

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Запорізький національний технічний університет

Завдання для контрольних робіт з ділової англійської мови для
студентів 4 курсу спеціальності «Управління трудовими
ресурсами»

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Завдання для контрольних робіт з ділової англійської мови для студентів 4 курсу спеціальності «Управління трудовими ресурсами» / Укл.: Волгіна І.О., Горлачова В.В. – Запоріжжя: ЗНТУ, 2013. – 18 с.

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CHAPTER 1. GETTING ACQUAINTED WITH THE STAFF. VARIANT 1.

1. In this exercise you have to decide whether the verbs in these sentences are right or wrong. Correct those which are wrong. The verb is underlined.

I don't know your telephone number

Look! Somebody climbing up that tree over there.

Can you hear those people? What do they talk about?

Are you believing in God?

The moon goes round the earth.

I'm thinking it would be a good idea to leave early.

Look! That man tries to open the door of your.

I'm usually going to work by car.

I'm guessing now it's a great solution of your problem.

Please, don't make so much noise. I study.

Usually we don't work under pressure. This is a busy time of the year; we're preparing the catalogue for new customers.

.....

As a rule, before she go home she deal with the emails.

.....

2. Put the verbs in to Present Simple or Present Continuous. Translate.

The River Nile _____ (flow) into the Mediterranean. The river _____ (flow) very fast today - much faster than usual. She _____ (stay) with her sister at the moment until she finds somewhere to live. A: What _____ (your father/do)? B: He's a teacher, but he _____ (not/work) at the moment. George says he's 80 years old but I _____ (not/believe) him. _____ (it/ever/snow) in India? How many languages _____ (Tom/speak)? Hurry! The bus _____ (come). I _____ (not/want) to miss it. Ron is in London at the moment. He _____ (stay) at the Hilton Hotel. He usually _____ (stay) at the Hilton Hotel when he's in London. Pardon, repeat, please. I _____ (not / understand) what you _____ (mean). We _____ (not/belong) to a political party. (at a party) I usually _____ (enjoy) parties but I _____ (not/enjoy) this one very much.

3. Rewrite the following sentences using Present Perfect Tense

The last time I heard from her years ago. (hear)

I _____ for years.

The last time he updated the web page was on 11 July. (not / have)

He _____ 11 July.

The last time they invested in any new equipment was months ago.
(not/ have)

They _____ months.

At lunch time we went to that fish restaurant, now I don't feel well.

Since I _____ .

4. Complete the following sentences using Past Simple or Present Perfect tense

1. _____ You (read) _____ this report yet? – No, I
_____ only just _____ (begin) it.

2. We _____ (discuss) it yesterday, and I have no desire to do
it once more.

3. _____ Mr. Smith _____ (leave) St.
Petersburg? – No, he is still in there.

4. I cannot give you a definite answer as I _____
(not discuss) he matter with the manager.

5. Ask using Do you know...? or Can you tell me...?

1. What is my bank balance? 2. Is it a good investment? 3. When
does the plane leave? 4. Have you got my report? 5. Did they have a good
trip? 6. How much money has the company lost? 7. Is Peter coming to the
meeting? 8. Where is their head office? 9. How did they get this
information? 10. When is the talk going to start? 11. Has she sent us an
order form? 12. Can we use cash cards in Myanmar?

6. Correct mistakes, if they are

That was the most long meeting I have ever been to. The best meal
I've ever had was in France. It is not as small as the last company I worked
for.

7. Замініть позначені курсивом слова та словосполучення

Hiring qualified personnel is both the most important and the most
difficult question you will face.

Every *applicant* is responsible for following the instructions as
outlined in the *vacancy* announcement and submitting all required sup-
porting documentation.

The *Human Resources department* is committed to meeting the
needs of our faculty and staff.

Vocabulary

employer — работодатель

hiring — наём

h. of labour — наём рабочей силы

h. of personnel, staff — наём персонала

syn. recruitment of personnel (staff) wage labour

work — наёмный труд, работа по найму shortage of labour hands — недостаток в рабочей силе

employee — наёмный работник

employee of a government-financed organization — бюджетник
vacancy — вакансия

syn. opening applicant — претендент, кандидат, желающий получить место, работу

syn. office seeker application — заявление staff — персонал, кадры, штат служащих

syn. personnel, human resources human resources department — отдел кадров

syn. personnel office headhunter — охотник за профессионалами
qualified — квалифицированный

syn. skilled milk rounds — поездка сотрудников фирмы по высшим учебным заведениям с целью поиска перспективных работников среди студентов.

8. Match the departments (A-G) and descriptions (1-7).

1. It deals with billing, salaries, taxes, investment, and budgets.

 2. It is responsible for advertising and market research. It organizes the selling of the products

 3. It produces the finished products _____
 4. It deals with staff and is responsible for recruiting and training

 5. It organizes the maintenance of the buildings, including office space _____
 6. It is responsible for the computer systems, and trains staff in computer use _____
 7. It is responsible for buying the materials the company needs to make its products _____
- A Facilities
B Human Resources
C Informational Technology
D Finance
E Purchasing

F Production

G Sales and marketing

9. Надайте схематичний опис фірми / організації, де ви працюєте. Яку посаду обіймаєте, в якому відділі, які ваші обов'язки.

10. Read and translate.

I arrive at the office at about half eight and make a coffee, then go into my regular morning meeting with my team and manager. It's only a short meeting, but we get a briefing for the day's work and we discuss any problems or issues that may be coming up. Then I go to my desk and I check my emails. They come in overnight because we have offices all over the world. Then I make phone calls and send emails to get the information I need to answer any queries. I work at my desk most of the day. I speak to customers a lot on the phone - and I quite like that. I like helping them and giving information. I also make phone calls to the warehouse and to our Sales departments around the world. I talk to lots of people that I've never met!

I get a bit tired at my desk so I like getting up to send faxes. It's a bit of exercise! And I often have a chat and a gossip with my colleagues at the coffee machine.

In the afternoon I do the same sort of work, but I usually find time to surf the Net for five or ten minutes. It breaks the routine of the day. I often have to key in data. It's a bit boring, but it's part of the job. At 5 o'clock, I fill in a time sheet. And that's a typical day!

Tick the activities she mentions.

Write letters	arrange travel
Send e-mails	gossip
Surf the Net	send faxes
Have meetings	book meeting rooms
Write reports	distribute the post
Speak to customers	make coffee
Work under pressure	fill in forms
Sell products	buy paper

11. Анонсування вакансій. Перекладіть

A) Dear (name),

Doe Corporation has a work environment that promotes diversity, embraces change, and provides leadership opportunities to every team member. We are on a fast track within the applications industry and are seeking highly skilled professionals to take us even further.

So if you are looking to make a move and are a highly motivated professional who welcomes new challenges, take a look at Doe Corporation... We have your next GREAT OPPORTUNITY!

Contact us at (phone, fax, and e-mail).

Sincerely,

CHAPTER 2. GETTING ACQUAINTED WITH THE STAFF. VARIANT 2.

1. Put the verbs in to Present Simple or Present Continuous. Translate.

I *'m not eating* ¹ (eat) in the company restaurant today. I _____ ² (have) a sandwich at my desk and I _____ ³ (write) to you. At the moment I _____ ⁴ (work) here in London. It's great because I _____ ⁵ (improve) my English and I _____ ⁶ (learn) new skills at the same time. I _____ ⁷ (not stay) in a very nice flat but it _____ (be) cheap. The company _____ ⁹ (export) toys and games all over the world. At the moment I _____ (work) on a contract for Australia. I _____ ¹¹ (finish) work at about 5 o'clock. I _____ ¹² (have) a great time in the evenings! I usually _____ ¹³ (eat) out with friends and I _____ (go) to clubs. I always _____ (spend) too much money though!

2. Now write sentences as in example.

EXAMPLE

Jacob / like, travel / not like, organize information

Jacob likes travelling, but he doesn't enjoy organizing information.

George/ like, work in a team / not like, do routine activities.
Stephanie/ not like, deal with people / like, deal with money. Lauren / like, do research / not like, solve problems. Andy / like, use technology / like, be creative. Rachel / like, meet new people /not like, work under pressure

3. Complete the following sentences using Past Simple or Present Perfect tense

I _____ (have) no news from him since he _____ (leave) home. He _____ (not see) Masha at lecture today. They _____ (buy) a new house, do you like it? I _____ (not see) this film yet, but I _____ (hear) a lot about it last Sunday.

4. Correct the mistakes in the following sentences.

He been in the class since September. We've got on very well since three years. I've loved reading books for I was a child. They've been heavy smokers for last summer. He's lose touch with lots of his colleagues since he left college. For he got engaged, he's been so happy. I've been eating healthily for I started training for the marathon. She earned a good salary since she started her new job.

5. Ask using Do you know...? or Can you tell me...?

Is the café on the beach open today? (Do/know?)

Where is the town hall? (Can/tell?)

How is Eve feeling today? (Do/know?)

Which is the quickest way to the post office? (Can/tell?)

How much is that mobile phone? (Can/tell?)

What time does the plane depart? (Do/know?)

Where is the nearest bank? (Can/tell?)

Is our English teacher in school today? (Do/know?)

6. Read the following diary entry of a student on holiday with her friends. There are eight mistakes connected with like. Underline the mistakes, then make the necessary corrections.

Me and a group of friends started our holiday together today - we all get on well together and like to spend time with each other. So far it's been absolutely brilliant. We got a really early flight from London to Ibiza, and arrived in Ibiza around 9am this morning. The sun was shining and the sky was blue - it seemed a perfect way to start our holiday after lots of end of term exams and stress. Sam passed her driving test last year, and said she would liked to drive our hired car. It's a great car - a small jeep with an open top roof. I phoned my brother (because he loves cars!) to tell him what the jeep look liked. The drive to our resort took us along a beautiful coastal road with lots of orange and lemon groves next to the road. I thought to myself that this is exactly liked I imagined it to be. We could see the boats bobbing around in the sea and people lying on the beach. We all liking sunbathing! When we arrived in our resort, we were shown to our self-catering apartment which is right next to the beach, and has a swimming pool! Sam was very hungry and said she like to go to the supermarket for some food. Our Spanish is OK, so we went to the supermarket and bought lots of fresh fruit, vegetables, drinks and bread. We decided to eat out this evening and enjoyed a lovely meal at a Spanish restaurant - we all had fresh fish and salad followed by wonderful ice creams. The restaurant look like a very traditional type of restaurant and had a great atmosphere. Everyone felt quite tired, and said they like to go back to the apartment.

7. Read the following sentences that describe two people, places or things.

Rewrite each sentence changing the adjective given to a comparative.

Dan is always smiling and having fun. Bobbie often looks sad and lonely. (happy)

The lecture this week was fantastic - so full of information. Last week's lecture was quite dull. (interesting)

Robert really wants to go to university to study medicine to be a hospital doctor. Rosie wants to travel round Europe and then see what happens.(ambitious).

It rained heavily today, but only for a few hours. The rain yesterday was so bad that it caused floods. (bad)

8. Перегляньте слова та словосполучення, складіть з ними 5 речень англійською мовою.

to be familiar with the requirements of the job — знать требования, предъявляемые работой

in my previous position — на прежней должности

to be in charge of — отвечать за

opportunities for advancement — возможности продвижения по службе

a full-time job — штатная должность, полный рабочий день

a part-time job — работа на полставки, неполный рабочий день

well-paid job — хорошо оплачиваемая работа

temporary job — временная работа

job in one's field — работа по специальности

to work overtime — работать сверхурочно

lay-off — сокращение, увольнение из-за отсутствия работы

benefits = fringe benefits = perks — льготы

probationary period — испытательный срок

to apply for position — подать заявление о приеме на работу

to ask for raise (*Am.*), rise (*Br.*) — просить повышения зарплаты

to take home pay = net salary — чистая зарплата (за вычетом всех налогов)

regular pay — основная зарплата

gross pay — общая сумма зарплаты (salary), сумма до вычета налогов

job vacancy = job opening — вакантная должность

to resign — отказываться от должности

high level job — высокая должность

to fill a position — вступить в должность

top position — ведущая должность

deductions from the salary — вычеты из зарплаты

managerial job — управленческая должность

administrative job — административная должность

to make a good impression on — произвести хорошее впечатление

job title — найменування должности

9. Перекладіть наступні речення

Разработал и внедрил программу, оптимизировал численность персонала, руководил и обеспечивал работу отдела, руководил проектами, подготовил и провел реструктуризацию, разработал и внедрил комплексную систему мотивации персонала, участвовал в разработке проекта, представлял компанию.

10. You are an employee. Call your boss and ask for the following things very politely.

- an extra day to finish your report
- to go home early because you have a headache
- to go to a conference in the USA
- a meeting about a project
- to leave early in order to meet your sister at the airport

11. Прочитайте положення, які з них найбільш важливі, якщо ви тільки починаєте працювати офісі.

Be punctual.

Wear your smartest clothes (not trousers if you're a woman).

Go to the hairdresser's the day before.

Smile at everybody you meet.

Find out what the canteen food is like.

Make a note of everything anyone tells you.

Ask if you can start work as soon as possible.

Show your new colleagues pictures of your family.

If you are a non-smoker, say you don't mind if the person you share the office with wants to smoke.

Wait until you have been introduced before you speak to anyone else.

Apply to go on a special training course.

Ask where to get your luncheon vouchers.

Inquire about the company pension scheme.

Ask who is the trade union representative.

12. Анонсування вакансії. Перекладіть

The Technical Support Division has positions open for two technical support representatives in the Springfield office. Both positions require a B.S. in computer science and three years experience in the software industry. The closing date for applications is May 5. Interested persons should submit an application with a resume and a cover letter.

Technical support representatives provide telephone and on-line assistance to users of Doe's Vision and Mainline software products. Duties include:

- handling telephone inquiries
- answering on-line questions
- faxing hardcopy answers from our database

Questions concerning these positions can be answered by Eric Doe in Human Resources, extension 5555.

CHAPTER 3. GETTING ACQUAINTED WITH THE STAFF. VARIANT 3.

1. Put the verbs in to Present Simple or Present Continuous. Translate.

If you _____ me who you are I _____ the dog on you. (to tell – negative; to set)

This ring _____ from gold, _____ it? (make, to be)

Where is Marry? – Jane _____ her to bed.

She is so careless. She _____ always _____ her bag about. (to leave)

Where _____ you _____ now? - To the shop. (to go)

The growth of TV _____, _____ it ? (can not to stop, can).

You _____ a good swimmer, _____ you? (to be)

They walked on a little and then he _____ she _____. (to see, to cry)

2. Read the text, translate it and answer the questions.

How much time each day do UK office workers spend not working?

What's their most popular non-work activity?

How much time each day do they spend using the computer for non-work activities ?

What percentage of Italian office workers flirt in the office?

What do some employers do to reduce 'absenteeism in the office?

What do some employers do to make their staff happier at work?

3. Work in pairs. Discuss the questions.

Did anything in the article surprise you?

Do you consider these activities to be 'time-wasting'?

Imagine you are the manager of a company. What would you do about these activities?

HOW DO OFFICE WORKERS SPEND THEIR DAY?

Well, they work of course, but they also find time for other things. A recent report reveals that UK office workers spend about an hour and a half a day on personal business, They spend 54 minutes gossiping, 16 minutes flirting, 14 minutes surfing the Net, 9 minutes emailing friends and family, and 3 minutes shopping online.

Surfing the Net in office time for personal reasons is common throughout Europe. Nearly half of workers in Italy, the UK, and Germany confess to visiting sites for holidays and finance when they should be working. In Italy, 4 out of 10 office workers flirt in the workplace and 1 out of 3 employees sends and receives text messages on their mobile during their working day.

Unsurprisingly, employers are not happy with this 'absenteeism in the office'. Many companies use filters to prevent surfing, and even turn off coffee machines to prevent gossip. In Milan, a worker who regularly surfed unsuitable sites was suspended for ten days.

But is the best solution to stop workers socializing and surfing the Net? After all, you don't stop thinking about work when you go home, and your private life doesn't stop when you go to work. A study of the best employers in the UK says that laughing with colleagues, socializing, and having fun creates a workplace where staff works the hardest! One successful company has a room with perfumed oils and music, where staff can relax. Another offers games rooms and satellite TV. It seems that only motivated workers give 100% attention to their jobs.

4. Complete the following sentences using Past Simple or Present Perfect tense

I (to write) an English exercise at this time yesterday.

You (to watch) TV yesterday?

My little sister (to sleep) at this time yesterday.

He just (to do) something for us.

The letter (to receive) yesterday.

We already (to learn) a lot of English words.

You _____ to France recently, _____ you? (to be)

I _____ never _____ to San Diego. (to be)

5. Ваш друг / подруга шукає роботу за вашою спеціальністю. Доповніть цей лист, пояснюючи, де ви працюєте, які у вас обов'язки, які якості повинен мати претендент на таку посаду.

Hi,

I got your e-mail this morning. Great to hear from you again, and congratulations on finishing your diploma at last! You wanted some info on my job. I work for ... I'm a

I start work at

My main responsibilities are The best thing about this job is

Good luck!

6. Ask using **Do you know...?** or **Can you tell me...?**

Which is the quickest way to the post office? (Can/tell?)

How much is that mobile phone? (Can/tell?)

What time does the plane depart? (Do/know?)

Where is their head office? (Can/tell?)

When is the talk going to start? (Do/know?)

How did they get this information? (Do/know?)

Has she sent us an order form? (Can/tell?)

Can we use cash cards in Myanmar? (Do/know?)

7. Складіть міні-діалоги

Обсуждение графика работы сотрудника

Обсуждения оплаты труда (твердой ставки, доплаты за работу сверхурочно, доплата за работу в ночную смену, премии)

Условия оплаты больничного листа, соц. пакета.

8. Перекладіть речення

У меня стабильный доход, и работаю я сутки через трое, в основном в ночную смену.

Зарплата наёмного работника складывается из фиксированного оклада и различного рода дополнительных выплат: у менеджера — премии, у вузовского преподавателя — надбавки за степень, у бармена — чаевых.

Почасовая оплата давно и успешно действует в большинстве стран мира. Её преимущества: она позволит не переплачивать незанятым сотрудникам и лишит работодателей возможности увеличивать рабочий день без оплаты. Установление минимальной почасовой оплаты труда фактически означает законодательный переход к почасовому найму и, как следствие, возникнет понятие полной и неполной занятости работника в пределах рабочего времени.

Статья 282 под совместительством понимает выполнение работником другой регулярной оплачиваемой работы на условиях трудового договора в свободное от основной работы время. Заключение трудового договора о работе по совместительству допускается с неограниченным числом работодателей. КЗОТ устанавливал ряд ограничений в отношении лиц, которые могут работать по совместительству.

Право на получение пособия по временной нетрудоспособности у работника возникает с того момента, как он предъявит гной больничный лист.

Работнику туристической компании установлена надбавка к заработной плате за знание иностранных языков.

9. Анонсування вакансії. Перекладіть

The position of Sports Page Editor will become vacant on November 29. Eric Doe, the current editor, has accepted a similar position with the Springfield Post.

We want to fill this position internally, if possible. Previous writing and editing experience is a must. The deadline for applications is November 15.

Please submit a standard application with your resume and a cover letter explaining your interest in this position.

If you have further questions, call Jane Doe at extension 5555.

10. Складіть перелік з пунктів, вказуючи що недозволено робити працівникам офісу протягом робочого часу.**11. Do you agree with the following statements? Why? Why not?**

Companies should allow people to work flexi time.

Businesses shouldn't let people smoke in the workplace.

Businesses should allow workers to set their own salaries.

Companies shouldn't make workers retire at sixty-five.

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