

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Запорізький національний технічний університет

Методичні матеріали з ділової англійської мови для студентів 4
курсу заочного відділення факультету МТУ

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Викладання дисципліни ділова іноземна мова (англійська) для студентів четвертого курсу заочного відділення факультету МТУ передбачає формування у студентів знань і практичних навичок, спрямованих на професійно-орієнтовану комунікацію іноземною мовою, збагачення мовного і культурного світогляду майбутнього фахівця. У навчальному процесі також реалізуються загальноосвітні, пізнавальні та виховні цілі. Формування і розвиток лінгвістичних навичок включає надання екстралінгвістичної інформації, тобто ознайомлення студентів із історичною, країнознавчою, побутовою, та культурологічною, а також етикетною специфікою мовлення носіїв англійської мови.

Завданням курсу є вивчення лексичного і граматичного матеріалу, оволодіння вмінням функціонально застосовувати іноземну мову в ситуаціях професійного спілкування. В результаті вивчення навчальної дисципліни студент повинен знати лексику за основними професійними темами, фонову інформацію соціокультурного і країнознавчого змісту, враховуючи сучасні норми етикету ділового спілкування, демонструвати вміння реалізовувати набуті граматичні знання, читати і розуміти професійно-орієнтовані тексти, отримувати потрібну інформацію з публіцистичних і економічних джерел, робити переказ і коментувати отриману під час читання інформацію, вести ділові перемовини англійською мовою.

Методичні матеріали, враховуючи завдання курсу, включають комплекс лексичних та граматичних вправ, націлених на досягнення студентами високого рівня лексичної, граматичної та соціокультурної компетенцій, які необхідні зазначеним спеціалістам в умовах ділової комунікації англійською мовою.

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CHAPTER 1. DEALING WITH BUSINESS PEOPLE

1.1. Match the words and the definitions:

SUPPLIER

CONSULTANT

CUSTOMER

SALES REP

SUBCONTRACTOR

OCCUPATIONAL PSYCHOLOGIST

A person or organization that buys goods

A person or company which is paid to do part of the work

A person or company that provides goods

A doctor who studies how people behave at work

An employee who sells the company's goods to the shops

A person who gives advice about a particular subject

1.2. Complete the sentences with the words or expressions below

PUBLIC RELATIONS

TRAINING ORGANIZATION

EMPLOYMENT AGENCY

STAFF

COLLEAGUE

My friend tried to find a job through an

A provides training skills

Today I am having dinner with a

Sponsoring a football team is good for our

They now have 25 full-time

1.3. Complete the dialogue with one of the words below

Safe Check out Guests Reservation Key card Valuables

CUSTOMER: Hello. I have a _____. A double room for one night

RECEPTIONIST: Ok, sir. Could you tell me your name, please?

CUSTOMER: Yes, it's Adrian Garcia. Does the room have a _____ for my?

RECEPTIONIST: Yes, sir. It's room 408. Here's your _____

CUSTOMER: Thank you. What time do I need to _____ ?

RECEPTIONIST: All _____ must leave the room by 12:00

CUSTOMER: Great. Thank you

1.4. Tick the right answer

Heathrow airport has got five _____

a) check-ins

b) departures

c) terminals

Our _____ to Toronto took 7 hours

- a) light b) travel c) departure

Please, return your _____ to reception before you leave

- a) safe b) key card c) luggage

There is a _____ bus between terminals every five minutes

- a) shuttle b) transfer c) transport

He's gone on a business _____ to Moscow

- travel journey trip

The flight to Rome is _____ now in Gate 7. Have your passports ready

- a) boarding b) arriving c) departing

We've got a two-hour _____ because of bad weather

- a) stoppage b) waiting c) delay

Business English Vocabulary

1.5. Tick the correct one.

It was to contact the manager, so I sent him an email

- impossible possible

We ended our cleaning contract because we were with the service

- satisfied dissatisfied

The person on the phone was very So, I made a complaint

- unhelpful helpful

We are very happy with our currier services because they are very

- reliable unreliable

The bank gave us a special loan because we are very

- loyal unloyal

1.6. Fill in the gaps

REPEAT MISS CALL CONDUCT EXTRA
PERSONALIZED KEEP AVAILABLE COMPLAINTS MEET
REFUND OFFER ENCOURAGE

The golden rule for a good customer service is that you should never _____ a phone call. That is to say, there should be always someone _____ to pick up the phone. Nowadays, many companies have set up a _____ center to _____ the needs of customers.

Another important rule that should be taken into account is that your customers always want a reliable service, so never forget to

_____ to your delivery dates and that will make you get _____ business from your customers.

If you want to improve your service, you should also _____ surveys _____ periodically to know your customers opinion and learn from their feedback.

Deal with _____ quickly and if you have to give a _____, do it with a smile.

Finally, you should remember that your customers will feel more important if you _____ them a _____ service, so do it and their loyalty by offering them something _____ from time to time.

Saying about company benefits

1.7. Match the words from A to the words from B and you'll get the name of some company benefits:

Maternity	Healthcare
Flexible	Scheme
Private	Leave
Paid	Childcare
Pension	Holidays
Subsidized	Hours

1.8. Choose the right answer:

65% of senior managers are more interested in private _____ than in higher _____

Many companies offer _____ vouchers to help pay for their children's pre-school costs

Most young employees in my company prefer gym _____ than pension _____ -

We get fifteen days' paid _____ a year

Mothers with young children prefer jobs with flexible _____

1.9. Complete the sentences with the words or expressions below:

COMPANY CAR MATERNITY LEAVE BONUS
SUBSIDIZED CHILDCARE MEMBERSHIP

Care of children while parents are at work is very important. That's why our employees benefit from _____

How much do you pay a year for that golf club _____?

Heidi had a baby last week; she is on _____ for 4 months.

I save a lot of money in petrol because I've got a _____

If we meet our sales targets, we get a _____.

Grammar tasks

1.10. Make questions for the answers

The bank opens at eight o'clock

I receive about 160 calls a day

She visits Spain and Portugal mostly

I don't know very much about the Polish market

Ann is reporting to the accountant

Tim works in the IT Department

I want to speak to Mr. Smith, please

My boss is staying here for two weeks

A strike caused the factory to close

He uses this office twice a week

1.11. Match the questions and the answers

Where do you sell your products? When did the company start?

Where does it have its head office? What time is the CEO arriving? How many people does your company employ?

In Palmeira, Spain

In 2005

About 320

At eight o'clock

In more than ten countries.

1.12. Choose the correct question

Where does your father work? / Where works your father?

What do you make products here? / What products do you make here?

Why is changing your logo? / Why is your logo changing?

Who does the Sales Manager report to? / Who do the Sales Manager reports to?

How many people are work in this department? / How many people work in this department?

1.13. Put words in right order to make questions

many / got / they / How / have / subsidiaries?

often / rep/ visit / does / Sales / area / this / How / your/ ?

with / Who / you/ working / are/ ?

are / Whose / headphones / these / ?

ago / How / move / here/ long/ did/ you/ ?

1.14. Complete the sentences with the verbs from the box below in simple present or present continuous. Make any necessary changes:

INVOLVE TAKE PART MEET LEARN
BE CALL not WANT SPEAK

Our sales rep _____ very stubborn. He _____ to accept our new conditions. They _____ in a temporary project. My job _____ usually emailing our customers. We _____ a new consultant tonight. Listen! That man _____ Japanese. Brais _____ speaking. Who _____, please? My colleagues _____ how to make interactive activities right now.

1.15. Choose the right auxiliary verb:

What _____ they specialize in?

How many subsidiaries _____ your company have? I _____ attending the conference tomorrow. _____ BR solutions developing a new software to help manage sales? _____ your mother work on Saturdays? _____ you listening to me? What did I say? I _____ believe Chinese is going to be a useful language in our market.

1.16. All these sentences are wrong. Correct the mistakes (There may be more than one mistake in each sentence)

My job consist in answering phone calls. Do you read that book at the moment? I am wanting to deal of my email before I leave. Her job involve to travel around the world. I usually am involved on new projects

1.17. Rewrite this phone conversation in the right order:

Yes, of course

I'm Henry from the local newspaper

One moment, please ...I'm afraid Jeremy is busy now

Hello. Could I speak to Jeremy, please?

Yes. Who is calling, please?

Could you tell him to phone me back?

1.18. Tick the right answer:

You need to talk to Bob. He deals new contracts
of with

The main part of his job of phoning their customers
takes part consists involves

We are using a new ... to do part of our work
subcontractor employee supplier

We are 400 members of ... at the moment

staff employees

... at weekends?

Do you work Are you working+

Where is Sam today? He ... a new supplier

visits is visiting

Present Perfect

1.19. Complete the sentences with for or since

Sheena hasn't visited the Palmeira office _____ January

FREDDYËS has been a successful company _____

about sixty years

Our new sales manager has studied languages _____ he was young

Have you worked here _____ a long time?

My new employee has been ill _____ two weeks

This product has only been in the market _____ last September

I have had some problems with the IT manager _____ my computer broke down

1.20. Complete with the following time expressions

EVER	ALREADY	YET	NEVER
YESTERDAY	LAST	WHEN	SO FAR
SINCE			FOR

Have you been abroad?

She hasn't read all the CVs

I have earned \$250

We have visited Morocco. Is it nice?

They have been the market leader twenty years

Paul met the CEO

did your sales rep arrive?

Sam has applied for the job. He has got an interview on Thursday

I sent my CV weekend

My wife has had private healthcare she started working there

Past Simple or Present Perfect

1.21. Open the brackets

3. SIMPLE PAST OR PRESENT PERFECT?

They (not SIGN) their new contract yet. Mary (GO) on maternity leave last Monday. Our new manager (OFFER) us gym membership. you

ever (WORK) for an employment agency? Your cousin already (DEAL) with this issue. Jack (VISIT) the Delhi Office last week. you (READ) that article about e-recruitment last Sunday? you (SEE) the report yet? We (GAIN) work experience since we (JOIN) the company. Sarah (LEARN) a lot in her last job.

1.22. Choose between been and gone

Anna has _____ to Thailand. She is back now. Hello! Is Mynica there? No, she has _____ out. My son has _____ to Toronto for a year in a student exchange. He won't be back until June. Have you _____ to the post office? Yes, this morning. Susan is not here. She has _____ the dentist. Have you ever _____ to Africa? Yes, twice.

1.23. Match the word with the definition

Employees

Head Office

Manufacture

Retail

Based in

Competitor

Sales

Subsidiary

To make goods in large quantities, using machinery

Working or living in a particular area

A person who tries to be better than others

The numbers of items sold

People who are paid to work for somebody

A company controlled by another larger company

The selling of goods to the public, usually through shops

The main office of a company

1.24. Complete these sentences with the words in exercise 1:

My company has more than 90,000 _____ all over the world.

Most of our _____ come from advertisements on websites

If your _____ is in a particular city, your company is _____ that city

Microsoft's main _____ is Apple. If you work in a _____, it means that your company belongs to a larger company. How do they _____ those granite columns? _____ is the sale of goods and services from individuals or businesses to the end-user.

CHAPTER 2.TEXTS AND FIXED EXPRESSIONS

2.1. Choose the right one

Dan studies with us, but he is very strange, I think he has many secrets. Dan is _____

a dark horse!

in hot water

small talk

in two minds

Masha is an easy-going person. She knows a lot of funny stories, so she can _____. Let's invite her to the party.

go window shopping

travel light

keep an eye on that

break the ice

Living in the countryside is great! I'm going to move in the village, I want to get out of_____.

a piece of cake

put her foot in it

being everyone's cup of tea

warm water

2.2. Read and translate.

as cool as a cucumber

To be very relaxed and calm in a particular situation

The Swedish tennis player Bjorn Borg was known for always being as cool as a cucumber on court. He never looked nervous or stressed.

not my cup of tea

Something is not to your taste.

Beach holidays are not my cup of tea: I much prefer going sightseeing in cities.

don't put all your eggs in one basket

Spread your risks; don't depend on one thing

Don't put all your eggs in one basket by investing all your money in one company. Invest smaller amounts in several companies.

take something with a pinch of salt

Don't automatically believe something / Don't immediately assume that someone is telling the truth.

You should take what she says with a pinch of salt – she's always exaggerating.

a bad egg

Someone who is often in trouble and is not to be trusted

My mum says that John Smith is a bad egg and she doesn't want me to be his friend. She says he'll get me in trouble.

have your cake and eat it

You can't always have everything / you can't have two opposing things or situations.

Mike loves his easy part-time job and all the free time he has, but he says he wants to be rich and successful. He can't have his cake and eat it – if he wants more money he'll have to get a full-time job.

the apple of my eye

To love and adore someone.

My daughter is the apple of my eye.

cheesy

To be kitsch and / or without style

That film was so predictable and unoriginal – it was just a cheesy love story.

to butter someone up

To be especially nice to someone or give someone something in order to get what you want.

She doesn't usually speak to me but yesterday she was buttering me up after she heard I had been promoted to a higher position at the company.

in a nutshell

Basically / to summarise.

He's selfish, greedy and impolite. In a nutshell, he's horrible.

black and white

Thinking of everything or judging everything in a simple way and seeing it as either good or bad.

The situation isn't as black and white as it seems; it's much more complicated.

to black out

To darken by putting out the electric lights or covering over the windows.

Londoners had to black out their windows during the German bombing raids at the beginning of the war.

to black out

To lose consciousness.

He blacked out after standing up for three hours in the parade. A doctor had to attend to him.

to be blue in the face

To be very angry or upset; to be excited and very emotional.

She argued with her husband until she was blue in the face but he wouldn't see her point of view.

to be green

To be inexperienced and/or immature.

He's a bit green – he still believes that someone is going to come and help him out of his situation. He doesn't realise he has to do it himself.

the grass is always greener (on the other side)

When a place that is far away or different seems better than the place where we are now.

He must be crazy to leave the company; he's got a great job and a great salary. He really should stay where he is but he can't see it – the grass is always greener on the other side.

to be green with envy

To be very jealous and full of envy.

I was green with envy when I heard that she was going on holiday to Spain for a week while I had to stay and work.

to be in the red

To have debts.

The company has been in the red for two years now. We now owe over \$500,000 to our suppliers and the bank.

red tape

Excessive bureaucracy.

Many businesses complain about the amount of red tape that they have to deal with in Russia.

to come out of the blue

When something happens without a warning and by surprise.

His decision to leave the company came completely out of the blue. No one expected it at all.

2.3. Read the text, translate

A meeting agenda is the list of items that participants hope to accomplish at a meeting. The agenda should be distributed to participants several days in advance of a meeting, minimally 24 hours, so that participants have the opportunity to prepare for the meeting.

In combination with meeting minutes, the documentation that participants receive following a meeting, the agenda is the plan for the meeting and the reported follow-up for the prior meeting.

When you develop an agenda for a meeting that is not regularly scheduled, the following steps will assist you. Later in this article, you will see a template for a regularly scheduled meeting. The two types of meetings share similar agenda items, but are not exactly the same.

Developing a Meeting Agenda

First, identify whether other employees are needed to help you plan the meeting. Then, decide what you hope to accomplish by holding the meeting. Establish doable goals for your meeting. The goals you set will establish the framework for an effective meeting plan.

As Stephen Covey says in the *Seven Habits of Highly Effective People*, "Begin with the end in mind." Your meeting purpose will determine the meeting focus, the meeting agenda, and the meeting participants.

Building an agenda is making a plan for the meeting. You start with the main goal or purpose that you are trying to accomplish by holding the meeting. Once you have decided upon your goal, you need to determine whether you need the assistance of additional employees to plan your agenda. If yes, invite them to join you.

After determining your overall goal, you, or your team, need to make the following decisions. In addition to the purpose or goal for the meeting, each of these items appears on the meeting agenda.

Needed participants for the actual meeting.

The items that need discussion or action that will lead to the accomplishment of the goal or purpose.

The amount of time that you anticipate the group will need for the discussion of each item.

A date and time for the meeting,

A suitable location, that will hold all participants comfortably, for the meeting,

Pre-work for the meeting. This will include any reading, documentation, data, meeting minutes from a prior meeting, or any other preparation that will make your actual meeting successful. This preparation should be attached to the meeting notice and agenda when you distribute them to invited participants.

In addition to the above decision items, standard agenda items should include:

Review the meeting's purpose, agenda, and expected outcomes and product.

Review the minutes of the prior meeting.

Review participants' progress on commitments and action items made at the prior meeting. The note taker or leader needs to review the commitments made by participants during the meeting as a final agenda item.

Decide Who Must Participate to Accomplish Your Agenda

Once you have decided that a meeting is necessary to accomplish your goal, you need to develop the list of participants. Not every employee can or should participate in every meeting, but inviting the right participants will enhance your likelihood of success. Determine your participants by asking yourself questions such as the following.

Who must own the solution the group develops?

Who owns the process the group is discussing?

Who needs to know the information you are distributing?

Who can provide data and facts to guide decision making?

Who has experience or expertise to share with the group?

Who must support the implementation of any solutions or tasks?

Who must provide permission or resources to accomplish the meeting outcome?

Who might oppose the implementation of any solutions or direction?

Meeting Agenda for Regularly Scheduled Meetings.

Not every meeting needs a custom developed agenda. Most employees have regularly scheduled meetings for their departments or work groups. You also have teams and projects that you participate on. An ongoing project may not require a newly developed agenda for every meeting, but your team will be well served by adopting a standard approach to your meeting.

The regularly scheduled meeting divides into three segments that each have standard agenda items: Informational Items, Action Items, and Forward Planning.

Meeting Agenda

Informational Items:

Warm-up and greetings. Consider a brief ice breaker depending on how frequently the group meets

Review the meeting's purpose, agenda, and expected outcomes and product.

Review the minutes of the prior meeting.

Provide appropriate departmental and company information that the team needs.

Action Items:

Review progress on action items, action plans, and commitments.

Review group progress on goals.

Discuss and make decisions about the agenda items for this meeting.

Identify next steps.

Forward Planning:

Identify the purpose, outcome, and agenda for the next meeting.

The note taker should review the commitments made by people during the meeting.

Identify assistance needed from people not in the group and assign participants to make contact.

Send minutes out within 24 hours of the meeting.

СПИСОК ВИКОРИСТАНИХ ДЖЕРЕЛ

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