

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Запорізький національний технічний університет

Завдання для самостійної роботи з англійської мови для
студентів 2 курсу денної форми навчання факультету МТУ
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Завдання для самостійної роботи з англійської мови студентів 2 курсу денної форми навчання факультету МТУ“Communication activities” / Укл.: Бутов В.М., Горлачова В.В. – Запоріжжя: ЗНТУ, 2013. – 18 с.

Укладачі: Бутов В.М., канд. філ. наук, Горлачова В.В., канд. філ. наук.

Рецензент: Іваненко С. В., канд. філол. наук, доцент.
Новіков В. П., канд. філол. наук, доцент.

Відповідальний
за випуск: канд. філол. наук, доцент Горлачова В.В.

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CHAPTER 1. TOPICS FOR DISCUSSING

1. Ask students to read the statements about manners in the UK. There are three that are FALSE. See if they can find them. In the UK...

... do stand in a queue when you wait for a bus or to pay for something in a shop.

... don't spit on the street.

... do burp loudly after a meal.

... don't apologize if you bump into somebody on the street.

... do say 'please' and 'thank you' at every opportunity.

... don't cover your mouth when you yawn or sneeze.

... don't greet people with two kisses.

... don't pick your nose in public.

Once the students have finished, ask them to decide on a list of do's and don'ts for good manners in their country.

(The three false ones are: 3, 4 and 6.)

2. Take it in turns to talk about your problems. Start by listening to your partner's first problem. Give your partner as much advice as you can.

Problem 1 I don't get on with my boss. She's rude to me and always criticizes me.

Problem 2 I always find it difficult to meet deadlines. I've got an important job to finish by next week. What can I do to improve things?

3. A leading fast-food chain wants to introduce a new menu item in their restaurants in your country. They want it to appeal to the local market. In your group you have to decide:

the new menu item

its price

its name

how to promote it

Brainstorm ideas. Discuss your ideas and try to come to an agreement. Make notes of your decisions. Present your proposal to the rest of the class.

4. Decide if you agree with the following statements.

Men are not suited to child care and nursing.

Disabled people can do most jobs.

Women are better managers than men.

There are more similarities between people of different backgrounds than differences.

All companies should employ some disabled people.

Employees should have unpaid time off to observe religious holidays not observed by the company.

If a woman applies for a job but she is pregnant, she shouldn't get the job.

There are some jobs that women can't do.

5. Think about your country. Discuss the questions.

Do women earn as much as men?

Are there many women millionaires?

Are there as many women managers as men managers?

Do women get more than 5 months maternity leave?

Discuss these questions and make notes. If you need more information, do research on the Internet. Use national statistical bureaus, government sites and equal opportunity sites. Then write up your ideas in five paragraphs.

6. Job Interview Tips: Breaking the Ice

Give short, positive answers to questions.

Don't go into too much detail.

Expect questions about the weather or how you arrived to the job interview.

It's a good idea to make a pleasant comment yourself to break the ice. Keep it short, positive and simple.

Job Interviews: Referrals

Mention the name of the referral at the beginning of the interview. Ideally, this should be done when asked about how you found the job opening.

Provide the name of the referral, Don't go into too much detail about the relationship, unless asked.

Give the name of the referral only once. Don't continue to repeat the name during the interview.

Don't assume the job interviewer knows the person you are mentioning.

Job Interviews: Language

Relating your job experience and how it relates to the specific job for which you are applying are the two most important tasks during any job interview. Make sure to use lots of descriptive verbs and adjectives to describe your responsibilities. For example, instead of the following job description:

I talked to customers about their problems.

A more descriptive phrase with better vocabulary might be:

I counseled customers documenting their concerns, and coordinating our response to their individual needs.

7. What tips do you find useful and not useful. What your own you can add?

Company Policies

Every company has their own rules about animals, dress code, break time, vacation time, and many other policies. Let's take a moment to learn how to ask about these policies.

"How long are we allowed for lunch?"

"How long is our lunch break?"

"If I only take a 30 minute lunch, can I leave 30 minutes earlier?"

"What time should I report to work?"

"Is there a strict policy on working hours?"

"Are we allowed to start work an hour later if we work an hour more?"

"What is the dress code here?"

"Are we allowed to wear casual clothes on Friday?"

"Does this company have the casual Friday thing?"

"If I have ten vacation days, am I allowed to use them all at once?"

"What holidays do we have off?"

"Do our vacation days expire?"

"Does this company allow telecommuting?"

"Are we allowed to work from home?"

8. Try to answer these questions about your current job.

9. Telephone interviews. Read and discuss the ideas.

Employers use telephone interviews as a way of identifying and recruiting candidates for employment. Phone interviews are often used to screen candidates in order to narrow the pool of applicants who will be invited for in-person interviews. They are also used as a way to minimize the expenses involved in interviewing out-of-town candidates.

While you're actively job searching, it's important to be prepared for a phone interview on a moment's notice. You never know when a recruiter or a networking contact might call and ask if you have a few minutes to talk.

Be Prepared to Interview

Prepare for a phone interview just as you would for a regular interview. Compile a list of your strengths and weaknesses, as well as a list

of answers to typical phone interview questions. In addition, plan on being prepared for a phone conversation about your background and skills.

Keep your resume in clear view, on the top of your desk, or tape it to the wall near the phone, so it's at your fingertips when you need to answer questions.

- Have a short list of your accomplishments available to review.

- Have a pen and paper handy for note taking.

- Turn call-waiting off so your call isn't interrupted.

If the time isn't convenient, ask if you could talk at another time and suggest some alternatives.

Clear the room - evict the kids and the pets. Turn off the stereo and the TV. Close the door.

Unless you're sure your cell phone service is going to be perfect, consider using a landline rather than your cell phone to avoid a dropped call or static on the line.

Practice Interviewing

Talking on the phone isn't as easy as it seems. I've always found it's helpful to practice. Have a friend or family member conduct a mock interview and tape record it so you can see how you sound over the phone. Any cassette recorder will work. You'll be able to hear your "ums" and "uhs" and "okays" and you can practice reducing them from your conversational speech. Also rehearse answers to those typical questions you'll be asked.

During the Phone Interview

- Don't smoke, chew gum, eat, or drink.

- Do keep a glass of water handy, in case you need to wet your mouth.

Smile. Smiling will project a positive image to the listener and will change the tone of your voice.

- Speak slowly and enunciate clearly.

Use the person's title (Mr. or Ms. and their last name.) Only use a first name if they ask you to.

- Don't interrupt the interviewer.

Take your time - it's perfectly acceptable to take a moment or two to collect your thoughts.

- Give short answers.

Remember your goal is to set up a face-to-face interview. After you thank the interviewer ask if it would be possible to meet in person.

After the Interview:

Take notes about what you were asked and how you answered.

Remember to say "thank you." Follow with a thank you note which reiterates your interest in the job.

10. Add your own tips.

11. Find funny stories about job interviews. Discuss them.

CHAPTER 2. DIALOGUES

1. Imagine that you are in the shop. Make and dramatize the dialogues.

Variant 1

Here are the things you need to buy:

- Some unsalted butter
- A black pen that you can use to write on CDs
- a telephone card to make international calls
- half a kilo of apples. You like them red and sweet
- a dictionary of phrasal verbs

You also want to know if there is somewhere to post your letters nearby

Variant 2

Here are the things you need to buy:

- a blank CD to burn some music on your laptop
- a newspaper, preferably 'The Guardian' or 'The Independent'
- Some low-fat milk
- Half a kilo of nectarines
- A monolingual dictionary, English – English, but small enough

for your pocket

You also need to change a 10 pound note for 10 one pound coins

Variant 3

Here are the things you need to buy:

- An extension lead for your MP3 player
- This week's 'Film Review' magazine
- Some wholemeal bread
- Some bananas, but the ones used for cooking
- A good grammar practice book for your level

You also need to find out what time it is, as you have lost your watch

Variant 4

Here are the things you need to buy:

- Some high quality paper for your printer
- Some chewing gum, strawberry flavour
- A couple of packets of instant noodles – you like them spicy
- A kilo of oranges
- A good guide to grammar in English

You also need to know where the nearest bank is

Variant 5

Here are the things you need to buy:

- Some headphones for your computer so you can use the internet to make

telephone calls

- A book of first class stamps, preferably 10.

- Four mangos, not quite ripe would be best

- Some black pepper corns for your pepper mill

- A bi-lingual dictionary, English – your language

You also want to put a card in the window of a shop saying that you are looking for a private teacher to help with your English.

Staying at the hotel

Below are some typical dialogues between a hotel receptionist at The Grand Woodward Hotel and a guest. Here you will find typical conversations that deal with making reservations, checking in and also checking out.

2. Making Reservations. Read and translate.

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C: Charles Hannighan.

R: Could you spell your last name for me, please?

C: Sure. H-A-N-N-I-G-H-A-N

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Charles H. Hannighan.

R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

3. Make your own dialogues to the topic.

Checking-In

Hotel: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Hotel: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Hotel: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Hotel: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?

Hotel: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Hotel: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Hotel: At midday, sir.

Guest: Ok, thanks.

Hotel: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

4. Make your own dialogues to the topic.

Check-out / Getting to the airport

5. Read and translate.

Hotel: Did you enjoy your stay with us?

Guest: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

Hotel: We do have a free airport shuttle service.

Guest: That sounds great, but will it get me to the airport on time?

Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

Guest: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

Hotel: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

Guest: Oh yes certainly. How much will that be?

Hotel: Let's see. The bill comes to \$37.50. How would you like to pay for that?

Guest: I'll pay with my Visa thanks, but I'll need a receipt so I can charge it to my company.

Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

Guest: That would be great thank you.

Hotel: Would you like to sign the hotel guestbook too while you wait?

Guest: Sure, I had a really good stay here and I'll tell other people to come here.

Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

6. Make your own dialogues to the topic.

Phone conversations

7. Take it in turns to role-play the following phone conversations.

Student 1

You are the caller - Andrew/Anna Drake, Opus Music. Ask to speak to Alicia Diaz.

Student 2

You are a secretary at New Line Stores. Say that Steve Chinaloy is in a meeting. Ask the caller to try again in half an hour.

Student 3

You are the caller - Frank/Frances Rich, Greenlight Publishing. Ask to speak to Ingrid Musil.

Student 4

You are the receptionist at New Milton Press. Ms Hutton is out of the office. She is back tomorrow.

Student 5

You are the secretary. Tell the caller that Caroline Banville is in a meeting. Offer to take a message. Remember to check your notes!

Student 6

You are the caller - Christian/Christine Hiassen. You work for Adonis Sportswear.

You want to speak to Richard Coldman.

There is a problem with Richard's order of 2,000 pairs of trainers. You are travelling in Germany. Your mobile phone number is 0345 6262444. It is very important that you speak to Richard today!

Student 7

You are the caller - Simon/Simone Okri. You work for Palmer Sports.

You want to speak to Caroline Banville.

You want to rearrange your meeting with Caroline for tomorrow. Unfortunately you cannot attend the meeting at 3 o'clock, but after 4 o'clock is fine. Can Caroline call you on 0208 775345 to let you know if

this is OK?

Student 8

You are the secretary. Tell the caller that Richard Coldman is out of the office. Offer to take a message. Remember to check your notes!

Student 9

You are the receptionist at the Harper Artists agency. Put the caller through to Alicia Diaz.

Student 10

You are the caller - Lou/Lucia Bond, Goth Fashions. Ask to speak to Steve Chinaloy.

Student 11

You are Ingrid Musil. Say you are sorry, but you are in a meeting.

Student 12

You are the caller - Charles/Charlotte Beckett, C and M designs. Ask to speak to Ms Hutton. Say you will call back.

PHONE YOUR PARTNER

8. Take it in turns to role-play the following phone conversations.

Student 1

Your partner works in an office (Smith and Co). Ask to speak to the manager (about a job).

Student 2

Your partner works in a private bank (Jeeves Bank).

Student 3

Ask to speak to Mr Jones, your bank manager (about your bank account).

Student 4

Your partner works at hotel reception (Hotel Paradiso).

Ask to speak to Jill Orwell in Room 101.

ANSWER THE PHONE.

9. Take it in turns to role-play the following phone conversations.

Student 1

You work in a computer shop (Bust Computers). The engir: isn't in today.

Student 2

You work in an office (Lula Incorporated). The line is engage

Student 3

You work in a school (Cool School of English). The director is out

shopping.

10. Asks and requirements

Student 1

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

Student 2

You are the boss. Answer the call and listen to your employee's requests. Decide whether or not to agree to each one.

Student 3

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

- a holiday next week
- to do language classes during office hours
- to collect for charity in the workplace
- to buy a new plant for the office
- to have a party for someone's birthday in the office.

Introducing

11. Take turns to introduce a visitor to a colleague at Alchemy Advertising.

Your colleague should be busy (on the phone, working on a computer) when you make the introductions. You are Alan/Alana Prince

Introduce **Student A:** Larry/Lauren Sinclair, Retail Manager with New Harvest Organics to **Student C:** Kim Chan, database administrator

Be careful! Kim is busy. You are interrupting.

12. Making arrangements

You want to arrange an urgent sales meeting with your colleagues on Thursday. The meeting will take about one hour. Find the best time for you all to meet. If you aren't free at the same time, you may need to change your arrangements.

13. Apologizing. Take it in turns to role-play the following conversations.

Student 1

You were late for a very important meeting with your manager! Unfortunately, your train stopped for more than an hour because of a problem with its engine. You couldn't call the office because your mobile phone battery was empty. Apologize, explain what happened, and promise that next time your mobile phone will work. You are often late so you will have to be very apologetic! You start: *I'm very sorry...*

Student 2

You are a manager. One of your members of staff was an hour late for an important business dinner with a client. You were at the restaurant with the client and it was very embarrassing. It is now the next day.

Student 3

You are a manager. One of your members of staff was very late for an important meeting. You aren't happy because this person is often late.

Student 4

You were an hour late for a business dinner with an important client. You tried to get a taxi from your home to the restaurant but all the taxi companies were busy. So you decided to drive to the restaurant. Unfortunately, there were no parking spaces near the restaurant and you had to walk a long way. Your manager was at the restaurant and he wasn't very happy! It is now the next day. Apologize to your manager, explain what happened, and promise that next time you will book a taxi in advance. You start: *I'm very sorry...*

14. Express sorry phrase in three different ways.

15. Read and translate the dialogue

Susan: George, I was wondering if we could discuss our new marketing strategy for a moment.

George: Certainly Susan. You know that I'm working with Anne on changing our image, don't you?

Susan: Yes, I think you'll make an excellent team. How do you feel about the merchandise we're pushing?

George: In my opinion, the products we're offering are fine. However, I think we should concentrate on expanding our market share in the young adult market.

Susan: I totally agree. Who buys more products than twenty somethings?

George: Exactly. We haven't been very successful in our branding efforts, have we?

Susan: I'm not keen on changing our target audience, but we certainly have to improve our brand image.

George: If we want to edge out our main competitor, we're going to have to target customers at a younger age.

Susan: Maybe, but we also have to keep our competitive edge in quality.

George: Why don't we all get together for a discussion?

Susan: Can you let me know when your next meeting with Anne is going to be? I'd like to go over some of our restructuring ideas with both of you.

George: As a matter of fact, we'll be meeting this afternoon. Let's meet at four, shall we?

Susan: I'm afraid I already have an appointment then. Do you think we could meet earlier?

George: Well, I'll have to check with Anne.

Multiple Choice Comprehension Questions

1. Susan was aware that George is going to be working with Anne.

true

false

doesn't say

2. What does George think Sport Outfitters needs to concentrate on?

changing merchandise

expanding market share

improving quality

3. What has Sport Outfitters been unsuccessful in doing?

branding efforts

developing new merchandise

opening outlets

4. What is Susan not keen on?

changing publicity campaigns

improving branding

targeting younger customers

СПИСОК ВИКОРИСТАНИХ ДЖЕРЕЛ

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