular interest in recruitment/hiring

EDUCATION

State University of New York at Geneseo

Bachelor of Science in Management Science, May 19XX
Concentration: Personnel and Industrial Relations
Grade Point Average in Option: 3.2 (A-4.0)

Highlights of Coursework

Completed 52 credit hours of business coursework and 15 credit hours in personnel and industrial relations including:

Personnel Administration

As part of this course, completed an depth study of the personnel policies and procedures of a local company. Spent over 50 hours interviewing various employees and personnel representatives at this company. Received an A for the classroom presentation describing the study.

Special Topics in Personnel and Human Resources

Reviewed and discussed current issues in Human Resources such as diversity, downsizing, retraining, and the American with Disabilities Act, required to research one topic in depth and present to the class. Gained specific knowledge of initiatives Fortune 500 companies are taking to attract minority candidates.

Collective Bargaining

Prepared a twenty-page paper based on research into the legal framework of collective bargaining.

SPECIAL SKILLS

Foreign Language: **Fluent in Spanish.**

Computer knowledge: **Hardware: Macintosh and IBM computers**

Software: Mac Write, PageMaker, and Lotus 1-2-3

EMPLOYMENT HISTORY

Bartender	The Idle Hour	Geneseo, NY	April 19XX
Landscaper	The Greenery inc.	Watertown, NY	May
Coach	Youth Soccer League	Watertown, NY	June

References Available Upon Request

Jeff Richardson

27 Center Street | Geneseo, New York 14454 (716) 243-4241

OBJECTIVE

Sales position with an athletic equipment company

HIGHLIGHTS OF QUALIFICATIONS

- Two years retail experience in a sporting goods store
- Knowledge of major manufacturers of athletic equipment and their products
- Willing to travel and/or relocate
 - Able to work independently
 - Strong presentation skills

EDUCATION

Bachelor of Science Degree, Management Science, Expected May 19XX

State University of New York at Geneseo

Concentration: Marketing

GPA: 3.0 (A=4.0)

Associates Degree, Business Administration, May 19XX Monroe Community College, Rochester, New York

GPA: 3.4(A=4.0)

SALES RELATED EXPERIENCE

Customer Relations Skills

- Easily developed rapport with all different types of customers
- Once customer was at ease, followed line of questioning to determine individual's
 - Advised customers on their product choices, recommended suitable purchase
 - Developed a significant repeat customer base in a very competitive business

Sales and Promotion

- Recognized as «Sales-Person of the Month» five times in a two-year period
- Developed successful promotional campaign to encourage students to support the College athletic teams including posters, radio spots, and ticket «give-aways»

Presentation/Communication

- Received an «A» in Business and Professional Speaking
- Frequently «elected» to represent a class or group interests to professor, coach, or Management

EMPLOYMENT HISTORY

Retail Help	Jumping Joe's Sporting Goods	Waterloo, NY Summers, Breaks 19XX-19XX
Office Assistant	College Athletic Department	Geneseo, NY School Year 19XX
House Painter	All Pro Painters	Waterloo, NY Summer 19XX

*References available by contacting the Career Services Office,
SUNY Geneseo, Blake A, Room 104, I College Circle, Geneseo,
New York 14454, (716) 245-5721*

Sample Cover Letter

5340 Tower Avenue
Bolton, MA 01437
September 29, 1992

Mr. David Schroeder
Chevrolet and Pontiac 1320
Highland Avenue Boston, MA 01437

Dear Mr. Schroeder:

Mrs. Burton, your officer manager, mentioned that you are in need of an auto mechanic in your shop. The enclosed resume will show you that automotive repairs has been my occupation and my recreation.

A successful dealership like yours depends on reputation. I have had good customer relations all the time I worked Frank's Texaco. My stock car experience has made me familiar with a variety of parts and engines.

May I call you after 2:30 p.m. on Thursday, October 3, to set up a time and date for an interview? If this is not a convenient time, please call me any day after 2:30 at 848-7653.

Thank you for your consideration.

Sincerely,

Resume
ROBERT E. KEEFE
 Bob Keefe 5340 Tower Avenue (413)848-7653
 Bolton, MA 01437 (after 2:30 p.m.)
JOB OBJECTIVE: Automobile mechanic in car dealership

EDUCATION: Northwest Technical College
 Large engine repair 'night course) Bolton
 High School – Graduated June, 1989 Major
 course emphasis: Auto Mechanics I, II, III
 Small Engine Repair Power Mechanics

EXPERIENCE: Frank's Texaco Service Auto mechanic,
 1988 – present gas station attendant (part-time)
 Numerous customers request me to do their
 work 88% customer satisfaction
 Own automotive tools

1987 – present Restored several stock cars
 • Was asked to display one car at Bolton
 Mall
 • Sold two cars at 50% profit

AWARDS AND MEMBERSHIPS: Member, Bolton High School
 Automotive Club Stock car entry
 1988 – 89 took 3rd place, Dade County Fair

REFERENCES: Available upon request

Sample Resume of College Graduate Applying for the First Job

MOLLY C. KEYES

Present
 310 North Ninth, Apt.
 La Crosse, Wisconsin
 54601 (608) 7844722

Permanent
 B409 West Spring Street
 Burlington, Wisconsin 53105
 (414) 763-9705

EDUCATION

University of Wisconsin-La Crosse La Crosse, Wisconsin 54601
 * Certified to teach grades 1-8, certification number 118 of the Wisconsin code.
 *Bachelor of Science Degree received May 1984
 * Major: Elementary Education Minor: Special Education

Experienced a comprehensive view of the field of education

- * Aware of current trends and issues in education
- * Obtained direction in the methods and ideology of an effective teacher
- * Financed total education

PROFESSIONAL EXPERIENCE

Student Teacher, Ludwig Middle School La Crosse, Wisconsin 54601

*Taught in a variety of curriculum areas including math, science, reading, spelling, health, and the language arts

*Developed and implemented daily lesson plans

*Participated in unit and faculty meetings

* Acquainted with the daily duties of the teacher

Activity Assistant, Coulee Region Infant Development Center, La Crosse, Wisconsin 54601

*Assisted with activities for the developmentally disabled on a weekly basis

* Aided in the daily living instruction in both the EMR and TMR rooms

WORK EXPERIENCE

Tour Guide/Tourist Coordinator,

La Crosse Area Convention and Visitors Bureau (Riverside, USA), La Crosse, Wisconsin 54601

*Greeted and welcomed tourists to La Crosse

*Helped tourists find hotel and restaurant accommodations

* Maintained the operation of Riverside USA

* Supervised the employees of Riverside USA

Waitress, Natale's Burlington, Wisconsin 53105

*Maintained public relations with customers

* Established a working relationship with the staff

CREDENTIALS

Available upon request.

Career Services, Wilder Hall University of Wisconsin-La Crosse La Crosse, Wisconsin 54601 (608) 785-8514

3.2. Өтініш

Жұмысқа қабылдау, басқа лауазымға ауысу, қызметтен босату, демалыс кезінде қызметкерлер мекеме (ұйым, компания) басшысының атына өтініш жазады, онда жұмысқа қабылдау, басқа лауазымға ауысу, қызметтен босату немесе демалыс беру туралы өз лауазымын көрсете отырып жазады. Өтініш еркін нысанда құрастырылады, қолмен жазылады, А4 форматы қағазында рәсімделеді.

Өтініштің мынадай типтік құрылымы бар:

- адресат (өтініш кімге арналған);
- өтінуші (өтінішті құрастыратын адам);
- құжат түрінің атауы (өтініш);
- өтініш мәтіні;
- құрастырушының қолы;
- өтініш құрастырылған күн.

Мынадай жағдайларда өтініш жазылады:

- академиялық демалыс сұрау;
- шетелге оқуға кетуге байланысты уақытынан бұрын сессия тапсыру;
- жұмысқа қабылдау;
- басқа жұмысқа ауыстыру;
- кезекті демалыс сұрау;
- кезектен тыс демалыс сұрау;
- материалдық көмек сұрау;
- пәтер бөлу;
- жалақыны көтеру туралы өтініш айту және т.б.

**JOB HUNTING
(ВАКАНСИИ)****Preparing papers****Part 1 Resume and CV writing**

The main difference between Resume and CV: the latter is usually supplied with valid scientific publications, articles, research papers.

The first step in job hunting is to look through the advertisement which suits you perfectly. Job advertising in the newspapers «Казакстанская правда», «Егемен Қазакстан», «Работа», «Работа для всех», «Вакансии», «Тысяча объявлений», «Мегаполис», «Рудный Алтай», реклама в СМИ и многое другое.

Job opportunity: Executive Secretary to the Managing Director

Prestigious western financial institution seeks an executive secretary to the managing director to provide full administrative support to the director, to maintain contacts with major clients according to high professional standards, to fulfill secretarial duties and handle PR matters in the office.

MAIN REQUIREMENTS: fluent English, age 24-30, good typing skills, PC literate, solid secretarial experience with top executives for at least 2 years. Please fax (09 222 22 22) your resume to Mrs. Jane Brown, Personnel Manager.

If you like it you should study it carefully and single out all basic features and demands indicated in it. And write your resume or CV pointing out all the necessary qualities you possess.

RESUME/CV – a document that shows brief information about an applicant.

But don't forget! Everything should be laconic. Don't write stories showing your narrative abilities or statements from your phrase book.

Resume writing is like advertising. You are selling yourself to a prospective employer, and competing against other applicants who are also trying to sell themselves.

So, the challenge in resume writing is to be more appealing and attractive than the rest. This means that your resume must be presented professionally, clearly and in a way that indicates you are an ideal candidate for the job, i. e. you possess the right skills, experience, behavior, attitude, morality that the employer is seeking.

HINT: Put yourself in the shoes of the employer: write down a description of the person they are looking for. You can use a job advert to orientate your own resume to. The better the match the more likely you are to be called for an interview.

These CV and letter principles apply to all career moves – full-time jobs, part-time, internal, external, promotions, new jobs, career changes, internships and work experience placements – wherever an employer or decision-maker is short-listing or interviewing or selecting applicants – the short-listed candidates will invariably be the people who have the best CV's and best covering letters.

Presentation and order are important, as it is in advertising, and most people get it wrong. When you are selling anything, you need to get to the key points quickly. The quicker the reader can read and absorb the key points the more likely you will be to make a sale. A well-presented resume also indicates that you are professional, business-like and well organized.

The structure suggested below sells your strengths first and provides personal and career history details last – most people do it the other way round, so you have an opportunity to stand out from them and make a much better impression.

Always try to use as few words as possible. In resume writing, like advertising, «less is more». This means you need to think carefully about the words you use – make sure each one is working for you – if any aren't, remove them or replace them. Never use two words when one will do.

***For you to know**

A 2004 UK survey by the Royal Mail postal service of HR departments in large organizations in the legal, retail, media and accounting sectors identified these other resume pointers:

1. Incompletely or inaccurately addressed resumes and resume cover letters were rejected immediately by 83% of HR departments.

2. Resumes and resume cover letters addressed to a named person were significantly favoured over those addressed to a generic job title by 55% of HR departments.

3. A curious fact! Over 60% of HR departments said that the inclusion of a photograph with the resume adversely affected their opinion of the applicant. But remember! Nowadays the majority of the leaders demand a photo on the resume.

Depending on the purpose of the applicant there are two types of resumes you may write.

Here on the first place you put your personal information then goes objective and education and experience.

Sample 1.1

RESUME

Name	Emily Alison Biggins
Address	47 Putney Hill London SW164QX
Tel.:	4577865
Date of birth:	15 July 1970
Age:	27
Marital status	Single
Nationality	British

Objective

To secure a full-time position that offers a variety of tasks, in which to use my secretarial skills and knowledge of foreign languages.

Education

Dates	1993-1994
College	Oxleigh Secretarial College College Road, Oxleigh
Qualification	Secretarial Skills Refresher Course: Shorthand (90 w.p.m.) Typing (60 w. p. m) Bookkeeping Grade One. Word processing.
Dates	1987-1992
College	South Thames College, London.
Qualification	Secretarial Courses; Shorthand grade 2; Typing Grade 3.

Employment

Dates	1995-to present
Company	Philip Wilson Publishers LTD.
Position	Secretary of the Sales Manager
Responsibilities	Taking shorthand; typing and filling correspondence, maintaining diaries, office support, etc.

Other Skills and Occupations

I now work regularly as a volunteer for the Red Cross. I also have a clean driver's licence and a good knowledge of Spanish and French. My personal interests include classical literature reading, independent travel, modern jazz and swimming

References Are available on request

But nowadays all personnel managers prefer to get information quicker and they prefer another structuring.

So here are the parts of a well-written resume

Apart from «Title», use these sub-headings or similar:

1. Title

Simply your photo and name followed by the word 'Resume' or 'CV' or «Curriculum Vitae».

2. Objectives short and clear stating of the position you are applying for

3. Personal Profile

Five to seven high impact statements that describe you. These are effectively your personal strengths. Be bold, confident and positive when you construct these key statements. Orientate the descriptions to the type of job you are seeking. If you have a serious qualification and it's relevant, include it as the final point. Look at the examples shown to see how these statements use powerful words and professional business vocabulary.

4. Experience

This is not your career history. It's a bullet points description of your experience. Make sure you orientate these simple statements to meet the requirements of the reader, in other words ensure the experience/strengths are relevant to the type of job/responsibility that you are seeking. Again, try to use powerful statements and impressive language – be bold and check that the language and descriptions look confident and positive. If you are at the beginning or very early stage of your career you will not have much or any work experience to refer to, in which case you must refer to other aspects of your life experience – your college or university experience, your hobbies, social or

sports achievements, and bring out the aspects that will be relevant to the way you would work. Prospective *employers look for key indicators of initiative, creativity, originality, organisation, planning, cost-management, people-skills, technical skill, diligence, reliability, depending on the job; so, find examples of the relevant required behaviours from your life, and encapsulate them in snappy, impressive statements. Go for active not passive descriptions.* i.e. where you are making things happen, not having things happen to you.

5. Achievements

High impact descriptions of your major achievements. Separate, compact, impressive statements. Ensure you refer to facts, figures and timescales – prospective employers look for quantitative information – hard facts, not vague claims. These achievements should back up your Personal Profile claims earlier – they are the evidence that you can do what you say. Again, they must be relevant to the role you are seeking.

6. Career History

A tight compact neatly presented summary of your career history. Start with the most recent or present job and end with the first. Show starting and finishing years – not necessarily the months. Show company name, city address – not necessarily the full address. Show your job title(s). Use a generally recognised job title if the actual job title is misleading or unclear.

7. Personal Details

Use these sub-headings to provide details of full name, sex (if not obvious from your name), address, phone, email, date of birth, marital status, number of children and ages if applicable, driving licence (hopefully clean – if not state position), education (school, college, university and dates), qualifications. Keep all this information very tight, compact and concise. If you are at a more advanced stage of your career you can choose to reduce the amount of personal details shown as some will be implicit or not relevant.

8. Date the resume, and save as a file with some indication of what type of job it was orientated for, as you may develop a number of different resumes.

REMEMBER!

Experience is in everything we do – especially in the most important areas such as maturity (grown-up attitudes) and emotional intelligence, communications, creativity, responsibility, determination, integrity, compassion, problem-solving, etc – these are the qualities employers really seek – so if you are leaving school or college, or university and putting together your first resume,

then look for the relevant transferable learning in your life experience. You'll not have a career history, but you can certainly illustrate and prove that you have qualities gained and learned from your life experience, that employers will recognise and want.

Sample 1.2

Resume Sample

Bill Bloggs – Resume

Objectives:

Full-time job of an Executive Sales Manager

Personal profile

Experienced and innovative general manager with sophisticated sales, customer service and business administration skills.

High personal integrity, and able to relate to and create trust in all.

Highly articulate, confident and persuasive team-builder, able to motivate and communicate to achieve exceptional business performance.

Dependable and reliable in supporting and enabling team effort to produce genuine long-term sustainable development.

Persistent and flexible approach to the mutually beneficial achievement of business plans and personal goals of staff, suppliers and customers.

Honours degree in Mechanical Engineering.

Experience

Over 20 years proven expertise in industrial purchasing, manufacturing, logistics, business development, marketing, sales and service.

Background in a wide range of industries, including construction, plant hire, pharmaceutical, hygiene services and industrial process control.

Executive accountability for P&L, strategic planning, staffing, and sales development etc. for a \$60 m international technology business, in a \$3b n UK plc.

International General Manager since 1991.

Management of change within the demanding and pressurized business environment.

Implementation of modern management practices, concerning personnel, IT, reporting systems, and partnership customer-supplier relations, etc.

Achievements

As production control executive with XYZ Corporation introduced pc-based systems to reduce lead-times from 7 months to 3 days, and inventory by 80% from \$4.7 m to \$750 k.

As materials manager with ABC Inc. introduced systems to reduce lead-times from 3 months to 7 days, and inventory from \$6m to \$2.5 m, and 12% reduction in \$12 m procurement costs.

As operations manager with Newco Inc. a 10% reduction in £7 m procurement costs.

As general manager for Big po Int. business achieved growth from \$800 k to £5 m, increased new customer growth from 20 to 600 per annum

Career history

1991-present XYZ Corp. General Manager.

1988-91 ABC Inc. International Operations Manager.

1973-88 Early career development with Newco Inc., Big co Int., Musica plc.

Personal details

Name: Bill J. Bloggs

Address: 17 Hill Lane, London NW25 0DB

Tel: 0208 971 5900

e-mail: billbloggs@hotmail.com

Date of birth: 09 October, 1953

Marital status: single

Educated:

University of Wales 1973-1977

South tane College 1974

Hearthstone College 1972-73

Sidmouth School 1965-72

References

Are available upon request (or phone numbers and address of a referee)

August, 2001

Sometimes for some leading positions resume is not enough and you should write your curricular vitae (CV). This is a more detailed paper which shows all your skills and abilities, experience and even preferences.

CURRICULUM VITAE

Sample 1.3

John Smith – CURRICULUM VITAE

Experience

Executive accountability for corporate performance and profit.

Strategic management in a variety of major B2B corporations.

Management of extensive marketing services and sales organizations.

Overseas business operations and management – Far East, Europe.
New business development, start-up and troubleshooting.

Specializes

B2B Sales and Marketing.
Sales organization development.
Export and international trade development.
Online and Internet business development.

Career history

1997-present – Great Co plc – sales and marketing director
1992-97 – XYZ Inc – sales director
1987-92 – Good Co plc – operations manager, director
1983-87 – ABC plc – sales manager

Responsibilities and achievements

Great Co plc
Sales and Marketing Director of \$300m industrial services market leader, comprising 200,000 customers, 12 regional service centres, large call-centre, and 500 sales and marketing staff. Increased sales by 125% and gross margins by 10% 1999-2003. Increased market share from 12% in 1997 to current 27%. Successful establishment of overseas distribution in Europe and Middle East in 1999 and 2001, creating extra \$25m business at current levels. Developed and launched new E-Trade online business, representing 50,000 customers and \$30m revenues producing 14% net profit by 2003.

XYZ Inc
Sales Director of architectural and construction products market leader, comprising 120 sales staff, 15,000 customers, 4,000 products and \$220 sales, generating 12% net profit. Increased sales by 75% during tenure. Automated all sales ordering and delivery processes producing 20% cost savings after 2-year investment recovery. Opened new overseas markets in Middle East and China (joint venture), 1994 and 1996, producing new \$3 5m new business at 13% net profit annually at current levels.

Good Co plc
Operations Manager and later director, of market leading micro-electronics controls systems supplier, comprising three home and seven overseas European service centres, 130 technical and service staff, 1,200 customers, including over 300 government and defence departments and installations. Rationalised parts and processes 1988-91 improving trading margins by 10%.

Introduced new recruitment and training procedures reducing staff turnover from 25% to 10%. Implemented new integrated systems for supply, installation and servicing activities, saving 25% pa. Negotiated successful contracts for several royal palaces and ministerial offices, home and overseas.

John Smith
15 Long Road
London
SE37 4BF
Tel 0207 0025 3388

Email john@johnsmithsemail.net
January 2004

Part 2. Resume's covering letters

Together with the resume you should send an explanation – covering letter. Where you should denote:

- 1) The source you get information from
- 2) Give a brief description of your experience singing out those they need
- 3) Express your readiness to give any information they want and to go through the interview
- 4) Thank for attention and express your hope for a positive answer

Resume's cover letters must be very professional and perfectly presented. Use a smart good quality letter headed paper, and ensure that the name and address details and date are correct and personal for the recipient of the resume. Do not use scruffy photocopies – ideally do not use photo-copies at all – resumes cover letters should look individual and special for the job concerned.

Look at what the job advert is seeking. Ensure that the key skills, attributes and experience are reflected in the cover letter as well as your resume. Draw the reader's attention to the fact that your profile fits their requirements. Make the cover letter look like a special and direct response to the job advert and personal profile that is sought.

Keep resume's cover letters brief and concise. The reader will make assumptions about you from what you write and how you write it and the quality of your cover letter presentation.

Ensure you lay the letter out neatly on your own good quality letter headed paper, with your own address top right or centre-top. Avoid fancy fonts and upper case (capital letters). Use a single font 10-12pt size, maybe bold or underlined for the reference or heading if you use one.

Sample 1.4

Full name and address details.

Date

Reference if required.

Dear (Mr/Mrs/Ms Surname)

(optional heading, bold or underlined – normally the job title and or reference if they've asked you to quote one)

I enclose my resume in respect of the above reference (or state position advertised and when it appeared).

You will see that I have the required skills, capabilities and experience for this position, notably (state two or three attributes briefly).

I look forward to hearing from you.

Yours sincerely

(Sign)

(And below print your name – not hand-written)

Enc: resume (CV)

reference (2) if you have any

In case your resume was written for unadvertised position

It is perfectly fine to send speculative resumes to potential employers, i.e., not in response to any advert. In this case you should get the name of the senior person responsible for staffing decisions in the area you wish to apply. (Call the company to find out the correct name and address details.) In these cases obviously you won't know precisely what skills they are seeking, but you should be able to imagine the attributes that they might need. Here are some examples – include two or three in your cover letter that best match your own profile and their likely interest:

- 1) reliable and dependable
- 2) decisive and results-driven
- 3) creative problem-solver
- 4) team-player
- 5) technically competent/qualified (state discipline or area)
- 6) commercially experienced and aware
- 7) task-orientated
- 8) excellent inter-personal and communications skills
- 9) sound planning and organizational capabilities
- 10) loyal and determined

Again, ensure you lay the letter out neatly on your own good quality letter headed paper, with your own address top right or centre-top. Avoid fancy fonts and upper case (capital letters). Use a single font, maybe bold or underlined for the reference or heading if you use one.

Sample 1.5

Heading
Date
Inside address
Dear (Mr/Mrs/Ms Surname)
(optional heading, bold or underlined – in this example you would normally refer to a job title, and include with the word 'opportunities' or 'openings', for example: 'commercial management opportunities')
I am interested in any openings in the above area and enclose my resume.
You will see that I have skills and capabilities that enable me to make a significant contribution to an organization such as your own, notably (state two or three attributes briefly).
I look forward to hearing from you.
Yours sincerely (Sign) (And below print your name – not hand-written)

Part 3. Asking for a reference. Refusing to be a referee, Reference

When you fill in the last paragraph of a resume you may:
– write the name and address of a person who can characterise you
or
– attach the references

But before writing the name of a person you should have their permission to do it. You should write a letter or phone this person and ask him\her to give some information about you. It is better to ask homme de grant renom (a person with a good reputation) your dean, deputy dean, diploma thesis supervisor or scientist your employer, colleague.

Sample 1.6

Dear Mrs Fowles

As you know, I will be leaving school this summer. I am now looking for a and will soon be making a number of inquiries and send my applications.

I should be grateful if you would agree to act as my referee should I need one. Please let me know if you would have time to do this.

Your sincerely

Bob Carrington

If you are sure about the position you are going to apply for the best way to reach the aim is to send a job description list as an enclosure for the reference fits the demands and shows to the employer that you are a perfect candidate for the position.

This person can write a reference and send it directly to you or just wait if the firm wants to ask him to write the paper about you.

Sample 1.7

Уважаемый господин Лоу!

Джилл Браун

Джил Браун подала заявление на должность ответственного за рекламирование торговой марки.

Она назвала Вас в качестве своего поручителя, и я был бы Вам признателен, если бы Вы направили нам рекомендательное письмо. Должностная инструкция и рекламная брошюра компании прилагаются.

Я был бы Вам признателен, если бы Вы в течение нескольких дней подготовили и выслали нам ответ. Это даст возможность осуществить окончательный отбор кандидатур в кратчайшие сроки.

Искренне Ваш

Джон Брендон

Менеджер по подбору персонала

Приложения: 1 Должностная инструкция (1)

2 рекламная брошюра компании (2)

But sometimes if the person can't characterize you in a good way or doesn't remember you well he/she can send you such a letter:

Sample 1.8

Dear Roger
Thank you for your letter asking me to act as your referee.
I am afraid to say that I have to decline. We have not met for several years, and I think I do not know you well enough to be able to speak authoritatively on your behalf.
I am sorry not to be able to help you but I wish you the best of luck with your job hunt.
Yours sincerely
Prof. Cooper

Don't be offended it is better not to get any reference than to get a bad one.

Reference letters

When writing a reference letter never include any negative criticism or defamatory comments as this could constitute libel. If you have nothing good to say about a person it is better to say nothing at all, and simply decline to write a reference letter.

The same applies to giving references over the phone – negative verbal references could be deemed slanderous. It's better to approach requests for writing references letters positively – everyone has at least one or two good qualities which can be mentioned.

Reference Letter Structure

- 1) Addressee name and address if known
- 2) Date
- 3) Salutation
- 4) Confirm dates, job title(s) capacity, and salary and benefits details if required.
- 5) Confirm that the person's performance and attitude was (at all times) Satisfactory/exceeded expectations or standards.
- 6) Briefly explain the person's responsibilities (optional)
- 7) Briefly describe their skills/qualifications/strengths/characteristics (optional)
- 8) State that you would willingly re-employ the person if the opportunity arose (optional, and very re-assuring for the reader)

- 9) Offer to provide more information if required (optional)
- 10) Yours faithfully (or 'Yours sincerely' if writing to a named addressee)

If your organization has policies for managers writing reference letters for employees or ex-employees, follow the rules (for instance requiring reference letters to be approved by HR department).

If you require a reference from your employer it sometimes helps to draft one yourself for your manager or HR department – many managers do not have the time or are unsure about what to write, so ask if a draft reference letter would be helpful.

Here are some templates for reference letters

Sample 1.9

Date
Dear Sir,
I confirm that (name) is/was employed as (position) with this organisation from (date) to (date/the present day), and was/is paid (salary, plus bonus and benefits as applicable).
Their job of (position) carries the following responsibilities (describe briefly the job).
(Name) is skilled in (details of skills) and is also (characteristics – eg reliable dependable, a good communicator, etc).
I would happily re-employ (name) as I consider him/her to be a valuable member of the team, who consistently achieved good results and delivers all expectations.
Yours faithfully, etc

If the addressee is not known or the reference letter is required for general purposes, use «To whom it may concern', instead of «Dear Sir or Madam». Obviously if the addressee is known then use the full name and address as this will increase the professionalism, and thereby the credibility, of the letter.

Ensure you are acting within your authority if you are writing on behalf of an organisation using the official letterhead. If, as a manager you wish to give a reference but are not permitted to do so your organisation – which would be very unusual – you might consider providing one in a personal capacity on your own private letterhead.

It's a matter for your own discretion how much praise and positive information to include in the reference letter, hence the optional items.

Sample 1.10

To whom it may concern

Miss Julia Rose

I write to advise you that Miss Julia Rose who is currently a student at the University of Brighton has been in touch with me to say that she has applied for one of the posts in your company and has asked me if I could act as a referee for her and submit this reference to you.

I have to say that I am very happy indeed to do so.

Julia has worked for us each summer holiday since she left school and I think that the best way of describing her is as a very positive person.

She is a very serene person and with the confidence to deal with any problems that arise from time to time either on her own initiative or, by asking a superior how a particular matter should be dealt with.

I have also found her an extremely willing person and one who never complains whilst she also has the ability to work independently, and in 1994, indeed, we sent her to a number of cities in Great Britain in order to carry out research in connection with the firm's business.

I have to say, therefore, that I have absolutely no doubts in recommending her to you.

I am absolutely sure that she will serve you well and will also mix in well with other colleagues.

I do hope that the foregoing is of help and if I can assist further, please, do not hesitate to contact me.

Yours faithfully

Sarah Taylor

Sample 1.11

Dear Mrs. Bridge

Henry James

Thank you for your letter of 15 February, asking a reference for Henry James. It is a pleasure to offer comments on this individual.

I have known Henry for over 12 years, since he joined our company. We have both worked in the same department.

Henry is a natural leader and organizer. He inspires enthusiasm among other members of our team. He listens attentively to the opinions and desires of others and compromises when required.

He has shown himself to be responsible and trustworthy, both as a Respond personal friend and as a valuable member of the community. It was a great pleasure to work with him. I believe he would be an effective contribution to your team.

If you require any additional information, please do not hesitate to contact me.

Yours sincerely

Richard Snow

Character reference. Testimonial

Certain situations require character reference letters of a more personal nature, such as character testimonials or references relating to court proceedings, or for a position in non-business organisations such as councils, trusts, clubs, or societies.

In these cases, follow the same principles: do not defame a person in writing or verbally when providing a reference; state only positives or nothing at all.

Writing a character letter or testimonial:

- 1) Don't denote the addressee; omit the salutation Dear, use the phrase. To whom it may concern instead.
- 2) Give your opinion and your characteristics to a person describing his personal qualities
- 3) Describe his working abilities

If you need a personal or character reference always ask the writer if it would help to provide them with a draft. Writing reference letters is time-consuming and difficult for many people – offering to provide a draft may sound cheeky, but it is often necessary and much appreciated by the reference giver.

Sample 1.12. Testimonial

To Whom It May Concern

Ms. Maria Trubetskaya

Maria Trubetskaya asks me to write this testimonial for her based on the four years that she has been working for our publishing and bookselling group. During this period, she has done a wide variety of jobs for us ranging from book selling and sales promotion, to PR and the organization of cultural events such as poetry readings and book launches.

Her knowledge of Russian cultural affairs and the language itself, was the reason that we first employed her; she gave us enormous help when we were negotiating with the Tretyakov Gallery in order to acquire the retail rights. Her power of persuasion and her gift for understanding the minds of our prospective partners were extremely helpful. She also has an exceptional command of the English language, so that she is the ideal person to handle any form of negotiation or promotion, whether cultural or commercial, involving both the Anglo-Saxon and Russian speaking worlds. Her launch of the Belorussian Cultural Centre was a significant success. It was the first time that this important republic had official representation in the UK. In addition to an inaugural visit by the republic president himself, she managed to get a wide variety of leading bankers, politicians and businessmen to attend the opening.

To sum up, Maria Trubetskaya would be ideal for any organization interested in promoting itself through media in the Russian speaking areas and elsewhere. She has a very pleasant and attractive personality, and I can vouch for her character and honesty, as well as her ability to achieve results.

Robert Owen

President

Sample 1.13. Character reference letter

Date

To whom it may concern

I confirm that I have known (name) for (number) years.

(State relationship – social, business, working together in some other capacity, club, activity, project, etc)

At all times I have found (name/him/her) to be (state characteristics – eg, dependable, reliable, hard-working, conscientious, honest, peace-loving, courteous, etc – to be as helpful as possible think about what the reader will most prefer to see, in terms of satisfying concerns, or seeing evidence of relevant required skills or characteristics).

I'm happy to provide further information if required (optional).

Yours faithfully,

Part 4. Application and final placement

Sometimes before going through the interview your future employer can ask to fill in an application form specially designed by the company. Remember! Your data in resume and in an application should match!

Sample 1.14

Application for Employment

Surname and initials	Post title reference	Post department
----------------------	-------------------------	--------------------

Home telephone number

Current or latest work experience State approximate number of employees

Name and address of employer

Position held	From (D/M/Y)	To (D/M/Y)
Notice required	If p/t, hours per week	weeks per year

Please summarise your current duties and responsibilities

Salaries are assessed according to the level of qualifications and experience brought to the job and only within the range advertised if you can afford it.
Mind the bank holidays!

The United Kingdom		The United States of America	
	1 January		1 January
New Year's Day		<i>New Year's Day</i>	
	In April		20 February
Good Friday		<i>Washington's Birthday</i>	
Easter	In April	Easter	In April
	In April	Memorial Day	In May
<i>Easter Monday</i>			
May Day	In May	Independence Day	4 July
Christmas Day	25 December	Labour Day	In September
Boxing Day	26 December	Veterans' Day	In November
		Thanksgiving Day	In November
		Christmas Day	25 December

All the main public or national holidays in the U.S. and U.K. are bank holidays, which means banks are closed on those days. Besides there are some other bank holidays, when banks and many other businesses are closed.

The bank holidays besides public or national holidays are:
Spring or Summer (Bank) Holidays – In May or June
Autumn (Bank) Holiday – In August or September

It dates to the nineteenth century when by the Bank Holiday Act and a Supplementary Act these days we reconstituted bank holidays in the U.K.

Previous work experience					
List your experience in order, beginning with the most recent					
Dates of employment		Organization (include number of employees)	Job title and main role(s)	Full or part time? If part-time, give % full time (eg 0.5)	
To (D/M/Y)	From (D/M/Y)				

Education and qualifications

Completed higher education and professional qualifications, giving highest qualification first. If period of study was longer than normal to obtain the qualification, explain (eg part-time study)

Period of study		Academic qualification(s)	Subject(s)	Level/grade	Institution/Provider
From D/M/Y	To D/M/Y				
From D/M/Y	To D/M/Y	Professional qualification(s)	Subject(s)	Level/Grade	Institution/provider

Further/higher education/professional qualification(s) currently being undertaken

Qualification/Level	Subject(s) and method of study (eg full-time, part time, distance learning)	Exam/end date	Institution/provider
Membership of professional bodies			
Professional body	Period of membership		Grade obtained
Further information in support of your application			
Please provide any further evidence of the extent to which you meet each of the selection criteria specified for the job. Of particular interest would be: how you have kept your knowledge and skills up to date; examples of your achievements; any professional activity; and training (subject and level).			

Confidential (* delete as applicable)

Post title		Post ref no (see advertisement)
Faculty/School/Department		Location
Personal information		
Surname	Given names	Title
Address		
Email		Post code
Tel no (day) May we contact you at work? Y/N*		Tel no (evening)
National Insurance no		Current salary
References Please give details below of two relevant referees, one of whom must be your current or most recent employer.		
Title/Name		Title/Name
Position		Position
Working relationship and date(s)		Working relationship and date(s)
Address		Address
Post code		Post code
Tel no (day)		Tel no (day)

Email	Email
Fax no	Fax no
May we contact this referee prior to interview? Y/N*	May we contact this referee prior to interview? Y/N*

Where did you see this post advertised?
Equal opportunities monitoring information

We are committed to our equal opportunities policy to ensure that all applicants are treated on the basis of their merits and abilities, and that unfair and unlawful discrimination is eliminated. We positively welcome applications from all sections of the community.

Date of Birth: / /	Sex: male female F	Nationality:
Ethnic Origin: Please tick/hi-light one of the choices below:		
White <ul style="list-style-type: none"> • British English • British Irish • British Scottish 	<ul style="list-style-type: none"> • British Welsh • British Other (please specify): Irish Other White background (please specify):	
Black or Black British Caribbean African Other Black background (please specify):	Asian or British Asian Indian Pakistani Bangladeshi Other Asian background (please specify):	

Mixed <ul style="list-style-type: none"> • White and Black Caribbean • White and Black African • White and Asian • Other mixed background (please specify): 	Chinese or Chinese British <ul style="list-style-type: none"> • Chinese • Other Chinese background (please specify):
	Other ethnic background (please specify):
Visibility is defined in the Disability Discrimination Act 1995 as a physical or mental impairment that has a substantial long-term effect on ability to carry out normal day to day activities. Please tick/hi-light the choices below as appropriate:	
You do not have a disability or special need Need personal care support Dyslexia Mental health difficulties Blind/partially sighted Other unseen disability, eg diabetes, epilepsy, asthma Deaf/hearing impaired Disability or special need not listed above	
Wheelchair user/mobility difficulties please specify:	
Disabled applicants who meet the essential criteria will be contacted to discuss any support needed during the selection programme and employment	
Have you ever been convicted of a criminal offence which has not become 'spent' under the Rehabilitation of Offenders Act 1974? Yes/No*	
If yes , please give details on a separate sheet.	
The University will seek an Enhanced Disclosure through the Criminal Records Bureau for the successful applicant in respect of positions which involve substantial access to children and/or vulnerable adults.	
<i>Note:</i> If you are convicted later, during the application process, you must inform the Personnel Department of the details.	

The information on this form will be used in accordance with the Data Protection Act 1998 to consider my employment by the University of Brighton, and, if appointed, may be processed by computer or form the basis of manual records. If used for the production of summary statistics, it will not be possible to identify individuals and consent to the information being used for these purposes.

I understand that providing false or misleading information anywhere on my application will disqualify me from appointment or if appointed will render me liable 10 dismissal without notice. I declare that the information I have given is to the best of my knowledge true and complete.

Signed: (type name if submitting electronically)	Date:
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Now after sending all necessary papers, filling in application and going through necessary tests the only thing left is to wait and prepare for the interview.

BUT be ready to get a negative answer.

From the interviewers' standpoint when writing to unsuccessful interviewees, it's essential that they do not write anything that could carry a liability for claims of discrimination, libel or defamation of character. And generally, if you were unsuccessful on the stage of application or resume they could send you a rejection letter offering a feedback where they can indicate basic points of your failure.

Sample 1.15

Rejection letter for unsuccessful resume or job applications

Dear Mr/Mrs/Ms
(job title) vacancy
Thank you for applying for the vacancy (above/for).
I am sorry that on this occasion you have not been successful in (application/resume)
When we receive a particularly good application that is not successful – as yours is – we offer to give the applicant some constructive feedback about their application, and we would like to make this offer to you. If you'd like this to happen please let us know by (phoning/writing/emailing – as appropriate) and we will be in touch.
I wish you all the best for the future.
Yours sincerely, etc.

Feedback template example – for use after job application rejection

This example of feedback points can be amended and added to suit your situation.

Sample 1.16

Feedback to applicant	recruiting manager to complete
Reference #	
Date	
Unsuccessful job applications can be upsetting, so we try to be as helpful as we can in giving a bit of feedback to all unsuccessful applicants. Below we've indicated the main reason(s) why you didn't succeed on this occasion, and we hope that this will help you to take something	relevant reason(s) indicated with a tick

positive from the experience, and to be successful in the future. In return please feel free to give us your comments about how we conducted the recruitment. It's a difficult process for all concerned and we welcome your views.	
Your application letter and/or CV could have been presented more professionally and neatly.	
Your experience was required to be more relevant to the job vacancy.	
We needed to see a clearer understanding of the job's priorities.	
We were seeking, or managed to find, an applicant who had better formal qualifications.	
You were actually over-qualified and too capable for the job.	
We were seeking, or managed to find, an applicant whose current commitments or location or earnings requirements were more suited to the vacancy.	
Please give us your feedback about the way we conducted the recruitment by also completing and returning the attached sheet in the envelope provided.	

Or you can get this

Dear Ms L. Jones
 Position of a Sales Manager
 Thank you for your application for the position of Sales Manager. You may be interested to learn that we had over two hundred applications.
 We read with interest your resume detailing your qualifications and relevant work experience. You certainly have an impressive range of skills and qualifications. Your application was among the thirty which we considered for interviews. But we have been looking for a person with experience in our field. It is with regret, therefore, that we have to advise that you have not been successful in your application. We wish you well in search for a suitable position.
 In the meantime, however, we will hold your resume in our database. If in the future a more suitable position for a person with your particular skills and qualification comes available, we will be in contact with you directly.

Thank you again for your interest.
 Yours sincerely
 Peter Green
 Personnel Manager

In case of a positive answer you'll be called and invited for the interview. That also demands well-developed skills to present your abilities.

Tasks

Task 1. Make up a resume on one of the given job advisements (see appendix).

Task 2. Make up a resume applying for the position of an interpreter-translator:

- a) your personal one (as a university graduator)
- b) as if you were an experienced interpreter-translator

Task 3. Place the given covering letter into the right order.

Encs. Yours sincerely. John Smith

I read some prominent newspapers published in Russia and was pleased to find out that Glencore is about to win the Russian metallurgical market. I am looking for a new challenge in my career as a Sales Manager Assistant, with the possibility of a managerial position in future, and wondered whether you might be looking to employ extra staff.

As you will see from the enclosed resume, I have sufficient experience in metals trading business and have a wide network of contacts in the Russian market. My previous employers include companies where I have acquired an in-depth knowledge of the metallurgical business in my home country and Russia.

Mr. Jones. If you think I may be of service, I would be extremely interested to discuss the possibility of my joining you. I look forward to hearing from you.

I have been watching with interest your company's expansion over the past few years and have admired the company's work on a number of occasions. With this new step on the company's part, this seems an ideal time to contact you.

Task 4. Write your own covering letters on your 3 resumes.

Task 5. Write a letter of asking to be a referee:

- c) your university professor
- d) your ex-coworker

Task 6. Write a letter refusing to act as a referee. State the reason.

Task 7. Put the parts of the reference on their places.

Jim Manson Marketing Manager

I regret that she had to leave us for family reasons.

Mrs Cowie worked for me for 2 years as my personal assistant. During that time, she dealt efficiently with my general correspondence, telephone calls and other routine paper work. She also proved herself to be a resourceful and hard-working researcher.

To Whom It May Concern. Jo Cowie

She is a communicative person and works well independently. She is thoughtful and pays due attention to detail. She was punctual and frequently worked late when we had a deadline to meet. I would recommend Mrs Cowie as an outstanding researcher and PA, and feel sure that she would be a valuable asset to her future employers.

Task 8. Write a reference on your group-mate:

e) as an ex-employer

f) as a co-worker

Task 9. Write your reference

Task 10. Write a testimonial or a character letter on your friend (to a VIP club, university society, court, etc).

Task 11. Create your own application for the position of the interpreter translat.

Interviewing

Job interviews are easier for the interviewers and the interviewees if you plan and prepare questions and answers, and use proper interviewing techniques. On this page are job-hunting and job interviews tips, samples of tough interviews questions, and answers, for interviewers and interviewees. There's also an outline of the group selection recruitment method, the most effective way to recruit people for most jobs.

Job interviews are critical to the quality of an organization's people. Good job interviews processes and methods increase the quality of people in an organization. Poor job interviews methods result in poor selection. which undermines organizational capabilities, wastes management time, and increases staff turnover. Here are samples of interviews questions asked at interviews. Many interviewers and interviewees are keenly interested in «tough» interview questions and certainly interviewees need to prepare answers for «tough» questions. However, from the interviewer's perspective asking tough' questions is not usually helpful. Interviews should not place undue pressure on interviewees, because people tend to withdraw and become defensive under pressure.

We learn more about people when they relax. It's better therefore to focus on 'good' interview questions rather than «tough» ones.

Good interview questions encourage interviewees to think about themselves and to give the interviewer clear and revealing information as to the interviewee's needs, capabilities, experience, personality, and suitability for the job. The best interview questions are therefore the questions which most help interviewees to reveal their skills, knowledge, attitudes, and feelings to the interviewer.

Much of this guidance also applies to students seeking internships and work experience placements. Effective interview techniques, and the processes surrounding interviews, apply to all situations involving candidate selection, whatever the position and situation.

Part 1. Interviews tips – for interviewers

You must make notes of the questions you intend to ask – otherwise you'll forget.

Decide the essential things you need to learn and prepare questions to probe them.

Plan the environment – privacy, no interruptions, ensure the interviewee is looked after while they wait.

Arrange the seating in an informal relaxed way. Don't sit behind a desk directly facing the interviewee – sit around a coffee table or meeting room table.

Clear your desk, apart from what you need for the interview, so it shows you've prepared and are organised, which shows you respect the situation and the interviewee.

Put the interviewee at ease – it's stressful for them, so don't make it any worse.

Begin by explaining clearly and concisely the general details of the organisation and the role.

Ask open-ended questions – *how, why, tell me, what*, (and to a lesser extent *where, when, which*) to get the interviewee talking.

Make sure the interviewee does 90% of the talking,

Use «How?» and «What?» questions to prompt examples and get to the real motives and feelings. «Why?» questions place more pressure on people because they suggest that justification or defence is required. «Why?» questions asked in succession will probe and drill down to root causes and feelings, but use with care as this is a high-pressure form of questioning and will not allow sensitive or nervous people to show you how good they are. Think about how your questions will make the interviewee feel. Your aim and responsibility as an interviewer is to understand the other person – not to intimidate, which does not facilitate understanding.

High pressure causes people to clam up and rarely exposes hidden issues – calm, relaxed, gentle, clever questions are far more revealing.

Probe the cv/resume/application form to clarify any unclear points.

If possible, and particularly for any position above first-line jobs, use some form of psychometric test, or graphology, and have the results available for the interview, so you can discuss them with the interviewee. Always give people the results of their tests. Position the test as a helpful discussion point, not the deciding factor. Take care when giving the test to explain and reassure. Ensure the test is done on your premises – not sent in the post.

Give interviewees opportunities to ask their own questions. Questions asked by interviewees are usually very revealing. They also help good candidates to demonstrate their worth, especially if the interviewer has not asked great questions or there is a feeling that a person has for any reason not had the chance to show their real capability and potential.

Part 2. Interviews tips – for interviewees

Research as much as you can about the company – products, services, markets, competitors, trends, current activities, priorities.

Prepare your answers for the type of questions you'll be asked, especially, be able to say why you want the job, what your strengths are, how you'd do the job, what your best achievements are.

Prepare good questions to ask at the interview.

Related to the above, request a copy of the company's employment terms and conditions or employee handbook before the interview, in order to save time covering routine matters during the interview.

Assemble hard evidence (make sure it's clear and concise) of how what you've achieved in the past – proof will put you ahead of those who merely talk about it.

Have at least one other interview lined up, or have a recent job offer, or the possibility of receiving one from a recent job interview, and make sure you mention it to the interviewer.

Make sure your resume/cv is up to date, looking very good and even if already supplied to the interviewer take three with you (one for the interviewer, one for you and a spare in case the interviewer brings a colleague in to the meeting)

Get hold of the following material and read it, and remember the relevant issues, and ask questions about the areas that relate to the organization and the role. Obtain and research: the company's sales brochures and literature, a trade magazine covering the company's market sector, and a serious newspaper for the few days before the interview so you're informed about world and national news. Also, it is worth getting hold of: company 'in-house' magazines or newsletters, competitor leaflets, local or national newspaper articles featuring the company.

Review your personal goals and be able to speak openly and honestly about them and how you plan to achieve them.

Ensure you have two or three really good reputable and relevant references, and check they'd each be happy to be contacted.

Get into an enthusiastic, alert, positive mind-set.

Try to get some experience of personality tests. Discover your personality strengths and weaknesses that would be indicated by a test, and be able to answer questions positively about the results. (Do not be intimidated by personality testing -expose yourself to it and learn about yourself.)

Think about what to wear.

Part 3. Job interview questions and answers

These are samples of questions that interviewers ask interviewees, with suggested ideal answers and reasons and purposes of the questions, to help

interviewers and interviewees alike. See also the questions to ask at interview for ideas and suggested questions for the interviewee to ask the interviewer, which are extremely important.

Question	Ideal Answer	Purpose of question
<p>Have you ever dealt with a customer making an unrealistic demand?</p> <p>Or</p> <p>Can you give me an example where you've had to deal with a customer who has made an unrealistic or unreasonable demand?</p> <p>Or</p> <p>How do you deal with difficult customers?</p>	<p>Obviously if you have a real example with a good positive successful outcome for the customer and supplier then use it (it's a good idea to think about and prepare an example for this type question in advance).</p> <p>Ideally examples should include the following elements: Central to this process is being able to fully understand the customer's position and feelings, without necessarily agreeing with them. Explaining this difference between understanding and agreeing at the interview helps the interviewee to demonstrate capability to deal with these types of difficult situations. Good sympathetic questioning skills, and a good understanding of the options available to the supplier organization in solving problems, are also vital for being able to adapt and develop mutually agreeable solutions. An excellent answer or demonstration of excellent capability would include a very positive result in which the customer's satisfaction and loyalty was increased to a higher level than before the complaint or request (which is actually more easier to achieve than most people imagine).</p>	<p>The interviewer asks these interview questions give the interviewee an opportunity to demonstrate firstly how they decide that what is realistic and what is unrealistic, and secondly how to explain to the of customer why the demand cannot be met, and hopefully better still suggest an acceptable alternative course of action, preferably which results in the customer being more satisfied than if the issue had not arisen in the first place.</p> <p>It is a fact that the greatest customer service challenges also offer the greatest opportunities to delight the customer, and interviewees who demonstrate such a philosophy are generally indicating great potential and value to a prospective employer.</p>
<p>(Any question that invites you to describe/explain/comment on a 'negative' situation, for example</p>	<p>When asked a question which intentionally or unintentionally exposes a 'negative' situation or</p>	<p>The purpose of these questions may be unwitting, that is to say the interviewer has no idea what they might be uncovering</p>

3.3. Ұсыным хат

Ұсыным хат (ағылшын тілінде – «*letter of reference*» немесе «*Letter of recommendation*»). Кез келген ұсыным хаттың мақсаты нақты адам (жеке тұлға) немесе ұйым, кәсіпорын, мекеме (заңды тұлға) туралы

объективті жан-жақты ақпарат беру болып саналады. Негізінен, ұсыным хат жұмыс берушінің қызметкер туралы жеке пікірі болып келеді, әдетте нақты немесе кез келген әлеуметтік жұмыс берушіге жағымды қолдау көрсету негізінде беріледі. Ұсыным хат өз кезегінде жеке тұлғадан да, заңды тұлғадан да туындауы мүмкін. Ұсыным хат міндетті түрде мынадай ақпаратты құрауы тиіс:

1. Тақырыбы.
2. Ұсыным беруші Сізді қашаннан және қалай біледі?
3. Компаниядағы жұмыс фактіні растау – сіз не, қайда, қашан істедіңіз (мысалы: «осындай уақыт аралығында осындай жерде жұмыс істедім» немесе «осындай жобада осындай ретінде қатыстым»).
4. Қысқаша сипаттама. Ұсыным (Рекомендация) беруші сіздің қандай негізгі жетістігіңізді атап көрсете алады. Ұсыным беруші сіздің қандай күшті қырларыңызды атап көрсете алады.
5. Хат компанияның бланкісінде рәсімделіп, мөрмен және қол қоюмен бекітілуі тиіс.
6. Ұсыным хатқа қол қоятын адамның байланыс координаттары: тегі, аты, әкесінің аты және оның байланыс телефоны.

(Орыс тілінен аударылып берілді)

Тапсырмалар

Task 1. Find thirteen pairs of synonyms.

- | | | |
|--------------------------|-----------------------|------------------|
| a) recruit | j) recruitment agency | s) job |
| b) position | k) abilities | t) search firm |
| c) candidate | l) human resources | u) resume |
| d) hire | m) good points | v) education |
| e) employment interview | n) applicant | w) select |
| f) CV | o) training | x) employer |
| g) skills | p) choose | y) strengths |
| h) letter of application | q) personnel | z) job interview |
| i) interviewer | r) cover(ing) letter | |

Task 2. A) Put the words and phrases into the appropriate categories and add five words of your own into each of them.

- | | | | |
|------------------|----------------|--------------|---------------------------|
| a) capable | e) trustworthy | i) manager | l) attended a course |
| b) Master | f) dependable | j) committed | m) successfully completed |
| c) office duties | G) motivated | k) part-time | n) handling cash |
| d) apprentice | h) PhD | | |

(1) Work Experience	(2) Academic Qualifications	(3) Personal Qualities
_____	_____	_____
_____	_____	_____

B) Use the words and phrases from those above to fill in the gaps in the sentences.

- 1) During my time in the retail outlet at *Slane Clothing*, I became used to _____.
- 2) While at Durham, I _____ in management practices.
- 3) I _____ my studies in 1999 and was awarded a first class Honours degree.
- 4) After two years at my previous job, I was promoted to the position of assistant _____.
- 5) I joined the *Liverpool Echo* as a(n) _____ printer in 1993.
- 6) At the same time as I was doing my degree, I also worked for a parcel delivery service.
- 7) I performed the full range of _____ during my employment at the administration department of Halley's.
- 8) Since leaving school, I have been _____ to a career in marketing.

Task 3. Fill in the gaps in the letters with the words on the right.

<p>1) I should be glad if you would _____1_____ how far my _____2_____ (set out in the _____3_____ resume) meet your 4.</p> <p>It has been my _____5_____, ever since I was at school, to become a member of a firm, and, if successful in _____7_____ this post, I would do my best to give loyal and enthusiastic _____8_____. I could come for an _____9_____ at any time and I enclose a _____10_____, addressed to _____11_____, in the _____12_____ that you will use it to tell me when I may come.</p>	<ol style="list-style-type: none"> a) obtaining b) service c) attached interview d) qualifications e) myself f) publishing g) consider h) card i) ambition j) requirements k) hope
<p>2) I am interested in _____1_____ as Director of Studies for your _____2_____. I am an EFL language _____3_____ with nearly 10 years' _____4_____ to offer you. I enclose my _____5_____ as the first step in _____6_____ the possibilities of _____7_____ with Inter play Languages. My most _____8_____ experience was implementing English Through drama workshops for use with corporate clients.</p>	<ol style="list-style-type: none"> a) employment b) exploring c) responsible d) consideration e) working f) organisation g) recent h) resume i) instructor

<p>I was ____9____ for the overall pedagogical content. In addition, I developed the first draft of the teacher's handbook. As Director of Studies with your organisation, I would bring a focus on quality and ____10____ to your syllabus design. Furthermore, I work well with others, and I am experienced in course planning. I would ____11____ your keeping this enquiry ____12____. I will call you in a few days to ____13____ an interview at a time ____14____ to you. Thank you for your ____15____.</p>	<ul style="list-style-type: none"> j) experience k) effectiveness l) appreciate m) arrange n) confidential o) convenient
<p>3) This month I ____1____ at wo-year ____2____ of study in Travel and Tourism at the LA Business Institute, and my ____3____ counsel or suggested I ____4____ to you for a position as ____5____ travel agent. As you will see from my ____6____ resume, I have taken courses in Nearly every ____7____ of the travel industry. I have ____8____ in workshops simulating computer and telephone ____9____, and I Have had ____10____ practice in ticketing and ____11____. My ____12____ experience, more over, has helped me to develop an ____13____ to deal with the ____14____ and to be customer oriented and ____15____. I would like very much to put my ____16____ to work for your agency. I am ____17____ for an interview Monday through Friday during ____18____. You can ____19____ me at 884-7788.</p>	<ul style="list-style-type: none"> a) enclosed b) extensive c) businesshours d) skills e) aspect f) completed g) apply h) assistant i) participated j) operations k) work l) ability m) reah n) reservations o) course p) public q) available r) placement j) courteous
<p>4) James Blond / the KLM Company in July 1998. Since then he has 2 to be a most 3 and effective member of the sale steam. James is professional and 4 in his approach to work and very 5 by his colleagues and 6 clients. He is well-presented and able to work both 7 and as part of a 8. His 9 to all areas of company 10 in which he has been 11 have been much appreciated. I believe that James will make a 12 addition to any 13 that he may join. We deeply 14 his decision to move on and I 15 him without hesitation.</p>	<ul style="list-style-type: none"> a) contribution b) recommend c) joined d) involved e) regret f) activity g) well-liked h) proved i) efficient j) independently k) team l) valuable m) organisation n) reliable executive

Task 4. Fill in the gaps in the sentences with correct prepositions (*as, in, for, of, with*).

1) Having lived _____ Hong Kong _____ twelve years, I have a wide knowledge _____ the Chinese language.

2) I have a degree _____ Middle Eastern politics and I am fluent _____ Arabic.

3) I have been an accountant _____ the past fifteen years and I am very familiar _____ the balance sheet.

4) I am very experienced _____ dealing _____ financial crises since I have worked _____ a financial advisor for twenty years.

5) Having worked _____ an auctioneer, I feel that I have experience _____ assessing works _____ art.

6) Having worked _____ a foreign minister, I am an expert _____ foreign affairs.

7) I am currently employed _____ a chef and excel _____ catering for large groups.

8) A consultant the Special Olympics Committee, I am well aware _____ the needs _____ the disabled.

Task 5. Choose more formal phrases in the letter of application.

Mrs. Lloyd
Personnel
Manager
BLD
Services
22 Oak Road
Oxford, OD
26 18L

May 21, 20--

Dear (1) *Carol Lloyd / Mrs. Lloyd*,

I am writing to (2) *apply for the position / get the job* of Marketing Manager in your Tokyo office, (3) *I read about / as advertised* in last week's Guardian newspaper on 2nd May.

As (4) *you can read / outlined* in my CV, which (5) *I have enclosed / I'm sending with this letter*, I (6) *went to / attended* Riverside Secondary School. In 1987, I graduated from the University of Wales with a BSc in Marketing.

(7) *After graduation / When I finished my studies*, I moved to Tokyo where I trained as a market researcher for two years. (8) *When I came back / On my*

return to England, I continued working as a market researcher until 1993 when I (9) *obtained / got* my present (10) *job / position*.

(11) *I am currently employed / Now I work* as Assistant Managing Director at Melton Enterprises. (12) *My duties include / I have to control* the organization of staff and stock. (13) *I am generally noted for my good managerial skills / They say I am good at managing*.

I believe that I would be (14) *an ideal / great* candidate for the position, as I have had extensive marketing training. I also have (15) *a number / loads* of good business (16) *friends / contacts* in Tokyo and (17) *a basic understanding of the Japanese language / can speak Japanese a little*.

I (18) *enclose / am sending you* my CV and (19) *photograph / photo* as requested, and

(20) *would be happy to supply you with further details / can give you every piece of information you need*. I thank you for (21) *reading/ considering* my application and

(22) *can come for / am willing to attend* an interview at anytime.

(23) *Yours sincerely / Best regards*,

Steven Bradley

Task 6. Put the sentences in the letter of recommendation in the correct order. Divide it into paragraphs and rewrite it in the modified block style.

1) James is professional and efficient in his approach to work and very well-liked by his colleagues and executive clients.

2) I would gladly answer any request for further information.

3) James Blond joined the A.N.Y. Company in July 1998.

4) Penny Farthing

5) Managing Director

6) Sincerely,

7) He is well-presented and able to work both independently and as part of a team.

8) I believe that James will make a valuable addition to any organization that he may join.

9) To Whom It May Concern:

10) Reference for Mr. James Blond

11) We deeply regret his decision to move on and I recommend him without hesitation.

12) Since then he has proved to be the most reliable and effective member of the sales team.

13) His contribution to all areas of company activity in which he has been involved have been much appreciated.

Task 7. A) Study the information on how to write an autobiography.

Employers can ask you to write your autobiography, which is a written account of the series of events that make up your life. A short autobiography gives the basic facts, i.e. date and place of birth, family information, lifetime accomplishments, major events of life. A longer autobiography includes that basic information, of course, with a lot more detail, but it also tells a good story. In this case, consider such questions as:

- Was there anything in your childhood that shaped your personality?
- Was there a personality trait that drove you to succeed or impeded your progress?
- What adjectives would you use to describe yourself?
- What were some turning points in your life? etc.

B) Use the following tips and write your short autobiography.

- Include introduction and basic personal information in the first paragraph.
- Use the 1st person pronouns (I, me, my, myself).
- Write in the past tense.
- Put paragraphs in chronological order, one subject per paragraph.
- Link your paragraphs with temporal connectives, e.g. «next», «after that», «later», etc.
- Give a summary in the last paragraph and bring the reader up to date.
- Proofread and check for errors.

Task 8. Look through some newspapers/magazines and find a job ad or think of a real-life job you would be interested in. (It doesn't matter if the position is not vacant at the moment.)

A) Make up your CV including some information relevant for the position.

B) Write a letter or e-mail applying for the job you have chosen.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

Applicant's File

Step 1. You would like to apply for the position advertised above. Use your own name and address and write a letter of application. Enclose your CV.

Step 2. While your papers are being studied, get ready for a job interview and make up a list of questions concerning your future work.

- Step 3.** You have to go through the interview. Don't forget to ask the interviewer the questions you've prepared.
- Step 4.** Talk with other applicants for the same position and exchange your opinions and impressions of the interview.
- Step 5.** Read the letter from the EIB. If they offer you a job, write an e-mail confirming your readiness to start work. Or, if they refuse, write a thank-you letter.

HR Manager's File

- Step 1.** Join other HR managers and make up a list of questions you would like to ask the applicants for the position advertised above.
 - Step 2.** Choose one applicant and study his/her papers. If necessary, change the questions you've prepared.
 - Step 3.** Interview the applicant and make notes of his/her answers. If he/she asks any questions, be ready to answer them.
 - Step 4.** Join other HR managers again and discuss the results of the interviews.
- Agree upon the applicant to fill in the position.
- Step 5.** Write a letter to the applicant you interviewed informing him/her about the decision.

Questions:

1. What are the differences between a Resume and CV? What are the differences between resume and CV?
2. What is the difference between a «skills based» CV and a «chronological» CV?
3. Who writes a recommendation letter?
4. Should you send a letter of recommendation with your CV?
5. What is the goal of sending a letter of application?
6. You have applied for a job, but you would like the company to send you more information. What do you say?
7. You have sent a letter of application to a college, together with your curriculum vitae which the college requested. What do you say in the letter to explain to explain that your curriculum vitae is attached?
8. Letter you have written to a company, you tell that you expect them to reply. What do you say?
9. You began a letter with the recipient's name (e.g. Dear Mr. Perrin). How do you end the letter?
10. In a letter, you explain that the recipient can contact you if they want more information. What do you say?

4-сабақ

КОММЕРЦИЯЛЫҚ ХАТ АЛМАСУ

4.1. Сұраныс хат

Мәміле жасасқан кезде бірінші қадам әдетте сұрау хат болып табылады. Бұдан әрі хат алмасуды азайту үшін сатып алушы атушыдан қандай тауар туралы ақпарат алғысы келетінін нақты көрсетуі керек (каталогтар, үлгілер, бағалар, жеткізу шарттары, төлем әдістері, жеңілдіктер және т.б.), ол тауарды қай уақытта, қанша көлемде, не үшін алғысы келеді, қандай жоспарлары бар. Сатып алушы алдымен өзінің компаниясы және оның бизнес бағыты туралы сатушыға қысқаша ақпарат беруі қажет.

4.2. Тапсырыс хат

Тапсырыстарды (тапсырыс хаттарын) орналастыру үшін фирмалардың көпшілігі тауарлардың түрін (мөлшерін, түсін және т.б.), санын, жеткізілім мен төлеу мерзімдерін көрсететін арнайы бланкілерді пайдаланады. Сатушы тапсырыс түскенін мойындап, тапсырыс берушіге алғыс білдіруі қажет. Егер шарттар өзгерсе немесе тауар қоймада болмаса, сатып алушыға бұл туралы хабарлап, ауыстыруды ұсыну қажет.

4.3. Шағым хат

Өкінішке орай, тапсырысты орындау кезінде түрлі проблемалар туындауы мүмкін: толық емес орау, тауардың жарамсыз немесе ақаулығы, жеткізілім мерзімінің сақталмауы және т.б. Бұл жағдайда сатып алушы сатушыға шағым хат жібереді, онда фактілер мен құжаттарға сүйене отырып, мәселенің мәнісін нақты және қисынды түрде түсіндіреді, сонымен қатар ол осыған байланысты болған қолайсыздықты сипаттайды. Қорытындылай келе, мәселенің мүмкін шешімдері ұсынылады (ақшалай өтемақы, тауарды ауыстыру және т.б.). Шамадан тыс эмоционалдылық, қорқыту болдырмау керек. Шағым хатының үні бейтарап (жұмсақ шағым) немесе одан да тұрақты (қатты шағым) болуы мүмкін.

4.4. Кешірім хат

Егер сатып алушының талабы дәлелденсе, сатушы өзінің қателігін мойындаған кешірім хат жазады, оның себептерін анықтайды, қолайсыздық үшін кешірім сұрайды және сатып алушыға қолайлы проблеманы шешуді ұсынады. Дәлелсіз шағымдар туындаған жағдайда сатушы клиентке неге онымен келіспейтінін түсіндіріп, клиентті оның қателігіне сендіріп, содан кейін мәселенің ымыралы шешімін ұсынуы қажет.

Тапсырмалар

Task 1. Match the parts of the expressions in columns 1 and 2 and then find their Russian equivalent in column3.

- 1) to makeout
- 2) delivery
- 3) ashipping
- 4) aemail
- 5) cashwith
- 6) abacklog
- 7) toplace
- 8) to keep adelivery
- 9) to dispatch
- 10) to carry out

2.

- 1) order
- 2) deadline
- 3) thegoods
- 4) aninvoice
- 5) anorder
- 6) date
- 7) department
- 8) order
- 9) an order(with)
- 10) oforders

3.

- 1) Экспедиторлық бөлім
- 2) Жеткізу арқылы тапсырыс
- 3) Орындауға тапсырыс
- 4) Тапсырыстарды орындау бойынша берешек
- 5) Тауарларды жіберу

- 6) Тапсырысқа сәйкес төлеуге жататын
- 7) Шот жазу
- 8) Жеткізу мерзімін сақтау
- 9) Тапсырысты орналастыру (жасау)
- 10) Жеткізу мерзімі

Task 2. Replace the italicised words and phrases with the words/phrases below.

1) I assure you that this is a(n) *single occurrence which is unlikely to happen again*.

2) Unfortunately, due to *something which we have no control over* we will not be able to offer an alternative venue for the concert.

3) Failure to repair the equipment was due to a(n) *failure to notice something* on our part.

4) It is *certain* that our prices will rise periodically.

5) We are delighted to enclose *free* tickets for our forthcoming concert, by way of compensation.

6) A complete refund cannot be given but a(n) *token* for the amount as been enclosed

- | | | |
|-------------------------------------|---------------------|--------------|
| a) inevitable | d) at your disposal | g) oversight |
| b) compliments | e) gift voucher | |
| c) isolated incident | f) complimentary | |
| h) circumstances beyond our control | | |

Task 3. Fill in the gaps in the letters with the words on the right.

<p>1) We are indebted to «Kelly's Directory» for your name and _____1_____ and take the liberty to _____2_____ ourselves as motorcycle _____3_____ in Moscow. We should be very _____4_____ if you would kindly let us have by _____5_____ of mail your prices for the _____6_____ types of motor cycles you can _____7_____, together with the delivery _____8_____.</p> <p>We thank you in _____9_____ of a promptreply.</p>	<p>a) pleased b) offer c) anticipation d) dates e) importers f) introduce g) address h) return i) various</p>
<p>2) We have a general _____1_____ in _____2_____ various _____3_____ of machin tools from you, and should be glad to receive _____4_____ of the _____5_____ of equipment which you can _____6_____. _____7_____ we are contemplating the _____8_____ of a test la the for hard metal and ceramic tools.</p>	<p>a) inparticular b) items c) satisfactory d) receive e) range export g) buying h) interest</p>

<p>We should be glad to _____9_____ your detailed _____10_____ for this lathe together with three sets of _____11_____ sheets. If possible, the latter should be in German, but failing this English would be _____12_____.</p>	<p>i) specification j) purchase k) briefdetails l) offer</p>
<p>3) We _____1_____ you for your letter of March 23 from which we _____2_____ That you are _____3_____ in «Sever» Biscuit Products.</p> <p>We have pleasure, therefore, in _____4_____ our _____5_____ price-list for this _____6_____.</p> <p>The pricesarequoted _____7_____, no _____8_____ being granted. You will receive three _____9_____ underseparate _____10_____.</p> <p>We trustou _____11_____ will appeal to you and look for ward to your _____12_____ withinterest.</p>	<p>a) enclosing b) catalogues c) gather d) interested e) offer f) thank g) net h) reply i) line j) up-to-date k) discount l) cover</p>
<p>4) In _____1_____ to your _____2_____ of 21 November, we have pleasure in _____3_____ a detailed _____4_____ for bathroom showers. Besides those _____5_____ in the «Builders' Journal», our illustrated _____6_____ also enclosed shows _____7_____ types of bathroom fittings and the sizes available. Most types can be _____8_____ from _____9_____. Four-six weeks should be allowed for _____10_____ of those marked with an asterisk. Building11all over Britain have found our _____12_____ easy to _____13_____ and attractive in _____14_____.</p> <p>Any orders you15with us will be16promptly.</p>	<p>a) stock b) reply c) equipment d) processed e) advertised f) quotation g) catalogue h) delivery i) various j) enclosing k) supplied l) letter m) install n) appearance o) place p) contractors</p>
<p>5) We are pleased to have received your _____1_____ of September 15 and would like to _____2_____ you as a new _____3_____ of Payton's Plastics. Your order (No. 629977) for one dozen 4'x5' sheets of Lucite is being _____4_____ and will be ready for _____5_____ on September 21. It will be _____6_____ to your _____7_____ by our ownvan. We are sure you will _____8_____ the clear finish and tensile streng for the entire line of plastics. Mrs. Julie</p>	<p>a) appreciate b) welcome c) samples d) processed e) shipment f) customer g) workshop h) representative i) order</p>

Methel, ousales _____9_____ will call on you soon with a catalogue and _____10_____.	j) delivered
--	--------------

Task 4. Fill in the gaps in the sentences with correct prepositions (*in, for, of, to, under*).

1) This situation was due _____ an oversight, which resulted _____ a breakdown in communication and led _____ your losing the contract.

2) The company cannot be held responsible _____ any inconvenience caused as a result _____ bad weather.

3) Unfortunately, our client is _____ no obligation to offer any compensation

According _____ the terms of the contract.

4) There centstrike _____ transport workers here has caused-delay _____ the dispatch

_____ a number _____ our export orders.

5) We have had great difficulties _____ getting our usual supplies, but have now been advised that a large shipment should reachus _____ two days' time.

6) We apologise once more _____ this most regrettable mistake and have taken measures to prevent are currence _____ similarerrors _____ future.

Task 5. Choose more formal phrases in the letter of inquiry.

Wisteria Ltd.

21 Greenwood Street Norfolk, ND 896 J3

May 7, 2004

Dear (1) *Sirs / Wisteria Ltd.*,

(2) *Your name was given to us by / We got your name from* Messrs. KLM Ltd., who have been (3) *buying from you / regular customers of yours* for (4) *some / a couple of years*. We asked them if they knew of a manufacturer who (5) *can send us / would be able to supply* (6) *immediately / right now* the goods (7) *specified / written* on the enclosed list. We (8) *would explain / 'll tell you* in confidence that our usual supplier has rather let us down this year on delivery dates and quantities, and we are in danger of getting into arrears with one or two of our contacts.

If you can (9) *send / supply* the (10) *goods required / necessary goods*, please, accept this a sour official order: (11) *we'll pay/payment will be made* on any basis.

(12) *acceptable to yourselves / you like*.

We hope you will be able to meet our requirements in this instance, and would add that if your products are (13) *satisfactory / OK* and terms of delivery (14) *competitive / rather short* we should be interested in doing business with you.

(15) *We should appreciate a prompt reply / Writesoona.*

(16) *Yours faithfully / Yours,*

(17) *Robert Watson / Bob*

Purchasing Manager

Task 6. Put parts of the sentences in the correct order. Then add punctuation marks and divide the inquiries into paragraphs where necessary.

- 1) a) if you can supply
- b) by return of mail
- c) importing your office equipment to Russia
- d) catalogues and prices
- e) we would appreciate
- f) we are interested in

- 2) a) please let us know
- b) we should be grateful for an early reply
- c) some years ago, we bought from you a consignment of «Handy» Paint Brushes in 3 different qualities
- d) whether you are still manufacturing brushes in these qualities
- e) as the matter is urgent
- f) and quote your lowest prices CIF St. Petersburg
- g) we should require delivery within 4 weeks of placing the order

- 3) a) we would be very grateful
- b) if you have not got the necessary information in your records
- c) we learn that in recent years
- d) if you could give us a list of these firms
- e) we have for many years been importers of Electric Clocks mainly from Switzerland
- f) you would, perhaps, be good enough to pass our inquiry to the proper department in London
- g) several English firms have started manufacturing this line
- h) whether their goods are suitable for the American market
- i) so that we can find out

- 4) a) if so
- b) will be much appreciated
- c) if your prices are competitive
- d) and understand that you are their agent
- e) if you could inform us
- f) we may be able to place larger orders
- g) we should be very pleased
- h) we are interested in Albert Kuntz Biscuit Products
- i) your current price-list together with your discountterms
- j) whether you are in position to supply

Task 7. Complete the extracts from the four letters with the sentences below.

<p>1) Dear Sir/Madam, _____ I understand that you had booked a meeting room but one wasn't available when you arrived.</p>	<p>2) Dear Ms Stanton, _____ We regret to inform you that we cannot process your insurance claim at present as we require further details. _____</p>
<p>3) Dear Sir/Madam, _____ When we tried to check in, the queue of waiting guests stretched from the lobby into the restaurant. The whole procedure took 45 minutes.</p>	<p>4) Dear Mr. Viata, _____ We are pleased to be able to offer you an upgrade at no extra cost. We are sure that having a bigger car will make your journeys more comfortable and enjoyable. _____</p>

- a) As a regular customer, I expect to receive at least an apology for the treatment I received.
- b) As soon as we receive these details, we will be able to settle your claim.
- c) As we have received these details, we will be able to settle your claim.
- d) I am writing about your reservation for a Class Bcar.
- e) I am writing to complain about the service provided at your hotel on 24March.
- f) My staff have informed me about the problem you experienced in your recent visit to the hotel.
- g) I'm sure it won't happen again.
- h) Thank you for informing us about the accident you had last week.
- i) Please quote your existing booking number when you arrive.
- j) I apologise for the confusion and would like to offer you free use of the facilities on your next visit.

Task 8. Read the telephone conversation and present it in the form of business correspondence – an inquiry about the Auto Show and a response to it.

Anna Kowalchik: Good morning, Posnan Exhibition Services. How can I help?

Rick Rockery: Oh, hello. I'd like some information about exhibiting at the next Posnan Auto Show.

AK: Of course, let me just get the pack. So, what would you like to know?

RR: First, can you give me an idea of how big the fair is?

AK: Well, 250 companies had stands last year, and that figure should be up to 280 next time.

RR: OK. What about visit or numbers?

AK: Over two days we had 15,000 visitors, so with more stands we'd hope for more people this time.

RR: And where did they typically come from?

AK: About 60% were from Poland and the remainder from other European countries and the Middle East.

RR: That's interesting. Now a couple of practical questions. We're thinking of taking a stand of about 40 square meters. How much will that cost us?

AK: 410 euros per square meter. So, if you're looking at 40 square meters it would be – let me see – 16,400 euros. But that's just the cost for a basic stand.

RR: What does the price include?

AK: You get a listing in the catalogue in Polish, German and English, some basic furniture – a desk and four chairs – and electricity and lighting.

RR: OK. So, anything else would be extra?

AA: That's right.

RR: OK. One final thing. When would we need to book by?

AK: The closing date is 21 December, but if you want your choice of location, you'd need to do it soon. A lot of companies who were here last year have already booked the space they want. I could take your booking if you like.

RR: No. I need to talk to my colleagues, but I'll get back to you early next week...

Task 9. Rewrite the orders in the form of tables.

1) We have examined your samples and would like to place the following order: 200 yards of silk, pink colour, catalogue ref. No. C1562, at the price of £45 per yard; 250 yards of silk, emerald colour, catalogue ref. No. C1387, at the price of £36 per yard; 150 yards of cotton, «Magnolia» colour, catalogue

ref. No. E3597, at the price of £10 per yard; 210 yards of cotton, «Spring flowers» colour, catalogue ref. No. G8916, at the price of £7 peryard.

2) We urgently require 100 bags of Arabica Coffee, type B5, at the price of £23.50, per cwt., 150 bags of Robusta Coffee, type A47, at the price of £26.25 per cwt., 50 bags of Mocco Coffee, type K6, at the price of £28.00 per cwt., 300 bags of Costa Rica Coffee, type M2, at the price of £31.50 per cwt.

3) Please deliver as soon as possible Orange Marmalade quality A2 in 1 lb jars, in the quantity of 15,000, at the price of £3.50 each; Pineapple Jam quality T6 in 1 lb jars, in the quantity of 10,000, at the price of £5.00 each; Cherry Marmalade quality S1 in 1 lb jars, in the quantity of 15,000, at the price of £4.50 each; Apple Jam quality B5 in 1 lb jars, in the quantity of 10,000 at the price of £3.00each.

Task 11. Write a letter of complaint to a supplier using the ideas given below. You may adapt and change them as you wish.

✓ Wrong number of items delivered (you ordered 1,000 pieces but only 800 were delivered and you need the murgently).

✓ Mistake in the paperwork (there is also a mistake in the invoice).

✓ Poor service (when you called to speak to someone about it, no one could find a record of your order).

✓ This is not the first time you have had problems like this.

✓ Include what action you want the other person to take (to deal with the matter urgently, to send the correct items, to replace the goods, to give a refund, to do the job properly, etc.).

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

Task 12. Write a fax apologising to your customer for a delay in sending goods. Some ideas are given below, but you may adapt and change them as you wish.

✓ What are the goods?

✓ Why did the delay happen? Will you give the customer this reason?

✓ When will you send the goods? Will you confirm shipping when it happens?

✓ Will you take any other action?

✓ Can the customer contact you for more information?

Let your group mate read your fax. Would he accept your apologies if he was your customer?

Customer's File

Mrs Linda
Jones Import
Manager

GLOBE ENERGY

PO Box 357, CRAWLEY, West Sussex RH10 1DQ, United Kingdom
tel: (44) 01342-718250
fax: (44) 01342-718240
e-mail: globe.energy@virgin.net

Step 1. You are interested in HP products. Write a letter of inquiry telling them you are a medium firm dealing in electric equipment. You would like to purchase some HP laptops, printers and scanners compatible with these computers. Request to send you their catalogue and pricelist.

Step 3. Study the letter of offer from HP and write a reply telling them the following:

- ✓ you order 20 *Compaq nc8430 Notebooks* and 10 *Officejet 3390 All-in-One* devices;
- ✓ delivery is air freight, CIF London;
- ✓ you open a letter of credit with your bank as soon as you receive their acknowledgement.

Add any other information you like.

Step5. You receive HP goods and have to complain by fax about the following:

- ✓ 2 computers are damaged (have cracks on the casings);
- ✓ the all-in-one products are not compatible with the laptops. Add any other information you like.

Supplier's File

Mr Paul Byte
Sales manager
Hewlett-Packard U SA

Step 2. Read the letter of inquiry from GLOBE ENERGY. Reply by fax telling them the following:

- ✓ The most suitable for their need are:
 - *HP Compaq nc8430 Notebook PC*. Features: desktop performance; large, wide-screen display; high-end, dedicated graphics; mobile workstation offerings; price\$1,399.00.
 - *HP Laser Jet 5200 Printer*. Features: black-and-white, high-speed (up to 35 pages/min), high volume (paper input capacity 850 sheets), high resolution (up to 1,200 dpi); price\$1,439.00.
 - *HP Scanjet 5590 Digital Flatbed Scanner*. Features: enhanced resolution, automatic document feeder, max task speed – less than 36 sec, professional results; price \$299,99.
- ✓ Tell them all the products are available ex-stock and can be delivered by airmail within 2 weeks from the date of receiving an order.
- ✓ Offer them *HP Officejet 3390 All-in-One* product that can print, scan, copy and fax in color. Features: space-saving, improves workflow and efficiency, eliminates the need for a variety of separate products and produces high-quality color documents; price \$599,99. It is compatible with the notebooks you've recommended.
- ✓ Prices are valid until the end of the year.

Enclose a catalogue, a price-list and an order form. Offer any other conditions to your liking.

Step 4. You receive an order from GLOBE ENERGY. Send a fax telling them the following:

- ✓ You acknowledge the order and enclose a duly signed copy of it;
- ✓ delivery will be made immediately on opening a letter of credit with your bank.

Add any other information you like.

Step 6. You receive a letter of complaint from GLOBE ENERGY. Send a letter of apology telling them the following:

- ✓ you will replace the damaged goods after you receive the surveyor's report;
- ✓ the all-in-one products are compatible with the laptops but the installation disk must be missing. You will repair your mistake immediately.

Add any other information you like.

1. Read the following incident report and complete the exercises.

Brenda Doyle
Rehoboth, Massachusetts 02769
859-653-9647 – brenda.doyle@emai.com

April 2, 2018

Mr. Mark George
General Manager
ABC Company
55 Main St.
Poughkeepsie, NY 12601

Dear Mr. George,

I am writing to apply for the auto mechanic position advertised on Monster. I am confident my auto repair and maintenance skills would be valuable to your state-of-the-art shop in New York.

A dependable and technically skilled auto mechanic, I offer well-rounded diagnostic and repair expertise and a reputation for quality, honesty and integrity. I recently relocated from Arkansas to Wyoming, and have been searching for a mechanic position with a reputable, full-service shop. I am very excited about the prospect of joining your team.

As an auto mechanic for my former employer (XYZ Company), I handled maintenance and repairs on automobiles and trucks spanning virtually all makes and models. I performed diagnostics, maintenance and repairs on engines, brakes, steering/suspension systems, powertrains, fuel injectors, transmissions, exhaust systems and electrical systems – delivering prompt, thorough and high-quality work on each and every job.

At XYZ, I was known for my mechanical knowledge, diagnostic skills and high productivity level. My commitment to building loyal customer relationships and delivering superior service was repeatedly commended, and my efforts were cited as instrumental to XYZ's year-over-year revenue increases.

I am confident my mechanical skills would benefit your customers, team members and bottom line if I am selected for this position. You can call me at 859-653-9647 or email brenda.doyle@emai.com to set up a meeting. I hope to hear from you soon.

Sincerely,

Brenda Doyle

Tasks

Circle True or False

1. Mark George is the general manager of state-of-the-art shop in New York. **T**
2. Brenda Doyle relocated from Wyoming to Arkansas. **F**
3. Brenda Doyle wants to apply for the auto mechanic position advertised on Monster. **T**
4. Brenda Doyle handled maintenance and repairs on automobiles and trucks spanning virtually all makes and models. **T**
5. The general manager was known for my mechanical knowledge, diagnostic skills and high productivity level. **F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	advertised	a.	a undercarriage with four to six wheels pivoted beneath the end of a railroad car
2.	dependable	b.	having or showing the knowledge, ability, or training to perform a certain activity or task well
3.	truck	c.	a vigorous or determined attempt
4.	effort	d.	describe or draw attention to (a product, service, or event) in a public medium in order to promote sales or attendance
5.	skilled	e.	trustworthy and reliable

Types of letters

1. Read the following incident report and complete the exercises.

Casey Amore
2354 West Main St.
Carlton, Florida 32990-9345

March 31, 2018

Ms. Amanda Lesser
Florida Studios
1290 Studio Plaza
Orlando, Florida 32819-7610

Dear Ms. Lesser,

My previous work experience and leadership roles make me an ideal candidate for a summer internship with Florida Studios. Your company has an

excellent reputation for customer satisfaction, and I know that the combination of my experience, education, and motivation to excel will make me an asset to your marketing department.

My experience in sales and customer service, combined with my courses in psychology, has convinced me that hospitality marketing is a career option that would suit me well. In my position with Drake Productions last year, I was recognized as the top sales associate in their summer program. I am sure that I can put this same skill to use for you, and yet continue to improve upon it as I learn from some of the top marketing executives in the business.

I look forward to contacting you within a week to talk about the possibility of an interview. Should you have any questions before that time, you may reach me via phone (386-555-2922) or via email (cra8z@virginia.edu).

Thank you for your time and consideration.

Sincerely,

Casey Amore

Tasks

Circle True or False

1. Florida Studios company has an excellent reputation for customer satisfaction. **T F**
2. Casey Amore worked in Drake Productions. **T F**
3. Amanda Lesser wants to work in Florida Studios. **T F**
4. Casey Amore was recognized as the top sales associate in Drake Productions' summer program. **T F**
5. Amanda Lesser applies for candidate for a summer internship with Florida Studios. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	leadership	a.	the reason or reasons one has for acting or behaving in a particular way.
2.	customer satisfaction	b.	the action of leading a group of people or an organization.
3.	motivation	c.	a partner or colleague in business or at work.
4.	associate	d.	fulfillment of customer's wishes, expectations, or needs, or the pleasure derived from this.
5.	executive	e.	a person with senior managerial responsibility in a business organization.

1. Read the following incident report and complete the exercises.

Case Number: VTOS/04/01/3462

Incident: Vehicle Theft

Reporting Officer: Constable René Artois

Date of Report: 06 February, 2003

At about 10:40 on April 21, 2001, I met with Ms. Vanessa Kahn at 61 Southside Drive regarding a vehicle theft. Ms. Kahn said she had parked her car by a parking meter outside Southside Shopping Centre at about 09:45 hours and went into a nearby shop to return a faulty torch she had purchased the previous day. She said that when she returned to the leisure centre at about 10:00 clock she discovered her car was missing.

Ms. Kahn described her car as metallic silver, 2008, Audi Cabriolet A4 1.8 T S-line, with black fabric roof. Registered in the UK, the car registration number is GTL-682. She estimated the value of the car at \$19,500 and said there were no distinguishing marks or items.

Ms. Kahn told me she locked the car, but she does not have the keys. She now believes she may have left the keys in the boot lock after removing the fault torch from the boot. Ms. Kahn said she had not given permission for anyone to take her car, and she is up to date with her loan repayments.

I conducted a survey of the crime scene but found no items of evidence. I saw no broken glass in the area, and there were no items to retrieve or photograph.

I obtained a sworn statement from Ms. Kahn and provided her with the case number and Information Leaflet 99/07 («What to do when your car is stolen»). I entered the vehicle into the station database as a stolen vehicle. I also searched the area but was unable to find the vehicle.

Tasks

Circle True or False

1. Ms. Kahn parked her car by a parking meter outside Southside Drive at about 10:40 clock. **T F**
2. The value of the car at \$19,500 and there were no distinguishing marks or items. **T F**
3. She had given permission for her brother to take her car. **T F**

1. Read the following incident report and complete the exercises.

Jane Anderson
20 Merlins Lane, Newtown, CT 06470– 876-962-8543 –
jane.anderson@email.com

September 17, 2018

Rita Johnson
Editor-in-Chief
XYZ Company
3399 North Road
Poughkeepsie, NY 12601

Dear Ms. Johnson,

As Ben Smith’s teammate at XYZ Agency for the past five years, I’ve benefited from his creative problem-solving, tireless work ethic, and willingness to do whatever it takes to create a product that will translate the customer’s vision into reality.

Ben is directly responsible for increasing client retention by 100 percent, and I know for a fact that his reputation and commitment helped the company bring in several large new clients, of which Wakeup Soda is the most visible example.

As a colleague, Ben is incredibly generous with his time and expertise, which includes everything from 10 years of management experience to an expert-level knowledge of InDesign, Illustrator, and Photoshop. Beyond that, his co-worker, I have to say that his humor and good nature make long nights and tough deadlines much easier on his team.

I’d be happy to answer any questions you might have about his specific skills and experience.

Thanks, and best regards,

Jane Anderson
jane.anderson@email.com
876-962-8543

Tasks

Circle True or False

1. Jane Anderson is Ben Smith’s teammate at XYZ Agency for seven years. **T F**

2. Jane is directly responsible for increasing client retention by 100 percent. **T F**

3. Ben has 10 years of management experience to an expert-level knowledge of InDesign, Illustrator, and Photoshop. **T F**

4. Ben doesn't have a sense of humor and good nature. **T F**

5. Ben's reputation and commitment helped the company bring in several large new clients. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	tireless	a.	having an obligation to do something, or having control over or care for someone, as part of one's job or role
2.	willingness	b.	an engagement or obligation that restricts freedom of action.
3.	responsible for	c.	having or showing great effort or energy
4.	commitment	d.	the continued possession, use, or control of something.
5.	retention	e.	the quality or state of being prepared to do something; readiness

1. Read the following incident report and complete the exercises.

Mary Anne Swarez
103A Circle Ave.
Charlottesville, VA 22905

September 30, 2018

Mr. Steven Smith
Flight and Ticket Recruiter
Pan American Airlines
Miami International Airport
Miami, Florida 32195

Dear Mr. Smith,

While reviewing an article in the Wall Street Journal recently, I learned that your company is planning to assume a portion of Braniff Airlines' routes to South America. Many of your new customers will be the Hispanic populations of Miami, New York, Dallas and the South American countries you intend to serve. No doubt, you will be interested in increasing the number of bilingual personnel in these cities. In this regard, I possess the skills and interest to be of benefit to PanAm Airlines.

As a native of Puerto Rico, I received a comprehensive bilingual education. As the enclosed resume indicates, I will be graduating with a major in English from the University of Virginia next May and I am fluently, bilingual in written as well as oral English and Spanish. My customer service and conflict

resolution skills will also serve as an asset as I am prepared to handle customer and organizational challenges that arise daily within the airline industry.

I look forward to using my leadership skills to assist with customer service and conflict resolution in situations when challenges arise. My involvement as the Vice President of the Latino Student Union has prepared me for recognizing the most appropriate methods in identifying problems and offering solutions, along with developing methods for troubleshooting areas of concerns. These skills, along with my positive attitude and strong work ethic, will work to your advantage in meeting the needs of the new Hispanic population you will be serving.

I will be in Miami the week of October 14-17th, 2018, and would appreciate the opportunity to meet with someone within your office to discuss my qualifications for a full-time entry-level position within your organization. Within the next to weeks I will contact you to determine if it is possible to connect with someone during my visit to the Miami area. Thank you for your time and consideration of my qualifications.

Sincerely,

Mary Anne Swarez

Tasks

Circle True or False

1. Miami International Airport company is planning to assume a portion of Braniff Airlines' routes to South America. **T**
2. Mary Anne Swarez doesn't possess the skills and interest to be of benefit to PanAm Airlines. **F**
3. Mary Anne Swarez is bilingual in written as well as oral English and Spanish. **T**
4. Many of the Miami International Airport company's new customers will be the Hispanic populations of Miami, New York, Dallas and the South American countries. **T**
5. Steven Smith is a native of Puerto Rico. **F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	comprehensive	a.	economic activity concerned with the processing of raw materials and manufacture of goods in factories.
2.	bilingual	b.	complete; including all or nearly all elements or aspects of something.
3.	industry	c.	the fact or condition of being involved with or participating in something.

4.	resolution	d.	a person fluent in two languages.
5.	involvement	e.	the action of solving a problem, dispute, or contentious matter.

«Cavojsky» Law office

Lawyer John Peter

Tel.: + 421 2 3266 2046

Fax: + 421 2 5244 4209

e-mail: cavojsky@cavojsky.com

www.cavojsky.com

Dear Sir, Dear Madam,

It is our pleasure to introduce our Law office, which has been operating as a new entity in the legal advisory market since 2006. We are convinced that the three basic pillars of our services i.e. **professionality**, **effectiveness** and **complexity** of solutions for our clients are fundamentals for any legal advisory.

In our work, we focus on staying current with the legal environment in Slovakia **using knowledge** not only from domestic resources but also from abroad as well. Experience gained in legal practice since 2001 is used in seminars we actively participate in and publication activities. This connection of knowledge of the local and European environments seems to be the right direction in legal consultancy. We believe that services based on proficiency and qualifications are the pillars of success.

Dynamic development of business requires a legal team able to provide **effective solutions**, based on experience in particular legal areas. We provide our clients with legal services in such areas where we can prove essential knowledge and experience. Our aim is to propose to our clients legal support in order to let them perform their own activities and rely upon our legal background.

We propose complex solutions. For that reason, we cooperate with eminent tax, business and accounting advisors in the Slovak Republic and abroad, as well as other specialists in areas that require specific knowledge and qualifications. We are capable of setting up a team of advisors who are able to act immediately.

We are a member of the Central European Corporate Governance Association, the Slovak Association for International Law and the Canadian – Slovak Chamber of Commerce. As a legal advisor, we cooperate with Europäisches EWIV-Informationszentrum in the area of implementation of European rules into the Slovak legal system.

We hope that this presentation of our law firm has interested you. Should you have any questions, please contact us. We will be proud if you turn to us with confidence.

Circle TRUE or FALSE

1. «Cavojsky» Law office has been working in the legal advisory market since 2010 **True / False**
2. Complexity of solution is one of the basic pillars of law office **True / False**
3. Law office is a member of the Central Asian Corporate Governance Association and the American– Slovak Chamber of Commerce. **True / False**
4. They believe that services based on profitability and prosperity are the pillars of success. **True / False**
5. «Cavojsky» Law office cooperates with eminent tax, business and accounting advisors in the Slovak Republic and abroad **True / False**

1. Write the correct letter on each line to match the words on the left with their meanings

1. Effectiveness	A	the process of making something active or effective
2. Pillar	B	something necessary, indispensable
3. Implementation	C	a fundamental precept
4. Direction	D	productive
5. Essential	E	guidance or supervision of action or conduct

Mr. James Atkinson
General Manager – Sales & Marketing
Rainbow Sales Company Pvt. Ltd
Date: February 22nd, 2018

Subject: Formal Introduction to General Manager

Dear Mr. Atkinson,

As a newly appointed employee of Rainbow Sales Company Pvt. Ltd, I would like to take the opportunity to introduce myself officially to you. My name is Diana Murray and I have joined your esteemed company as Manager-Marketing on February 21st, 2018. I have seven years of experience in the marketing industry. I have worked with Wilbur Sales & Marketing Pvt. Ltd on the job position of Assistant Marketing Manager.

Today, I will attend a meeting with the HR department and Manager-Sales, where I will receive the official marketing records in order to start working on this designation. With my overall knowledge and marketing skills, I assure you the timely implementation of marketing strategies and full- fledged growth of the Marketing Department.

I look forward to meet you officially in order to discuss the scope of current marketing policies. If you require any information, please contact me at: dianamarketing@rainbowsales.com

Yours Faithfully,
Diana Murray
Manager- Marketing

Circle True or False

1. Diana Murray became an employee of Rainbow Sales Company Pvt. Ltd. **True / False**

2. She had worked on the job position of Assistant Planning Manager. **True / False**

3. Diana Murray has eleven years of experience in the marketing industry. **True / False**

4. She will attend a meeting with the HR department and Manager- Sales. **True / False**

5. Diana doesn't assure full- fledged growth of the Marketing Department. **True / False**

1. Write the correct letter on each line to match the words on the left with their meanings.

1. Opportunity
2. Assistant
3. Attend
4. Designation
5. Growth

- a) a person who helps someone
- b) the act of choosing someone or something for a special job
- c) the process of developing or of increasing in size
- d) to be present at or to go to
- e) a good chance for advancement or progress

1. Read the following incident report and complete the exercises

Beckwith Middle School
330R Winthrop Street
Rehoboth, Massachusetts 02769
Website: drregional.org
Telephone: 508-252-5080
Fax: 508-252-5082

Debra C. Pincince
Principal

Stephen Dzialo
Assistant Principal

June 1, 2009

Dear Parents/Guardians:

This correspondence is a follow-up to my email and to clarify information about an incident that occurred at D.L. Beckwith Middle School on Friday, May 29, 2009.

A seventh-grade student was found in possession of a clip of live ammunition during a class on Friday. The clip was noticed and confiscated by a teacher who reported the details of the incident to Mr. Dzialo and Mrs. Pincince. The school was put into a lockdown and the Rehoboth Police Department was immediately notified. No students or staff were harmed during this event and after a thorough investigation, the lockdown was terminated. No weapons were ever involved in the incident, however the ammunition itself was enough to cause us to exercise extreme caution. The administrative team takes each report of a potentially dangerous situation seriously, investigates thoroughly, and deals with all issues promptly. Unfortunately in this situation lead to a slight delay in dismissal for which we apologize.

We would like to take this opportunity to commend our students, parents, staff, and police for their cooperation throughout the incident. Should you have any questions or concerns regarding this event or school safety, please contact the school to speak with an administrator.

Sincerely,

Debra L. Pincince
Principal

Cc: Dr. Kathleen Montagano, Superintendent
Dr. Jennifer Wardell, Assistant Superintendent

Tasks

Circle True or False

1. This incident had occurred at D. L. Beckwith Middle School on Friday, May 29, 2009. **T F**

2. An eighth-grade student was found in possession of a clip of live ammunition during the break on Friday. **T F**

3. The clip was noticed and confiscated by Mr. Dzialo. **T F**

4. The school was put into a lockdown and the Rehoboth Police Department was immediately notified. **T F**

5. At the time of the incident, no students or staff members were injured. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	clip	a	to damage or injure physically or mentally
2.	weapon	b	an emergency measure or condition in which people are temporarily prevented from entering or leaving a restricted area or building (such as a school) during a threat of danger
3.	harm	c	something (such as a club, knife, or gun) used to injure, defeat, or destroy
4.	lockdown	d	involving possible injury, pain, harm, or loss
5.	dangerous	e	a device to hold cartridges for charging the magazines of some rifles

2. Read the following incident report and complete the exercises

Fast Option Agencies Limited
Import and Export, Wholesalers, Marketing And Gene eral Suppliers
P.O. Box 40048, Mo+mbasa, Tel: 020-2333881 Mob: 0720 692611,
Email: fastoptionsgmail.com

The Director,
Fast Option Agencies,
P. O Box 40048,
Mombasa.

Dear Sir,

Allow us to introduce to you our company, REINTECH COMPUTERS LIMITED.

Reintech Computers Limited is a registered company specializing in the rental of desktop computers, laptops, printers & related equipment for short periods.

Our rental system is so well advanced that we can have equipment ready for you or delivered to you within hours (or even within an hour!) of your order. We understand the requirements of our business, corporate and government clients and appreciate that sometimes things just need to be done in a hurry. That's why we make it so simple for you to rent from us.

And our rental system is so simple: If you rent for a week, month or longer and decide you want to keep the equipment for a further period you will only be charged for the extra days that you keep it. In other words, if you are on a monthly agreement and keep the equipment for 4 days past the end of the term you will be charged 4/30 of the monthly rate.

At Reintech Computers Limited you are assured of quality services that are provided with the highest standards of technical support.

Have you got a short-term rental need now? Consult Reintech Computers today!

We will be glad to serve you

Tasks

Circle True or False

1. Reintech Computers Limited is a registered company specializing in the rental of recording equipment. **T F**
2. The rental system allows the company to deliver orders within a few hours, even within an hour. **T F**
3. The company understands the requirements of its business, corporate and government clients and appreciates that sometimes things just need to be done in a hurry. **T F**
4. The company's rental system is very simple. **T F**
5. If you are on a monthly agreement and keep the equipment for 10 days past the end of the term you will be charged 4/30 of the monthly rate. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	computer	a	a person who engages the professional advice or services of another
2.	equipment	b	to grant the possession and enjoyment of in exchange for rent
3.	client	c	a programmable, usually electronic device that can store, retrieve, and process data
4.	rent	d	peculiar and essential character
5.	quality	e	the set of articles or physical resources serving to equip a person or thing

1. Read the following incident report and complete the exercise

2124 Grant Ave.
Fort Wayne, IN 46815
July 20, 2004

Ms. Joyce Catalin
Office Manager
Mayor's Office
Allen County Bldg.
Fort Wayne, IN 46802

Dear Ms. Catalin:

As a History major at Indiana University, Fort Wayne, I have developed a comprehensive understanding of both federal and state governments. However, I realize that actually working in a political setting is critical in integrating the theory learned in the classroom with the actual daily workings of a government office. It is for this reason that I am hopeful that you will consider me for an internship in the Mayor's office next spring.

I am confident I would be an asset as an intern in your office. I have developed excellent research and writing skills during my three years at IPFW. In addition to the many papers I have written for my classes, I also completed a summer internship with the Fort Wayne Economic Alliance Corp last year. I researched and wrote stories for *The Communicator*, as well as a number of press releases to announce campus events. My writing skills would be beneficial in writing briefings, research summaries, and correspondence if I am offered an internship with your office.

I have worked extensively with the public in my various jobs. As a hostess and waitress at the Hilton Hotel, I often came into contact with business and community leaders. The restaurant within the Hilton prides itself on excellent customer service and we were encouraged to do whatever was necessary to ensure that patrons had a superb dining experience. I was promoted to head waitress during my second summer at the Hilton, partly due to the excellent rapport I established with customers. I have also worked as a tour guide at IPFW in the Admissions Department, interacting regularly with prospective students and their parents. I understand the importance of courteous and professional contact with the public, and am eager to work with the Mayor's constituents.

I would be honored to have the opportunity to work with such a great political leader. I will call you next week to discuss the possibility of an internship in more detail with you. If you would like to contact me, I can be reached at (260) 555-1212 or by email at mbrown@yahoo.com. I look forward to speaking with you.

Sincerely,

Molly Brown
Enclosure

Task

Circle True or False

1. Molly Brown has developed excellent research and writing skills during my two years at IPFW. **T F**
2. Molly Brown completed an autumn internship with the Fort Wayne Economic Alliance Corp. **T F**
3. Molly Brown worked as a hostess and waitress at the Hilton Hotel. **T F**
4. She was promoted to head waitress during her first summer at the Hilton. **T F**
5. She also worked as a tour guide at IPFW in the Admissions Department. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	customer	a	is a period of work experience offered by an organization for a limited period of time.
2.	leader	b	creative and systematic work undertaken to increase the stock of knowledge
3.	theory	c	is the recipient of a good, service, product or an idea
4.	research	d	is somebody whom people follow
5.	internship	e	is a contemplative and rational type of abstract or generalizing thinking

1. Read the following incident report and complete the exercise

Mrs. Marian McRobbie
75 Notting Hill Gate
Notting Hill
London W11 3 HP
September 10, 2011

Mrs. Angela Hobson
33 Blandford Street

Marylebone
London W1U 3DN

Dear Mrs. Hobson,

I am writing to you for a personal reference requested by Ms. Patricia Wilson. I have known Patricia for four years now since she began employment with me as a babysitter and mother's helper. During those years, I have the privilege of seeing Patricia blossom from a high school student to a responsible young woman who diligently finished her course in Associate Degree in Child Care. With her education and hands on experience in caring for my children, I am confident that she can take on the full-time employment of a nanny with you.

When Patricia first came to my employ, I have just given birth to my first son and her primary task was to watch over my son while I worked from my home office. After two years, another child came along and Patricia rose up to challenge of increased responsibilities. She was capable of preparing meals for my kids, taking them on short walks to the park, and even managed to read to them children stories. I would say that Patricia made my life easier and I always felt comfortable and secured in leaving my kids to her care.

If you need further discussion on this, please feel free to call me at 020 7611 7700.

Sincerely,
Mrs. Marian McRobbie

Tasks

Circle True or False

1. Marian has known Patricia for five years. **T F**
2. Patricia finished her course in Associate Degree in Child Care. **T F**
3. When Patricia first came to employ, Marian has just given birth to her first son. **T F**
4. After three years, another child came along and Patricia rose up to challenge of increased responsibilities. **T F**
5. She was capable of preparing meals for kids, taking them on short walks to the park. **T F**

Write the correct letter on each line to match the words on the left with their meanings.

1.	employment	a	the state of being accountable for something or someone that is under one's control
2.	responsibility	b	having the skill or ability or strength to do something
3.	diligent	c	is an agreement between an employer and an employee

4.	capable	d	the action of mentioning or alluding to something
5.	reference	e	characterized by steady, earnest, and energetic

**D-1801, Neptune Society,
DS Marg, Lower Parel,
Mumbai 400 008.
11th June 2018.**

**To,
The Editor-in-Chief,
Hindustan Times,
Main Street,
Mumbai 400 001.**

Sir,

Subject: Construction work in our locality during monsoon season causing us difficulties.

Through the medium of your esteemed and respected daily, I wish to inform the municipal authorities of the difficulties the residents of my locality are facing due to the construction and repair work currently happening in our area. Monsoon season has started a few days ago and is compounding our problems.

The repair work has been ongoing for five weeks now and is falling way behind schedule. And now with the current weather conditions, we are having persistent problems of water logging and flooding in our area. Another worry is about the accidents that may occur due to the debris lying around the road. Diseases caused due to waterlogging are another one of our concerns. Therefore, I wish to draw the attention of the concerned authorities with the help of your newspaper. Hopefully, you will be able to help us in drawing their attention and resolving this matter at the earliest.

Thanking You,

Your Sincerely,

Circle True or False

1. Through the medium of your esteemed and respected daily, I wish to inform the municipal authorities of the difficulties the residents of my locality are facing due to the construction and repair work currently happening in our area.

2. Monsoon season has started one month ago and is compounding our problems.

3. Now with the current weather conditions, we are have not persistent problems of water logging and flooding in our area.

- 4. Diseases caused due to waterlogging are another one of our concerns
- 5. You will not be able to help us in drawing their attention and resolving this matter at the earliest

Write the correct letter on each line to match the words on the left with their meanings.

1. Construction	A. a set of measures to restore the serviceable or condition of any object and/or restore its resource
2. Monsoon	B. a printed publication (usually issued daily or weekly) consisting of folded unstapled sheets and containing news, articles, advertisements, and correspondence.
3. Repair	C. creation of buildings and structures
4. Disease	D. disorders of normal life, arising in response to the action of pathogenic factors of disability, socially useful activity, life expectancy of the body and its ability to adapt to the ever-changing conditions of external and internal environments with the activation of protective-compensatory-adaptive reactions and mechanisms.
5. Newspaper	E. stable winds arising on the border of the continent and the ocean, periodically changing their direction

September 1, 2018

Jane Kiel
 Director, Human Resources
 Anytown Riding Institute
 123 Business Rd.
 Anytown, CA 54321

Dear Ms. Kiel,

I have known Jane Doe in a variety of capacities for many years. She has been my daughter's riding instructor for the past several years. In addition, she is my partner in a small business where she is responsible for writing and editing articles and website content.

Jane is efficient, detail-oriented, and extremely competent. She often successfully finishes a task well before the deadline. She is extremely organized, and never misses a deadline or forgets an assignment.

Jane also has an excellent rapport with people of all ages. She has taught riding to both young children and the elderly, and every age in between. Her excellent communication skills (both written and verbal) allow her to connect with all kinds of people and to inspire them to put for their best effort.

In summary, I highly recommend Jane for any position or endeavor that she may seek to pursue. She will be a valuable asset for any organization.

If you have any questions, please do not hesitate to contact me.

Sincerely,
John Smith

True or False

1. Jane is efficient, detail-oriented, and extremely competent. **T F**
2. She is partner in a small business where she is responsible for writing and editing articles and website content. **T F**
3. Jane is ineffective, unskilled and incompetent. **T F**
4. She has been riding instructor. **T F**
5. She will be a burden for any organization. **T F**

Identification

1	detail-oriented	A	the time the task should be completed
2	deadline	B	the quality or state of being different or diverse; the absence of uniformity, sameness, or monotony.
3	instructor	C	a person who takes part in an undertaking with another or others, especially in a business or company with shared risks and profits.
4	variety	D	when they spend time on all the little things
5	partner	E	a person in the field of any specialty, teaching the proper formulation of the case.

Questions:

1. When the request letter is created?
2. What punctuation mark is used after the salutation?
3. In response to the request, the seller writes an offer letter or a claim letter?
4. Which f forms are used for order letters?
5. Various problems may arise during the order execution process: incomplete configuration, non-conforming or defective parts parts; in this case, which letter is being compiled?
6. What letter is written in the case of a justified claim by the buyer?
7. What style is preferred in drafting business letters from officers of equivalent rank to permanent representatives?
8. Which of the following answers below is an example of a salutation in a personal-business letter?
9. Which of the following answer choices is an example of a complimentary close in a personal-business letter?
10. What is the difference between an informal and formal letters?

ОҚУ МƏТИНДƏРІ

Text 1

A Guide to Good Communication

Many employees complain about the lack of effective communication in their organizations. In addition, research shows that ineffective communication often results in lower productivity, and makes employees want to leave their jobs. Therefore, we have prepared the following brief guidelines on different channels of communication and some tips on their use.

The written communication is necessary if you want your reader to have a permanent record of your message. However, you should remember that written communication is not always read as soon as it is received. Memos and e-mails can be easily overlooked or delayed for later consumption. So, if your information needs immediate action, don't use this medium.

When preparing a longer, written document outline the key points before you write out the first draft. Then write short notes before composing your full text. At the next stage, review it with the intention of reducing the word count by 25 per cent. Proof-read the final version before sending it off.

E-mail can be an excellent means of follow-up, so as to ensure correct understanding of the next steps after a meeting. When you write an e-mail or a memo, write a brief, clear reference to your topic in the 'Subject' field.

Text 2

Tips on Effective Business Writing

Here are the basics of business writing – tips to keep your written communications sharp and effective. These tips provide the basics of good business writing and will always stand you in good stead.

- Keep your writing simple, short and to the point.
- Write positively. If you use a negative, try to find a solution or reason.
- Spend time on your headline. Everybody reads a headline, so use an attention – grabbing statement.
- Get to the point: put first things first. The opening paragraph should be particularly clear and easy to understand.
- Stress the benefits to the reader in both your headline and text.
- Make the text look both neat and interesting by breaking it up with paragraphs. In that way the letter will be much easier to read. If a paragraph contains more than three sentences, break it up.

- Start sentences with the main clause and not with a subsidiary one. An example of putting the subsidiary clause first would be as follows: «To make the copy easier to read, break up the text with paragraphs.»

- Aim your writing at the reader or customer by turning ‘I/we’ into ‘you’ wherever possible. The rule is to use 4 ‘you’s’ for every ‘I’.

- Put the reader’s wants and needs first. Even in a letter to your boss you are ‘selling something’ – yourself or an idea. People tend to buy what they want from people they know and like.

- Write a powerful introduction and conclusion.

- Mind your language – be sure you look for strong, active and attractive words. Also, keep adjectives and adverbs to a minimum. Go for one really good word rather than two or three woolly ones.

- Watch out for jargon and popular phrases. They are a blight on your business letters, so root them out.

- Write actively – subject, verb, object.

- Keep sentences short (maximum 15 words) and vary the length of sentences.

- Make only one point per sentence: your reader does not want to be overwhelmed with information.

- Be friendly and polite. Establish trust and credibility.

- Keep the number of points to a minimum – between 3 and 5.

- End the document by saying what will happen next, encourage the reader to take some action, make clear what action you will take and follow that up.

- In a letter use a PS, as many people read the PS as the headline and introduction.

- An excellent way of testing your business letters is to read them out loud to see how they sound.

- Always show complicated business letters to other people for a second opinion. What you write may not be what is read – you may accidentally cause offence to the reader.

Text 3

Can Snail Mail Beat E-mail?

When e-mail first came into general use about fifteen years ago, there was a lot of talk about the imminent arrival of the paperless office. However, it seems that e-mail has yet to revolutionise office communication. According to communications analyst Richard Metcalf, some offices have actually seen an increase in paper as a result of e-mail. ‘Information in the form of e-mail messages now floods our computer screens. These messages can be sent so quickly that memos tend to be distributed in the hundreds. For those secretaries

whose bosses ask them to print out all their e-mails and leave them in their in-trays, this means using up a great deal of paper every month’.

Metcalf has found that because e-mails tend to get lost in cyberspace, PAs are increasingly likely to be asked by clients and colleagues to send all important documents both by e-mail and by fax or snail mail – through the post. ‘This highlights a further potential problem with e-mail in today’s office – it is taking up time rather than saving it’.

‘With e-mail, communication is much easier, but there is also more room for misunderstandings,’ says psychologist Dr David Lewis. Generally, much less care is taken with e-mails than with letters or faxes where the sender will probably print the document and reread it before putting it in an envelope or on to the fax machine. ‘The nature of the medium means that e-mails are frequently poorly and hastily composed and consequently often unclear. It’s little wonder that there are so many misunderstandings. It is a problem which people need to be particularly aware of when using e-mail’.

More worrying still is the increasing misuse of e-mail for sending ‘flame-mail’ – abusive or inappropriate e-mail messages. Recent research in several companies suggests that aggressive communications like this are on the increase. E-mail has become the perfect medium for letting out workplace frustration because it is so instant.

E-mail can be problematic in other ways. Staff all too often make the mistake of thinking that the contents of an e-mail, like things said over the phone, are private and not permanent. But it is not only possible for an employer to read all your e-mails, it is also perfectly legal. E-mail messages can be traced back to their origin for a period of at least two years, so you might want to rethink e-mailing colleagues your frustrations about your job. The advice is to keep personal e-mails out of the office.

It goes without saying that e-mail exists to make life easier and if used correctly is an invaluable tool for businesses of all sizes. But perhaps, for the time being, the fact that in the business world 70% of all documents are still in paper form is not such a bad thing after all.

Text 4

How to Get Your E-mail Read

Writing and sending e-mails used to be simple but has become more complicated with the growth of spam. Here’s how to enhance your on-line messages, to avoid the spam cops and get your e-mails read. Use these tips to enhance and sustain the excellence of your e-mail writing.

1. *Get permission.* Make sure your audience knows you and that they have given you permission to contact them, or opted in to receive your e-mail.
2. *Avoid spam.* Spam is Unsolicited Commercial E-mail (UCE) which now arrives unwanted in your inbox and probably accounts for 50 per cent of all incoming mail. Avoid spam at all costs.

3. *Opt-in.* Always allow the reader a chance to opt-in and to unsubscribe, or give you a change of address.

4. *Write a clear headline.* The subject must be short and entice the recipient to open the mail. But avoid ‘enticing’ words like ‘free’ and ‘you’.

5. *Brevity is best.* Keep the text short and clearly set out.

6. *Put the reader first.* Think ‘you’ rather than ‘I’ when writing. Make your e-mails useful and informative so people will look forward to getting them.

7. *Great content wins.* Offer plenty of free advice. This will help to pre-sell your services or products because readers will be a mood to buy.

8. *Stay in touch.* Repeat the communication process regularly. Your readers are your potential customers. And remember to keep saying ‘Thankyou’.

9. *Use sig files.* Sign off with your name and a ‘sig’ file (three or four lines of information about yourself, your product or your website).

10. *Respect Privacy.* Have a clear and concise privacy policy. Assure your readers that their e-mail address will never be passed on to a third party. Unethical players make money by harvesting e-mail addresses, and selling on their lists. (That’s how spam grows and grows apparently without effort) .

Text 5

Three Envelopes

A new manager spends a week at his new office with the manager he is replacing. On the last day the departing manager tells him, ‘I have left three numbered envelopes in the desk drawer. Open an envelope if you face a crisis you can’t solve’.

Three months later there is a major crisis, everything goes wrong and the manager doesn’t know what to do. He remembers the parting of his predecessor and opens the first envelope. The message inside says ‘Blame your predecessor!’ He does this and gets out of the difficult situation.

About six months later, the company is experiencing a collapse in sales, together with serious product problems. The manager quickly opens the second envelope. The message reads ‘Reorganize!’ This he does, and the company quickly recovers.

The following year, at his next crisis, he opens the third envelope. The message inside says ‘Prepare three envelopes’.

Tasks

1) Where do the parts of the letter belong in the overall structure?

1) <u>Re: Single room reservation</u>	a) reference line
2) Enc: 2pages	b) reader’s address
3) I look forward to hearing from you. Yours sincerely,	c) sender’s address

<p>4) Sam Brown Sam Brown Purchasing Manager</p> <p>5) Clothco Plc.</p> <p>6) 261 White sea Drive Birmingham, BG 9218 GB2) Our /Director, Mr. Rogers, will be writing to confirm...</p> <p>7) 24 May, 20--</p> <p>8) Dear Sir/Madam,</p> <p>9) Sales Manager Wool house Ltd. 209 Oak Road Oxford, OD 2718L</p>	<p>d) body of the letter</p> <p>e) enclosures</p> <p>f) greeting</p> <p>g) complimentary close</p> <p>h) signature block</p> <p>i) date</p>
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1. Match the parts of the sentences.

<p>1) Following your advertisement in the «Daily Express»...</p> <p>2) Please find enclosed...</p> <p>3) We regret to inform you that...</p> <p>4) We look forward to...</p> <p>5) We acknowledge the receipt of...</p> <p>6) Please accept our sincere apologies...</p> <p>7) I am writing...</p> <p>8) Should you require any further information...</p> <p>9) We would be grateful if you could...</p> <p>10) We would be very interested in receiving...</p> <p>11) I would like to reserve...</p> <p>12) Should you be interested...</p>	<p>a) your order will be one week late.</p> <p>b) your letter dated 12th January, 20--.</p> <p>c) please do not hesitate to contact us.</p> <p>d) a visit from your salesman.</p> <p>e) to enquire about your range of software.</p> <p>f) send us a quotation for 20 items.</p> <p>g) in discussing the matter further...</p> <p>h) I am writing to apply for the position of.</p> <p>i) A double room in the name of Smith.</p> <p>j) doing business with you in the near future.</p> <p>k) for the inconvenience you have been caused.</p> <p>l) a copy of our brochure and pricelist.</p>
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2. Match the beginnings and endings below, and then identify the type of the letter from which each pair of the paragraphs is taken.

<i>Beginnings</i>	<i>Endings</i>
1) I am writing in response to your advertisement in yesterday's <i>Daily Scope</i> concerning a vacancy in your sales department.	a) We feel confident that you will find something in our range that meets your requirements and look forward to receiving your order.
2) I am writing in reply to your letter requesting information about our products.	b) I hope that these changes have not caused too much inconvenience and that you will still attend our forthcoming seminar.
3) I am writing in my capacity as chairman of the residents' association to draw your attention to the problem of excessive noise levels in our neighbourhood.	c) I am available for an interview any weekday between 9am and 5pm, and I look forward to meeting you in person to discuss the possibility of my employment.
4) I am writing to request permission to use the company premises for a meeting which will be held during the holidays.	d) We trust you will give this matter your urgent consideration and look forward to receiving any suggestions you might have to help overcome the problem.
5) I am writing to apologise for the changes in the schedule for the seminar on direct selling.	e) We would be extremely grateful if you were able to allow us to use the facilities for the duration of our meeting. Thank you in anticipation of your kind cooperation.

ТЕСТ ТАПСЫРМАЛАРЫ

Lexical tests

1. What are the two types of letters?

- A) Informal and Formal
- B) Formal, personal
- C) Informal and Informal
- D) Personal

2. The _____ of the letter contains the written communication, message or purpose.

- A) Body
- B) Enclosure....
- C) Salutations
- B) Enclosures

3. How do you end the main body of a formal letter?

- A) By telling the recipient what he should be doing next.
- B) By talking about the weather in your city.
- C) By talking about the weather in the recipient's city.
- D) By talking about the weather in your country

4. It is one of the main parts of a letter that includes a short capitalized expression such as 'sincerely' or 'love' and is followed by a comma.

- A) Body
- B) Closing.....
- C) Date
- D) Salutation

5. What would be the commonly drawn between personal letters and business letters?

- A) Description
- B) Restriction
- C) Distinction
- D) Instinction.....

6. A kind of letter that the way of communicating between two people (sometimes more) who are usually well acquainted.

- A) Friendly Letter.....
- B) Excuse Letter
- C) Request Letter
- D) Complaint letter

7. A kind of letter that the formal way of communicating between two or more parties. These letters can be informational, persuasive, motivational, or promotional.

- A) Friendly letter
- B) Request Letter
- C) Excuse letter
- D) Business Letter....

8. Letter that is written excusing a person for something.

- A) Friendly letter
- B) Excuse Letter
- C) Proposal Letter
- D) Request Letter

9. Which of these must be avoided in business letters?

- A) Polite words
- B) Formal words
- C) Abbreviations
- D) Clear details

10. Which of these must not be mentioned in a business letter?

- A) Information of the quality of the order
- B) Name of the firm
- C) The mode of payment
- D) With regards

11. Where should the name of the firm be mentioned?

- A) In the right coner of the page
- B) Below the address of the writer
- C) Above the address of the writer
- D) On the last page of the letter

12. Which of these is not a mode of address for any letter?

- A) To a tradesman
- B) To a child
- C) To a firm
- D) To professional men

13. The party was a disaster. There there!

- A) wasn't nobody
- B) was anybody
- C) was nobody
- D) was somebody

14. The top margin of a personal-business letter should be set to

- A) 3 inches
- B) 1 1/2 inch
- C) 2 inches
- D) D.75 inches

15. Which of the following answers below is an example of a salutation in a personal-business letter?

- A) Dear Sally,

- B) Dear Mrs. Meacham:
- C) Coach Hardin:
- D) Mrs. Wilson,

16. Which of the following situations would you use to type a personal-business letter?

- A) Writing a letter to a friend you have not seen in a long time.
- B) Mrs. Meacham telling all the teachers about the time of a pep rally.
- C) You write a letter to the electric company complaining about your electric bill.
- D) Writing a letter to a pen pal.

17. Which of the following answer choices is an example of a complimentary close in a personal-business letter?

- A) See you later!
- B) Goodbye.
- C) Yours Truly,
- D) Dear Mrs. Wilson:

18. What are the two types of letters?

- A) Formal
- B) Personal Note
- C) Informal
- D) Informal and Formal

19. The _____ address is the recipient's address. It is always best to write to a specific individual at the firm to which you are writing. If you do not have the person's name, do some research by calling the company or speaking with employees from the company.

- A) Inside
- B) Closing
- C) Salutations
- D) Sender's

20. Quite honestly I cannot trust this particular letter to be sent by post and so I am using the services of a to deliver it for me.

- A) courier
- B) runner
- C) traveller
- D) carrier

21. I'm sure that computer program you use creates a very good letter design but it's far too for me.

- A) comprehensive
- B) complicated
- C) concentrated
- D) composite

22. I think it would be a good idea to in your letter that you have worked in that type of business previously.

- A) describe
- B) mention
- C) show
- D) demonstrate

23. You need to improve the of this letter because one or two things are in the wrong place.

- A) description
- B) indication
- C) layout
- D) picture

24. Before you put the letter in the envelope, make sure you it in the right way.

- A) fold
- B) double
- C) treble
- D) hold

25. If you want this letter to reach the bank tomorrow, you have no choice but to send it by mail.

- A) speed
- B) express
- C) excess
- D) fast

26. When you are going to write an important letter like that, it is absolutely essential that you all the facts first.

- A) connect
- B) join
- C) deliver
- D) assemble

27. When you read something you've written on the computer screen, it often looks all right although you should always read it first.

- A) check
- B) prove
- C) proof
- D) proven

28. I advise you to check with a letter or a phone call if you intend to pay them a visit in order to save a wasted journey.

- A) previously
- B) prior
- C) anterior
- D) beforehand

29. Since that package contains valuable items, you must send it by post.

- A) required
- B) resigned
- C) registered
- D) repeated

30. What is the next step after the «dateline»?

- A) return address
- B) letter address (inside address)
- C) body
- D) salutation

31. What's the incorrect form of the date in a business letter?

- A) May 10th, 2002
- B) 15th June, 2009
- C) 2010, August 13
- D) July 12, 2011

32. Which of the following answer below is an example of a salutation in a personal business letter?

- A) Helen Bryant
- B) Dear Mr.Lee
- C) Coach Hardin
- D) Dear Lisa

33. Which one is the following step after the «Letter address»?

- A) Salutation
- B) Dateline
- C) Body
- D) Return address

34. Which one is an example of a salutation in a personal-business letter?

- A) Your Sergey
- B) See you
- C) Goodbye
- D) Yours Truly

35. We _prepared _ the speech for a month.

- A) has,for
- B) have,for
- C) are,to
- D) has,to

36. The _____ address is the recipient's address. It is always best to write to a specific individual at the firm to which you are writing. If you do not have the person's name, do some research by calling the company or speaking with employees from the company.

- A) Inside
- B) Salutation
- C) Sender's
- D) Formal

37. The _____ of the letter contains the written communication, message or purpose.

- A) Closing
- B) Body
- C) Salutation
- D) Ending

38. What is the difference between an Informal and Formal letter?

- A) Formal are long letters and Informal are short letters.
- B) The letter format makes it different.
- C) It is the style of writing, or the way we use words to say what we want to say.
- D) Formal are long letters are short letters

39. 'With love' is used in which part of an informal letter?

- A) Closing
- B) Opening
- C) Body
- D) Letter

40. How do you end the main body of a formal letter?

- A) By telling the recipient what he should be doing next.
- B) By talking about the weather in the recipient's city.
- C) By expressing your love for the recipient.
- D) By expressing for the recipient.

41. The main point is written in which part of a formal letter?

- A) Closing
- B) Body
- C) Opening
- D) Parts

42. If you didn't know the recipient's name, how would you close the letter?

- A) Yours sincerely.
- B) Affectionately yours.
- C) Yours faithfully
- D) Your friendly

43. Parts of letter

- A) Inside/Mailing Address
- B) Return Address
- C) Body
- D) Parts

44. Letter is an important in both the workspace as well as our personal lives.

- A) important requirement
- B) means of communication
- C) communication
- D) speech

45. It is usually sent to the ... in an envelope.

- A) address
- B) post
- C) recipient via mail or post
- D) return address

46. There are broadly ... types of letters

- A) 5
- B) 3
- C) 2
- D) 4

47. These letters follow a certain pattern and formality. They are strictly kept professional in nature, and directly address the issues concerned.

- A) Formal letter
- B) Business Letter
- C) Official Letter
- D) Informal letter

48. Any type of business letter or letter to authorities falls within this given category.

- A) Official Letter
- B) Business Letter
- C) Formal letter
- D) Informal letter

49. These are personal letters. They need not follow any set pattern or adhere to any formalities. They contain personal information or are a written conversation.

- A) Business Letter
- B) Informal letters
- C) Social Letter
- D) Informal letter

50. Such letters are always strictly formal and follow a structure and pattern of formalities. This letter is written among business correspondents, generally contains commercial information such as quotations, orders, complaints, claims, letters for collections etc.

- A) Business Letter
- B) Social Letter
- C) Official Letter
- D) Post letter

51. This type of letter is written to inform offices, branches, subordinates of official information. It usually relays official information like rules, regulations, procedures, events, or any other such information.

- A) Official Letter
- B) Circular Letter
- C) Social Letter
- D) Letters

**52. A personal letter written on the occasion of a special event is known as a
Congratulatory letter, condolence letter, invitation letter etc. are all**

- A) Circular Letter
- B) Social Letter
- C) Official Letter
- D) Medium letter

53. A letter that announces information to a large number of people is a

- A) Official Letter
- B) Circular Letter
- C) Employment Letters
- D) Liters

54. Any letters with respect to the employment process , like joining letter, promotion letter, application letter etc.

- A) Official Letter

- B) Circular Letter
- C) Employment Letters
- D) Letter

55. A letter is always supposed to be ... and Even if it is a complaint letter, the point must be made in a careful and courteous manner.

- A) polite, considerate
- B) polite, careful
- C) civil language, careful
- D) impolite

56. John was to write a letter to her class teacher asking permission to remain absent from school for 3 days on account of some personal matter. What type of letter will he be writing?

- A) Personal Letter
- B) Business Letter
- C) Formal Letter
- D) Personal letter

57. What is the difference between an Informal and Formal letter?

- A) It is the style of writing, or the way we use words to say what we want to say.
- B) The letter format makes it different.
- C) Formal are long letters and Informal are short letters.
- D) The letter format makes it similar

58. The two machines _____ considerably. One has an electric motor, the other runs on oil.

- A) differ
- B) differentiate
- C) differential
- D) original

59. Many people cannot _____ between lemon juice and lime juice.

- A) differ
- B) differentiate
- C) contrast
- D) similar

60. Children must be taught to _____ between right and wrong.

- A) differ
- B) contrast
- C) distinguish
- D) similar

61. There is a _____ between being interested in politics and joining a political party.

- A) distinguish
- B) distinctive
- C) distinction
- D) difference

62. In your resume it is actual to give all your places of _____ in reverse chronological order.

- A) qualifications
- B) university
- C) employment
- D) teaching

63. To get an interview with a company employee, you should send your _____ and _____ to different companies and agencies.

- A) advertisement, letter of application
- B) invitation, resume
- C) resume, letter of application
- D) form, covering letter

64. Jobs that are not permanent are _____.

- A) positions
- B) temporary
- C) full-time
- D) time

65. No _____ wants to hire a person who will retire soon.

- A) employee
- B) employment
- C) unemployment
- D) employer

66. Jobs that are not temporary are _____.

- A) posts
- B) positions
- C) permanent
- D) applicants

67. I decided to _____ some work in order to make some money.

- A) produce
- B) use
- C) undertake
- D) make up

68. We _____ to inform you that we have no possibility to distribute your goods in our country.

- A) are pleased
- B) enclose
- C) look forward
- D) regret

69. The abbreviation _____ shows that a woman is not married.

- A) Miss
- B) Mrs
- C) Sir
- D) Mr

- 70. I've been unemployed since June. I must _____ work soon.**
A) leave
B) retire
C) fire
D) find
- 71. The company had a _____ for an accounts clerk.**
A) contract
B) work
C) position
D) vacancy
- 72. Provision against sickness, death, damage and loss is called _____.**
A) insurance
B) application
C) assistance
D) organization
- 73. When you know more about yourself, it will be easier to match your _____ and interests with the ones a job requires.**
A) skills
B) beliefs
C) opportunity
D) profession
- 74. I was offered a _____ job but I refused this offer because I need full employment.**
A) part-time
B) challenging
C) good
D) well-paid
- 75. _____ of women are usually lower than those of men.**
A) salary
B) bonuse
C) earnings
D) pay
- 76. He went directly to the personnel manager to _____ for a job.**
A) apply
B) train
C) take
D) ask
- 77. We are _____ to inform you that your consignment to Paris has been insured.**
A) pleased
B) happy
C) thankful
D) grateful

- 78. A good manager should be able to delegate part of his tasks to his _____**
A) subordinates
B) employers
C) foremen
D) supervisors
- 79. If your CV is _____ correctly, it can help you to be invited to an interview.**
A) compiled
B) mentioned
C) sent
D) written
- 80. So far we have had more than sixty electronic _____ for the job.**
A) applications
B) people
C) executives
D) graduates
- 81. The career you will choose will _____ many aspects of your life.**
A) affect
B) require
C) occur
D) make changes
- 82. Normal punctuation is used in the _____ of the letter.**
A) body
B) signature
C) enclosure
D) clause
- 83. I've been _____ since June. I must find work soon.**
A) working
B) hired
C) employed
D) unemployed
- 84. I would be grateful if you could come to our Head Office for _____ on 27th May.**
A) a holiday
B) a speech
C) a visit
D) an interview
- 85. The agency will help you to find a job in accordance with you _____.**
A) qualifications
B) salary
C) resume
D) graduation
- 86. Is your company now recruiting people to work in the Production _____?**
A) assembly
B) Department

- C) responsibility
- D) Sales

87. What companies do to satisfy their customers?

- A) customer loyalty
- B) code of practice
- C) repeat business
- D) customer care

87. Mercedes Benz _____ high-qualified cars.

- A) produced
- B) is manufacturing
- C) is producing
- D) manufactures

88. EBP _____ use a troubleshooter.

- A) should
- B) should to
- C) must
- D) can

89. Many companies produce cosmetics. Mary Kay is famous for _____

- A) one
- B) first
- C) second
- D) company

90. To run _____.

- A) a business
- B) a company
- C) a seminar
- D) a ticket

91. BIC is a company which produces _____.

- A) products for using
- B) cosmetics products
- C) cars
- D) disposable products

92. A sum of money is paid to a company to take on a risk for you is _____.

- A) insurance
- B) asset management
- C) to merge
- D) re-insurance

93. A retailer is a person _____ sells products to the customer in quantities _____ are convenient.

- A) who, which
- B) which, that
- C) who, that
- D) which, that

94. A specially store is a retail outlet _____ sells a particular type of good.

- A) whose
- B) when
- C) which
- D) that

95. The code of practice is _____.

- A) the company's attitude to its employees
- B) a troubleshooting season
- C) the set rules for customer care
- D) business training

96. Why do companies set a code of practice?

- A) to win customer loyalty
- B) to sort out the duties with in the company
- C) to run a company
- D) to attract the customer's attention

97. What do we mean by «multinational company»?

- A) A company, that operates in a number of countries
- B) A company, whose employees come from various countries
- C) A company, who goods are supplied by a number of countries
- D) A company, which have a number of subsidiaries

98. The company focusing on the _____ of its Eastern subsidiaries.

- A) manufacturing
- B) expansion
- C) competition
- D) invention

99. To go on business trip, you need an accurate _____.

- A) tour guide
- B) traveler's cheque
- C) itinerary
- D) passport

100. He _____ a conference for all the European suppliers.

- A) throws
- B) heads
- C) holds
- D) makes

II БӨЛІМ

ІСКЕРЛІК ХАТ АЛМАСУДА ПАЙДАЛАНЫЛАТЫН ҚЫСҚАРТУЛАР

A

a/c, acct.	account	шот
adds	address	мекенжайы
ad(vt)	advertisement	жарнама, жарнама
AGM	annual general meeting	жыл сайынғы жалпы жиналыс
a.m.	ante meridiem (= before noon)	кешке дейін
amt	amount	сумма
AOB	any other business	және басқа да мәселелер
approx	approximately	шамамен
assoc	association	ассоциация
asst.	assistant	көмекші, ассистент
attn	attention	назарына (осындай болса)
av	average	орташа
Av(e).	avenue	авеню, даңғыл

B

B&B	bed and breakfast	түнгі және таңғы ас (қонақтар үшін)
bc	blind copy	автор қоятын белгі,
B/E	bill of exchange	аударым векселі, тратта
bldg	building	ғимарат, құрылым
B/L	Bill of Lading	коносамент, көлік жүкқұжаты

C

cat.	catalogue	каталог
c.	cent(s)	орталықтар
CEO	chief executive officer	атқарушы директор
cf.	confer (= compare)	салыстырмалы (лат.)
Co.	company	компания
COD	cash on delivery	жеткізу кезіндегі төлем
Corp.	corporation	корпорация
CV	curriculum vitae	резюме

D

dd	dated	мерзімі
	deadline date	соңғы мерзім
Dept.	department	бөлім
Dir	director	директор

E

EC	European Community	Еуропалық Қоғамдастық (ЕО)
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e.g. enc(l). etc.	exempli gratia (= for example) enclosed et cetera (= and the rest)	мысалы (лат.) қоса беріледі және т.б.
F		
f	female; feminine foot	әйел жынысты фут (= 30,48 см)
ff	following (pages)	келесі (беттер)
fig	figure	сан, сурет, сызба
G		
GB	Great Britain	Ұлыбритания
gm	gram(s)	грамм
GMT	Greenwich Mean Time	Гринвич бойынша орташа уақыт
H		
h	height	биіктігі
ha	hoc anno (= this year)	ағымдағы жылы (лат.)
HQ	headquarters	штаб-пәтері
hr	hour	сағат
I		
i.e.	id est (= that is, in other words)	яғни, басқа сөзбен (лат.)
Inc.	incorporated	корпорация ретінде тіркелген
incl.	including	қоса алғанда
info	information	ақпарат
inv	invoice	шот-фактура
IOU	I owe you	қарыз қолхаты
IT	Information Technologies	Ақпараттық технологиялар
J		
Jr	Junior	кіші
K		
kg	kilogram	килограмм
km	kilometre	километр
L		
L/A	Letter of Authority	сенімхат
lb	pound	фунт (= 453,6 г)
L/C	letter of credit	аккредитив
Ltd	limited	жауапкершілігі шектеулі серіктестігі
M		
m	mile	миля (= 1609 м)
max	maximum	максимум
memo	memorandum	қызметтік жазба
Messrs	messieurs (= Sirs/Gentlemen)	господа, мырзалар (фр.)
min	minimum	минимум
mm	millimetre	миллиметр

N		
NB	nota bene (= take special note of)	назар аударыңыз (лат.)
no(s)	number(s)	нөмір
NL	no liability	емес, мойнына міндеттемелер
pro	non-profitmaking organization	коммерциялық емес ұйым
O		
ord.	order	тапсырыс
oz	ounce	унция (= 28,3 г)
P		
p	page	беттер
	penny	пенни
pa	per annum (= each year)	жыл сайын
PA	personal assistant	жеке көмекші
para(s)	paragraph(s)	параграфтар
PC	personal computer	жеке компьютер
PLC	public limited company	ашық акционерлік компания
P&L	profit & loss	жауапкершілігі
POB	post office box	пайда мен шығын
p.p.	per procuracionem (= for and on behalf of)	пошталық абонементтік жәшік сенімхат бойынша (лат.)
pp	pages	беттер
PR	public relations	жұртшылықпен байланыс
PS	post scriptum	ішінде (лат.)
PTO	Please, turn over.	Бұраңыз, өтінеміз
Q		
qt(y)	quantity	саны
qv	quod vide (= which may be referred to)	қараныз (лат.)
R		
R&D	Research and Development	ғылыми зерттеу
re	regarding	қатысты
ref.	reference	сілтеме
rep	representative	өкілі
RSVP	repondez, s'il vous plaît (= please reply)	жауап берініз (фр.)
S		
sae	stamped addressed envelope	кері мекенжайы бар конверт және пошта маркасымен
sec	secretary	секретарь, хатшы
Sq.	square	алаңы
St.	street	коше
T		
tel.	telephone	телефон
temp.	temporary	уақытша
trans	translated	аударылған

U		
urgt	urgent	шұғыл
V		
VAT	value added tax	ҚҚС (қосылған құн салығы)
VIP	very important person	жоғары лауазымды
viz.	videlicet (= namely)	яғни; атап айтқанда (лат.)
vol.	volume	оның көлемі
vs.	versus	қарама-қарсы (лат.)
v.s.	vide supra (= see above)	жоғары қараңыз (лат.)
W		
w/o	without	жоқ
wt	weight	вес
X		
Xmas	Christmas	Рождество
Y		
yr	year	жыл
&	and	және
£	pound sterling	фунт стерлинг
@	at	

ЭЛЕКТРОНДЫҚ ХАТ АЛМАСУДА ПАЙДАЛАНЫЛАТЫН ҚЫСҚАРТУЛАР

AAMOF	As a matter of fact...	IMO	In my opinion...
AFAIK	As far as I know...	IOW	In other words...
ASAP	As soon as possible.	IWBNI	It would be nice if...
BBL	Be back later.	KIS	Keep it simple...
BTW	By the way...	NRN	No response necessary.
CU	See you (Good-bye).	OS	operating system
F2F	face-to-face	ОТОН	On the other hand...
FAQ	frequently asked questions	R	received
FOAF	friend of a friend	TFS	Thanks for sharing.
FYA	for your amusement	TIA	Thanks in advance.
FYI	for your information	WOBTAM	Waste of both time and money.
HTH	Hope this helps.	WRT	With respect to...

Указание на тип организаций в электронном адресе

com	Commercial business	коммерциялық құрылым
edu	Educational institution	білім беру құрылымы
gov	Government	үкімет
int	International organization	халықаралық ұйым
mil	Military	әскери ұйым
net	Networking organization	интернетұйым
org	Non-profitorganization	коммерциялық емес ұйым

Электрондық мекенжайда қолданылатын елдердің негізгі қысқартулары

au	Australia	Австралия
ca	Canada	Канада
cn	China	Қытай
de	Germany	Германия
es	Spain	Испания
fr	France	Франция
jp	Japan	Жапония
ru	Russia	Ресей
ua	Ukraine	Украина
uk	United Kingdom	Ұлыбритания
us	USA	АҚШ

ІСКЕРЛІК ХАТ АЛМАСУДА ҚАЖЕТ БОЛАТЫН ПАЙДАЛЫ СӨЗ ОРАМДАРЫ

1.	Let me	рұқсат етініз
2.	I hope	үміттенемін
3.	It is to be noted	назар аудару қажет
4.	We have no doubt of (that)	Біздің ... екеніне күмәніміз жоқ
5.	As you may know	Сіз білетін шығарсыз
6.	to take the liberty of	батылдықты өз қолына алып
7.	to draw your attention to	екеніне назарыңызды аудару
8.	to take into consideration, to take into account	назар аудару
9.	the matter of great importance	маңызды үлкен шаруа
10.	at the present time	қазіргі кезде
11.	in case of necessity	қажет болған жағдайда
12.	without fail	дереу
13.	as soon as possible	барынша тез
14.	at your convenience	сізге қалай ыңғайлы
15.	mentioned above	жоғарыда атап өтілген
16.	in general	жалпы
17.	for example	мысалы
18.	etc.	тағы сол сияқты
19.	in no case	ешқашан
20.	except for	есепке алмағанда
21.	despite the fact that	екеніне қарамай
22.	as a result of	нәтиже ретінде
23.	in accordance with	...ге сай
24.	in view of the above said	жоғарыда айтылғандай
25.	on the ground that	негізінен
26.	according to	...ге сай
27.	as follows	келесі
28.	not above	аспаған
29.	to a great extent	белгілі мөлшерде
30.	to a certain extent /degree	белгіленген мөлшерде
31.	in order to	үшін
32.	as far as	қаншалықты
33.	in addition to	...ға қосымша ретінде
34.	a pleasant surprise	жағымды сыйлық
35.	It gives me a great pleasure to introduce	Үлкен жағымдылықпен көрсетемін
36.	I am just writing a few lines to introduce	Бұл сөздерді сізді таныстыру үшін жазып отырмын
37.	I sincerely regret that	екеніне шын жүректен өкінемін

38.	To my great regret I must inform you that	екенін өкінішпен сізге хабарлауым тиіс
39.	I regret to inform you that -	екенін өкінішпен сізге хабарлауым тиіс
40.	Please, accept my apologies for	кешірімімді қабылдауыңызды өтінемін
41.	I must apologize that	үшін кешірім сұрауым қажет
42.	I am afraid that	деп қорқамын
43.	Unfortunately	өкінішке орай
44.	I will keep you informed	сізге хабарын беріп отырамын
45.	Let me inform you	сізге жеткізуіме рұқсат етіңіз
46.	Pay special attention to.	...ға назарыңызды аударыңыз
47.	Please, take a note of	Өтініш, ...ға көңіл бөліңіз
48.	Add some data about	жайлы қосымша ақпарат беріңіз
49.	I will be in touch as soon as	Мен сізге ... хабарласамын
50.	This is to inform you that	екенін қазіргі кезбен хабарлаймын
51.	I am attaching some information about	жайлы кей мәліметтерді қоса жіберемін
52.	to confirm that	екенін растау
53.	to keep informed	хабарландырып отыру
54.	to let know (without delay)	хабарын беру (кешіктірмей)

ТЕРМИНДЕР МЕН НЕГІЗГІ ҰҒЫМДАРДЫҢ АҒЫЛШЫНША-ҚАЗАҚША-ОРЫСША СӨЗДІГІ

1.	author	автор	автор
2.	authority	абырой	авторитет, честь
3.	accusation	айып	обвинение
4.	announcement	ақпарат хабар	информационное сообщение
5.	access to the information	ақпаратқа рұқсат алу	доступ к информации
6.	appointment; dedicate; dedication message;	арнау	назначение; посвящать; посвящение; послание;
7.	administrative command	әкімшіл-әміршіл	административно-командный
8.	administration	әкімшілік	администрация
9.	administrative unit	әкімшілік бірлігі	единица административная
10.	administrative push	әкімшіл-қысымшыл	административно-нажимный
11.	airspace	әуе кеңістігі	авиационное пространство
12.	accident	әуе оқиғасы	авиационное происшествие
13.	airport	әуежай	аэропорт
14.	amateur	әуесқой	любитель
15.	apparatus	аппарат	аппарат
16.	apparatus simplification	аппаратты ықшамдау	упрощение аппарата
17.	alternative, equivalent	балама	альтернатива, эквивалент
18.	article	бап	статья
19.	address form	атаулы нысан	адресная форма
20.	anthem	әнұран	гимн
21.	accounting	есеп жүргізу	учёт
22.	accounting sheet	есеп парағы	листок учёта
23.	agenda	күн тәртібі	повестка дня
24.	activity	іс-әрекет	деятельность
25.	authorized representative	өкілетті өкіл	полномочный представитель
26.	authority	өкілеттілік	полномочие
27.	adaptation	бейімделу	адаптация
28.	authority	бедел	авторитет
29.	appeal	наразылық шағым	кассационная жалоба
30.	apostrophe	дәйекше	апостроф
31.	argument; cause; method; base	уәж	аргумент; причина; способ; основание
32.	argumentation	дәлелдеме	аргументация
33.	activity	белсенділік	активность
34.	accumulation	жинақталу	накопление

35.	according to	сәйкес	в соответствии, согласно
36.	acceptance certificate	қабылдау және өткізу актісі	акт приема-передачи
37.	admission, permission, pass	рұқсат	допуск, разрешение, пропуск
38.	arbitration	төрелік	арбитраж
39.	arbitrator	төреші	арбитр
40.	avenue	даңғыл	проспект
41.	academic rank	ғылыми атақ	ученое звание
42.	academic degree	ғылыми дәреже	ученая степень
43.	article	мақала	статья
44.	appropriation	бөлінген қаржы	ассигнование
45.	abolition	жабу	упразднение
46.	appeal	үндеу	обращение
47.	appeal	үндеу хат	воззвание
48.	annual	жылдық	годовой
49.	airplane	ұшақ	самолёт
50.	access	кіруге мүмкіндік	доступ
51.	artificial	жасанды	искусственный
52.	acclimatization	жерсіндіру	акклиматизация
53.	ambassador	елші	посол
54.	attention	зейін	внимание
55.	allowance	жәрдемақы	субсидия, пособие
56.	alienation	иеліктен алу	отчуждение
57.	adaptation	икемделу	адаптация
58.	appearance	келбет	облик
59.	agreement	келісім	соглашение
60.	absenteeism	жұмысқа себепсіз шықпай қалу	прогул
61.	ability	қабілеттілік	способность
62.	a meeting	кездесу	встреча
63.	a priority	басымдылық	приоритет
64.	a type	түрпат	тип
65.	abuse	теріс пайдалану	злоупотребление
66.	access mode	рұқсаттық тәртіп	пропускной режим
67.	access, introduction	кіргізу	доступ, введение
68.	accompanying document	ілеспе құжат	сопроводительный документ
69.	acting	міндетін атқарушы	исполняющий обязанности
70.	addition	қосымша	дополнение, примечание
71.	additional materials	қосымша материалдар	дополнительные материалы
72.	address	мекенжай	адрес
73.	admission, permission, pass	рұқсат	допуск, разрешение, пропуск
74.	advanced	озық	передовой
75.	advertising	жарнама	реклама
76.	advisor	кенесші	советник
77.	ahead of schedule	мерзімнен бұрын	досрочно
78.	analysis	талдау	анализ
79.	analysis, differentiation	саралау	анализ, дифференцирование

80.	analysis, discussion	талқылау	разбор, обсуждение
81.	analytical	талдағыш	аналитический
82.	analytical background	талдамалық анықтама	аналитическая справка
83.	annulment	күшін жою	аннулирование, утратить силу
84.	antitrust	монополияға қарсы	антимонопольный
85.	apartment	пәтер	квартира
86.	appointment; assign; to appoint	тағайындау	назначение; назначать; назначить
87.	appropriation, financing	қаржы бөлу	ассигнование, финансирование
88.	archive	мұрағат	архив
89.	arrangement; agreement	уағдаластық	договорённость; соглашение
90.	assignee	құқықтық мұрагер	правоприемник
91.	assignment	тапсырма	задание, поручение
92.	assistant	көмекші	помощник
93.	association	қауымдастық	ассоциация
94.	attempt	қастандық	покушение
95.	authorized	құқықты	правомочен
96.	autobiography	өмірбаян	автобиография
97.	autograph	қолтаңба	автограф
98.	badge of honor	құрмет белгісі	знак почета
99.	bar, label	белгі	гриф, метка
100.	bargaining	сауда-саттық	торги
101.	benefit, income	пайда	польза, доход
102.	bibliology	кітаптану	книговедение
103.	bilingualism	қос тілділік	билингвизм
104.	bill	заң жобасы	законопроект
105.	birth certificate	туу туралы куәлік	свидетельство о рождении
106.	blame	жауапкершілік жүктеу	возложить ответственность
107.	block of laws	заңдар топтамасы	блок законов
108.	book of complaints	шағым кітабы	книга жалоб
109.	border	шегара	граница
110.	border demarcation	мемлекеттік шегараны белгілеу	демаркация государственной границы
111.	border zone	шегаралық аймақ	пограничная зона
112.	bounding vulture	шектеу белгісі	ограничительный гриф
113.	break	үзіліс	перерыв
114.	brief installation data	қысқаша анықтамалық мәліметтер	краткие установочные данные
115.	briefing	лездеме	летучка
116.	briefing	нұсқаулық	инструктаж
117.	briefly	қысқаша	кратко
118.	brotherhood	бауырластық	братство
119.	bureaucrat	төрешіл	бюрократ
120.	business	бизнес	бизнес
121.	business	іс	дело
122.	business	іскер	деловое
123.	business contacts	іскер байланыстар	деловые контакты

124.	business meetings	іскер кездесулер	деловые встречи
125.	business trip	іссапар	командировка
126.	businesslike	іскерлік	деловитость
127.	bypass sheet	кету парағы	обходной лист
128.	calculus	есептеу	исчисление
129.	capital construction	күрделі құрылыс	капитальное строительство
130.	cardinal, radical	түбегейлі	кардинальный, радикальный
131.	career	мансап	карьера
132.	career guidance	кәсіптік бағдар	профорентация
133.	careerist	мансапкор	карьерист
134.	carriage	жүргізу	проведение
135.	carrying out	өткізу	проведение
136.	case management	іс жүргізу	ведение дела
137.	cash	қолма-қол ақша	наличные деньги
138.	casser	шағым беруші	кассатор
139.	category	санат	категория
140.	cellular	ұялы байланыс	сотовая связь
141.	cellular telephone	ұялы телефон	сотовый телефон
142.	centralization	орталықтандыру	централизация
143.	certificate	куәлік	свидетельство, удостоверение
144.	certificate	мақтау қағазы	грамота
145.	certification, certify	куәландыру	освидетельствование, заверить, засвидетельствовать
146.	certified copy	куәландырылған көшірме	заверенная копия
147.	change	өзгеріс	изменение
148.	channel	арна	канал, линия
149.	chapter	тарау	глава
150.	characteristic	мінездеме	характеристика
151.	charity	қайырымдылық	благотворительность
152.	charity society	қайырымдылық қоғамы	благотворительное общество
153.	charter	жарғы	устав
154.	chauvinism	әсіре ұлтшылдық	шовинизм
155.	check	тексеріс	проверка
156.	check out	шығып кету	выезд
157.	chief	басшы	глава
158.	chief specialist	бас маман	главный специалист
159.	chosen one	қалаулы	избранник
160.	chronicle	жылнама	летопись
161.	chronicle	шежіре	летопись
162.	circle	дөңгелек	круг; колесо
163.	circle	шеңбер	окружность
164.	citizen	азамат	гражданин
165.	citizenship	азаматтық	подданство, гражданство
166.	city department	қалалық бөлім	городской отдел
167.	civilization	өркениет	цивилизация
168.	claimant	өндіріп алушы	взыскатель
169.	clarify	түсіндіру	разъяснить, растолковать
170.	classification	жіктеу	классификация

171.	classification	топтастыру	классификация
172.	clerical work	іс жүргізу	делопроизводство
173.	clerk	кеңсе қызметкері	клерк
174.	close relatives	жақын туысқандар	близкие родственники
175.	closing	жабылуы	закрытие
176.	coat of arms	елтаңба	герб
177.	co-executor	қосымша орындаушы	соисполнитель
178.	cognition	таным	познание
179.	colleague	әріптес	коллега
180.	colleague	қызметтес	сослуживец, коллега
181.	collection	жиын	сбор, сход
182.	collegium	алқа	коллегия
183.	combined	құранды	комбинированный
184.	commanding	қолбасшы	командующий
185.	comment	ескерту	уведомление, замечание, примечание, предостережение
186.	commentator	түсініктемеші	комментатор
187.	commission member	комиссия мүшесі	член комиссии
188.	common	жалпы	общий
189.	common, conventional	жалпыға бірдей қабылданған	общепринятый
190.	commonwealth	достастық	содружество
191.	communication method	байланыс тәсілі	способ связи
192.	communication reliability	байланыс сенімділігі	надежность связи
193.	communiqué	мазмұндама	коммюнике
194.	community groups	қоғамдық құрылымдар	общественные формирования
195.	companion	серіктес	компаньон
196.	competence	құзырет	компетенция
197.	competent	хабардар	сведущий
198.	competent authorities	құзыретті органдар	компетентные органы
199.	competition	бәсеке	конкуренция
200.	petition	талап ету	соискание
201.	compilation	топтама	подборка
202.	complaint	шағым	апелляция, жалоба
203.	complete	жинақтау	комплектовать
204.	complex	кешен	комплекс
205.	complex	кешенді	комплексный
206.	composition	құрам	состав, контингент
207.	compromise	ымыра	компромисс
208.	compulsion	көндіру	принуждение
209.	compulsion	мәжбүр ету	принуждение
210.	computer science	хабарнама	информатика
211.	concept	тұжырымдама	концепция
212.	concerned bodies	мүдделі органдар	заинтересованные органы
213.	conclusion	қорытынды	заключение, результат
214.	conclusion of an agreement	шарт жасасу	заклучение договора
215.	condition	кемеліне жеткізу	кондиция

216.	conditional place	алдын ала келісілген орын	обусловленное место
217.	conditional text	шартты мәтін	текст условный
218.	condolences	көңіл айту	соболезнование
219.	confession	мойындау	признание
220.	confirmation of study	оқуды растау	подтверждение учёбы
221.	confiscation	тәркілеу	конфискация
222.	conflict	жанжал	конфликт
223.	conflict	тартыс	конфликт
224.	confrontation	тайталасу	конфронтация
225.	connect	байланыс	контакт, связь
226.	conservatism	кертартпалық	консерватизм
227.	constant	тұрақты	постоянный
228.	construction	ғимарат	сооружение
229.	constructive	сындарлы	конструктивный
230.	consumption	шығыс	расход
231.	container	жүк таситын жабдық	контейнер
232.	content	мазмұн	содержание
233.	contestation	даулау	оспаривание
234.	continuing education courses	біліктілікті арттыру курстары	курсы повышения квалификации
235.	contract	шарт	договор, контракт, условие
236.	contribution	аманат ақша	вклад
237.	contribution	жарна	взнос, пай
238.	contribution	салым	вклад
239.	control	бақылау	контроль
240.	controller	бақылаушы	контролёр
241.	controller	тексеруші	контролер
242.	conversation	әңгіме	беседа
243.	cooperate	жәрдемдесу	содействовать
244.	cooperation	қарым-қатынас	сотрудничество
245.	cooperation	ынтымақтастық	сотрудничество
246.	coordination	үйлестіру	координация
247.	coordination	үйлестік	координация
248.	copy paper	көшіргі қағаз	копировальная бумага
249.	copy, extract	көшірме	копия, выписка
250.	core business	қызмет негізі	основа деятельности
251.	co-report	қосымша баяндама	содоклад
252.	correspondence	хат жазысу	переписка
253.	correspondence	хат-хабар	корреспонденция
254.	corruption	сыбайлас жемқорлық	коррупция
255.	cosmonaut	ғарышкер	космонавт
256.	cost accounting	шаруашылық есеп	хозрасчет
257.	costings	шығыс сметасы	смета расходов
258.	count	баған	графа
259.	counteraction	қарсы әрекет	противодействие
260.	creation	шығармашылық	творчество
261.	credit	несие	кредит
262.	crime	қылмыс	преступление

263.	crime	кылмыс іс	криминал
264.	criminal case	кылмыстық іс	уголовное дело
265.	criminal investigation	кылмысты іздестіру	уголовный розыск
266.	criminal proceedings	кылмыстық іс қозғау	возбуждение уголовного дела
267.	crisis	дағдарыс	кризис
268.	criteria for evaluation	бағалау өлшемі	критерии оценки
269.	cryptogram	шартты белгі	криптограмма, пароль
270.	current laws	қолданылып жүрген заңдар	действующие законы
271.	customs	кеден	таможня
272.	customs area	кеден аймағы	таможенная зона
273.	customs inspection	кедендік тексеру	таможенный досмотр
274.	damage	залал	ущерб
275.	damage	зиян	ущерб, вред
276.	damage	нұқсан	ущерб
277.	deadline for submission	ұсынатын мерзімі	срок представления
278.	deal	мәміле	сделка
279.	debate	жарыссөз	прения, дебаты
280.	debate	пікірталас	диспут
281.	debt	берешек	задолженность
282.	debt	борыш	долг
283.	debtor	борышкер	должник
284.	decision	шешім	решение
285.	declaration	мәлімдеме	декларация
286.	decor	рәсімдеу	оформление
287.	decree	жарлық	указ
288.	decree	қаулы	постановление
289.	dedication	жанкештілік	самоотверженность
290.	dedication	қайсарлық	самоотверженность
291.	deduction	аударым	отчисление
292.	defeat	зақымдану	поражение
293.	defect	ақау	брак, недостаток, дефект
294.	defense	қорғаныс	оборона, охрана
295.	deficit	тапшылық	дефицит
296.	degree	дәреже	ранг, степень
297.	demand for documents	құжаттарды сұратып алу	истребование документов
298.	demotion	қызметін төмендету	понижение в должности
299.	denomination	атау	наименование
300.	department	ведомство	ведомство
301.	department, part	бөлім	отдел, часть
302.	dependent	қарауында	иждивение
303.	dependents	қарауындағы адамдар	иждивенцы
304.	deportation	жер аударуға ұшырау	депортация
305.	deputy	орынбасар	заместитель
306.	destabilization	тұрақсыздық	дестабилизация
307.	developer	әзірлеуші	разработчик
308.	diary	күнделік	дневник, ежедневник
309.	difference	айырым	разность

310.	diplomatic representatives	дипломатиялык өкілдіктер	дипломатические представители
311.	direction, orientation	бағдар	направление, ориентировка
312.	direction, way	бағыт	направление
313.	directory	анықтамалық	справочник
314.	disabled	мүгедек	инвалид
315.	disagreement	алауыздық	разногласие
316.	disagreement	келіспеушілік	разногласия
317.	disciplinary charter	тәртіптік жарғы	дисциплинарный устав
318.	discipline order	тәртіп	дисциплина, порядок
319.	discredit	беделіне нұқсан келтіру	компрометация
320.	discredit	сенімін жою	дискредитация
321.	discrimination	кемсіту	дискриминация
322.	discussion	пікірсайыс	дискуссия
323.	disinformation	жалған хабарлама	дезинформация
324.	disinformation	теріс хабарлама	дезинформация
325.	dismissal	жұмыстан шығару	увольнение
326.	disposition	өкім	распоряжение
327.	distortion	бұрмалау	искажение
328.	distribution, dispatch, abolition	тарату	распространение, рассылка, упразднение
329.	district	атырап	зона, округ
330.	division	бөлімше	подразделение, отделение
331.	document	құжат	документ
332.	document storage procedure	құжаттарды сақтау ережелері	порядок хранения документов
333.	documentary	құжатшы	документальщик
334.	documentation	құжаттама	документация
335.	documentation	құжаттау	документирование
336.	drive	келтіру	приводить
337.	drugs	есірткі	наркотики
338.	dummy data	жалған мәліметтер	фиктивные данные
339.	duplicate	қосалқы дана	дубликат
340.	duty	баж салығы	пошлина
341.	duty	міндет	обязанность
342.	duty free	алымсыз	беспошлинный
343.	duty free	бажсыз	беспошлинный
344.	duty service	кезекшілік қызмет	дежурная служба
345.	economic allowance	экономикалық үстемақы	экономическая надбавка
346.	economy	үнемділік	экономика
347.	edition	басылым	издание
348.	education	тәрбие	воспитание
349.	effect, result	нәтиже	эффект, результат
350.	effective	тиімділік	эффективный
351.	effects	салдар	последствия
352.	eliminate	жою	аннулировать, уничтожать, ликвидировать
353.	embassy	елшілік	посольство

354.	employee	кызметкер	работник, сотрудник, служащий
355.	employee	кызметші	служащий
356.	employment	еңбекпен қамту	занятость
357.	employment history	еңбек кітапшасы	трудовая книжка
358.	ending	аяқтама	концовка
359.	enrollment	кызметке алу	зачисление на службу
360.	enter	кіргізіп жазу	вписать
361.	entity	заңды тұлға	юридическое лицо
362.	entrepreneurial activity	кәсіпкерлік қызмет	предпринимательская деятельность
363.	equality	тең құқықтық	равноправие
364.	equality	теңдік	равенство
365.	equipment	жабдық	оборудование, средство
366.	ethnic strife	ұлттаралық араздық	межнациональная рознь
367.	evasion	жалғару	уклонение
368.	event	оқиға	событие
369.	evidence	айғақ	свидетельство, доказательство
370.	exclude from the list	тізімнен алып тастау	исключить из списка
371.	execution	орындалуы	исполнение
372.	executive	лауазымды адам	должностное лицо
373.	executor	орындаушы	исполнитель
374.	existence	болмыс	бытие
375.	exit document	кету құжаты	выездной документ
376.	experience	өтіл	стаж
377.	expert	сарапшы	эксперт
378.	expertise	сараптама	экспертиза
379.	explanation, interpretation	түсінік беру	разъяснение, толкование
380.	explanatory letter	түсінік хат	объяснительная записка
381.	exposition	мазмұндау	изложение
382.	exposure	эшкерелеу	разоблачение
383.	expulsion	шығарып жіберу	выдворение
384.	extension	ұзарту	продление
385.	extra charge	үстеме баға	наценка
386.	extract from the order	бұйрықтан үзінді	выписка из приказа
387.	extraordinary	төтенше	чрезвычайный
388.	eye contact	көзбен шолып байланысу	визуальный контакт
389.	facilities	қаржы	баланс, средства, финансы
390.	facility equipment	объектіні жабдықтау	оборудование объекта
391.	fact	дерек	факт
392.	failure to report	хабарламау	недонесение
393.	familiarization	танысу	ознакомление
394.	family	жанұя	семья
395.	family	отбасы	семья
396.	fasting, guard	күзет	пост, охрана, стража
397.	fight	күрес	борьба

398.	file cabinet	карточкалардың жиынтығы	картотека
399.	finance	қаражат	средства, финансы
400.	financing	қаржыландыру	финансирование
401.	fine	айыппұл	штраф
402.	fine	өсім	пеня
403.	fix	жазып қою	зафиксировать
404.	flawless	мінсіз	безупречный
405.	flawless activity	мінсіз қызмет	безупречная деятельность
406.	flip side	сырт жағы	оборотная сторона
407.	folder	құжат тігетін папка	скорошиватель
408.	follower	ізбасар	последователь
409.	footnote	нұсқама	сноска
410.	footnote	сілтеме	сноска
411.	for administrative use	қызмет бабында пайдалану үшін	для служебного пользования
412.	forecasting	болжау	прогнозирование
413.	foreign apparatus	шетелдік аппарат	заграничный аппарат
414.	foreign trade contracts	сыртқы сауда келісімшарттары	внешнеторговые контракты
415.	foreigner	шетелдік	иностранец
416.	form	бланк	бланк
417.	formation	құрылымдар	формирование
418.	foundation	негіз	основа, фундамент
419.	foundation	іргетас	фундамент
420.	free nomenclature of affairs	істің жиынтық номенклатурасы	сводная номенклатура дел
421.	full-fledged	толық құқылық	полноправный
422.	fund	қор	фонд
423.	general	бас	генеральный, главный
424.	genocide	зұлмат	геноцид
425.	giving help	көмек көрсету	оказание помощи
426.	global	жаһан	весь мир; свет
427.	global community	әлемдік қоғамдастық	мировое сообщество
428.	globality	ғаламдық	глобальность
429.	globalization	жаһандану	глобализация
430.	government	үкімет	правительство
431.	government connection	үкіметтік байланыс	правительственная связь
432.	government decree	үкімет қаулысы	постановление правительства
433.	gratis	тегін	бесплатно
434.	gratuitous	өтеусіз	бесплатный
435.	group	топ	группа
436.	guarantor	кепілдік беруші (құқық)	гарант
437.	guard	ұлан	гвардия
438.	guide	басшылық	руководство
439.	harmful	зиянды	вредный
440.	harmonious	жарасымды	гармоничный
441.	harmonious	үйлесімді	гармоничный
442.	heading	айдар	рубрика
443.	healthy lifestyle	салауатты өмір салты	здоровый образ жизни

444.	helicopter	тікұшақ	вертолёт
445.	heterogeneous, polytypic	әр үлгілі	разнотипный
446.	highest	жоғары	высший
447.	highly qualified	жоғары білікті	высококвалифицированный
448.	hired	жалдама	наёмный
449.	historiography	тарихнама	историография
450.	homeland	атамекен	отчизна
451.	honour	намыс	честь
452.	host countries	қабылдаушы мемлекеттер	принимающие государства
453.	human resources department	кадрлар бөлімі	отдел кадров
454.	humanism	ізгілік	гуманизм, гуманность
455.	humanity	имандылық	гуманность
456.	ideal	мұрат	идеал
457.	identical	дәлме-дәл	идентичный
458.	identical	толық сай келетін	идентичный
459.	identification	бірдейлестіру	идентификация
460.	identification	жеке куәлік	удостоверение личности
461.	illegal	бейресми	нелегальный
462.	illegal actions	құқыққа қарсы әрекеттер	противоправные действия
463.	illustration	көркемдеу	иллюстрация
464.	image, reflection	бейнелеу	изображение, отражение
465.	immediately	дереу	немедлительно
466.	immediately	тез арада	немедлительно
467.	impact	әсер	воздействие
468.	implementation	жүзеге асыру	осуществление, осуществить
469.	import	әкелу	ввоз
470.	improvement	жетілдіру	усовершенствование
471.	improvement	кемелдендіру	усовершенствование
472.	in a third country	үшінші ел жағдайында	в условиях третьей страны
473.	inactivity	әрекетсіздік	бездеятельность
474.	incapable	әрекетке қабілетсіз	недееспособный
475.	incident	қақтығыс	инцидент
476.	including	оның ішінде	в том числе
477.	income	кіріс	доход
478.	income	табыс	доход
479.	income-expenditure	кіріс-шығыс	приходно-расходный
480.	income tax	табыс салығы	подходящий налог
481.	incoming document	кіріс құжат	входящий документ
482.	incoming document number	құжаттың кіріс нөмірі	входящий номер документа
483.	incoming number	кіріс нөмірі	входящий номер
484.	increase	үстеме	прибавка
485.	incriminating materials	беделіне нұқсан келтіретін материалдар	компрометирующие материалы
486.	incrimination	айып тағу	инкриминирование
487.	independence	тәуелсіздік	независимость

488.	independent	тәуелсіз	независимый
489.	indicator	көрсеткіш	показатель
490.	individual	жеке тұлға	физическое лицо
491.	industry	сала	отрасль
492.	influence	ықпал	влияние, воздействие
493.	informals	бейресмилер	неформалы
494.	information	ақпар	информация
495.	information card	ақпараттық карта	информационная карта
496.	information isolation	ақпараттан оқшау	информационная изоляция
497.	information support	ақпаратпен қамтамасыз ету	информационное обеспечение
498.	information system	ақпараттық жүйе	информационная система
499.	informational	ақпараттық-талдау басқармасы	информационно-аналитическое управление
500.	infrastructure	инфрақұрылым	инфраструктура
501.	infringement	шек қою	ущемление
502.	infringement of rights	құқықтарына шек қою	ущемление прав
503.	iniquity	заңсыздық	беззаконие
504.	initial conversation	бастапқы әңгіме	первичная беседа
505.	initiative	бастама	инициатива
506.	initiative	ықылас	инициатива
507.	initiative	ынта	инициатива
508.	initiator	бастамашы	инициатор
509.	innovation	жаңашылдық	новаторство
510.	input	іске қосу	ввод
511.	inquiry	сұрақ салу	запрос
512.	insert	қосымша бет	вкладыш
513.	inspect; audit; check; to consider; examine	тексеру	инспектировать; ревизия; проверять; рассмотреть; обследовать
514.	inspection	қарау	осмотр
515.	instability	орнықсыздық	неустойчивость
516.	installment plan	мерзімін ұзарту	рассрочка
517.	installment, payment	төлем	взнос, выплата, оплата, уплата
518.	instance	дана	экземпляр
519.	institution	мекеме	учреждение
520.	instruction	тәлімдеме	наставление
521.	instruction letter	нұсқау хат	инструктивное письмо
522.	instruction note	нұсқау	инструкция, указание
523.	integration	бірігу	интеграция
524.	integration	шоғырлану	интеграция
525.	integrity	бөлінбестік	целостность
526.	integrity	тұтастық	целостность
527.	intelligence	парасат	интеллект
528.	intelligentsia	зиялы қауым	интеллигенция
529.	intention	ниет	намерение
530.	interaction	өзара іс-қимыл жасау	взаимодействие
531.	intercede	өтіну	ходатайствовать
532.	interdependence	өзара алмасушылық	взаимозависимость

533.	interest	мүдде	интерес
534.	interest	мүдделілік	заинтересованность
535.	interethnic harmony	ұлт аралық татулық	межнациональное согласие
536.	intermediary, broker	делдал	посредник, брокер
537.	international obligations	халықаралық міндеттемелер	международные обязательства
538.	international passport	шетел төлқұжаты	заграничный паспорт
539.	internship	тағылымдама	стажировка
540.	interpretation	дәйектеу	толкование
541.	interpretation	талғап-талдап түсіндіру	интерпретация
542.	interpretation, commentary, footnote	түсіндірме	истолкование, комментарий, сноска
543.	interpreter	аудармашы	переводчик
544.	intersection	жолын кесу	пресечение
545.	interval	аракашықтық	интервал
546.	interview	сұхбат	интервью
547.	introduce, enter	енгізу	вводить; внедрить; внести; введение
548.	introduction	кіріспе	введение
549.	intruder	бұзушы	нарушитель
550.	inventory	тізімдеме	опись
551.	investigation	тергеу	расследование
552.	investigative body	тергеу орны	следственный орган
553.	investigator	тергеуші	следователь
554.	irrefutable evidence	бұлтартпайтын дәлел	неопровержимое доказательство
555.	isolation	оқшаулау	изоляция, изоляция
556.	issue, provide	беру	выдача, предоставить
557.	issued by	берілген	выдан
558.	job	жұмыс	работа
559.	job seeker	ізденуші	соискатель
560.	job title	лауазымдық өкілеттік	должностное полномочие
561.	jurisdiction	заңды құқық	юрисдикция
562.	jurisprudence	заң ғылымдарының жиынтығы	юриспруденция
563.	jury	қазылар алқасы	жюри
564.	justice	әділет	юстиция
565.	kind of activity	қызметтің түрі	вид деятельности
566.	labor contract	еңбек шарты	трудовой договор
567.	labor injury	еңбек жаракаты	трудовое увечье
568.	laboratory	зертхана	лаборатория
569.	lack of evidence	дәлелсіздік	бездоказательность
570.	law	заң	закон, законодательство
571.	lawsuit	талап	иск, инцидент
572.	lawyer	заңгер	юрист
573.	lay	жүктеу	возлагать
574.	leading	жетекші	ведущий
575.	leading	жүргізуші	ведущий
576.	leaflet	үнпарақ	листовка
577.	lecture hall, class	дәрісхана	аудитория

578.	legal	жария	легальный
579.	legal	заңды	юридический
580.	legal acts	іс жүргізу заң актілері	процессуальные законодательные акты
581.	legal adviser	заң консультанты	юрисконсульт
582.	legal training	құқықтық дайындық	профессиональная подготовка
583.	legality	заңдылық	законность
584.	legalization	заңдастыру	легализация, узаконение
585.	legalization	ресмилендіру	легализация
586.	legibly	анық түрде	разборчиво
587.	legislator	заң шығарушы	законодатель
588.	length of service	еңбек сіңірген жылдары	выслуга лет
589.	length of service	қызмет өтілі	выслуга лет
590.	letter	хат	письмо
591.	letter of guarantee	кепілхат	гарантийное письмо
592.	level	деңгей	уровень
593.	level of evolution	даму деңгейі	уровень развития
594.	liberty	бостандық	свобода
595.	lifetime	пайдалану мерзімі	срок эксплуатации
596.	like-minded	ниеттес	единомышленник
597.	like-minded	пікірлес	единомышленник
598.	line of conduct	тәртіптің бағыты	линия поведения
599.	link	байланыс жолы	канал связи
600.	liquidation commission	тарату комиссиясы	ликвидационная комиссия
601.	list of documents	құжаттардың тізімдемесі	опись документов
602.	load	жүк	нагрузка
603.	loan	қарыз	ссуда
604.	locality	елдімекен	населённый пункт
605.	location	орналасу орны	место дислокации
606.	location	тұрған жер	местонахождение
607.	logics	қисын	логика, комбинация
608.	long term	ұзақ мерзімді	долгосрочный
609.	lump sum allowance	бір жолғы жәрдемақы	единовременное пособие
610.	mailing	жіберу	рассылка
611.	mailing	пошталық жіберілім	почтовое отправление
612.	main	ең басты	главный
613.	main, general	негізгі	основной, генеральный, главный
614.	management	басқарма	управление
615.	manager	іс басқарушы	управляющий делами
616.	mandate	аманат	наказ
617.	market	нарық	рынок
618.	market economy	нарықтық экономика	рыночная экономика
619.	master, master, overcome	игеру	овладеть, освоить, одолеть
620.	matching	келісу	согласование
621.	material allowance	материалдық жәрдемақы	материальное пособие

622.	material incentive	материалдык көтермелеу	материальное поощрение
623.	material incentives	материалдык ынталандыру	материальное стимулирование
624.	material processing	материалдарды өңдеу	обработка материалов
625.	material reward	материалдык сыйакы	материальное вознаграждение
626.	material support	материалдык қамтамасыз ету	материальное обеспечение
627.	material well-being	материалдык әл-ауқат	материальное благосостояние
628.	mausoleum	кесене	мавзолей
629.	maximum	барынша	максимальный
630.	maximum	ең көп	максимальный
631.	means	құрал	средство
632.	meeting	жиналыс	собрание
633.	meeting	мәжіліс	заседание
634.	meeting due	келісілген кездесу	встреча обусловленная
635.	memo	жаднама	памятка
636.	memoirs	ғұмырнама	мемуары
637.	memorandum	баяндау (жазба) хат	докладная записка
638.	merger	қосылу	слияние
639.	message	жолдау	послание
640.	message	хабар беру	сообщение
641.	message	хабарлау	сообщение
642.	method	әдіс	метод
643.	methodist	әдіскер	методист
644.	methodology	әдістеме	методика
645.	migration, migrant	көші-қон, көші- қонушы	миграция, мигрант
646.	minimum wage	ең төмен жалақы	минимальная зарплата
647.	mobility	жинақылық	мобильность
648.	movable property	жылжымалы мүлік	движимое имущество
649.	movement sheet	ауысу парағы	лист перемещений
650.	moving	орын ауыстыру	перемещение
651.	multilingualism	көп тілділік	многоязычие
652.	mutual	өзара	взаимный
653.	mutual assistance	өзара көмек	взаимопомощь
654.	mutual interests	өзара мүдделілік	взаимные интересы
655.	mutual respect	өзара құрмет	взаимное уважение
656.	mutual support	өзара қамтамасыз ету	взаимное обеспечение
657.	narcotic drugs	есірткі құралдары	наркотические средства
658.	nationalism	ұлтшылдық	национализм
659.	necessary	қажетті	необходимый
660.	negative	келеңсіз	негативный
661.	negative	теріс	негативный
662.	negative side	теріс жақ	негативная сторона
663.	negotiations	келіссөз	переговоры
664.	network	желі	сеть
665.	neutralization	бейтараптану	нейтрализация
666.	news	хабар	известие, хроника
667.	newspaper	газет	газета

668.	nomenclature	жиынтық	собрание, номенклатура
669.	nomenclature	номенклатуралық іс	номенклатурное дело
670.	nomenclature of posts	лауазымдар тізбесі	номенклатура должностей
671.	nomination	жоғарылату	выдвижение
672.	norm	қалып	норма
673.	note	жазбахат	записка
674.	notice	хабарлама	извещение
675.	nuclear	ядролық	ядерный
676.	number	сан	номер
677.	oath	ант	присяга
678.	object of preliminary study	алдын ала зерделеу объектісі	объект предварительного изучения
679.	obligatory payments	міндетті төлемдер	обязательные платежи
680.	obstacle	кедергі	препятствие, барьер
681.	office	кеңсе	канцелярия
682.	office equipment	ұйымдастыру техникасы	оргтехника
683.	official	қызметтік	служебная
684.	official	ресми	официальный
685.	official	шенеунік	чиновник
686.	official documentation	ресми құжаттар	официальное документирование
687.	official order (decision)	ресми өкім	официальное распоряжение (решение)
688.	official position	қызмет бабы	служебное положение
689.	official sources	ресми деректер	официальные источники
690.	on a contractual basis	шарттық негізде	на договорной основе
691.	opinion, review, judgment	пікір	мнение, отзыв, суждение
692.	optimization	оңтайландыру	оптимизация
693.	option	нұсқа	вариант
694.	order	бұйрық	приказ
695.	order	тәртіптеме	разнарядка
696.	ordered letter	арнаулы хат	заказное письмо
697.	orderly	кезекші	дежурный
698.	organization	ұйым	организация
699.	organize, shape	ұйымдастыру	организовать, формировать
700.	orthography	емле	орфография
701.	outgoing document	шығыс құжат	исходящий документ
702.	overhead	үстеме шығындары	накладные расходы
703.	paragraph	тармақ	пункт
704.	pardon	кешірім	помилование
705.	parent language	ататіл	праязык-
706.	partnership	әріптестік	партнёрство
707.	partnership	серіктестік	товарищество, партнерство
708.	part-time job	қос қызметтілік	совместительство
709.	passive	енжар	бездеятельный; пассивный
710.	passivity	енжарлық	бездеятельность; пассивность
711.	passport	төлқұжат	паспорт
712.	patronage	қамқоршылық	шефство

713.	payment	есеп айыру	расчёт
714.	peace treaty	бітім шарты	мирный договор
715.	peacekeeping	бейбітшілік орнатушы	мировотворчество
716.	peacekeeping	бітімгершілік	мировотворчество
717.	peasant farming	шаруа шарушылығы	крестьянское хозяйство
718.	penalty parts	айыптық бөлімдер	штрафные части
719.	penetrate, access	ену	проникать, доступ
720.	pension	зейнетақы	пенсия
721.	pension fund	зейнетақы қоры	пенсионный фонд
722.	pension savings fund	жинақтаушы зейнетақы қоры	пенсионный накопительный фонд
723.	pensioner	зейнеткер	пенсионер
724.	permanent location	тұрақты мекен	постоянное местожительство
725.	perseverance	қажымаушылық	усидчивость
726.	personal account	дербес есепшот	лицевой счёт
727.	personal connection	жеке байланыс	личная связь
728.	personally	жеке өзіне	лично
729.	personnel	жеке құрам	личный состав
730.	personnel training	кадрлар даярлау	подготовка кадров
731.	perspective	болашақ	перспектива
732.	perspective	келешек	перспектива
733.	pest	зиянкес	вредитель
734.	petition	қолдау хат	ходатайство
735.	phenomenon	көрініс	явление
736.	phenomenon	құбылыс	явление
737.	photocopy	ксерокөшірім	ксерокопия
738.	place of study	оқу орны	место учёбы
739.	plaintiff	талапкер	истец
740.	plan	жоспар	план
741.	planning	жоспарлау	планирование
742.	planning	жоспарлылық	плановость
743.	planning meeting	жоспарлама	планёрка
744.	pledge	кепілзат	залог
745.	point, place	мекен	пункт, место
746.	politeness	ізеттілік	вежливость
747.	politics	саясат	политика
748.	polyhedron	көпжак	многогранник
749.	position	айқындама	позиция
750.	position	лауазым	должность
751.	post office	пошта	почта
752.	potential	әлеует	потенциал
753.	power	билік	власть
754.	power	өкімет	власть
755.	power of attorney	сенімхат	доверенность
756.	practice	іс-тәжірибе	практика
757.	predecessor	ізашар	предшественник
758.	preferential terms	жеңілдік жағдайлар	льготные условия
759.	premise	алғышарт	предпосылка
760.	preparation	әзірлік, дайындық	подготовка

761.	preparation	даярлық	подготовка
762.	presentation, nomination, recommendation	ұсыну	представление, выдвижение, рекомендация
763.	presidium	төралқа	президиум
764.	press	баспа	печать, пресса
765.	press contact	баспасөзбен байланыс	связь с прессой
766.	prevention	алдын алу	профилактика
767.	prevention	сақтандыру	профилактика
768.	preventive conversation	ескертпе әңгіме	беседа профилактическая, предупреждение
769.	preventive measure	алдын кесу шаралары	меры пресечения
770.	principle	қағида	правило; положение; принцип
771.	principle	қағидат	принцип
772.	priority privilege	артықшылық	приоритет, привилегия
773.	private bussiness	жеке іс	личное, персональное дело
774.	privatization	жекешелендіру	приватизация
775.	privilege	жеңілдік	льгота
776.	problem	түйін мәселе	проблема
777.	procedure, ceremony	рәсім	процедура, церемония
778.	product	бұйым	изделие
779.	production	қазба	выработка
780.	production	өндіріс	производство
781.	profession	кәсіп	профессия
782.	profession	мамандық	профессия
783.	professional	кәсіби	профессиональный
784.	professional	кәсіпқой	профессионал
785.	profile	сұрақ-жауап	анкета
786.	program	бағдарлама	программа
787.	project	жоба	проект
788.	promise	уағда (уәде)	обещание
789.	promotion	көтермелеу	поощрение
790.	propaganda	насихат	пропаганда
791.	propaganda	үгіт	агитация, пропаганда
792.	proper	тиісті	надлежащий
793.	property	игілік	достояние
794.	property	мүлік	имущество
795.	proposal	ұсыныс	предложение
796.	props	деректеме	реквизит
797.	protection of information	ақпаратты қорғау	защита информации
798.	protest	наразылық	протест
799.	protocol	хаттама	протокол
800.	protocol decision	хаттамалық шешім	протокольное решение
801.	prove	дәлелдеу	доказать
802.	provision	қамтамасыз ету	обеспечение
803.	provocation	арандату	инспирация, провокация
804.	provoke	азғыру	спровоцировать
805.	pseudonym	лақап ат	кличка, псевдоним

806.	public	көпшілік	публика
807.	public	халайық	публика
808.	publication	жариялану	публикация
809.	publicity	жариялылық	гласность
810.	purpose	мақсат	цель, назначение
811.	purpose of stay	болу мақсаты	цель прибытия
812.	purpose of verification	тексерудің мақсаты	цель проверки
813.	qualification, competence	біліктілік	квалификация, компетентность
814.	quality	сапа	качество
815.	question request	сауал	вопрос, запрос
816.	question, problem	мәселе	вопрос, проблема
817.	question, survey	сұрақ	вопрос, опрос
818.	quote	дәйексөз	цитата
819.	rank	атақ	звание, ранг
820.	rank	шен	чин
821.	real estate	жылжымайтын мүлік	недвижимое имущество
822.	realize	іске асыру	реализовать, применить
823.	reasoning	пайымдау	рассуждение
824.	rebuke	сөгіс	выговор
825.	recalculation	қайта есептеу	перерасчет
826.	receipt	қолхат	расписка
827.	reception	қабылдау	прием
828.	reception center	қабылдау пункті	приемный пункт
829.	reception room	қабылдау бөлмесі	приемная
830.	reconciliation	салыстырып тексеру	сверка
831.	reconnection	байланысты қайта қалпына келтіру	восстановление связи
832.	recovery	сауықтыру	оздоровление
833.	rediscount	қайта есепке алу	перечет
834.	reduction	қысқарту	сокращение
835.	reference	анықтама	справка
836.	refugee	босқын	беженец
837.	regime events	тәртіп шаралары	режимные мероприятия
838.	region	аймақ	регион
839.	regional	аймақтық	зональный, региональный
840.	registration	тіркелім	прописка
841.	registration	тіркеу	регистрация
842.	registry	тізілім	реестр
843.	registry	тіркеу орны	регистратура
844.	regulations	кесімді уақыт	регламент
845.	regulations	нормативтік актілер	нормативные акты
846.	rehabilitation	ақтау, ақтап шығу	реабилитация
847.	reimbursement	орнын толтыру	возмещение
848.	relationship	қатынас	отношение
849.	relevant	көкейкесті	актуальный
850.	reliability	сенімділік	надежность
851.	reliable	сенімді	достоверный
852.	reliable	шек келтірмейтін	достоверный

853.	renewal	кайта рәсімдеу	переоформление
854.	rent	жалдау	аренда
855.	repatriate	оралман	репатриант
856.	report	есеп беру	отчитываться; отчитаться; дать отчёт
857.	report letter	баяндау хат	докладное письмо
858.	report, divulge	жариялау	сообщать, опубликовать, разглашать
859.	report, presentation	баяндама	доклад, выступление
860.	representative	өкіл	представитель
861.	repression	куғын-сүргін	репрессия
862.	reprimand	қатаң сөгіс	строгий выговор
863.	research	қарастыру	изыскание
864.	resolution	қарар	резолюция
865.	respect	құрмет	почет, уважение
866.	responsible position	жауапты лауазым	ответственная должность
867.	revealing	анықтау	выявление
868.	review	жазба пікір	отзыв
869.	reviewer	шолушы	обозреватель
870.	reward, bonus	сыйақы	вознаграждение, премия
871.	right	құқық	право
872.	riot localization	жаппай тәртіпсіздікке жол бермеу	локализация массовых беспорядков
873.	riot localization	келеңсіз көріністерге жол бермеу	локализация массовых беспорядков
874.	route	жол бағыты	маршрут
875.	row	қатар	ряд
876.	row, order	рет	ряд, порядок
877.	rule	ереже	правило
878.	salary	жалақы	оклад
879.	salary, wage	еңбекақы	зарплата
880.	sample	үлгі	образец
881.	sanction	санкция	санкция
882.	scale	ауқымдылық	масштабность
883.	schedule, table, graph	кесте	расписание, таблица, график
884.	scientific secretary	ғалым хатшы	учёный секретарь
885.	score	есеп	счёт
886.	script	түпнұсқа	подлинник
887.	scroll	тізбе	перечень
888.	seal	мөр	печать
889.	search	ізденіс	поиск
890.	season	мезгіл	сезон
891.	secretariat	хатшылық	секретариат
892.	secretary	хатшы	секретарь
893.	secretly	құпия	секретно
894.	security	қауіпсіздік	безопасность
895.	security	қауіпсіздікті қамтамасыз ету	обеспечение безопасности
896.	security case	тәртіп аймағы	режимное дело
897.	security paper	бағалы қағаз	ценная бумага

898.	self control	өзін-өзі бақылау	самоконтроль
899.	self defense	өзін-өзі қорғау	самооборона
900.	self-criticism	өзара сын	самокритика
901.	self-financing	өзін-өзі қаржыландыру	самофинансирование
902.	self-management	дербес басқарма	самостоятельное управление
903.	sender	жөнелтуші	отправитель
904.	sender	жіберуші	отправитель
905.	sent out	жан-жаққа жіберілген	разосланные
906.	sentence	үкім	приговор
907.	sequence	дәйектілік	последовательность
908.	service	қызмет	служба
909.	service certificate(id)	қызметтік куәлік	служебное удостоверение
910.	service letters	қатынас хаттары	служебные письма
911.	shape, object	нысан	форма, объект
912.	sheet	парақ	лист
913.	shelter	пана	убежище
914.	short-term loan	қысқа мерзімді несие	краткосрочная ссуда
915.	sight	көзқарас	взгляд
916.	signboard	мандайшадағы жазу	вывеска
917.	signboard	ілме	вывеска
918.	similar	сол тектес	аналогичный
919.	similar	ұқсас	аналогичный
920.	single, typical	бірыңғай	единый, типовой
921.	single-handedly	жеке-дара	единолично
922.	situation	жағдай	условие, обстановка, ситуация
923.	size, criterion	өлшем	размер, критерий
924.	skill	дағды	навык
925.	slogan	ұран	лозунг
926.	social security	әлеуметтік қамсыздандыру	социальное обеспечение
927.	society, community	қоғам	общество
928.	solation	қолғабыс тигізу	содействие
929.	source study	деректану	источниковедение
930.	sovereignty	егемендік	суверенитет
931.	space	ғарыш	космос
932.	special	айрықша	особый
933.	specialization	мамандандыру	специализация
934.	specificity, difference	өзгешелік	специфика, различие
935.	spending up	шығындау	израсходование
936.	spokesperson	баспасөз хатшысы	пресс-секретарь
937.	sponsor	демеуші	спонсор
938.	stability	тұрақтылық	стабильность
939.	stabilization	тұрақтандыру	стабилизация
940.	staff	персонал	персонал
941.	stage	кезең	этап
942.	stage	саты	ступень
943.	stamp	елтаңбалы мөр	гербовая печать
944.	state	мемлекет	государство

945.	state	мемлекеттік	государственный
946.	state	мемлекеттілік	государственный
947.	state criminals	мемлекеттік қылмыскерді іздеу	розыск государственных преступников
948.	state duty	мемлекеттік баж салығы	госпошлина
949.	statement	баяндау	изложение
950.	statement	бекіту	утверждение
951.	statement	үзінді	выписка
952.	statement list	тізім	ведомость, список
953.	statement, request	өтініш	заявление, просьба
954.	status	мәртебе	статус
955.	stay abroad	шетелде болуы	пребывание за границей
956.	stimulation	ынталандыру	стимулирование
957.	strategy	түбегейлі жоспар	стратегия
958.	strike	ереуіл	забастовка
959.	structure	құрылым	структура
960.	study, examination	зерттеу	изучение, обследование
961.	subordinate	ведомствоға қарасты	подведомственный
962.	subordination	бағыну	подчинение
963.	subparagraph	тармақша	подпункт
964.	subscription	жазылу	подписка
965.	subsidiary	еншілес кәсіпорын	дочернее предприятие
966.	subsidy	демеуқаржы	дотация
967.	summary	түйін	резюме
968.	summit	басқосу	саммит
969.	superior body	жоғары тұрған орган	вышестоящий орган
970.	supervisory board	байқаушы кеңес	наблюдательный совет
971.	supply	жабдықтау	снабжение
972.	support	қолдау көрсету	оказать поддержку
973.	suppression	тыйым салу	пресечение
974.	surcharge, surcharge	үстемақы	доплата, надбавка
975.	surname	тек	фамилия
976.	suspend	босату	отстранить
977.	suspicion	күдік	подозрение
978.	suspiciousness	күдікшілік	мнительность
979.	symbol	нышан	символ
980.	symbol	рәміз	символ
981.	synchronous	ілеспе	синхронный
982.	system	жүйе	система
983.	taboo	тыйым сөз	табу
984.	tact	әдеп	такт
985.	take action	шара қолдану	взыскание, принимать меры
986.	take to leadership	басшылыққа алу	принять к руководству
987.	talent	дарын	талант
988.	target	белгілі бір мақсатқа арналған	целевой
989.	target	мақсатты	целевой
990.	tariff scale	тариф кестесі	тарифная сетка
991.	tax	салық	налог

992.	technical equipment	техникалық жарактандыру	техническое оснащение
993.	technical paper	техникалық құжат	технический документ
994.	telegram	желделхат	телеграмма
995.	temporarily	уақытша	временно
996.	temporary use	уақытша пайдалану	временное пользование
997.	tenant	жалдаушы	арендатор
998.	term	мерзім	срок
999.	territory	аумақ	территория
1000.	test	сынақ	испытание
1001.	testify	растау	засвидетельствовать
1002.	testing	сауал сынақтан өткізу	тестирование
1003.	testing ground	сынақ полигоны	испытательный полигон
1004.	text	мәтін	текст
1005.	the calendar	күнтізбе	календарь
1006.	the chairman	төраға	председатель
1007.	the collective	ұжым	коллектив
1008.	the country of manufacture	өндіруші ел	страна – производитель
1009.	the department	кафедра	кафедра
1010.	the essence	мән	суть
1011.	the following	төменде айтылған	нижеизложенный
1012.	the instructor	нұсқаушы	инструктор
1013.	the promotion	көмектесу	содействие
1014.	the size	мөлшер	размер
1015.	the study	оқып білу	изучение
1016.	the trust	сенім	доверие
1017.	theory	ілім	теория
1018.	thought, intention	ой	мысль, намерение
1019.	threat	қауіп	угроза
1020.	timely	дер кезінде	своевременно
1021.	timely	уақытында	своевременно
1022.	to award	үкім шығару	присудить
1023.	to establish	белгілеу	установить
1024.	to motivate	негіздеу	мотивизировать
1025.	to refute	бұлтартпау	неопровергать
1026.	to regulate	реттеу	регламентировать
1027.	to reveal	басын ашу	выявить
1028.	to seize	алып тастау	изъять
1029.	to shape	белгілі нысанға келтіру	формировать
1030.	topic	тақырып	тема
1031.	total	қорытындысы	итог
1032.	traffic light	бағдаршам	светофор
1033.	transfer	аударма	перевод
1034.	transmittal letter	ілеспе хат	сопроводительное письмо
1035.	transport	көлік	транспорт
1036.	treason	опасыздық	измена
1037.	trend	үрдіс	тенденция
1038.	trespass	қол сұғу	посягательство

1039.	tribune	мінбе	трибуна
1040.	tribute	алым	дань
1041.	true	ақиқат	истина
1042.	trust relationship	сенімді байланыс	доверительная связь
1043.	trustee	қамқоршы	попечитель
1044.	trusting relationship	сенімді қатынастар	доверительные отношения
1045.	truth	шындық	правда, истина
1046.	turnout	келу	явка
1047.	turnout	қатысу	явка
1048.	type of document	құжаттың түрі	вид документа
1049.	typical	бір үлгідегі	типовой
1050.	unauthorized	рұқсатсыз	несанкционированный
1051.	unauthorized shares	рұқсат етілмейтін әрекеттер	несанкционированные акции
1052.	unclassified	құпия емес	несекретно
1053.	uncompromising	ымырасыздық	безкомпромиссность
1054.	unemployment	жұмыссыздық	безработица
1055.	uniform	біркелкі	единообразный
1056.	uniformity	біркелкілік	равномерность
1057.	union	бірлестік	объединение
1058.	union	одақ	союз
1059.	unique document	бірегей құжат	уникальный документ
1060.	unitary	біртұтас	унитарный
1061.	universe	әлем	вселенная
1062.	urgently	жедел	срочно
1063.	urgently	шұғыл	срочно
1064.	urgently fast	тез	срочно, быстро
1065.	use, operation	пайдалану	использование, эксплуатация
1066.	vacancy	бос орын	вакансия
1067.	vacation	демалыс	отпуск
1068.	valid	қазіргі	действительный
1069.	valid data	нақты деректер	действительные данные
1070.	version, hypothesis, forecast	болжам	версия, гипотеза, прогноз
1071.	veteran	ардагер	ветеран
1072.	vice-chairman	төраға орынбасары	заместитель председателя
1073.	video recording	бейнежазба	видеозапись
1074.	violation	бұзушылық	нарушение
1075.	violation, terminate	бұзу	нарушение, расторгнуть
1076.	visa, pass	рұқсатнама	виза, пропуск
1077.	visa, resolution	бұрыштама	виза, резолюция
1078.	visit	ресми сапар	визит
1079.	volume	көлем	объем
1080.	voucher	жолдама	путёвка
1081.	warranty	кепіл (құқық)	гарантия
1082.	warranty	кепілдік (құқық)	гарантия
1083.	water area	айдын	акватория
1084.	way	жолы	способ, средство
1085.	weekly	апталық	еженедельный

1086.	will	өсиет	завещание
1087.	withdraw	кері шақыру	отозвать
1088.	withdraw	шақырып алу	отозвать
1089.	witness	куә, куәгер	свидетель
1090.	witness	куәландырушы	заверитель
1091.	work force	жұмыс күші	рабочая сила
1092.	work status analysis	жұмыс жағдайын талдау	анализ состояния работы
1093.	write to list	тізімге кіргізу	вписать в список
1094.	write-off act	есептен шығару актісі	акт о списании
1095.	written commitment	жазбаша міндеттеме	обязательство письменное
1096.	written notice	жазбаша хабарландыру	письменное уведомление
1097.	x research	іздістіру	іздістіру
1098.	yearbook	жылнамалық	ежегодник

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