

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ
ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ АВТОНОМНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ ВЫСШЕГО ОБРАЗОВАНИЯ
«Национальный исследовательский ядерный университет «МИФИ»
Северский технологический институт –
филиал федерального государственного автономного образовательного учреждения высшего
образования «Национальный исследовательский ядерный университет «МИФИ»
(СТИ НИЯУ МИФИ)

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«30» марта 2021 г.

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PROFESSIONAL SKILLS

Практическое руководство

по курсу «Профессиональные коммуникации на английском языке»
для студентов технических направлений и специальностей

Северск 2021

УДК 811(Англ)
ББК 81.2Англ
К 142

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К 142 Professional Skills: практическое руководство / Т. Ю. Казанцева, Т. А. Кинева, Г. А. Щипкова; Северский технологический институт НИЯУ МИФИ – Северск: Издательство СТИ НИЯУ МИФИ, 2021. – 34 с. – Текст: электронный.

Практическое руководство предназначено для студентов технических вузов и представляет собой издание по деловому английскому языку. Включает в себя основные виды письменной и устной бизнес-коммуникации на английском языке: деловую переписку, обращение на работу, подготовку резюме и к собеседованию.

Руководство рассмотрено и одобрено на заседании кафедры иностранных языков СТИ НИЯУ МИФИ (протокол № 7 от «30» марта 2021 г.)

Издается в соответствии с планом выпуска учебно-методической литературы на 2021 г., утвержденным Советом СТИ НИЯУ МИФИ.

Рег. № 9/21 от 16.04.2021 г.

Редактор М. В. Ворожейкина

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Содержание

Введение.....	4
Unit I Business letter.....	5
Unit II Job-hunting.....	15
Unit III Letter of application	17
Unit IV Writing Resume or CV	24
Unit V Successful Interview	28
Рекомендуемые источники.....	34

Введение

Настоящее руководство предназначено для студентов старших курсов, магистрантов технических специальностей и направлений вуза, продолжающих изучение английского языка. Основная цель заключается в том, чтобы развить коммуникативные способности студентов, отражающих особенности профессионального общения на иностранном языке.

Материал ориентирован на достижение универсальной компетенции студентов по иностранному языку: знать правила и закономерности личной и деловой устной и письменной коммуникации; современные коммуникативные технологии на иностранном языке; уметь применять на практике коммуникативные технологии, методы и способы делового общения для профессионального взаимодействия; владеть методикой межличностного делового общения на иностранном языке с применением профессиональных языковых форм.

Практическое руководство содержит 5 тем, в которых рассматриваются основные виды коммуникации на английском языке: деловая переписка, обращение на работу, написание резюме, подготовка к собеседованию. Издание включает профессиональную лексику в заданном контексте, тематические тексты и задания на развитие понимания чтения, развернутую систему интерактивных лексических упражнений.

Работа прошла экспериментальную проверку на занятиях английского языка и показала высокую практическую ценность. Данное руководство «Professional Skills» считается компонентом УМК по дисциплине «Профессиональные коммуникации на английском языке».

Unit I Business letter

Sound-letter correspondence

ж	– zh	Zhvanetsky, Kozhedub	ч	– ch	Chapaev, Zinchenko
з	– z	Zuyev, Gazmanov	ш	– sh	Shalayev, Koshechkin
й	– i/y	Buinovskiy	щ	– shch	Shchukin, Ishchenko
е	– eye	Deyev	и	– i	Istomin
ё	– yo	Fyodorov	ы	– y	Bykov
х	– kh	Khramov, Bakhmetiev	ю	– yu	Yury
ц	– ts	Zaitsev	я	– ya	Yakovlev, Vyatkina

1 Write in English and spell:

Кузнецов, Яшина, Давыдов, Вахрушев, Агеева, Жвачкин, Чернышов, Каюров, Людмила, Ефим, Майя, Алёна, Фотиев, Сёмочкин, Юрьева, Яценко, Вяхирев, Щёткин, Бычков, Елисеев, Леонтичук, Коммунистический, Лесная.

Envelope

Адресант (отправитель – addresser, sender)

Адресат (получатель – addressee, recipient)

Addresser

Dr. Tatiana Senchuk
12 Lesnaya Street, fl. 3
Seversk, 636071
Tomsk Region, Russia

Addressee

Steven Spencer
24 Burlington Road
Ipswich, IP1 2EU
Suffolk, United Kingdom

2 Arrange the address lines in the correct order:

Ipswich, Mr. Anthony Nicholl, UK, 41 Graham Road, IP2 3QE, Suffolk

Elements and structure of a Standard Business Letter

1. **Return Address** (*Адрес отправителя*): Your address (or the address of the company you represent) should be written *in the top right-hand corner of the letter*.

2. **Date** (*Дата*): Leave two blank lines after the return address. Always spell out the month and include the day, a comma, and the year.

3. **Inside Address** (*Имя и адрес получателя*): Leave two blank lines after the date. The inside address should be written *in the left-hand corner of the letter*.

4. **Salutation** (*Обращение*): Type **Dear Sir or Madam**, если имя неизвестно; **Dear Dr. Smith/Mr. Jackson**, если имя известно. If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women. End the line with a colon.

5. **Body** (*Содержание письма*): Align your message on the left margin. Skip a line before starting a new paragraph. Make sure that each paragraph is clear and concise.

а) **First paragraph** (*цель*): The first paragraph should be short and state the purpose of the letter – to make an enquiry, complain, request something, etc.;

б) **Main body** (*основное сообщение*): The paragraph **in the middle** of the letter should contain the relevant information. Keep the information to the essentials and concentrate on organising it in a clear and logical manner rather than expanding too much;


в) **Last Paragraph** (*заключение/вывод*): The last paragraph of a formal letter should state what action you expect the recipient to take – to refund, send you information, etc.

6. **Closing** (*Окончание письма*): Leave two lines of space after your last body paragraph, then use a conventional closing, followed by a comma.

Yours sincerely, if you addressed by the name of the person.

Yours faithfully, if you do not know the name of the person.

7. **Signature** (*Имя и подпись от руки*): Your signature should appear four lines below your closing. Use both your first and last name. If you are writing on behalf of an organization, type your title on the next line.

 Запомните, что в деловых письмах употребляются только полные формы слов (без сокращений), а язык строго официальный, без сленга и разговорных выражений.

 e.g. *I'm sure* → *I am sure*; *Thanks a lot* → *Thank you very much*.

Abbreviations at the end of a letter

The following abbreviations are widely used in letters:

asap = as soon as possible

cc = carbon copy (when you send a copy of a letter to more than one person, you use this abbreviation to let them know)

enc. = enclosure (when you include other papers with your letter)

pp = per procuracionem (A Latin phrase meaning that you are signing the letter on somebody else's behalf; if they are not there to sign it themselves, etc)

ps = postscript (when you want to add something after you've finished and signed it)

pto (informal) = please turn over (to make sure that the other person knows the letter continues on the other side of the page)

RSVP = please reply

Layout for a formal letter

The diagram illustrates the layout for a formal letter, enclosed in a large rectangular border. The components are as follows:

- Sender's address and other contact info:** A rounded rectangular box in the top right corner containing the text: "Sender's address and other contact info:", "Email", "Telephone", and "Fax".
- Date:** A simple rectangular box located below the sender's address box.
- Recipient's address Reference number (if available):** A rounded rectangular box on the left side.
- Dear ...:** A simple rectangular box on the left side, below the recipient's address box.
- Writing Guidelines:** A large rounded rectangular box in the lower middle section containing a list of five guidelines:
 - ✓ Use formal standard English – no slang
 - ✓ Keep sentences precise and get straight to the point
 - ✓ Keep a business letter focused and do not waffle on!
 - ✓ Do not use contracted forms – write all words in full
 - ✓ Be polite and use intelligent vocabulary
- Closing:** A rounded rectangular box at the bottom left containing the text: "Sum up your main point and state that you look forward to a response to your letter".

Yours sincerely, ... (if the name is given)
Yours faithfully, ... (if greeting is Sir/Madam)

Sample Business Letter (Full Block Style)

Mrs. Clara Winters 12187 S. Polo Dr. Fairfax, VA 22030	Return address
May 26, 2019	Date
The Tiny Tots Toy Company 15456 Pyramid Way Inside College Park, FL 33133	Address
Dear Customer Service Representative:	Salutation
I recently purchased one of your Tiny Tents (model #47485) for my three-year-old. Unfortunately, after viewing the components that came with the product, I found that four of the parts were missing. Also, the instructions that came with the tent are in Portuguese and Russian, but not in English or French, the two languages I speak. These two unforeseen problems have resulted in the tent remaining unassembled and unacceptable as a toy for my daughter.	Body
I am writing to request replacements for the missing parts, and a copy of the full set assemble instructions in English for the model I purchased. If reasonable arrangements are nor made within ten business days, I will return the tent to the store I purchased it from and expect a full refund. To assist you in processing my request, I am including a copy of my sales receipt and a list of the missing parts.	
I have purchased other toys manufactured by your company in the past, and have always been impressed with the quality. I sincerely hope this is a one-time incident, and that any future purchases I make will live up to the standard my family has	

come to expect from your company. Sincerely, <i>Clara Winters</i> Clara Winters Enc: 2	Closing Signature Typed name Abbreviation
--	--

3 Study useful expressions:

- Reason for writing:

I'm writing in response to your advertisement/article/letter...

I'm writing regarding your advertisement/article/letter...

I'm writing with regard to your advertisement/article/letter...

I'm writing to enquire about ...

I'm writing to receive more information ...

- Requesting/inquiries:

I would be grateful if you could do me a favour ...

Would it be possible to send me details of ...

Could you please let me know ...

Please confirm the reservation ...

Could I ask to cancel my order ...

I would like to receive ...

I would be interested to hear your opinion of ...

I wonder if you could give me some explanation ...

I would greatly appreciate if you would kindly inform me at your earliest convenience ...

- Answering:

In response to your enquiry about ...

In response to your enquiry of 5 March ...

I have the pleasure to inform you that ...

This is to inform you that ...

I am writing to confirm that ...

- Closing:

Thank you, in advance, for taking time to respond to my letter.

I sincerely hope you will be able to help me in the matter.

I am looking forward to hearing from you soon.

I look forward to your reply.

I hope to have further news from you before long.

Types of formal letters

Заявление об устройстве на работу	Job application
Резюме	CV (curriculum vitae)
Рекомендательное письмо	Recommendation/reference
Приглашение	Invitation
Заявка на участие	Application
Запрос/ заказ	Enquiry/ Order
Контракт	Contract, agreement
Сопроводительное письмо	Covering letter
Жалоба	Complaint
Извинение	Apology
Служебная записка, напоминание	Memo/ memorandum

4 Read the letters below and state their type:

a)

**SYMPOSIUM ON THE LATEST DISCOVERIES
OF NEW ELEMENTS**
Moscow, 2019

April 14, 2019

Dr. P.E. Pilet
Department of Chemistry
University of London
England

Dear Dr. Pilet,

On behalf of the Organizing Committee, I have the pleasure of inviting you to attend the Symposium on the Latest discoveries of New Elements to be held in Moscow, December 16-20, 2019.

We are sure that your participation will contribute much to the success of the Symposium and personal contact with you will enhance the exchange of scientific information.

I am looking forward to hearing from you soon and hope that your response will be favourable.

Yours sincerely,

A. Currah

Dr. A.A. Silayev
Chairman,
Organizing Committee

b)

To: All staff

From: Michael Rivers

Subject: Announcement

Date: November 14, 2018

CC: Charles Perkins

I am delighted to announce that Kevin Tomms has been promoted to the post of Senior Financial Supervisor. I am sure you will all join me in wishing him well in his new position.

c)

18 Newton Lane
Oak Ridge, TN
18730

March 23, 2017

Cosy Clothes
36 Bath Street
Liverpool
L23 4JX

Dear Sir or Madam,

I would like to place an order for a ladies' cardigan (ref no. 223-071) from your Winter catalog, and enclose a check for \$25.99. Please could you inform me by return letter if this item is not currently in stock.

I would also be grateful if you would send me your latest catalog and price list,

11

and details of the stores in my area which stock your products.

I look forward to hearing from you shortly.

Yours faithfully,

Margaret Camson

Margaret Camson

d)

Cosy Clothes
36 Bath Street
Liverpool
L23 4JX

March 23, 2017

18 Newton Lane
Oak Ridge, TN
18730

Dear Mr Cameron,

I am writing to apologize for the mix-up in your order. We recently began using a new packaging system, which still has a few small bugs. This morning we straightened out your order and sent it. To compensate for the inconvenience, we have enclosed coupons for you to enjoy on future purchases at any of our retail stores. Again, I apologize for the confusion and any trouble this may have caused you.

Yours sincerely,

Mary Smith

Mary Smith

Revision

5 Rearrange parts of a letter in the correct order:

- a) 45 Agate Road
London NW6 0AH
15 March 2019
- b) I read about a job opening for an administrative assistant on the Netlives Web site.
.....
I look forward to hearing from you soon.
- c) Maria Sanchez
Human Resource Specialist
Netlives Ltd.
632 Garrison Road
Cambridge CB4 1HD
- d) Dear Ms. Sanchez,
- e) Yours sincerely,
Michelle Peters

6 Rearrange parts of a letter in the correct order:

- a) Best wishes,
Curt Marks
Special Projects Officer
- b) Dear Ms. Turner:
- c) Jan Turner
East Conference Centre
412 Bellevue Lane
Annapolis, MD 21401
- d) In our telephone conversation yesterday, we discussed plans to conduct our training seminar at your conference centre.
.....
I look forward to meeting you next week when I come to look over your facilities.
- e) CellFirst, Inc.
10 Harbor Place
Baltimore
Maryland 21220
January 28, 2018

7 Match the information on the envelope with its meaning:

Mr. Kevin Kennedy
2107 (1) Packer Drive
(2) Amarillo, TX (3) 79108

Mr. and Mrs. Smith
(4) 800 (5) Park Avenue, 3C
New York, (6) New York
10025

- a) Name of the street
- b) Street name in the return address
- c) Suite number
- d) Name of the city
- e) ZIP code
- f) Street name in the mailing address

8 Match the information on the envelope with its meaning:

(1) Mr. Walter Robinson
Paul Centre
115 Irvin Lane
(2) Dallas, Texas (3) 75201

(4) Dr. John Dean
12247 Rodeo Drive
Seattle, (5) Washington (6) 98110

- a) ZIP code in the return address
- b) Name of the state
- c) Sender's city name
- d) Recipient's name
- e) ZIP code of the delivery address
- f) Sender's name

Unit II Job-hunting

1 Warm-up. Answer the questions:

- 1) Have you ever had a part-time or full-time job?
- 2) What was it?
- 3) Was it well-paid?
- 4) Did it need any qualifications/training?
- 5) Did you have prior experience in this type of work?
- 6) What hours did you have to work?
- 7) What qualities did your part-time job require? Choose: adaptable, polite, persuasive, patient, outgoing, hardworking, helpful, accurate, caring, sympathetic.
- 8) Did you get a salary or wage? What's the difference?
- 9) How did you find your job?
- 10) Have you ever written letters of application?

2 Read the text:

Looking for a Job?

You have probably already thought about steps to undertake to find a job. Some of you may be working, others are still looking for a post. Whatever we do, we will work one day, and this time I would like to give you some useful vocabulary in English.

What is a **job**? It is what we do regularly to earn money (most often), especially in a particular company or for a person. There are different types of jobs. First of all, it can be **full-time**, i.e. a job that you do for at least the same number of hours a week as people usually work. A **part-time** job is a job you do for fewer hours a week than people usually do.

Then we have another word - **work**. It also means something you do to earn money or the place where you do it. **Occupation** is a more formal term than job. A **post** is a particular job with responsibilities you have within a company. A **position** is usually used in advertisement and also means a job. To find a position, you can look in newspapers or Internet career sites, or check out postings at specific company web sites.

Now, let's think of what you should do to get a job. Having located a post you are interested in, you **apply for** it. This means you should write a letter or fill in a form that will be sent to your potential **employer** (a person, a company or an organization that pays someone to work for them as a member of their staff). Do not mix up employer and **employee**: the latter is someone who is regularly paid for work.

You should also send to the employer your **CV**, or *Curriculum Vitae*, which is a document giving details of your qualifications and the jobs you have already had. Normally, there are special rules for writing a CV, and American schools, for example, include in their courses the subject called business writing where students are taught how to write their CVs.

Now let's imagine you were chosen from among other **job seekers** (a formal word used to name somebody who is looking for a job). Going to an **interview** - a meeting with people you are hoping to work for - you will probably find in the office other **applicants** (someone who applies for a job) or **candidates** (someone who is competing with other people for a particular job). And every one of them will also be an **interviewee**, i.e. an applicant who is asked to come for an interview.

If the employer liked you, you will be **hired**. (Please, notice the difference between British and American English. In Britain you **hire** something if you are paying to use it for a short time. But if you want to keep it for a longer period you rent it. You can also hire a person for a job that won't last long. But you **employ** somebody for a permanent job. In American English you always hire people and rent things, whether it is for short or long periods.)

In case you do your job badly the employer can **sack** or **fire** you: tell you that you must leave the post. You are made **redundant** if you are needed no longer in your company. If you take the decision yourself, you **resign**; in other words, you say officially you are leaving the job or **quitting** (which is more informal). And, finally, you **retire** when you are old. The adjective used for describing someone who is not working because of senior age is **retired**.


You can also be **unemployed** or **jobless**, or **out of work**, which is used to speak about someone who has no job but wants to work.

*3 Think about one of these questions and tell about your **job experience**:*

1) Have you already had a job? 2) How did you find the position? 3) How long have you been working in your company? 4) Do you think it is important for a person to make a career? 5) Which one would you like to have? 6) Have you ever written a CV? 7) What should a CV look like to be noticed by an employer? 8) What personal qualities should an applicant have to be chosen among other candidates? 9) Why can an employee be fired? 10) Are there any ways to avoid it? 11) What should unemployed people do to find a job? 12) What are the advantages and disadvantages of full-time and part-time jobs? 13) If you have not worked yet, what job would you like to apply for?

Unit III Letter of application

1 Read this letter of application and say why Paulo's applying for the job advertised in a sport magazine:

	<p>Keen on sport? Busy health club requires outgoing person for part-time work (including late hours). June to September. Good command of English. Must be adaptable. Please write to: The Manager, Sundance Health Club, Chichester, Sussex, P01@JE including a recent photograph.</p>
---	---

Rua de Gloria 10
3000 Coimbra, Portugal
15th April 2020

The Manager,
Sundance Health Club,
Harbour Lane, Sussex,
Pol@JE

Dear Sir/Madam,

I am writing in reply to your advertisement in "Health and Fitness" magazine for general part-time work in your health club.

I am a 20-year-old Portuguese student and I come from Coimbra in the north of Portugal. At present I am still studying at college but I am taking my final exams in May. I have studied English for six years but I want to spend some time in England in order to improve my spoken English.

I am interested in sport and fitness and at home I go to a sports center three times a week. I am also a member of the college swimming team. I get on very well with people and I like making new friends. I don't mind doing any sort of work including cleaning, washing up and helping in the gym.

I am prepared to work any hours but ideally I would like to work in the afternoons and evenings so that I can attend English classes in the mornings. I have friends who live in Chichester, so accommodation is not a problem. My term ends on 28th May, so I would be able to start on 1st June.

I look forward to hearing from you.

Yours faithfully,

Paulo Freitas

2 Find the sentences in Paolo's letter which match these parts of the advertisement:

- a) Keen on sport outgoing
- b) Outgoing
- c) Part-time work (including late-hours)
- d) June to September
- e) Good command of English
- f) Must be adaptable

Grammar Review

3 Find in the text the sentences with Present Simple Tense and Present Progressive Tense.

What do these grammar constructions express?

4 Give information about your friend or relative:

Example: *My brother is a student and has a part-time job as a programmer. He lives and works in Moscow. He's currently working on a ...*

5 Discuss these questions:

- 1) What impression do you try to give in an application letter?
- 2) Should an application letter be handwritten, typed, or laser-printed?
- 3) Do you always tell the absolute truth in application letters?

6 If you want to get a job, remember the following:

- 1) Remember that the first impression is important.
- 2) Write clearly and neatly on good paper.
- 3) Check for spelling mistakes. Use a dictionary if you are not sure of a word.
- 4) Describe yourself, your qualifications and your experience clearly.
- 5) Address the letter and the envelope clearly.

7 Study the following adverts. Discuss what qualifications, prior experience and qualities are required:

Efficient shorthand typist secretary needed for a small friendly company. Apply to office managers, Ann Harper Ltd, 6 Newport Road, Boston RS1 4X.

Teacher required for a private language school. Teaching experience unnecessary. Apply: Director of Studies, Instant Language Ltd. 279 Canal Street, Roston.

Manager for small newsagents. Applicants must have experience of running a small shop. Good knowledge of accounting desirable. Age 25-40. Apply in writing to: Personnel Manager, Chambers Wren, Chambers House, High Street, Barbury BA 610S.

8 Text. Read the following information:

Writing an application letter

A letter of application should create enough interest to make the potential employer want to look at your application in greater detail by reading your CV and hopefully invite you for an interview. Your application letter, however, should not contain too much detail about your experience and qualifications because that is the job of the CV.

Layout and style. The letter should be limited to one page and a few paragraphs will normally be sufficient. It is better to address a letter to a specific person, e.g. *Dear Miss Chan*, rather than to *Dear Sir or Madam*. However, in some job advertisements the name of the person you are writing to is not given. It is good practice to try to find out the following information before you write your letter:

- the full name of the person you are writing;
- their title - Mr., Mrs., Miss, Ms, Dr, Professor, etc.;
- their position - Personnel Manager, Human Resources Manager, etc.

All this information can be obtained by a quick phone call to the company. Remember, never write *Dear Miss W. Chan*. It should be *Dear Miss Chan*. Do not use the initial except in the address. If you start with *Dear Sir/Madam*, it is accepted practice to finish with *Yours faithfully*. Whereas, if you start with *Dear Miss Chan*, you may finish with *Yours sincerely*. Your letter should be neat and free from careless mistakes. You can follow the full blocked and open punctuation style. Whichever layout style you choose to use, you should use it consistently throughout the letter.

Structure of the letter

Paragraph 1. It should state clearly *why* you are writing and *where* you saw the job advertised.

I would like to apply for the post of... as advertised in today's issue of...

With reference to your advertisement in ... on ..., I am writing to apply for the position of...

Paragraph 2. It should give a little information about *your qualifications* and *experience*. Make sure the information you give is relevant to the job that you are applying for.

As you can see from my enclosed CV, I have worked in my present position for five years. During this time I have gained invaluable experience in ...

I am currently a student at STI NRNU MEPhI studying... I am due to graduate in... Although I have been studying full time, I have had a number of summer jobs which have helped me to gain experience in...

My experience over the past two years has been at the managerial level where I have had responsibility for...

Paragraph 3. It should say why you believe *you are suited* to the job and what you *can offer* the company. Those currently employed can state the reason for wishing to change their present job. However, you should not sound critical of your present employer.

I am currently working as a receptionist in ...The reason for my seeking a new position is that I wish to pursue a secretarial career. Unfortunately, there are no openings for advancement in my present employment.

For the last two years I have been working as a receptionist in ... Unfortunately, the company is moving its main offices overseas and I have

therefore decided to look for a new position. I believe that the experience I have gained in ... has given me the qualities you are looking for ...

I believe I would be an asset to your company. I will be able to bring with me my experience of... which I believe would be useful in this position...

I feel that my ability to ... will help/enable me to ...

Paragraph 4. It should tell the reader when you are *available* for an interview and how to *contact* you.

I would like to have the opportunity to talk to you further about my application. I am available for interview at any time and I can be contacted at/on...

I am available for an interview at any time but would appreciate two days notice. I can be contacted on/at...

Remember you might have to give a bit more detail than in the above examples. Also, it is sometimes useful to gather information about the company so that you know more about its background and policies. This may help you present yourself in the best light.

9 Read the following extracts from two letters. Fill in each blank with a word from the following list:

as audio available consider enclose inquiries favourably for
form further in opportunity position take to with

A. Dear Sir or Madam,

In reference (1) ... your advertisement in today's 'Morning News', I am interested (2) ... applying for the (3) ... of administrative clerk with your company.

Could you please send me (4) ... details and an application (5)

Yours faithfully, ...

B. Dear Sir,

I would like to apply (6) ... the position of administrative clerk with your company.

I (7) ... my application form.

I am currently working (8) ... a secretary in the accounts office at TW Industries. My responsibilities include (9) ... and copy typing and dealing (10) ... correspondence and telephone (11)

Twice a week I have been going to evening classes in bookkeeping and I intend to (12) ... an examination in three month.

I am applying for the position because I would like an (13) ... to make more use of my training.

I would be (14) ... for an interview at any time.

I hope that you will (15) ... my application (16)

Yours faithfully,

10 Look at this job ad. What would be its attractions? What might be its drawbacks? Write a letter of application to ACME Atlantic:

WORK IN BERMUDA!

ACME Atlantic are a well-known and respected trading company. We handle imports directly from manufacturers in 35 different countries, often to our own specifications, and currently export to 46 different countries worldwide.



We are looking for enthusiastic people to work in our office in Bermuda on temporary 3-, 6- and 9-month contracts. Applicants must be able to speak and write at least one foreign language fluently and can be nationals of any country.

Experience in import/export will be an advantage, but as special training will be available this is not essential. The main requirements are a willingness to work as a member of a team, to cope with pressure, to use the telephone in a foreign language and in English and to be prepared occasionally to work long hours when necessary.

There are several posts available and long-term prospects are good, though initially all successful applicants will be contracted for a maximum of 9

months.

The salary we will offer is excellent. We will pay for your return air fare and provide adequate accommodation at a nominal rent.

Please apply in your own handwriting, enclosing your resume, to Charles Fox, European Sales Office, ACME Atlantic Ltd, 45 Pentonville Road, London EC2 4AC.

11 Rewrite this letter in a suitably formal style. Some sentences may have to be left out altogether:

11 Oakwood Road
Stanhope
Birmingham

8th October

Dear Mr. Scott,

I am writing because you said you wanted a Service technician in *The Evening Mail* of 7th October. I've put my life story in with this letter. If you look at it you'll see I know a lot about engineering because I've been a maintenance engineer for six years. So I've learnt a lot about servicing manual and electrical systems. I took a conversion course the other day, all about pneumatic, hydraulic and electrical systems. It was pretty easy. Now I'm going to evening classes in the same things, and I hope I'll pass the exams at the end!

I liked your comment in the ad about "good prospects" because I'm not just in it for the money. I want a job that'll mean something. I'm sure you'll understand.

Get in touch if there's anything else you need to know. Give me a ring at work, it's 423419. In the evenings, you can always get me at my mother's in King Oak. I can come and see you at any time except Tuesdays, which are a bit awkward.

Best wishes,
Richard Walters

Unit IV Writing a CV/ Resume

1 Read the text:

All About Resume Writing

What is a resume? A resume is a one-page document that outlines your work/volunteer/internship experience, skills, and educational background required by most job applications.

Why do I need a resume? Think of a resume as an opportunity. A resume is your chance to show off all of your great experience and skills to a potential employer. It's also your chance to make a catalogue of all of your skills in one compact place.

What job does my resume need to accomplish? Your resume should be persuasive. You're trying to include the best information possible to get the specific job you're applying for. Your resume should also be concise. It should be no longer than one page and should not use wordy language or fluff. Be detailed, but brief!

How should my resume be formatted? The Golden Rule of resume design is making it easy to read. Avoid clutter and make things easy to find. Start with what's most important and work down from there. Try to stick to one font throughout and two at the very most to keep things consistent. Your name and contact info should always appear at the top of the page.

Resume Do's:	Resume Dont's:
<ul style="list-style-type: none">- Proofread everything very, very thoroughly.- Try reading out loud and reading from the end to the beginning to catch any typos or mistakes.- Get professional advice from the Writing Center or a professor.- Ask friends to read it.	<ul style="list-style-type: none">- Do not include information from high school (unless you're a freshman or sophomore).- Do not say "References available upon request". Leave that for your cover letter.- Do not include boring, overly general, cheesy, or unimpressive items under your Work Experience or Skills sections unless you absolutely have to. These are examples of boring items:<ul style="list-style-type: none">○ proficient in Internet"○ "kept office clean and organized"○ "able to work long hours"○ "answered phones and took down messages"

What sections do I need in my resume?

Contact Info

- A current phone number, mailing address, Web portfolio URL (if applicable), E-mail address.
- You may want to establish a “work” e-mail address for yourself if your current e-mail is something like “crazyforcats@gmail.com” or “starchaser91@yahoo.com”. Try **firstname.lastname@gmail.com** or a similar professional-sounding address.

Objective

- The objective should be short and concise, but it must also be tailored to the specific organization and position. The objective should state the organization's name and the specific position title, and then briefly outline how the applicant will help the organization achieve its goals. Remember, the more specific, the better.

Example: Objective: To obtain the programming position in the Navigation Software Development Team to help ABC Aerospace further achieve its mission of designing tomorrow's technology today.

Work Experience

- List information for each relevant job, internship, or volunteer experience where you have worked. Include the name of each company/organization, its location (city and state is enough), the dates you worked there, your position title, and your job responsibilities and achievements.
- You can arrange this section by either company name or by position.
- This section should be in reverse chronological order (starting with the most recent)

Education

- Names and levels of any degrees you have earned or are in the process of earning, names of majors and minors, names of institution(s) where you earned the degree(s), dates of graduation (or expected date). GPA is optional.

Skills

- Computer software proficiency (Microsoft Excel, Adobe Photoshop, etc.).
- Languages.
- Job-specific skills (copy editing and photography for a journalism job or computer languages, skills, hardware knowledge for a computer science job or CPR certification for a nursing job).

Honors and Awards

- Dean's list, department awards, scholarships, off-campus awards, contests.
- Keep these connected to what you're applying for: don't include the hot dog-eating contest you won (unless you're applying for a job eating hot dogs!).

Other Optional Sections

- Volunteer experience and activities
- Leadership experience
- Research experience
- Relevant coursework
- Publications
- Certifications
- Foreign travel/study abroad experience
- Professional organizations
- Honors organizations membership

2 Read the following information about CV writing in brief:

Format for a Curriculum Vitae (CV)

A Curriculum Vitae, commonly referred to as CV, includes a summary of your educational and academic backgrounds as well as teaching and research experience, publications, presentations, awards, honors, and affiliations.

International employers often expect to read the type of personal information on a curriculum vitae that would not be included on a resume. When writing a CV for graduate school or academia the personal information included in this curriculum vitae template would be omitted.

The following curriculum vitae template will give you an example of what to include in your CV and show the appropriate format for a curriculum vitae.

Sample Curriculum Vitae Template

CONTACT INFORMATION

Name Address
Telephone
Cell Phone
Email

PERSONAL INFORMATION

Date of Birth
Place of Birth
Citizenship
Visa Status
Sex

Optional Personal information:

Marital Status
Spouse's Name
Children

EMPLOYMENT HISTORY (*List in chronological order, include position details and dates*)

Work History
Academic Positions
Research and Training

EDUCATION (*Include dates, majors, and details of degrees, training and certification*)

High School
University
Graduate School
Post-Doctoral Training

PROFESSIONAL QUALIFICATIONS

Certifications and Accreditations
Computer Skills

AWARDS

PUBLICATIONS

BOOKS

PROFESSIONAL MEMBERSHIPS

INTERESTS

Note: Having a well written, effective resume at one's disposal is an excellent tool in today's ever changing job market. A strong resume may be the sole difference in getting a call for an interview or simply having your resume tossed into the proposed employer's sludge pile. Simply put, an effective resume may win you a job interview. In the world of academia, a strong resume, known as a curriculum vitae (CV) may open the door towards a tenured position.

3 Write your CV.

Unit V Successful Interview

1 Recruitment

In life of any person there is a moment when he must take a very important decision - to find a job which will bring satisfaction and money simultaneously. And what is an ideal job for you? Choose the answers and give your reasons:

An ideal job for me is a job ...

- that suits my personality;
- that gives challenge and opportunity;
- that gives independence;
- well-paid;
- risky;
- that encourages thinking and development;
- calm and steady;
- which is connected with communication;
- prestigious;
- part-time;
- without long business trips.

2 The Perfect Interview

So you chose a job ad, sent your resume to the company and they invited you to the interview. Are you nervous? Now try to imagine that you are a director of a company. What kind of a person would you employ? Tick the most essential features and give your reasons. Add your own variants:

- positive minded;
- dedicated;
- hard-working;
- with a good sense of humour;
- intelligent;
- sociable;
- competitive;
- self-motivated;
- talkative;
- experienced;
- active;
- determined to succeed;
- enthusiastic;
- brave.

3 Select three traits of character which you consider to be the most important and say if you possess them.

4 Read the text:

An Interview

Here is a part of an interview between a Personnel Manager (PM) and a young girl (Ann) who wanted to be employed by the company:

PM: Good morning, Miss...

Ann: Miss Jones.

PM: Miss Jones, yes, right. Hi. UM, you'd like to join our team, I gather.

Ann: Yes, I would.

PM: That's very good. I'd like to know a little bit about you. Perhaps you could tell me a little bit about your education.

Ann: Oh yes, right. Well, I left school at 18 and for the first two years I went to Gibsons, you might know them, they're an engineering firm. And after that, I wanted to do a course, so I did a one-year full-time PA course and went back to Gibsons. I was PA to the Export Director. I stayed there for two years and then moved on to my present company. That's Europa Marketing. Mr. Adair, the marketing director, offered me a job because Gibson had worked quite a lot with Europa Marketing. And I've been with them for three years. I first worked with the Marketing Director and now I'm with the Sales Director.

PM: That's all very interesting, Miss Jones. And what did you enjoy most at school? What was the course that you enjoyed most?

Ann: Ah... foreign languages I liked best. We did French and German. Yes.

PM: Mhm. And are you quite fluent in those now?

Ann: Yes, a bit rusty now, but obviously the more travel I can do the more I can use my languages and I'd like to learn another language. I'd like to add Italian as well.

PM: Very good, that might be very useful. Now tell me a little bit about the work you're doing at present.

Ann: Well, Europa Marketing is a marketing and public relations company and they do consultancy work for companies operating in the UK and European markets. Our clients come from all over the world. We deal with some of them by post, but most of them come to our offices and at least once during the project. I assist the Sales Director by arranging these visits, setting up meetings and presentations and I deal with her correspondence.

PM: It sounds as if you're very happy there, Miss Jones. I'm curious why you'd like to leave them and join our company.

Ann: Well, I know the reputation of Anglo-European and it has a very good reputation. And I feel that I would have more scope and opportunity in your company and that the work will be more challenging for me. I might be able to possibly travel and use my languages because at the moment most of my work is rather routine secretarial-type work and I like the idea of more challenges in my life really...

5 Role-playing game. Move the dialogue along to its conclusion. Then role-play the situation, recreating the interview in your own words:

Margie is applying for a job at the personnel office of National Electronics.

A: Please have a seat, _____ (name).

B: Thank you.

A: Now, what kind of job are you interested in?

B: Well, I enjoy _____ (1) and I'm good at _____ (2).

A: Can you _____ (3)?

B: Yes, I can.

A: How about a job as a _____ (4)?

B: Well, that doesn't sound very _____ (5). Is there anything else?

A: Would you like to work in the _____ (6)?

B: As a _____ (7)? Yes, I think I'd like that.

A: OK. Let's think about that.

- | | | |
|------------------------------------|------------------------|-------------------|
| 1) working with people | office work | sales |
| 2) working under pressure | dealing with customers | figures |
| 3) operate a computer | work independently | do accounting |
| 4) secretary | sales clerk | bookkeeper |
| 5) interesting | challenging | exciting |
| 6) customer relations department | sales department | financial section |
| 7) customer service representative | sales representative | accountant |

6 Study the list of skills. Choose five of them. For each skill, write one or two sentences to highlight that skill, using examples from your work, studies and private life:

- analyzing data;
- attention to detail;
- to be an expert on/in (something);
- budgeting expenses;
- coordinating events;
- corresponding with others;
- creating new ideas;
- delegating responsibility;
- enthusiasm;
- handling complaints;
- to have/take a lead on (something);

- honesty;
- interpreting languages;
- interviewing;
- investigating problems;
- managing/supervising projects & meetings mediating between people;
- motivating others;
- negotiation skills;
- organization skills (people & tasks);
- performing well under stress;
- persuading others;
- planning skills (agendas, events, etc.);
- promoting and marketing skills;
- recruiting skills;
- resourcefulness;
- selling skills;
- speaking in public;
- writing skills.

7 Questions often asked at the interview

Can you answer these questions? Act out a job interview using some of the following questions:

1. What type of position are you interested in?
2. Why do you think you would like this particular type of job?
3. What kind of training have you had?
4. What kind of work experience have you had?
5. Why do you feel you are suited for this position?
6. What do you want from a new position?
7. Why do you want to work for this company?
8. What can you do for this company?
9. What would you like to be doing five years from now?
10. Why did you leave your last job?
11. Do you get along well with others?
12. What were your favourite courses at school?
13. What do you know about our company?
14. Do you prefer working by yourself?
15. Do you need close supervision when you work?
16. How often did you miss work (or school) last year?
17. What are your main strengths?
18. What are your main weaknesses?
19. What makes you angry?
20. Are you willing to go anywhere the company needs you?

21. How do you spend your leisure time?
22. Why do you think we should hire you?

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