

**МІНІСТЕРСТВО ОСВІТИ ТА НАУКИ УКРАЇНИ
ЛАДИЖИНСЬКИЙ КОЛЕДЖ ВІННИЦЬКОГО
НАЦІОНАЛЬНОГО АГРАРНОГО УНІВЕРСИТЕТУ**

**Робочий зошит з англійської мови за професійним
спрямуванням**

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Робочий зошит охоплює широкий діапазон тем та завдань для вивчення ділової англійської мови з урахуванням застосування на заняттях інформаційно-комунікаційної технології в системі особистісно-орієнтованого навчання. Завдяки діловій іноземній мові спеціалісти різних країн обмінюються дослідженнями та досвідом у різних галузях науки. Ділова іноземна мова стала ключем до міжнародних відносин між науковцями. Курс ділової іноземної мови враховує специфіку оформлення необхідної документації та засвоєння базової ділової лексики й спеціальної термінології.

Рекомендовано цикловою комісією гуманітарних дисциплін

Протокол № _____ від « _____ » _____ 2018р.

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ВСТУП

Процес реформування системи освіти в Україні, зумовлений потребами часу, передбачає сьогодні підготовку кваліфікованих спеціалістів із високим рівнем знання іноземної мови.

Навчання англійської мови базується, передусім, на врахуванні потреб студентів у вивченні іноземної мови, що диктуються характерними особливостями професії або спеціальності.

Відповідні нові вимоги висуваються до методики викладання іноземних мов у різних навчальних закладах. Оскільки, застарілі методи та засоби навчання не відповідають нинішнім вимогам сучасного заняття в ВНЗ I-II р.а і не підлягають тенденціям стрімкого розвитку науково-технічного прогресу, то це спонукає викладачів до впровадження інноваційних методів навчання із застосуванням ІКТ, зокрема нових медіа засобів в навчальний процес. Особливо ця проблема гостро постає при формуванні професійних знань та навичок, оскільки для ефективнішого їх засвоєння, навчальний процес вимагає використання великої кількості нової інформації, наочних матеріалів, та інтерактивних засобів, які в свою чергу позитивно сприяють покращенню досягненню навчальної мети. Застосування інформаційно-комунікаційних технологій із використанням нових медіа засобів у процесі вивчення іноземної є ефективним засобом досягнення навчально-виховної мети.

Мета роботи: розкрити зміст особистісно-орієнтованого навчання іноземної мови.

Завдання роботи:

- показати особистісно-орієнтований підхід до навчання в сучасних умовах;
- особистісно-орієнтоване навчання на уроках англійської мови;

Lesson 1

Business trip



1. Read the text and translate the second paragraph in writing way.

Millions of people all over the world spend their holidays travelling. They travel to see other countries and continents, modern cities and the ruins of ancient towns, they travel to enjoy picturesque places, or just for a change of scene. It is always interesting to discover new things, different ways of life, to meet different people, to try different food, to listen to different musical rhythms.



Those who live in the country like to go to a big city and spend their time visiting museums and art galleries, looking at shop windows and dining at exotic restaurants.

City-dwellers usually like a quiet holiday by the sea or in the mountains, with nothing to do but walk and bathe and laze in the sun.



Most travelers and holiday-makers take a camera with them and take pictures of everything that interests them — the sights of a city, old churches and castles, views of mountains, lakes, valleys, plains, waterfalls, forests, different kinds of trees, flowers and plants, animals and birds. Later, perhaps years later, the photos will remind them of the happy time they once had.

People travel by train, by plane, by boat, and by car. All ways of travelling have their advantages and disadvantages. And people choose one according to their plans and destinations.

If we are fond of travelling, we see and learn a lot of things that we can never see or learn at home, though we may read about them in books and newspapers and see pictures of them on TV. The best way to study geography is to travel, and the best way to get to know and understand people is to meet them in their own homes.



2. Circle true or false for these sentences.

1. Millions of people all over the world spend their holidays travelling. True False
2. Those who live in the country like to go to the village. True False
3. Most travelers and holiday-makers take a camera with them. True False
4. People don't travel by train, by plane, by boat, and by car. True False
5. All ways of travelling have their advantages and disadvantages. True False
6. The best way to study geography is to travel. True False



3. Answer the following questions.

1. Are you fond of travelling?

2. Men have travelled ever since they first appeared on earth. Why do people travel?

3. Why do people take a camera with them? What do they usually photograph?

4. What do we see and learn while travelling?

5. How do different people spend their holidays?

6. What ways of travelling do you know? What are their advantages and disadvantages?



4. Find in the text the synonyms to the following words.

Picturesque

View

Holidays

Holiday-makers

Pictures



5. Match the antonyms.

Easy

Forget

Advantages

Disappear

Appear

Disadvantages

Answer

Ask

Remember

Difficult



6. Translate the following sentences into Ukrainian

1. The two biggest attractions in Ukraine are most likely the country's natural beauty and its rich history.

2. The country's origins go back many hundreds of years and more than 500 of the cities dates back some 900 years.

3. Cities such as these – as well as many others which are only a few hundred years behind them – are enriched with monuments, buildings, archaeological sites and majestic palaces.

4. They boast all sorts of interesting things to see and do.

5. This is the main reason why so many travels the Ukraine.

6. Ukraine is home to 300 museums, seven national historical and cultural preserves and countless different examples of culture, history, archaeology, palaces, parks and architecture.



7. Put the words into the correct order to make the sentences.

1. Most, will, their, in, historical, of Kiev, travelers, start, journey, the, city

2. Lviv – , of, the, Lions, city

3. Odessa – , pearl, the, the, of, Black Sea

4. Also, are, notable, cities, the, of, Chernihiv, and, Uman

5. If you, nature, appreciate, the, Sofiyivka, Dendrological, State, Park, is, incredibly, beautiful.



8. Fill in the right word from the word column

a) go boating, b) to lie on the beach, c) a camping holiday, d) staying at a hotel, e) explore the countryside, f) fresh air, g) bus tour, h) book tickets, i) stay in town, j) summer vacations, k) go fishing, l) long walks, m) luggage, n) country house, o) packing things

1. During (1) _____ we never _____
we usually go on a trip.
2. When I was a child our family usually lived in a _____
in summer. Now I find it boring.
3. As we decided to have _____ we bought a nice tent
and a boat.
4. In summer you should always _____ in advance as many
people make trips during their vacations.
5. Last year we went camping and we had two much _____
We won't take more than we need this time. I am not very good at _____
6. I've always dreamt to see some European capitals so I bought a
_____. It is the cheapest way to travel.

Modern trains have very comfortable seats in all passenger cars, and there are sleeping-cars and dining-cars which make even the longest journey enjoyable. You can buy first-class, second-class and third-class sleepers in a separate compartment. If you are early before the train starts you can leave your suit-cases in the compartment and walk up and down the platform. Some people forget when and from which platform and track their train will be off. They can always ask for the track, platform and train numbers at the railroad station information bureau and also get information about next trains and their schedules.

There are express, slow and long-distance trains. If you want to go somewhere and get there as quickly as possible, you'd better know that express trains only stop at the largest stations while slow trains stop at all stations. You can get to far countries only by a long-distance train.

Once you are in your compartment you have to ask the guide to bring in the bedding. There are usually two lower and two upper berths in a third-class sleeper compartment. Some people like to occupy upper berths because it is more convenient and exciting to travel.

During your way on the train you can read newspapers, books, look out of the window, drink the tea, communicate with your neighbors or sleep. I prefer to look out of the window, because you can see the country you are passing through, and not only the clouds as when you are flying. You can have something to eat at the stations when the train makes stops. Though we all seem to agree that the future belongs to air transport, the railroads today still carry a lot of passengers and goods.



2. Choose and circle the correct variant and finish the sentence.

1. Modern life is impossible without _____
 - a) train
 - b) travelling
 - c) plane
2. The fastest way of travelling is _____
 - a) by ship
 - b) by car
 - c) by plane
3. Travelling by train is of course _____
 - a) slower
 - b) faster
 - c) longer
4. Modern trains have very comfortable _____
 - a) floor
 - b) seats
 - c) windows
5. During your way on the train you can _____
 - a) sleep
 - b) eat

c) read

6. There are usually two _____ berths.

a) lower

b) upper

c) lower and upper



3. Answer the questions.

1. Is modern life impossible without travelling?

2. Do you like to travel by train?

3. Is it convenient to travel by train?

4. Why is it good to buy tickets beforehand?

5. Are there students discounts for travelling by train?

6. There are express, slow and long-distance trains, aren't there?



4. Match the phrases with the translation.

railway station

seat

non-smoker



a dining car

carriage

a luggage van

rack

багажний вагон

полиця

вагон

вагон для некурців

місце

вагон-ресторан

залізнична станція



5. Choose the correct, most natural-sounding response according to the context of the conversation:

YOU: Hello. I _____ two tickets to Manchester, please, for the 5:00 PM train.

- a) would buy
- b) would like
- c) would sell

CLERK: First or second-class?

YOU: What's the _____ between the two?

- a) difference in price
- b) different price
- c) cheaper

CLERK: First class tickets are £47 each and second-class tickets are £35 each.

YOU: I'll take two second-class tickets. Can I buy the _____ tickets now as well?

- a) round
- b) return
- c) back

CLERK: If you like... When would you like to come back?

YOU: Is there a train that _____ Manchester in the afternoon on Monday?

- a) leaves
- b) goes to
- c) arrives in

CLERK: Yes... there's a train from Manchester to London leaving daily at 4:00 PM... Would you like me to book two tickets for you?

YOU: Yes, _____. Second-class as well.

- a) can be
- b) can do
- c) please do



6. Put the words into the correct order to make the sentences.

1. there/ express/ and /long-/ trains / slow/are /distance.

2. the / carry/ a /of passengers/ /goods /still /railroads/ today /lot /and

3.life /impossible /modern / travelling /without /is

4.by / has / advantages/ travelling /train /its

5.a / you / speed/ comfort / pleasure /with/ train /have /and /combined



7.Translate into English

визирнути з вікна_____

на вокзалі_____

інформаційне бюро_____

Excess luggage must be paid for. Passengers are permitted, to take only some personal belongings with them into the cabin. These items include handbags, brief-cases or attached cases, umbrellas, coats and souvenirs bought at the tax-free shops at the airport. Each passenger is given a boarding pass to be shown at the departure gate and again to the stewardess when boarding the plane.

Before the plane takes off the stewardess gives you all the information about the flight, the speed and altitude. She asks you to fasten the belts and not to smoke. She will take care of you during the flight and will help you to get comfortable in your seat.

Inside the cabins the air is always fresh and warm. The captain will welcome you on board, tell you all about the flight and the interesting places you are flying over. During the flight you can take a nap or have a chat, you can read and relax. In some planes you can watch video or listen to the music.

When the plane is landing or taking off you have an opportunity to enjoy the wonderful scenery and landscapes. While travelling by plane you fly past various villages and cities at the sight of which realize how majestic and tremendous our planet is. Do not forget your personal belongings when leaving the plane.

Landing formalities and customs regulation are about the same in-all countries. While still onboard the plane the passenger is given an arrival card to fill in, he fills in (in block letters) his name in full, country of residence, permanent address, purpose and length of visit; and address in the country he is visiting. After the passenger has disembarked, officials will examine (check) his passport and visa (to see if they are in order).

In some countries they will check the passenger's certificate of vaccination. When these formalities have been completed the passenger goes to the Customs for an examination of his luggage. The passenger is required to fill in a customs declaration form. He must list all dutiable articles. Personal belongings may be brought in duty-free.

Here is a partial list of prohibited articles: firearms, drugs, in some countries — meat products, fresh fruit and vegetables. The Customs inspector may ask you



3. Match the words

convenient

speed

flight

departure

limitation

boarding pass

посадковий талон

графство

політ

обмеження

відправлення

швидкість



4. Translate the following word combinations into Ukrainian.

fasten one's belts _____

weather conditions _____

to be airsick _____

to take a nap _____

to take off _____

to have a chat _____



5. Fill in the blanks with the necessary words.

airport / captain / check in / customs / flight/ landed / stewardesses / took / took off / was reading

Last month I decided to visit my relatives in Great Britain. I travelled from New York to London by plane. I arrived at New York an hour before my_____. First, I had to_____ and then I went through_____. My plane_____ at 2 pm.

There was no delay. After a few minutes the _____ greeted us aboard and wished us a pleasant _____. Three pretty _____ started to serve meals and drinks. Then I _____ a book for an hour or so and _____ a short nap. After about four hours we _____ at Heathrow Airport in London.



6. Translate the following sentences into Ukrainian

1. Before boarding the plane you must check in at the airport.

2. Passengers are requested to arrive at the airport one hour before departure time on international flights and half an hour on domestic flights.

3. You must register your tickets, weigh in and register the luggage.

4. Before the plane takes off the stewardess gives you all the information about the flight, the speed and altitude.

5. She will take care of you during the flight and will help you to get comfortable in your seat.



7. Put the words into the correct order to make the sentences.

1. Inside, cabins, the, air, always, fresh, warm, the, is, and

2. The, will, you, on, board, captain, welcome

3. During, flight, can, take, nap, the, you, a

4. In, planes, watch, video, some, you, can

5. The, stewardess, you, fasten, belts, and, not, smoke, asks, to, the, to



8. Choose the correct, most natural-sounding response according to the context of the conversation:

YOU: Could I get another _____, please? I'm a little cold.

- a) coke
- b) blanket
- c) magazine

FLIGHT ATTENDANT: Certainly, sir. Would you like a pillow as well?

YOU: No, thanks. But could you please bring me a _____?

- a) coke

b) liquid

c) soft

FLIGHT ATTENDANT: Sure, would you like ice in that?

YOU: Yes, please... Oh! Could you also lend me a pen to _____
this immigration form?

a) write

b) fill out

c) make

FLIGHT ATTENDANT: I don't have one on me right now, but I'll get one for you.

(THE FLIGHT ATTENDANT COMES BACK WITH YOUR DRINK AND A PEN)

YOU: Thanks. Do you know when we will we be _____?

a) landing

b) on land

c) grounding

FLIGHT ATTENDANT: In about 2 hours.

YOU: What's the _____ in Seattle right now?

a) degrees

b) hot

c) temperature

FLIGHT ATTENDANT: I'm not sure... I'll check with the pilot.



8. Speak on the topic "Travelling by plane"

processed natural precious stones (diamonds, brilliants, rubies, emeralds, sapphires and pearls), jewelry and other articles made of precious stones and scrap thereof, as well as property in papers:

Other currency, payment vouchers, valuables and any objects belonging to other persons _____

I'm aware that, in addition to the objects listed in the Customs Declaration, I must submit for inspection: printed matter, manuscripts, films, sound recordings, postage stamps, graphics, plants, fruits, seeds, live animals, birds, as well as raw foodstuffs of animal origin and slaughtered fowl.

I also declare that my luggage sent separately consists of _____ pieces.

(Date) _____ 20 _____ Owner of luggage _____ (signed)



2. Answer the questions.

1. What must passengers fill in at the customs control?

2. Who checks the declaration and inspects the passenger's luggage?

3. What things are prohibited to be exported?

4. What are under the inspection of the Veterinary control?

5. Should a passenger have a medical certificate for his animal?

6. A passenger must have a special license to carry plant materials, mustn't he?



3. Translate into Ukrainian.

foreign currency _____

arrival card _____

nothing to declare _____

customs officer _____

duty free articles _____



4. Find in the text the English equivalents for:

предмет, товар _____

судове переслідування _____

перевезення тварин _____

заповнювати декларацію _____

заборонено для вивозу _____



5. Fill in the gaps with the appropriate word or word combination given in the brackets.

1. At the customs control passengers must fill in _____

2. Any article which has not been declared or produced

3. The person concerned is _____

4. Some things are prohibited to _____

5. A passenger should have a medical certificate for his animal

(liable to prosecution, be exported, a medical certificate for his animal, a customs declaration, is liable to confiscation).



6. Put the words into the correct order to make the sentences.

1. As a rule, officers, your, the, passports, customs, check

2. The, officers, ask, to, you, your, customs, may, show, luggage

3. Usually, for, articles, use, personal, not, are, to, liable, duty

4. If, are, you, you, a, permit, need, weapons, carrying

5. Do, try, break, not, to, rules, customs, the



7. Translate the following sentences into Ukrainian.

1. Where is your luggage, sir?

2. Open the suitcase, please.

3. I have only articles for personal use and wear.

4. Could you produce your visa and declaration form?

5. The passport control officer is coming.



8. Make up all types of questions to the sentence:

These things are duty free.



9. Translate the dialogue into English

-Де Ваш паспорт?

-Ось він. Я їду до Лондона.

-Як довго Ви збираєтесь там бути?

-Моя віза на три місяці, але я їду тижнів на два.



10. Speak on the topic” Customs control”



A student’s page



2. Circle true or false for these sentences.

- | | | |
|---|------|-------|
| 1. People use various means of communication | true | false |
| 2. In the old days people had to travel one day. | true | false |
| 3. London's underground is the oldest in the world. | true | false |
| 4. It was opened in 1853. | true | false |
| 5. Londoners use buses | true | false |
| 6. The first bus route was opened in London in 1804 | true | false |



3. Answer the questions.

1. Which is the most convenient way of getting about town?
-

2. When do you have rush hours in your city?
-

3. Is it easy to get on the bus during it? Why not?
-

4. What's the bus fare in your city? What about London?
-

5. What happens if someone hasn't paid the fare?
-



4. Find the Ukrainian equivalents to the English words.

electric railway ⇒ – таксі _____

tram ⇒ – метро _____

trolleybus ⇔ – трамвай _____

bus ⇔ – місцева електричка _____

double-decker ⇔ – тролейбус _____

coach ⇔ – двоповерховий автобус в Англії _____

metro, underground, tube (London) ⇔ – міжміський туристичний автобус _____

taxi, cab ⇔ – автобус _____



5. Fill in the gaps with the appropriate word or word combination given in the brackets.

1. People use various means of communication to get from _____.

2. Then trains, trams, cars, buses, airplanes, underground and _____.

3. Londoners use the _____.

4. They call it _____.

5. London's underground is the _____.

(other means appeared, underground railway, "the tube", oldest in the world, one place to another, tractors)



6. Put the words into the correct order to make the sentences.

1. In, vehicles, England, on, drive, left, the

2. In, the, drives, Ukraine, traffic, the, right, on

3. At, crossroads, big, are, there, for, pedestrians, subways, crossings

4. Along, streets, the, see, also, we, tram, bus, trolley-bus, stops

5. People, off, on, and, get, there, transport, public



7. Complete the followings dialogues

A: Pardon me, where is the taxi stand?

B: _____

A: Oh, yes. Thank you.

B: _____

A: Excuse me, is this Brest-Lytovsk Prospect?

B: _____

A: Thank you.

B: _____

A: _____

B: No, take the street on the left, go straight and the theatre is in front of you across the river.

A: _____

B: You are welcome.



8. Write a short information about public transport in your town



2. Circle true or false for these sentences.

1. The first thing to do is to book a room in advance.
2. On arrival at the hotel go to the booking office in the lobby.
3. The clerk will then give you a registration form to fill in and sign.
4. In large hotels you may not ask for any service by telephone.
5. You call room service when you want a meal or drinks sent up to your room.
6. Let the hotel management know well in advance the day and time of your departure.



3. Answer the questions.

1. Do you have any vacancies?

2. How long will you be staying for?

3. What sort of room would you like?

4. Do you have wheelchair access?

5. Do you have a car park?
-



4. Match the words and word combinations.

адміністратор

bill

номер у готелі

reserve

рахунок

receptionist

чайові

suit

бронювати

tip

номер «люкс»

accommodation



5. Fill in the gaps with the appropriate word or word combination given in the brackets.

1. I have got _____.
2. Let the hotel _____ know well in advance the day and time of your departure.
3. The clerk says he can give me _____ on the third floor.
4. I ask the hotel _____ to carry my luggage to the room.
5. When travelling people almost always stay at the _____.
(hotel, manager, a reservation, a room, porter)



6. Match the synonyms

tip

check out

come

blank

form

doorman

depart

room

porter

check in

accommodation

arrive

engage

extra pay



7. Put the words into the correct order to make the sentences.

1. my, reaches, car, hotel, the

2. get, I, to, out, the, go, and, office, hotel

3. I, about, price, ask, the, the, of, room

4. I, my, in, hand, passport

5. Next, ask, hotel, I, the, to, porter, my, to, carry, the, luggage, room



8. Translate the following sentences into English.

1. Моє прізвище Джонсон. Для мене заброньовано номер.

2. Мені потрібні два одномісні номери.

3. Ви можете отримати один номер на дві особи.

4. Ми пробудимо тут близько тижня.

5. Ми майже не маємо вільних номерів.



8. Complete the following dialogues

A: Do you have a double room for three nights?

B: _____

A: How much is it?

B: _____

A: Can I see it, please?

B: _____

A: What can I do for you, sir?

B: _____

A: You can have room 45 on the third floor.

B: _____

A: Yes, of course. Come this way, please.



A student's page



2. Answer the questions.

1. What do you do when you fall ill?

2. When do you send for the doctor?

3. What does the doctor do?

4. What do you feel when you have the flu?

5. Why must one follow the doctor's instructions?



3. Match the synonyms.

influenza

recover

pain

ache

sick

pull out

extract

ill

hospital

flu

be on the mend

polyclinic



4. Match the antonyms.

strip

ill

improvement

lose consciousness

better

lie down

stand up

worse

healthy
dress up

come around
deterioration



5. Fill in the gaps with the appropriate word or word combination given in the brackets.

1. You must take two _____ before each meal.
2. If you follow my _____ you will feel better tomorrow.
3. When you have a toothache you must consult _____.
4. _____ operates on people.
5. The doctor put down everything she found into my mother's _____
_____.

(patient's file, tablets, a dentist, instructions, surgeon)



6. Put the words into the correct order to make the sentences.

1. I, a, headache, have

2. What, your, are, symptoms?

3. you, if, my, follow, you, feel, will, better, instructions

4. Have, a, stomach, you, pain, your, in?

5. What's, matter, the?



7. Translate the dialogue into English

-Що з Вашою дитиною? Вона захворіла?

- Боюсь, що так. Їй поміряли температуру в школі і відіслали додому.
- Вона скаржиться на що-небудь?
- Так, вона каже, що в неї болить горло.
- О, вона швидко одужує. Ці ліки допоможуть їй за два-три дні.



8.Read and translate the text in writing way.

" Health protection in Great Britain"

The chief Medical Officer for England has published a strategy for health protection and announced the formation of a new body, the Health Protection Agency, to deal with the threats to health from infectious disease, chemicals, toxins and radiation hazards.

This reflects international recognition of the need to combat threats to health from the likes of tuberculosis, influenza, antimicrobial resistance, chemical accidents and bio-terrorism, and the risks to health associated with increased movements of people, animals and goods, climate change and industrialization. The strategy will strengthen surveillance and response linking contributions from clinical specialties with public health, microbiology, toxicology and radiation science within the health protection family.

The Agency will be formed by combining a number of national and specialist public bodies and personnel delivering local protection services. The strategy represents a unique opportunity to strengthen local and national structures and develop a world-class health protection service. Detailed plans are

Lesson 8

Telephone



1. Read the text and translate the text in writing way.

The techniques of telephoning are very much the same in all countries. Only remember your good telephone manners:

1. When talking on the telephone – speak clearly. Don't shout and take your cigarette out of your mouth.
2. Make sure that your conversation with a busy person is as brief as possible.
3. When calling a friend who does not recognize your voice – don't play "Guess who?" Announce yourself promptly.
4. When you get a wrong number don't ask: "What number is this?" It is good a manner to ask: "Is this two – three – four – five – six?" If not – apologize.
5. If a wrong number call comes through don't lose your temper. Simply say: "Sorry, wrong number" – and hang up.
6. Always identify yourself when making a call, especially if you are calling on business, e.g. "This is Mr. Grey of the Ukrainian Trade Mission. Could I speak to Mr. Jones...?"
7. If you have a visitor don't carry on a long chat while your visitor tries hard to avoid listening to your conversation. The best thing to do is to say you

5. How many telephone calls have you made today?

6. Do you ever make appointments by telephone?

True False



3. True or False

1. The techniques of telephoning are not very much the same in all countries.

2. When talking on the telephone – speak clearly. _____

3. Make sure that your conversation with a busy person is as brief as possible.

4. If a wrong number call comes through don't lose your temper. _____

5. Not always identify yourself when making a call, especially if you are calling on business. _____

6. When you get a wrong number task: "What number is this?" _____



4. Unscramble the sentences

1. I, ring, shall, tomorrow, up, you

2. A, constant, showed, buzzing, the, was, that, number, engaged

3. Something, be, with, must, wrong, line, the

4. There, message, you, morning, was, for, this

5. Can, book, I, a, in, advance, call?



5. Translate the words into Ukrainian

to dial, to ring up/to call smb. up, long distance/international call/trunk call,
the line is busy, to call back, schedule, to pick up, receiver



6. Complete the sentences

1. I believe the _____ is out of order.
2. Something must be wrong with the _____. It does not go back into position.
3. There was _____ for you this morning.
4. Can I book a _____ call in advance?
5. As he was walking along the street, he saw a _____ on the corner.



7. Match up the two parts of the sentences

1. Is Mr. Brown in? _____
2. Can I call again in twenty minutes? _____
3. Could you please ask him to call Harold? _____
4. Hello! Is this Wilson and Co.? _____
5. May I speak to George? _____

A: O.K. I'll give him a message

B: Quite right. What can I do for you?

C: I am not sure

D: Well, perhaps!

E: I'm sorry, he isn't here right now.



8. Fill in the gaps with the missing letters

Rec_____ver, c____l, me_____ge, con_____t, s_____ule



9. Translate the sentences into English

1.Телефон- найзручніший засіб зв'язку.

2. Якщо лінія зайнята, Ви почуєте короткі гудки.

3.Я хочу зателефонувати своєму другові.

4.Перед тим як підняти трубку, Ви маєте опустити монету в щілину автомата.

5.Якщо Ви подзвоните пізно ввечері, Ви можете розбудити дитину.



10. Translate the dialogue into Ukrainian

Leaving a message



- look interested while you listen;
- introduce yourself or let your secretary do it. Cards can be useful;

- never call anyone in business “baby”, “honey”, and “darling”. Use the formal address.

There are several methods of business communication, including:

- Web-based communication (Веб-зв'язок) for better and improved communication, anytime anywhere ...

- **video conferencing** which allow people in different locations to hold interactive meetings;

- **e-mails**, which provide an instantaneous medium of written communication worldwide;



Reports - important in documenting the activities of any department;

- **Presentations** - very popular method of communication in all



types of organizations, usually involving audiovisual material, like copies of reports, or material prepared in Microsoft PowerPoint or Adobe Flash;

- **telephoned meetings**, which allow for long distance speech;

2. First impressions don't count so much. _____

3. There are many methods of business communication. _____

4. e-mails provide an instantaneous medium of written communication worldwide. _____

5. Web-based communication is for better and improved communication, anytime anywhere. _____



4. Match the antonyms

forward

worse

enter

later

confirm

many

much

read

earlier

exit

write

hard

easy

cancel

better

receive



5. Match the synonyms

receive

appointment

expect

settle

meeting

fix

arrange

begin

get down

get

start

wait



6. Choose Ukrainian equivalents to English words

an appointment, have an appointment, make an appointment, arrange a lunch appointment, to discuss, to concern, to expect, to get down, thoroughly, rather, servicer

призначати ділову зустріч, сервер, достатньо, очікувати, обговорювати, зустріч, мати ділову зустріч, домовлятися про зустріч для сумісного ланчу, починати, ретельно, стосуватися



7. Unscramble the sentences

1. We, like, clarify, would, to, program, the, our, of, visit

2. We, send, will, information, telex, b, additional

3. I'm, to, postpone, appointment, a, later, date, calling, my, till

4. Let's, fix the, fix, date, the

5. It's, right, me, all, with



8. Translate the sentences into English

1. Доброго ранку, містере Грей. Радий Вас бачити.

2. Будь ласка, сідайте. Ви проглянули наші каталоги? Що Ви про них думаєте?

3. Я радий, що це обладнання відповідає вашим вимогам.

4. Чудово. Тоді наші фахівці розроблять проект контракту і нададуть на ваш розгляд. Ми повідомимо Вас, як тільки проект буде готовий.

5. До побачення. Радий був зустрітися з Вами.



9. Add the phrases to the dialogue.

A: Good morning, Mr. Manson.

B: _____

A: I've come to discuss some problems concerning the services for local nets.

B: _____

A: Our firm is interested in buying this equipment.

B: _____

A: All right. Then our experts will make a draft contract and forward it for negotiations.

B: _____

LESSON 10

Applying for a job. Company



1. Read the text and translate it in writing way.

Getting the job, you want can sometimes depend on the success of the job interview. During the interview the employer will try to find out what kind of person you are, what experience you have, and how you can fit into the job situation.

After you have got an appointment, review the information that you wrote on your application form and resume.

- Be prepared to explain your skills and abilities specifically.
- Go to the interview alone.
- Plan to arrive about ten minutes before the appointment time.
- Wear appropriate clothing; a neat appearance will make a good impression.
- During the interview look directly at the interviewer and answer all the questions as specifically as you can.
- Ask any questions that you have about the job, such as hour, salary or job benefits. Write down these questions before you go to the interview.
- At the close of the interview, express your thanks and be sure that the interviewer knows how to contact you if she wants to hire you.



6. Guess “Who?”

1. _____? is a person who manages the affairs of a business company.
2. _____? is a group of people controlling a company or some other organization.
3. _____? is a permanent president of a committee, board of directors of a company.
4. _____? is the head of a business firm or a bank.
5. _____? is a person whose profession is to keep or inspect financial accounts.
6. _____? is a person controlling a business.
7. _____? is an employee in an office, usually working for another person, dealing with letters, typing, filing and making appointments and arrangements.
8. _____? is a person who audits accounts.



7. Unscramble the sentences

1 Go, the, interview, to, alone

2. Plan, arrive, ten, before, appointment, to, about, minutes, the, time

3. Be, prepared, explain, skills, abilities, to, your, and, specifically

4. Ask, questions, you, about, job, any, that, have, the,

- Congratulations – is a letter that praises the recipient for a job well done.
- Letter of recognition – a written statement of recognized efforts similar to an appreciation letter.
- Letter of reference – is a character reference letter. It is a letter building up the character of a person to be accepted in a job.
- Recommendation – is an endorsement letter to hire a certain person.
- Sympathy letter – is a letter of condolences to a person or family.
- Invitation letter – is a letter persuading a person or a company to join an event or an occasion.
- Letter of credit – is a way of endorsing a certain business to be considered a credit loan.
- Letter of interest – a reply to an invitation that confirms presence on the event/occasion.
- Business memorandum – notices that are distributed to the staff. They are reminders of company activities, or imminent changes in the company.
- Business introduction – is done to introduce a new business to the readers.
- Business letter – a letter that talks about the plans for the business.
- Donation letter – a letter asking for donations.
- Termination letter – more popularly known as a resignation letter. It signifies someone's desire to leave a job permanently.

Business-to-Client letters are:

- ***Welcome letter – welcomes the client and thanks him for choosing the company.***
- ***Letter of appreciation – thanks the client for having business with the company.***
- ***Apology letter – asks the client for reconsideration, and apologizes for failing to deliver.***
- ***Collection letter – notices outstanding payments due.***

5. Are business letters more formal in writing or in reading?



3. Fill in the gaps with the necessary words in brackets

(a purchase, to give, to send, to owe, to obtain, correspondence, big, to thank, wrong, to inform, to improve, to show, our idea)

Formal style ⇨ Informal style

_____ ⇨ letters

to indicate ⇨ _____

_____ ⇨ to get better

to be grateful ⇨ _____

incorrect ⇨ _____

to supply ⇨ _____

_____ ⇨ to tell

substantial ⇨ _____

to be obliged ⇨ _____

to forward ⇨ _____

_____ ⇨ a buy

_____ ⇨ to get

the company's proposal ⇨ _____



4. Match the antonyms

sender's address

write

collect

limited

right

open

wide

left

introductory paragraph

unlimited

ввічлива форма завершення листа, вступний параграф, давати 3-х
процентну знижку, основний параграф, адреса отримувача, посилення,
заклучний параграф, знижувати ціни, новий тариф для крупних замовлень,
посада (звання), адреса відправника



7. Translate the words into English

give the reason for, apologize for, price-list, extremely, accept apologies, give reasons, I am pleased/delighted, advise, collect, regret, dead line, delay, delivery, be grateful



8. Translate the sentences into Ukrainian

1. It was a great pleasure for us to receive your letter of May,21.

2. We would welcome the opportunity to cooperate with you.

3. We would like to get your catalogues periodically.

5. May I have the pleasure of inviting you to visit our firm.



9. Write what you can and cannot/could not do

We must apologize for (not delivering the cargo in time).

We apologize for sending the invoice to the wrong address.

We are extremely sorry for losing your order.

We are extremely sorry that we did not send our price lists to your new address.

Please accept our apologies once again.

With apologies once again.



A student's page

someone, to discuss something with a person or a group of people, to have a brief talk or some information for your partners or members of the staff, etc.

In each case you will choose the best way to communicate with people you need. You can hold a meeting, arrange an appointment with the person you want to see, you can use a phone or the intercom, write a letter, send a fax or use a E-mail, occasionally you prefer to talk to him or her face to face.

If you want to let your people know some document you can circulate it with a distribution list. After the document is read it is passed on to the next person on the list. Putting a notice on the notice board is also practiced very often. Sometimes you write a note to a person, or write a memo (memorandum) to all the staff.

Memorandum

TO: All departments

FROM: Managing director

Re: Annual corporate plan

May I remind you all to send me your suggestions as to participating in the next year fairs and exhibitions. After detailed discussion the approved propositions will be included into our corporate plan. A report on the previous participation experience, with the drawbacks and efficiency analysis, should be submitted by 1st October.

Telecommunications

In its basic form, the telephone (the terminal) and the network (local and local distance) make up the basic components of telecommunications. It is an effective tool that can easily change with seasonality and growth. How you use telecommunications can affect how efficiently and profitably your company grows in the future.

Let's Talk About Modern Means of Communication

To begin with I'd like to point out that means of communication have changed greatly. When we think of it, we cannot understand how people who lived 50 years ago were able to keep in touch. Nowadays we cannot imagine

human contact without modern technology devices such as mobile phones, smartphones, i-Pods, i-Pads, Tablets, laptops and so on.

Thanks to the new technologies people are communicating more than ever before. Modern means of communication have made the distance between people unimportant. Unlike 20 years ago we usually call someone, not visit.

Mobile phones are portable and let us contact others wherever they and we are. Furthermore, mobile phones offer the possibility of texting. Text messaging is the most convenient and the cheapest form of communication when we need to pass a quick note containing only a few words.

E-mails have replaced letters and postcards almost completely. People prefer e-mails, which are quicker to write and send and surer to reach the addressee.

Video conferences are often used by business people and scientists and they don't need to travel to remote places.

To keep in touch with our families and friends that live abroad we use the Internet and such programs as Skype or Messenger, we use video chats or instant messaging. Thanks to them we can talk with our relatives for free and without time limits.

A lot of people especially teenagers communicate in social networks such as vkontakte, Facebook, twitter, odnoklassniki. They share the news, pictures, funny videos, jokes, songs and so on.

The Internet is very helpful for those who have a hobby. You can communicate with those who share the same passion from all over the world. You can learn the news and discuss your favorite pop star, or a movie actor, a TV show, sport competitions and what not. On forums people share their experiences and help each other to solve the problems they have run into.

To sum it up I'd like to point out that modern means of communication have changed our life, they influence our social life, politics, commerce, everything.



3. Choose Ukrainian equivalents to English words

database, hardware, floppy drive, hard disk, floppy disk, input, inject printer, key, mouse pad, output, programming language, software

база даних, жорсткий диск , дисковод для дискет, апаратне забезпечення, дискета, вхід, струменевий принтер, клавіша, килимок для миші, вихід, мова програмування, програмне забезпечення



4. Complete the following sentences

1.The hardware inside the machines expresses arithmetical and logical

2.A computing machines can take in and store_____

3.The part of a computer which store information is called_____

4.Computer is the most amazing_____

5. The basic job of computers is the processing of _____



5. Fill in the blanks with the necessary words in brackets

1. The store _____ a numerical quantities and data which are to be processed. (contains, concludes, consist of)

2. The arithmetic unit normally _____ the operation of addition, subtraction, multiplication and division and certain other special operations. (performs, carries out, carry)

3. The input and output devices are to supply information and to _____ It from the computer. (obtain, receive, get)

4. Computers are a million times _____ than humans in performing computing operation. (faster, quicker, rapid)

5. The number of electronic computers used in any given field of human activity is sometimes believed to _____ the degree of its modernity. (indicate, show, testify)

True False



6. True or False

1. Skype is a downloadable software that enables users to make free phone calls and send messages via the Internet. _____

2. Although e-mail is not brand new, there are definitely new and innovative ways of accessing this tool remotely and without the usage of a computer. _____

3. The word “fax” comes from the word “facsimile”. _____

4. Charges are measured in telephone units and therefore vary according to the time of day and where the fax is being sent. _____

5. The capabilities of cell phones have continued to increase since their introduction in the late 1980s. _____



7. Translate the sentences into Ukrainian

1. There are different methods of communication in the office.

2. In each case you will choose the best way to communicate with people you

3. If you want to let your people know some document you can circulate it with a distribution list.



8. Complete the following dialogues

A: Hello. Glad to see you. Where are you going?

B: _____

A: What is your job?

B: _____

A: My company has an immediate opening for a software programmer. Are you a specialist in this field?

B: _____

A: Can you come for an interview tomorrow?

B: _____

A: You shouldn't miss such an opportunity.

B: _____



ВИСНОВКИ

Сьогодні у педагогічній науці яскраво заявляє про себе особистісно-орієнтований підхід, який забезпечує створення нових механізмів навчання і виховання та ґрунтується на принципах глибокої поваги до особистості, самостійності особи, врахування індивідуальності.

Особистісно-орієнтоване навчання має суттєво гуманізувати навчально-виховний процес, наповнити його високими морально-духовними переживаннями, утвердити принципи справедливості і поваги, максимально розкрити потенційні можливості дитини, стимулювати її до особистісно розвивальної творчості.

В умовах навчання відбувається становлення та розвиток таких важливих якостей особистості, як рефлексивність, спонтанність, критичність мислення, вміння працювати з інформацією, спілкуватися та нести відповідальність за наслідки власних дій.

Орієнтація навчання на особистість передбачає створення оптимальних умов використання різних джерел наукової інформації для кожного студента при опануванні знань.

Таким чином, призначення особистісно-орієнтованих технологій полягає в тому, щоб підтримувати та розвивати природні якості дитини її здоров'я та індивідуальні здібності, допомагати в становленні її суб'єктивності, соціальності, творчої самореалізації особистості.

Із досвіду роботи можу стверджувати, що реалізація особистісно-орієнтованого підходу є доцільним інструментом формування та розвитку соціально активної творчої особистості сучасної людини. Підбір форм і методів роботи, а також засобів навчання має здійснюватися викладачем ретельно з урахуванням психологічних та інтелектуальних особливостей студентів. Здійснюючи такий підхід у навчанні, викладач має подбати передусім про свою психологічну готовність виступати не диктатором, а партнером у навчанні.

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