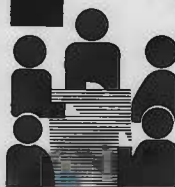


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**BUSINESS  
ENGLISH**

С.А. Шевелёва

ДЕЛОВОЙ  
АНГЛИЙСКИЙ



ИЗДАНИЕ  
2-е

С.А. Шевелёва

# ДЕЛОВОЙ АНГЛИЙСКИЙ

Второе издание,  
переработанное и дополненное

Рекомендовано Учебно-методическим центром  
«Профессиональный учебник» в качестве учебного пособия  
для студентов высших учебных заведений

PART ONE

**13** *BASIC UNITS*

PART TWO

**50** *BUSINESS-LIFE  
EPISODES*

APPENDICES

1. English-Russian Glossary
2. British-American English
3. Phrases from Business Correspondence
4. Abbreviations in Business Correspondence



Москва • 2004

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и *L.P. Todd*, руководителя американской фирмы  
*International Business Development Council, Princeton*  
за помощь в создании учебника

Главный редактор издательства  
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Ш37 —Шевелева С.А.  
Деловой английский: Учеб. пособие для вузов. — 2-е изд.,  
перераб. и доп. — М.: ЮНИТИ-ДАНА, 2004. — 382 с.

ISBN 5-238-00519-9

Второе издание популярного учебного пособия «Деловой английский»  
значительно переработано и дополнено (1-е изд. — ЮНИТИ, 1997).

Новое издание состоит из двух частей: Part One *13 Basic Units* и Part Two  
*50 Business-Life Episodes*, а также четырех приложений: English-Russian  
Glossary, British-American English, Phrases from Business Correspondence,  
Abbreviations in Business Correspondence.

ББК 82.2Англ-923

ISBN 5-238-00519-9

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## От автора

Учебное пособие предназначено для студентов высших и средних профессиональных учебных заведений, изучающих бизнес и менеджмент, для работников организаций, фирм, предприятий, использующих в своей деятельности английский язык, а также для самостоятельного изучения делового английского языка.

Новое издание состоит из двух частей. Part One *13 Basic Units* ориентирована на интенсивное изучение делового английского, она включает основную тематику, деловую лексику, практическую грамматику и фонетику. Part Two *50 Business-Life Episodes* ориентирована на закрепление пройденного материала в сюжетной ситуации — подготовка и проведение семинара в Лондоне.

Приложения 1—4 служат дополнительным справочным материалом для изучающих деловой английский: это англо-русский словарь, англо-американские термины, более 200 фраз из деловой переписки и английские аббревиатуры, используемые в деловой корреспонденции.

*Темы уроков:* прием на работу, внутренний распорядок работы организации, виды компаний, коммерческая и финансовая деятельность, продажа и покупка товаров и услуг, реклама и маркетинг, контракты и соглашения, производство, транспорт и т.д.

Краткие грамматические пояснения и упражнения охватывают всю необходимую практическую грамматику. К наиболее сложным упражнениям в конце уроков даются ключи. Фонетические правила и упражнения на наиболее трудные звуки и интонацию помогут улучшить произношение. Тексты, диалоги, документы, включенные в издание, современны по содержанию и форме, даются со словарными пояснениями и несложными упражнениями. Особое внимание обращается на отличия английского языка в США.

В уроки также включены разделы на отработку типичных ошибок в употреблении некоторых лексических единиц (например: a visit to — to visit) и словообразование.

В каждом уроке даются фразы и предложения для устного общения, подобранные по практическим целям общения, например:

благодарности, извинения, согласия, несогласия, просьбы, советы, уклончивые ответы, поддержание беседы на мероприятиях протокольного характера и т.д.

## Краткие методические рекомендации

Учебное пособие состоит из двух частей. В первую часть (13 *Basic Units*) включены 13 уроков по основной тематике, грамматическому и фонетическому материалу. Каждый урок начинается с раздела *Grammar Revision*, построенного на несложной общебытовой лексике и лексике предыдущего урока. Далее идет несколько разделов на отработку отдельных конструкций, лексических единиц, речевых формул. Это подготовительный этап к работе над текстами. Основа урока — тексты (диалоги, монологические тексты информативного характера, письма, документы, газетные статьи) с небольшими словарными пояснениями и разнообразными упражнениями.

Вторая часть пособия (50 *Business-Life Episodes*) включает 50 небольших эпизодов, каждый из которых содержит текст и задание к нему. Все тексты, разнообразные по форме, объединены одной сюжетной линией: подготовка и проведение семинара для работников фирм, банков и предприятий в Лондоне. Большая часть этих материалов основана на реальных аналогичных семинарах, проводимых в Англии и США.

Прохождение всего материала учебного пособия требует около 200 академических часов, в том числе по десять часов на каждый урок первой части и по одному часу на каждый эпизод второй части.

Каждый урок первой части рекомендуется завершать небольшой контрольной работой, составленной самим преподавателем с учетом типичных ошибок учащихся, наиболее трудного, но нужного для учащихся материала урока. Форма контроля должна соответствовать упражнениям пособия.

Вторая часть пособия — это дополнительный материал для развития навыков устной и письменной речи. На основе текстов этой части можно проводить ролевые игры и обсуждения оценки реальности ситуаций и правильности выбранных решений.

Материал пособия рекомендуется проходить в заданной последовательности.

С.А. Шевелева

## Contents

## Содержание

### PART ONE 13 BASIC UNITS

#### Unit 1: CVs and interviews

11

**Grammar Revision:** The Indefinite Tenses  
Numerals (numbers, dates)

**Word formation:** Suffixes of nouns

**Intonation:** General, special and tag-questions

**Basic function:** Asking questions in an indirect way

**Texts and Dialogues**

30

#### Unit 2: Appointments, introductions

**Grammar Revision:** The Continuous Tenses  
Construction *to be going to do smth*  
Ways of expressing the future  
*if-* and *when-*clauses

**Word formation:** Conversion

**Words:** *a visit, to visit*

**Basic function:** Thanking

**Dialogues and Letters**

50

#### Unit 3: Telephoning

**Grammar Revision:** The Perfect Tenses  
Modal verbs *can/could, may*

**Word formation:** Suffixes of adjectives

**Construction:** *would like to do smth*

**Intonation:** Statements

**Basic function:** Apologising

**Texts and Dialogues**

71

#### Unit 4: Business trips (airports, hotels)

**Grammar Revision:** The Perfect Continuous Tenses  
Modal verbs *must, should, ought, shall*

**Words:** *to go, to come, to fly, to arrive, to stay, to leave*

**Basic function:** Directions

**Intonation:** Alternative questions

**Dialogues, Announcements, Letter**



**Grammar Revision**  
The Indefinite Tenses  
Exercises 1–12  
Numerals (numbers, dates)  
Exercise 13

**Word formation**  
Suffixes of nouns  
Exercise 14

**Intonation**  
General, special  
and tag-questions  
Exercise 15

**Basic function**  
Asking questions  
in an indirect way  
Exercise 16

**Texts and dialogues**  
A job advertisement and two resumes  
Exercises 17–21  
Job interviews  
Exercises 22–26  
A curriculum vitae  
Exercise 27  
An application form  
Exercises 28–31

**Pronounce and translate these words into Russian**

CV ( <i>Lat. curriculum vitae</i> ) ['sɪ'vi] [kə'nikjʊləm 'vɪtaɪ]	job [dʒɒb]
resume ['rezʊmeɪ]	advertisement [əd'vɜ:tismənt]
interview ['ɪntəvju:]	application [ˌæplɪ'keɪʃn]

## Grammar Revision: *The Indefinite Tenses*

### Present Indefinite

инфинитив без *to*

для 3-го л. ед.ч. окончание *-s/-es*

*I/you/we/they work every weekday. Do I/you/we/they work every day?*

*He/she works every weekday. Does he/she work every day?*

*I/you/we/they do not work every day.*

*He/she does not work every day.*

### Past Indefinite

инфинитив без *to* + окончание *-d/-ed*

*I/you/he/she/we/they Did I/you/he/she/we/they*

*worked yesterday. work yesterday?*

*I/you/he/she/we/they did not work yesterday.*

### Future Indefinite

для 1-го л. *shall/will* + инфинитив без *to*

для 2-го, 3-го л. *will* + инфинитив без *to*

*I/we shall/will work tomorrow. Shall/will I/we work tomorrow?*

*You/he/she/they will work tomorrow. Will you/he/she/they work tomorrow?*

*I/we shall/will not work tomorrow.*

*You/he/she/they will not work tomorrow.*

## Глагол *to be*

### Present Indefinite

*I am happy. Am I happy?*

*You/we/they are happy. Are you/we/they happy?*

*He/she is happy. Is he/she happy?*

*He/she is not happy. I am not happy.*

*You/we/they are not happy.*

### Past Indefinite

*I/he/she was happy. Was I/he/she happy?*

*You/we/they were happy. Were you/we/they happy?*

*I/he/she was not happy.*

*You/we/they were not happy.*

### Future Indefinite

*I/we shall/will be happy. Shall/will I/we be happy?*

*You/he/she/they will be happy. Will you/he/she/they be happy?*

*I/we shall/will not be happy.*

*You/he/she/they will not be happy.*

Exercise 1. **Underline the verbs in Present Indefinite**, write their infinitives and translate the sentences:

A curriculum vitae and a resume mean the same thing.

Englishmen usually use the words a *curriculum vitae*.

Americans prefer the word a *resume*.

Both a *curriculum vitae* and a *resume* are foreign words in English.

*Curriculum vitae* are Latin words, while *resume* is French.

There are two spellings: a *resume* and a *resumé*.

Exercise 2. **Open the brackets using the verbs in Present Indefinite** and translate the sentences:

Mr. Jones (*to be*) a teacher of English.

He (*to live*) in Newcastle.

It (*to be*) a big industrial centre in the northern part of England.

Coal industry, shipbuilding, food processing and other industries (*to be*) highly developed here.

Mr. Jones (*to work*) in the University of Newcastle.

He (*to like*) his job very much and he (*to be*) proud of it.

He (*to go*) to the university practically every weekday.

Naturally he (*not to go*) to the university on Sundays.

Exercise 3. **Make the sentences negative:**

She works on Sundays. — *No, she doesn't work on Sundays.*

She is Spanish. — *She isn't Spanish.*

Mrs. Smith works at a plant.

She works every day.

She is an engineer.

She speaks very fluent French.

She often goes to France.

Her daughter is a schoolgirl.

She speaks German.

Her father is German.

#### Exercise 4. Write general and special questions:

He speaks a few foreign languages.

*Does he really speak a few foreign languages?*

*How many foreign languages does he speak?*

She speaks two foreign languages.

She lives in Scotland.

She travels a lot.

She teaches geology.

She has a few children.

Her children speak three foreign languages.

They travel very much.

what  
in what city  
where  
how many

I (to get) a driving licence...

last month

I (to start) to work there...

a few years ago

Note: licence (Br) = license (Am)

#### Exercise 9. Make mini-dialogues:

— *Did you study history at university?*

— *Yes, I did. And I liked it. / — No, I'm sorry I didn't.*

geography

law

arts

archeology

economics

psychology

medicine

mathematics

finance

Note: Englishmen do not use article **the** before *university* when they mean *studies*.

For example: *Mike went to university for four years.*

*She is at university now.*

But: *The university is across the road.*

*Is there a university in your city?*

#### Exercise 10. Translate into English:

Он начал изучать историю  
в прошлом году.

Сколько лет она учила  
французский язык?

Где она изучала экономику?

Он учил английский язык

Сейчас она хороший экономист.

несколько лет.

#### Exercise 11. Complete the sentences using these verbs:

I think I'll ... him this or next Monday.

I think she'll ... to him herself and I suppose she is right.

I don't think he'll ... on time. He is usually late.

I don't think he'll ... all the papers for tomorrow.

I hope he'll ... able to do this. He is a very clever young man.

I don't know how to use this computer. Will you ... me, please?

Will you ... it again, please? I am sorry I didn't hear you.

Will you ... the window, please? It's very stuffy here.

to speak  
to open  
to say  
to come  
to see  
to pre-  
pare  
to help  
to be

#### Exercise 12. Translate into English:

Повторите, пожалуйста.

Он переведет текст завтра.

Я напишу это по-английски.

Когда он закончит перевод?

Я думаю, я переведу текст сегодня.

Она поможет ему.

#### Exercise 5. Write and read mini-dialogues:

to travel much

— *Do you like travelling?*

— *Yes, I do. / — No, I don't.*

to like swimming

to like jazz

to like fishing

to like classical music

to like reading

to like pop music

Note: Americans prefer writing *traveling*.

#### Exercise 6. Translate into English:

Мне не нравится эта музыка.

У него завтра в 10 будет интервью.

Мне нравится классическая музыка.

В какое время вы заканчиваете работу завтра?

Мне не нравится джаз.

В понедельник она будет занята.

#### Exercise 7. Underline the regular verbs and write the three forms of the irregular verbs:

to prefer

to like

to live

to mean

to use

to see

to hear

to understand

to go

to come

to know

to remember

#### Exercise 8. Open the brackets and complete the sentences using the following words at the end of the sentences:

They (to interview) me...

yesterday

I (to live) in that city...

last week

I (to leave) that city...

last year

I (to attend) these courses...

the day before yesterday

# Grammar Revision: Numerals (numbers, dates)

Номера телефонов, домов, почтовых индексов

513 62 65 *five one three six two six five*  
748 *seven four eight*  
35 *thirty five*

Две одинаковые цифры, стоящие рядом  
194 11 22 *one nine four double [dʌbl] one double two*

Ноль в номерах  
1559016 *one double five oh [ou] one six*

Написание и чтение дат  
*1 September*  
*1st September*  
*(the first of September)*

Годы  
1812 *eighteen twelve*  
But: 2000 *two thousand*  
2003 *two thousand and three*

Написание дат в документах  
(British English) 22.1.2003  
22/1/2003  
22.01.2003  
(American English) 1.22.2003  
1/22/2003  
01.22.2003

## Exercise 13

a. Write these and a few other dates both in British and American English; read the dates:

22 октября 2002 г.

1 января 2004 г.

13 февраля 2001 г.

3 августа 2000 г.

b. Read these dates written by Americans:

4.20.2002

2/19/2005

11.21.2003

12.16.2100

c. Read these numbers of buildings, telephone numbers and post codes:

2318

254 18 99

94118

679

(44) 584 255

100115

d. Write and read your

date of birth \_\_\_\_\_

home address \_\_\_\_\_

telephone number \_\_\_\_\_

post code \_\_\_\_\_

## Word formation: Suffixes of nouns

verb + suffix = noun

to employ + -er = *employer*

to employ + -ee = *employee*

to employ + -ment = *employment*

to translate + -tion = *translation*

to prefer + -ence = *preference*

adjective + suffix = noun

useful + -ness = *usefulness*

honest + -y = *honesty*

noun + suffix = noun

economy + -ist = *economist*

friend + -ship = *friendship*

## Exercise 14

a. Read the words, underline the suffixes and translate the nouns into Russian; write the verbs from which the nouns are formed:

interviewer

advertisement

application

teacher

assignment

education

traveller

achievement

administration

writer

government

formation

speaker

development

information

translator

retirement

organization

Note: organization = organisation

b. Form nouns with the help of the suffixes and translate them into Russian:

-ence/-ance	-ness	-ty/-ity	-ist
to accept	polite	loyal	science
to assist	kind	possible	art
to attend	fine	rare	geology
to enter	friendly	fidel	physics
to perform	ready	moral	psychology

c. Say how these nouns are formed and translate them into Russian:

readership	musician	lawyer	mathematician	knowledge
partnership	representative	certificate	receipt	referee

## Intonation: General, special and tag-questions

General questions and tag-questions  
are pronounced with the *rising tone* (').

*Do you often translate 'texts?*

*You often translate texts, } 'don't you?*

Special questions are pronounced with the *falling tone* (,).

*What kinds of texts do you often trans, late?*

### Exercise 15

a. Read these sentences paying attention to the intonation:

Do you know these 'words?

You know these words, } 'don't you?

Did you learn these rules at 'school?

You learned English at school, } 'didn't you?

Will you remember how to read 'numerals?

What Grammar rules do you re, member?

When did you , learn them?

b. Mark the intonation and read the sentences:

You sometimes read job  
advertisements, don't you?

People sometimes write resumes,  
don't they?

When did you write a resume?

Do you remember any job  
advertisement?

You remember it, don't you?

## Basic function: Asking questions in an indirect way

### Exercise 16

Complete these questions and choose one of the responses for each question:

#### Questions

Can you tell me about. ...?

Could you tell me ..?

I wonder if you could tell me ...

Would you mind telling me ..?

I'd like to know ...

I'd also like to know ...

Do you happen to know ..?

#### Responses

Let me see.

I am not sure about that.

I've no idea, I'm afraid.

Oh, let me think.

I'm afraid I don't know.

## Texts and dialogues: A job advertisement and two resumes

### RESUME

Name: Stephen Lo  
Present address: 2315 South Sierra Drive  
San Diego, California,  
CA 92128  
Telephone: (619) 076-5581  
Date of birth: 9/17/70  
Place of birth: Oakland, California  
Education: 1977-84 Millard Fillmore Elementary School  
Oakland, Calif.  
1984-88 James Garfield High School,  
Oakland, Calif.  
Graduated with a B.S. in Business  
Administration

#### Employment history:

Summer vacations: 1987-1991. Camp counselor,  
Camp Redwoods, Mendocino County, Calif.  
Archery and swimming instructor.  
1992-present: Administrative Assistant, Soledad  
Computers,  
Pacific Beach, San Diego.  
Foreign languages: Chinese — excellent Spanish — fair  
I have a California driver's license.

### Classifieds

70 Sun., Mar. 11  
San Francisco Chronicle  
INTERNATIONAL SALES  
REPRESENTATIVE  
for San Francisco-based  
software company, working  
throughout Pacific Rim area.  
Languages an advantage.  
Send resume to Box 555000,  
Business Computers Magazine  
SF, CA 94111

**RESUME**

Name: Crystal Rosemary  
DANZIGER

Address: 1031 Stormont Avenue,  
Long Beach, California,  
CA 90806

Telephone number: (213) 097-6544

Date of birth: 12.13.67

Place of birth:

Education (from High School on):

Previous Employment:

Languages spoken:

Driver's license:

counsellor  
driving licence  
traveller  
centre

driver's license  
traveler  
center  
vacation

**Exercise 19. Open the brackets using the Infinitives in the right tenses and translate the sentences:**

To the right of Stephen Lo's resume we (*to see*) a job advertisement. *San Francisco Chronicle* (*to publish*) this ad a few years ago. A software company (*to need*) to employ a sales representative. The company (*to work*) throughout a big area along the Pacific Ocean coast. The company (*to want*) to have a sales representative who (*to know*) foreign languages. The company (*to want*) candidates to send their resumes to *Business Computers Magazine*. The advertisement (*to state*) the address of the *Magazine*.

*Note:* ad = advertisement

**Exercise 20**

**a. Translate into English:**

Молодой человек закончил начальную школу в 1984 г. В 1988 г. он закончил среднюю школу в Окленде. Четыре года он учился в колледже в Лос Анжелосе. Он получил звание бакалавра естественных наук.

**b. Answer these questions:**

When did Stephen Lo start working?  
In what capacity did he work?  
When did he change his work?  
Was it a better job, to your mind?  
What foreign languages did he speak?  
Why didn't he mention English, to your mind?

**Exercise 21**

**a. Sum up all the information about Stephen Lo.**

**b. Use your imagination and complete Crystal's resume.**

*Note:* imagination [ɪˌmædʒɪˈneɪʃn] воображение

**Do you know these words?**

classifieds

software

area ['eɪrə]

advantage [ədˈvɑːntɪdʒ]

to graduate from a university

archery ['ɑːtʃəri]

объявления

программное обеспечение

территория

преимущество

закончить университет/институт

стрельба из лука

**Exercise 17. There are many abbreviations in the advertisement and resumes. Write down the words for which these abbreviations stand:**

Sun. _____	L.A. _____	U.S.A. _____
Mar. _____	U.C.L.A. _____	U.K. _____
SF _____	B.S. _____	E.U. _____
CA _____	Calif. _____	U.N. _____

**Exercise 18. Match the British and American equivalents and translate them into Russian:**

curriculum vitae (cv)  
holiday

counselor  
resume

c. Translate into English:

Девушке было двадцать два года, когда она заполняла анкету.  
Почему она не заполнила анкету до конца?  
Я думаю, мы узнаем многое о Кристал из диалога.  
Вы найдете интервью с Кристал на стр. 23.

**Stephen Lo's interview**

(I — the interviewer, S — Stephen)

I: Come in. Mr. Lo, isn't it? Please, have a seat.

S: Thank you.

I: Did you have a good trip?

S: Yes, thanks. I came up from San Diego yesterday.

I: And did you find a nice hotel?

S: No. I am at my parents' place in Oakland.

I: Oh, that's right, you're from the Bay area, aren't you?

S: Yes. I was born and raised in Oakland.

I: When did you leave Oakland?

S: I went to college in L.A. That was in 1988.

I: So, where are you presently working?

S: Soledad Computers in San Diego.

I: Why do you want to change jobs now?

S: I'd like to do some traveling. I want to use my languages, and I want a better job.

I: Do you want to live closer to your parents?

S: That's not the reason why I want this job. But yes, I'd like to live in this area again.

I: Well, thank you, Mr. Lo. We'll be in touch.

*Do you know these words?*

to touch something/ smth [tʌtʃ]

to touch somebody/smb

to be in touch with smb

дотрагиваться до чего-либо  
дотрагиваться до кого-либо,  
тронуть кого-либо  
связаться с кем-либо

**Exercise 22**

a. Read the words paying attention to the sounds [θ] and [ð]:

thank you	that's right	the interviewer
thanks	that was	the young man
south	this job	the young girl
mouth	this area	the advertisement

b. Read the general, special and tag-questions paying attention to the intonation:

Did you have a good 'trip?

Did you find a nice ho'tel?

Mr. Lo, } 'isn't it?

You are from the Bay area, } 'aren't you?

When did you leave \Oakland?

Why do you want to change jobs \now?

**Exercise 23**

a. Read the dialogue and translate the sentences:

Родители Стефена жили в Окланде. Он снова хотел там жить.  
Стефен остановился у родителей. Я думаю, он очень хотел  
Он родился и вырос в Окланде. получить эту работу.  
Он хотел снова жить в Окланде. Надеюсь, он ее получил.

b. Write the reasons why Stephen wanted to have the post of the sales representative in this area.

**Crystal Danziger's interview**

I: Come in, Ms Danziger. Did you have a good trip?

C: It was OK. I got in on the early flight this morning.

I: Ah, you're from Los Angeles, aren't you?

C: I live in L.A. at the present time, but I'm originally from New York. Of course, I'm not often in L.A. I travel a lot.

I: Tell me about your present job.

C: I'm a sales representative for a book publisher. We sell guide books and maps. I travel around Latin America. You see from my resume that I speak Spanish and Portuguese. I majored in Spanish for my Bachelor's degree.

I: Where did you get your degree?

C: I got it from the University of Chicago. Then, after that, I did my Master's at the University of New Mexico.

I: And do you speak any Asian languages?

C: No, but I learn fast. I majored in languages.

*Do you know these words?*

to major ['meɪdʒə]

subject ['sʌbdʒɪkt]

to major in a certain subject

специализироваться

предмет

специализироваться по какому-либо предмету

**Exercise 24. Mark the intonation and read the sentences:**

Did you have a good trip?	Where did you get your
Do you speak any Asian languages?	degree?
You are from Los Angeles, aren't you?	When did you come here?
Your parents live there, don't they?	Did you get by plane?

**Exercise 25. Insert correct articles where necessary; read and translate the sentences:**

Crystal said she had ... good trip.  
 She came to Oakland on ... early flight that morning.  
 She travels ... lot. Many young people like travelling.  
 She is ... sales representative for ... book publisher.  
 She got her Bachelor's degree from ... University of Chicago.  
 Crystal did her Master's degree at ... University of New Mexico.  
 Stephen Lo got his degree of Bachelor of Science at ... college in Los Angeles.  
 He went to ... college for four years. Before that he went to ... school.  
 We do not know exactly how long Crystal went to ... University.

**Exercise 26**

**a. Read the dialogue and translate the sentences:**

Сейчас Кристал живет в Лос Анжелосе. Она родилась в Нью-Йорке. Она много путешествует. Она говорит по-испански и по-португальски.  
 В университете она специализировалась по иностранным языкам. Она не знает немецкого.

**b. Answer these questions:**

Which are Crystal's advantages as compared with Stephen's?  
 Which are Stephen's advantages?  
 Which of the candidates got the job, to your mind?

**Do you know these words?**

minutes	протокол
customer	покупатель, клиент
supplier	поставщик
reference ['refrəns]	1) лицо, дающее рекомендацию
	2) рекомендация
	3) ссылка, сноска
(Am) testimonial [ˌtestɪ'moʊniəl]	рекомендация
(Lat) per annum [pər'ænəm]	в год

**A curriculum vitae**

<b>Date of birth:</b>	25 February 19...
<b>Name:</b>	Carol Bruce
<b>Present address:</b>	25, Westbound Road, Borehamwood, Herts, WD6 1DX
<b>Telephone number:</b>	081 953 9914
<b>Marital status:</b>	Single
<b>Education and qualifications:</b>	
1990—1995	Mayfield School, Borehamwood, GCE in English Language; French; History; Geography; and Art.
1995—1997	Hilltop Further Education College, Kenwood Road, London Diploma in Business Studies
<b>Work experience:</b>	
Jan. 1987 — present	National Auto Importers, Sidmouth Street, London
	<b>Type of company:</b> Car importers
	<b>Post:</b> Secretary to Assistant Director
	<b>Responsibilities:</b> Dealing with all correspondence, taking minutes at meetings, and writing up Assistant Director's reports; receiving customers and suppliers; making decisions on behalf of A.D. in his absence; and representing the company at various business functions.
<b>Other information:</b>	While working I have attended various evening courses for Italian and French; and have also been on a special Information Technology course at The City College. My interests include tennis, badminton, swimming and reading.
<b>References:</b>	Mr B Norman, Assistant Director, National Auto Importers. Mr T.R. Bradley, Senior lecturer, Business Studies Dept. Hilltop Further Education College, London
<b>Current salary:</b>	14,000 per annum

**Exercise 27**

**a. Read all the dates, telephone numbers and addresses in the CV.**

**b. Say what words in the above CV correspond to the following:**

unmarried	Department
General Certificate of Education	wages
Assistant Director	a year

**c. Name three of Carol Bruce's responsibilities at National Auto.**

**d. Translate into English:**

Она работает с корреспонденцией.  
 Карол часто принимает различных покупателей и поставщиков.  
 Если помощник директора отсутствует, решения принимает его секретарь, от его имени.  
 Она представляет фирму на различных деловых мероприятиях.



e. Say which responsibility of Carol Bruce seems most important.

An application form

Application form Ref:		Mitchell Hill Plc Merchant Bank	
Post:		11-15 Montague Street, London EC1 5DN	
Surname (Mr Mrs Miss Ms) Bauer		Forename(s) Marcus	
Maiden name —		Age 28 Date of birth 12 Nov 19—	
Marital status Single		No of children — Ages —	
Address Fürstenweg 110, D-3000, Hannover 71			
Tel daytime (49) 312-885833		Tel evening (49) 312-251068	
Next of kin Mr Kurt Bauer, father (see above address)			
Education	School/univ/college	From	To Address
Secondary	Friedrich-Ebert Gymnasium	19—	19— Herrenhäuser Str. D-3000 Hannover 21
Higher	Universität München	19—	19— Hittorferstr. D-8000 München
Examinations	Grade	Subject(s)	Date
Diplom	1	Business studies/ Economics	19—
Abitur	1		19—
LCCI Higher		Business English	19—
Cambridge Proficiency	B	English	19—
Languages	Fluent	Good	Fair
French			
English	✓	✓	
Employers	From	To	Position and duties Salary
International Bank Georgenplatz 108 D-3000 Hannover 1	19—	19—	Assistant to Director of International Securities Dept. Buying and selling securities £16,000
Names of two referees besides employers			
Herr Prof. K. Weil, Universität München, Hittorferstr., D-8000 München			
Herr Dr G. Grass, as above			
Hobbies/activities			
Reading, chess, skiing, swimming, and tennis			
Date 17 July 19—		Signature	

Do you know these words?

next of kin

proficiency [prə'fɪʃnsɪ]

securities [sɪ'kjʊərətɪz]

to approach smb

to be available [ə'veɪləbl]

ближайший родственник

опытность, умение

ценные бумаги

подойти к кому-либо

иметься в наличии, быть доступным

Exercise 28

a. Translate the form into Russian.

b. Read the nouns, underline the suffixes and write down the words from which these nouns are formed:

proficiency security availability examination fluency fairness  
goodness position assistant activity signature reference

c. Translate into English:

Он заполнял форму полчаса. Его ближайший родственник — отец.  
Он указал все основные сведения. (details) Конечно, он подписал форму внизу. (at the bottom)

Exercise 29. Tick (✓) the items you would state in your CV and write your own CV:

- \_\_\_ The title and reference number of the job you wish to have
- \_\_\_ Your surname, first name, address and telephone number
- \_\_\_ Your date of birth
- \_\_\_ Your marital status
- \_\_\_ Your hobbies and leisure interests
- \_\_\_ The sports you play
- \_\_\_ The name and address of present or last employer
- \_\_\_ Details of all the jobs you have had
- \_\_\_ Details of your achievements and responsibilities in your working career
- \_\_\_ The languages you speak or write
- \_\_\_ Details of the examinations you passed at a secondary school
- \_\_\_ Details of the examinations you had at a higher school
- \_\_\_ Details of the professional diplomas or degrees you have
- \_\_\_ Details of training courses you have attended
- \_\_\_ Your suitability for the job advertised
- \_\_\_ Your reasons for applying for this job

- \_\_\_ When you are available for the interview
- \_\_\_ Your current or last salary
- \_\_\_ The names and addresses of two referees

**Exercise 30. Sometimes interviewers give candidates a hard time by their questions. Write your answers to the questions of this kind:**

Tell me about yourself.

What do you think your strengths and weaknesses are?

Describe your present job.

What has been your most valuable experience?

Why do you want to leave your present job?

What are your long-range goals?

How would you describe your personality?

Don't you think you are a little young/old for this job?

We have a lot of applicants for this job, why should we appoint you?

**Exercise 31. Read and translate the letter:**

Dear Ms Brice

Thank you for your application of June 20 for the post of Personal Assistant to Mrs Frances Newman, our Sales Manager. Mrs Newman has asked me to write to you inviting you for an interview at 18.00 on Thursday July 12.

Please come to the reception on the ground floor at our address and ask for me, and I will meet you.

Please bring with you any certificates, diplomas, or references that you have. Meanwhile would you phone me (tel.: ...) to confirm that you will be able to attend the interview.

Yours sincerely, ...

## Answer Key

### Exercise 2 (in order)

is  
lives  
is  
are  
works  
likes  
goes  
doesn't/does not  
go

### Exercise 11

see  
speak  
come  
prepare  
be  
help  
say  
open

### Exercise 7

go — went — gone  
see — saw — seen  
come — came — come  
hear — heard — heard  
to know — knew — known  
to mean — meant — meant  
to understand — understood — understood

### Exercise 19

see  
published  
need/needs  
work/works  
want/wants  
know  
want/wants  
states

### Exercise 25

a  
an  
a  
a  
a  
the  
the  
a

# UNIT 2

## Appointments, introductions

**Grammar Revision**  
The Continuous Tenses  
Exercises 1–6, 11–16  
Construction

*to be going to do smth*  
Exercises 7–10  
Ways of expressing the future  
Exercises 17, 18  
*if*-and *when*-clauses  
Exercises 19, 20  
Numerals (time)  
Exercise 21

**Basic function**  
Thanking  
Exercise 24

**Dialogues**  
Making appointments  
Exercises 25–29  
Arriving at a company  
Exercise 30  
Introductions  
Exercises 31–33

**Letters**  
Making an appointment  
Exercise 34  
Confirming an appointment  
Exercise 35  
Cancelling an appointment  
Exercise 36

**Word formation**  
Conversion  
Exercise 22

**Words**  
*a visit, to visit*  
Exercise 23

Pronounce and translate these words into Russian:

appointment [ə'pointmənt]  
introduction [ˌɪntrə'dʌkʃən]  
invitation [ˌɪnvɪ'teɪʃən]  
to visit ['vɪzɪt]  
a visit ['vɪzɪt]

to arrive [ə'raɪv]  
to confirm [kən'fɜ:m]  
confirming [kən'fɜ:mɪŋ]  
to cancel ['kænsəl]  
cancelling ['kænsəlɪŋ]

## Grammar Revision: *The Continuous Tenses*

### Present Continuous

*to be* в Present Indefinite + причастие I

*I am reading now.* *Am I reading now?*  
*He/she is reading now.* *Is he/she reading now?*  
*You/we/they are reading now.* *Are you/we/they reading now?*  
*I am not reading now.*  
*He/she is not reading now.*  
*You/we/they are not reading now.*

### Past Continuous

*to be* в Past Indefinite + причастие I

*I was reading when she came.* *Was I reading when she came?*  
*He/she was reading at that moment.* *Was he/she reading at that moment?*  
*You/we/they were reading ...* *Were you/we/they reading ...?*  
*I was not reading when she came.*  
*He/she was not reading ...*  
*You/we/they were not reading ...*

### Future Continuous

*to be* в Future Indefinite + причастие I

*I/we shall/will be reading ...* *Shall/will I/we be reading ...?*  
*You/he/she/they will be reading ...* *Will you/he/she/they be reading ...?*  
*I/we shall/will not be reading ...*  
*You/he/she/we/they will not be reading ...*

**Note:** Для выражения действия / состояния, происходящего в настоящий момент, употребляются в Present Indefinite следующие глаголы:

to like  
to love  
to want

to know  
to understand  
to realise

to remember  
to seem  
to see

to need  
to prefer

to believe  
to mean

to hear

*I like it when it is warm.*

*She knows the young man whom you see in the distance.*

But: *I feel nervous.* = *I am feeling nervous.*

Exercise 1. Open the brackets using the verbs in Present Continuous and translate the sentences:

Cathrine wants to work in Italy. So she (*to learn*) Italian.

Angela started evening classes last week. She (*to learn*) German.

My friend (*to study*) English in a language school.

Peter (*to study*) mathematics.

I (*to read*) a very interesting book in French now.

Listen! She (*to sing*) her latest song. It's a great hit of hers!

Have a look! How wonderful this ballet dancer is! What part she (*to dance*)?

Exercise 2. Complete the sentences with one of the following verbs:

I ... for Christine. Do you know where she is?

He ... hard today. He has a lot to do.

This cameraman ... a new film in the Crimea now.

I wonder what she ... now.

It ... heavily. The winter has come at last.

Don't forget to take your umbrella. It ...

The sun ... I hope the weather will be very good tomorrow too.

to rain  
to snow  
to wait  
to work  
to shine  
to do  
to shoot

Exercise 3. Complete and read the mini-dialogues:

1. — How is your new job?

— Not so good at the moment. I am not enjoying it very much.

— ...

2. — What are you doing now?

— I'm having a coffee. And what about you?

— ...

3. — I wonder where Mary is.

— She is having lunch. She may come in a few minutes.

— ...

4. — Is your English getting better?

— I think so. ...

5. (at a party)

— Hello, Jane. Are you enjoying the party?

— ...

Exercise 4. Read the conversation between Brian and Kathy. Put the verbs into the correct forms:

Kathy: Brian! How nice to see you! What (*you/to do*) these days?

Brian: I (*to train*) to be a supermarket manager.

Kathy: Really? What's it like? (*you/to enjoy*) it?

Brian: It's all right. What about you?

Kathy: Well, actually, I (*not/to work*) at the moment. I (*to try*) to find a job but it's not easy. But I'm very busy. I (*to decorate*) my flat.

Brian: (*you/to do*) it alone?

Kathy: No, some friends of mine (*to help*) me.

Exercise 5. You may hear these sentences at business talks. Choose the correct words:

1. I (*think, 'm thinking, sure*) that's a good point.

2. (*Do you say, Are you saying, Are you meaning*) that a mistake was made?

3. I (*agree, feel sure, 'm thinking*) you're right.

4. What (*do you think, are you thinking, is your thought*) about this?

5. (*Don't you think, Aren't you thinking, Are you thinking*) we need more time to consider this matter?

6. How (*do you say, are you saying, do you feel*) about this?

7. You (*sure don't propose, 're surely not suggesting, 're surely not saying*) that we cancel the project?

Exercise 6. Translate into English:

Они сейчас находятся в Англии. Какой урок вы сейчас проходите?

Моя подруга учится в Германии. Какое упражнение он делает?

Какой иностранный язык вы изучаете?

## Construction: to be going to do smth

*I'm going to see this film next week.*  
Я собираюсь посмотреть этот фильм на следующей неделе.

*Look at the time! You are going to be late.*  
Посмотрите на часы! Вы можете опоздать.

**Note:** В предложениях типа *В следующий понедельник я собираюсь уехать в Болгарию* инфинитив **to go** опускается:

*I'm going [to go] to Bulgaria next Monday.*

**Exercise 7. Underline the infinitives, read and translate these sentences:**

I'm going to keep studying English until my English is perfect.  
I'm not going to come to this class ever again.  
Pete was going to do the examination but he changed his mind.  
Are you going to look for a job while you are here?  
I have seen this job ad but I'm not going to apply for it.

**Exercise 8. Write a few true sentences about yourself, stating what you have arranged to do at these times:**

*I'm going out this evening.*

tomorrow morning	next autumn
tomorrow evening	next winter
next Sunday	next New Year Day
next holiday	(another day or time)

**Exercise 9. Imagine Mr. Powell is planning to visit a company in Scotland one of these days. Write a few questions you would ask him about his plans:**

*When are you going to Scotland?*

how long/to stay	what people/to meet
to go/alone	when/to return
to travel/by car	to return/by train
where/to stay	when/to resume/work

**Exercise 10. Translate into English:**

Он собирается поехать в Венгрию в ближайшую пятницу.  
Что вы собираетесь делать завтра?  
Мы собираемся пригласить в гости своих друзей в субботу.  
Они собираются поехать загород на несколько дней.  
Где вы собираетесь провести отпуск?

**Exercise 11. Match two parts of the sentences and translate the sentences into Russian:**

I was having dinner	when they called me for the meeting
He was having breakfast	when he came into the room
The secretary was preparing coffee	while I was baking a cake
My friend was making some tea	when I looked out of the window
It was snowing hard	when the visitors arrived
It wasn't raining	when I got up this morning
It was drizzling	when I left the office

**Exercise 12. Imagine that this was the view from your window when you got up this morning. Write a paragraph describing all the things that were happening.**



**Exercise 13. Complete and read the mini-dialogues:**

- Where was he living this time last year?  
— In ...
- Yesterday Mrs. Bower interviewed Peter. The interview began at 10 and finished at 11. So she was interviewing him at 10.30. And what were you doing?  
— I ...

3. — Do you remember what the weather was like that day?  
— I remember that when I got up at 7 o'clock ...
4. — The weather was nasty that day. It rained all day long.  
— You aren't quite right. When I returned home at 7 ...

**Exercise 14. Translate these sentences using the correct tenses (Past Indefinite or Past Continuous):**

Что вы делали вчера?	Что вы делали в 9 часов вечера?
Мы собирались пойти в театр,	Я в это время что-то писала.
но потом передумали.	А я читала с 8 до 11.

**Exercise 15. Complete the sentences with the construction *was/were going* + one of these verbs, translate these sentences:**

<i>to write</i>	<i>to see</i>
<i>to give up</i>	<i>to do</i>
<i>to have</i>	<i>to meet</i>

When I last saw Tim he ... his job but in the end he decided not to.  
We ... a party last week but some of our friends couldn't come, so we cancelled it.

I ... a letter to him yesterday but I had no time to write it.  
We .. Mr. Baker on Monday but he didn't manage to buy a ticket to get to the place on Sunday.

What ... they ...last weekend? ... they .. this film during the festival last month?

We... this musical the day before yesterday.

**Exercise 16. Read and translate these sentences paying attention to the verbs in Future Continuous:**

- a. What time will Mr. Todd be arriving?  
When will he be leaving?  
At 9 tomorrow evening I'll be watching tv.  
At 10 o'clock tomorrow, Sally will be in her office. She'll be working.  
I expect I'll still be living in the same town in ten years.  
I suppose you'll still be working here in twenty years.  
I'm afraid they'll still be building this plant in five years.

- b. Я не знаю, что буду делать завтра в этот момент.  
Я думаю, в это время он будет писать сочинение.  
Я увижусь с ним в пятницу.

- В воскресенье она едет в Минск.  
— Где она остановится?  
— Она остановится в гостинице.

## Grammar Revision: *Ways of expressing the future*

**The Present Indefinite Tense**  
*When does the film start tomorrow?*

**The Future Indefinite Tense**  
*I think I'll see her tomorrow.*

**The Present Continuous Tense**  
*I'm meeting her tomorrow. (This meeting has been arranged.)*

**The construction *to be going to do smth***  
*I am going to buy a new car.*

**The Future Continuous Tense**  
*I'll be having a lesson at this time tomorrow.*

**Note:** *What are you doing this evening?* (not '*What will you do?*')  
*He is getting married next month.* (not '*He will get married?*')

**Exercise 17. Say in what tenses the verbs are used, read and translate the sentences:**

Tomorrow morning at 10.15 I'll be having a business talk with Mr Paterson.	If I return early I'll phone you.
At this time I'll be translating something.	I'll do my best to see you.
What day is Mr Paterson leaving Moscow?	I remember that it's your birthday tomorrow.
	Shall we go anywhere then?

What time does the plane leave?  
I'm taking him to the airport.

I'll be glad to.  
I'll be waiting for you.

Exercise 18. Imagine you have been on a language course with students from other countries. It is time to say *goodbye*. Complete these extracts from the conversations using appropriate ways of expressing the future:

*Are you going by train?*

What time (*you/to get*) home?

Do you know what I (*to do*) when I get home?

I (*to see*) you in London, then.

I can't promise anything, but I (*to do*) what I can.

According to the time-table, the plane (*to land*) at 14.30.

I don't know whether these ideas (*to work*) in my country, but I (*to try*).

Why not? You (*never/to know*) if you (*not/to try*).

## Grammar Revision: *if-and when-clauses*

Придаточные предложения условия и времени

*We'll discuss this matter when/if he comes.*

Придаточные предложения дополнения

*I don't know when/if he will come.*

**Note:** Придаточные предложения времени могут также вводиться союзами

*as soon as, after, before, as long as, till, until* и др.

Придаточные предложения дополнения могут также вводиться союзами

*whether, what, why, how* и др.

Exercise 19. Translate into English and read these sentences aloud:

Если им понравится его резюме, они пригласят его на собеседование.

Если мне не понравится эта работа, я, конечно, уйду.

Когда вы будете заполнять анкету, укажите эти данные.

Я не знаю, когда будет собеседование.

Обязательно позвоните мне, как только узнаете результаты собеседования.

Exercise 20. Complete the sentences in your own way.

If I see him tomorrow ...

I'm not sure if she'll ...

If he gets this job ...

Before I send you a reply I'll ...

I'll send a fax as soon as ...

Please let us know when you will ...

I don't know when he'll ...

Please contact us when ...

## Grammar Revision: *Numerals (time)*

### Everyday English

*at nine o'clock in the morning*

*a quarter past nine*

*twenty past nine*

*half past nine*

*a quarter to ten*

*ten to ten*

*at seven o'clock in the evening*

### Business English

*(at) nine/9.00 a.m./9:00 a.m./0900*

*nine fifteen/9.15 a.m./9:15 a.m./0915*

*nine twenty/9.20 a.m./9:20 a.m./0920*

*nine thirty/9.30 a.m./9:30 a.m./0930*

*nine forty five/9.45 a.m./9:45 a.m./0945*

*nine fifty/9.50 a.m./9:50 a.m./0950*

*(at) nineteen/19.00 p.m./19:00 p.m./1900*

Note: a.m. ['eɪ'm] ante meridiem (Lat.)

до полудня

p.m. ['pi:'em] post meridiem (Lat.)

после полудня

Exercise 21

a. Complete the sentences, stating the time you like:

I'll be seeing you at ...

The plane arrives ...

I promised to come ...

The train leaves ...

I'm leaving ...

The film starts ...

My working day is over ...

The performance begins ...

b. Practise saying the following aloud:

0930 18 June 2003

*at nine thirty on the eighteenth of June, two thousand and three*

10.15, 25 Sept

2030, 2 Aug

2.15, 9 Jan

1500, 28 Feb

11.30, 23 Apr

29/11/03 (UK)

3.30, 31 May

11/29/03 (US)

5 p.m., 22 July

2130, 4/19/04 (US)

Note: to practise (Br) = to practice (Am)  
 practice (Br) = practice (Am)

## Word formation: *Conversion*

verb	noun
to interview	an interview
to help	help

### Exercise 22

#### a. Add nouns and translate the pairs:

to study	to travel	to graduate
to work	to fax	to address
to plan	to reply	to name

#### b. Read the sentences, say if the words in *italics* are nouns or verbs and translate the sentences:

May I <i>help</i> you?	They sometimes <i>interview</i>
Can I be of any <i>help</i> to you?	a few applicants a day.
It wasn't much <i>help</i> .	She usually <i>interviews</i> people
Your advice was a great <i>help</i> .	in English.
The <i>help</i> didn't come that morning.	During the <i>interview</i> she took
They often <i>help</i> me.	some notes.
I'll <i>help</i> you to do your homework.	The <i>interview</i> was rather long.

## Words: *to visit, a visit*

to visit a place — a visit to a place
---------------------------------------

### Exercise 23. Underline the preposition *to*; read and translate the sentences:

- a. I'll see you during my visit to Stockholm.  
 Let me see you during your visit to Moscow.  
 I hope to see you during your next visit.  
 He spoke about his visit to Saint Petersburg.  
 They visited a few factories in the north of France.  
 When are you planning to visit us again?

How long will your visit be then?

Did you like everything about your visit to the place?

- b. Они собираются посетить этот завод на следующей неделе. Когда он посетил эту фирму?  
 Делегация хотела посетить порт. Газеты много писали о визите президента в наш город.  
 Они посетили несколько городов. Сейчас он находится с визитом Брюсселе.  
 Вчера они посетили этот музей.

## Basic function: *Thanking*

### Thanking

Thank you (very much).  
 Thanks a lot./ Thanks very much./  
 Thanks./ Many thanks.  
 Thank you. That is (very) kind / considerate of you.  
 Thank you. That will be a help.  
 Thank you for your help.  
 Thank you for helping him.  
 Thank you so much for ...  
 Thank you very much indeed.  
 I am very grateful to you for ...

### Responding

Not at all.  
 It's a pleasure.  
 The pleasure is mine.  
 Don't mention it.  
 Welcome.  
 You are welcome.  
 You are more than welcome.

### Exercise 24. Now practise the above phrases.

#### a. Write down what you would say in these situations:

An American thanks you for lighting his cigarette.  
 A colleague of yours offers to lend you his car in an emergency.  
 Your neighbour passes you the salt at a dinner party.  
 An Englishman thanks you for directing him to the nearest post office.  
 At a formal dinner your American hosts present you with a souvenir of your visit to the US.  
 An old friend from Scotland pours you a drink.  
 Your British colleague has just given an excellent presentation; you are the spokesman for the audience.

#### b. Translate into English and read the sentences:

Спасибо за помощь. Вы очень любезны.  
 Спасибо, что вы пришли. Я был очень рад видеть вас.  
 Благодарю за подарок. Я очень тронут.



Спасибо, что помните эту дату. Я не ожидал этого.  
 Благодарю за внимание. Мне было приятно выступить перед вами.  
 Благодарю за ваше сообщение. Оно очень важно для нас.

## Dialogue: Making appointments

- When can you come to our office tomorrow?
- Will ten o'clock be convenient to you?
- Fine. Then I'll pick you up tomorrow at a quarter to ten in the lounge of the hotel.
- OK. Thanks a lot. See you tomorrow then.
- Good-bye.

### Exercise 25

#### a. Read the words paying attention to the sounds [w] and [v]:

when	very	of the hotel
what	convenient	of the lesson
where	visit	of the office
will	revision	of the water
quarter	to live	of the west

#### b. Mark the intonation of the sentences and read them:

Will 10 o'clock be convenient to you?	OK.
11 o'clock be OK?	OK. Thanks a lot.
this time suit you?	It's OK with me.
it be OK with you?	Fine.

### Exercise 26

#### a. Read the dialogue paying attention to the intonation.

#### b. Translate into English:

Когда вы могли бы прийти к нам?  
 Вас устроит 9 часов утра?  
 Я заеду за вами в ваш офис.

Давайте встретимся в  
 вестибюле гостиницы.  
 До встречи завтра.

### Exercise 27. Mark the intonation and read the following dialogue:

- I'd like to discuss the IBM contract with you one of these days.
- Yes, of course. When can you come and see me?
- Is four on Monday OK?
- Four o'clock on Monday. Let me see. No, I'm sorry I'm interviewing a new secretary then.
- Well, could I come at a quarter past nine on Friday?
- Yes, that'll be fine. I'll see you then.
- Good. I look forward to seeing you. Goodbye.

### Exercise 28. Insert words or phrases you find appropriate and read the dialogue:

- Well, the thing is: is it OK if I come in and see you during my visit to..?
- I see. Yeah, all right.
- Now, what about the morning of Tuesday the fifteenth of April, is that OK? Say ... at about eleven.
- I'll just see if I can find my diary. Yes, here we are. April the fifteenth at eleven you said?
- That's right. Now, is that OK? Is that convenient for you?
- The next day might be better. Just after lunch for preference.
- Right. In fact, that'll suit me fine, that's great. Now, shall we say two fifteen?
- Good. A quarter past two. Goodbye then.
- Goodbye, Mr. ... And I'll write to you to confirm the arrangements just to make quite sure we have got everything absolutely right.

### Exercise 29. Imagine you are having a business talk.

#### a. Complete and read these sentences:

I'll just check my appointment book. Yes, ...  
 I'm afraid I can't manage Tuesday. I'm going to ... Tuesday.  
 Could I suggest ...  
 I look forward to seeing you ...

#### b. How would you respond to these questions:

When do you want an appointment?  
 When would be convenient to/for you?  
 Would it be possible to postpone our meeting?  
 Could you send me confirmation of the appointment?

## Dialogue: Arriving at a company



(At reception)

- Michael:** Good morning. My name is Pike.  
**Receptionist:** Good morning. May I help you?  
**Michael:** Yes, I have an appointment with Mr Kingslake.  
**Receptionist:** What time is your appointment?  
**Michael:** It is ten thirty.  
**Receptionist:** Just a minute. I'll check if Mr Kingslake is available. ... Everything is OK. Mr Kingslake's secretary is coming down to take you to the office.  
**Michael:** Thank you.  
**Secretary:** Mr Pike? Good morning. Mr Kingslake is expecting you. Follow me please. This way ... Here is the escalator. We are going up to the second floor. ... Go in please.  
**Michael:** Thank you for your help.

**Exercise 30. Read the dialogue and answer the questions:**

- Who(m) did Mr Pike have an appointment with?  
 What time was the appointment?  
 Who was the person Mr Pike met first in the building?  
 Who accompanied Mr Pike to Mr Kingslake's office?  
 Was there anything unusual about this procedure?

## Introductions

### Introducing yourself

- I don't think we've met. I'm Miss Shell, Joan Shell.
- I'm very glad to meet you, Miss Shell, and my name is Philip Bell.



### Introducing others

Let me introduce you.  
 Maribel, this is Charles Hammond. Charles, this is Maribel Rivera.

I think you two have already met: Steve Reich - Ruth Harris.



### Greeting

- Pleased to meet you.
- How do you do.
- How do you do.



- Ah yes; nice to see you again! How are you?
- Fine, thanks. How are you?

## Exercise 31

**a. Match the synonymous expressions:**

- |                              |                           |
|------------------------------|---------------------------|
| I'm very glad to ...         | Meet ... please.          |
| Let me introduce ...         | I hope I'll see you soon. |
| This is ...                  | I want to introduce ...   |
| Hope to meet you again soon. | How are you getting on?   |
| How are you?                 | How do you do.            |
| Pleased to meet you.         | I'm very pleased to ...   |

**b. Translate into English:**

Мне кажется, мы не встречались. Рад с вами познакомиться.  
Разрешите представить вам ... Как вы поживаете?

**Exercise 32**

**a. Complete the sentences in your own way:**

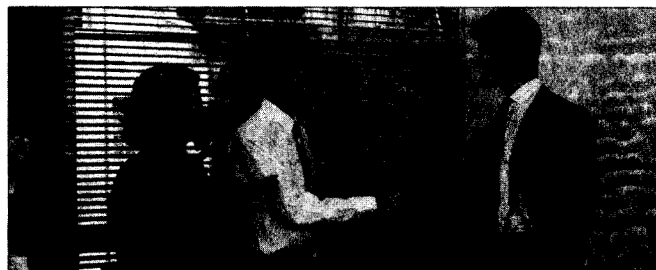
Shall I introduce myself? I'm ... It seems to me we met ...  
Let me introduce you. This is ... I'm afraid I don't remember ...

**b. Write possible responses to the following:**

Let's make all the introductions a little bit later.  
I'm pleased to be here after a trip like that.  
How do you do.  
How are you?

**Exercise 33**

**a. Read the dialogue using correct prepositions where necessary:**



**Jessica:** Nick! Come in, come in. I'd like you to meet ... Josh Crosby.

**Josh:** How do you do, Nick.

**Nick:** How do you do. It's very nice to meet ... you.

**Jessica:** Josh is our company lawyer. He is taking care ... the contracts.

**Nick:** I see.

**Josh:** I hear you are ... Canada.

**Nick:** Yes, that's right.

**Josh:** How long will you be staying ... the States?

**Nick:** Oh, about three months.

**Josh:** How do you like it here so far?

**Nick:** It's great. I'm really enjoying ... it.

**Josh:** Well, if you excuse me, I have to go. It was nice meeting ... you.

**Nick:** Thanks, nice meeting ... you, too. Hope to see you again sometime.

**b. Translate into English:**

Сколько времени вы пробудете в Лондоне? Я не знаю, когда он приедет.  
Я не знаю, как долго я там буду. Я встречу с вами как только вернусь.

**Letter: Making an appointment**

Dear Mr Grane

Our Chief Buyer, Mr. Norman Luman, would like you to contact us with a view to discussing the possibility of setting up a contract with your company to supply us with steel over the next year. He will be in his office all next week, and if you could write or phone him on 081—573 6621 he would be glad to arrange a meeting with you.

Yours sincerely, ...

*Note:* Yours sincerely/ Yours faithfully/ Sincerely yours/ Faithfully yours  
= Truly yours/ Yours truly (*Am*)

**Exercise 34**

**a. Read the letter and answer the questions:**

Who wrote the letter, to your mind?

What question did Mr Luman want to discuss with Mr Grane?

What was the request of the writer?

What do you think Mr Grane did after he received the letter?

**b. Translate into English:**

Он хочет, чтобы вы связались с нами. Он надеется заключить  
Он хочет обсудить возможность за- контракт на несколько лет.  
ключить контракт с вашей фирмой. Мы договорились о встрече.

**c. Write the verbs corresponding to the following nouns and translate the pairs:**

appointment	instructor	question
arrangement	customer	hope
discussion	computer	supply
confirmation	responsibility	phone

**d. Read and translate into Russian:**

to contact — contact  
to contract — contract

to export — export  
to import — import  
to increase — increase  
to decrease — decrease

### *Letter: Confirming an appointment*

Dear Mr. Grane

Mr Norman Luman has asked me to confirm the appointment you made to see him. He looks forward to meeting you at 11.30 in his office at the above address, on Tuesday 2 August.

Yours sincerely, ...

#### Exercise 35

- Read and translate the above letter.
- Write a similar letter, changing names and time.

### *Letter: Cancelling an appointment*

Dear Mr Hopper

I am sorry to tell you that Mr Grane will not be able to keep the appointment he made to see Mr. Luman on Tuesday 2<sup>nd</sup> August. Unfortunately an urgent matter has come up in our Lisbon office and needs his immediate attention. He offers his sincere apologies for the inconvenience and will contact you as soon as he returns to London.

Yours sincerely, ...

#### Exercise 36

- Read the letter and say what the difference in these expressions is; translate them into Russian:

to make  
to have  
to keep  
to postpone  
to cancel

an appointment

- Write out the sentences which mean that:  
Mr Grane will not see Mr Luman on Tuesday  
Mr Grane was busy on Tuesday.  
It was a very important business.  
Mr Grane was sorry.  
Mr Grane was prepared to meet Mr Luman later.
- Write a similar letter.

### **Answer Key**

#### Exercise 2

am waiting  
is working  
is shooting  
is doing  
is snowing  
is raining  
is shining

#### Exercise 18

will you  
'm going to do  
'll see  
'll do  
will land/lands  
will work  
'll try  
'll never know  
don't try

#### Exercise 5

think  
Are you saying  
feel sure  
do you think  
Don't you think  
do you feel  
're surely not suggesting

#### Exercise 34

to meet  
to arrange  
to appoint  
to discuss  
to contact  
to contract  
to supply  
to phone

2. — Has Jane returned from holiday?  
— She's back home now. She's been to ...
3. — Is Sally here?  
— No, she's gone out. She'll be back in about ...
4. — Who is that woman by the door?  
— I don't know. I have never ...
5. — Are you going to the bank?  
— No, I've already ...

**Exercise 3. How would you respond to the following:**

It's nice to see you again. We haven't seen each other for a long time.  
Have you had a holiday this year?  
Have you ever met Mr. Evelyn?  
Have you travelled a lot?  
She has been to a few French speaking countries.

**Exercise 4. Imagine that your friend was planning to do all these things today. He has checked (✓) the things he has done so far. Say what he has already done and what he hasn't done yet:**

call the travel agency	buy some bread ✓
arrange to meet Sandra for dinner ✓	make dinner reservations
do yesterday's homework	do today's homework
wash the car	fill the car with gas ✓
write to parents	buy birthday card for Mom ✓
read today's newspaper ✓	watch the news on TV

*Note: petrol (Br) = gas (Am)*

**Exercise 5. Translate into English:**

Г-н Лонг уже уехал из офиса.	Я думаю, его друзья уже прибыли
Она уже начала изучать немецкий язык.	в Париж.
Мой друг прочитал несколько книг на испанском языке.	Я никогда не видел этого человека.
	Вы читали эту книгу?
	Он был когда-нибудь в Лондоне?

**Exercise 6. Translate the sentences:**

- a. When he came home his wife had already prepared supper.  
When I phoned him yesterday he had completed the work.  
I last went to Rome last year. I had been there three times before.  
I did not know that he had been to this picture gallery many times.

- b. Когда г-н Остен пришел утром на работу, секретарь уже напечатала все письма. Что вы успели сделать к 11 часам утра?  
Все знали, что он никогда не был в этой стране.  
До 2001 г. он несколько раз был в Швейцарии.  
Она была в Дании по делам фирмы?

**Exercise 7. On the left there are sentences given in the chronological order. Use this information and complete the sentences on the right:**

1. Ann went out. I tried to phone Ann this morning
2. I tried to phone her this morning. but ... no answer. She ... out.
3. There was no answer.
4. We were very surprised.
5. We wrote to Leo many times. Yesterday we ... We ... very surprised. We ... many times
6. Yesterday we had a phone call from Leo. but Leo ...

**Exercise 8. Read the situations and write sentences from the words in brackets:**

Last year he went to Denmark. It was his first time there.  
(he/not/to be/there before) *He had not/hadn't been there before.*

She went back to her home town after many years. It wasn't the same as before. (it/to change/a lot)  
They invited Rachel to the party but she couldn't come. (she/to arrange/to do something else)  
I was very pleased to see Tom again after such a long time. (I/not/to see/him for five years)  
A woman walked into the room. She was a complete stranger to me. (I/never/to see/her before)

**Exercise 9. Translate into English:**

Я позвоню в 5 часов. Я думаю, она уже уйдет.  
Когда она придет в Москву, он уже улетит в Новосибирск.  
Боюсь, что к этому времени они уже заключат контракт с другой фирмой.  
Я уверен, что до 12 февраля они нам ответят.

### Grammar Revision The Perfect Tenses

Exercises 1–10  
Modal verbs *can/could, may*  
Exercises 11–14  
The Imperative Mood  
Exercises 15, 16

Word formation  
Suffixes of adjectives  
Exercise 17

Construction  
*would like to do smth*  
Exercise 18

Intonation  
Statements  
Exercises 19–21

Basic function  
Apologising  
Exercise 22

Text and dialogue  
The telephone  
Exercises 23–25  
A business telephone call  
Exercises 26–34

### Pronounce and translate these words

to telephone ['telɪfəʊn]  
telephoning ['telɪfəʊnɪŋ]  
to apologise [ə'pɒlədʒaɪz]  
apologising [ə'pɒlədʒaɪzɪŋ]

to contact [kən'tækt]  
contacting [kən'tæktɪŋ]  
contact ['kɒntækt]  
contract ['kɒntrækt]

## Grammar Revision: The Perfect Tenses

### Present Perfect

to have в Present Indefinite + причастие II

I/you/we/they **have just called** Mr X. Have I/you/we/they just called Mr X?  
He/she **has just called** Mr X. Has he/she just called Mr X?

I/you/we/they **have not called** Mr X.  
He/she **has not called** Mr X.

### Past Perfect

to have в Past Indefinite + причастие II

I/you/he/she/we/they **had called** Mr X before that.  
Had I/you/he/she/we/they called Mr X before that?  
I/you/he/she/we/they **had not called** Mr X before that.

### Future Perfect

to have в Future Indefinite + причастие II

I/we **shall/will have called** Mr X by this time.  
You/he/she/ they **will have called** Mr X by this time.

Note: British English

I **have phoned** him today.

Have you **called** him today?

I **haven't had** any interviews.

American English

= I **phoned** him today.

= **Did** you **call** him today?

= I **didn't have** any interviews.

Exercise 1. Open the brackets using the verbs in Present Perfect, translate the sentences:

He told me his name but I (to forget) it.

She (to start) a new job and she likes it.

I (to meet) a lot of people in the last few days.

Everything is going well. We (not/to have) any problems so far.

We (never/to meet) Mr Young and I'm eager to get acquainted with him.

I (never/to be) to any English speaking country. But I do hope I'll see many of them with my own eyes.

They (not/to start) preparations for the holidays. I'm afraid they're going to have some problems.

Exercise 2. Complete and read the mini-dialogues:

1. — Where is Jim?

— He's on holiday. He has gone to ...

**Exercise 10. Read the situations and write sentences from the words in brackets:**

Mary always leaves for work at 8.30 in the morning, so she won't be at home at 9 o'clock. (*she/to go/to work*)  
*She will have gone to work.*

1. Don't phone me at between one and two. I'll be having lunch then.  
 Phone me after two o'clock. (*I/to finish/lunch/by then*)
2. — Will you be free at 11.30?  
 — Yes, ... (*the meeting/to finish/by that time*)
3. It is possible that by then (*we/to solve/the problem*)

**Grammar Revision: Modal verbs *can/could, may***

**Present Tenses**

**Can**

*I can meet you at 10.* (возможность)  
*I can drive a car.* (умение)  
*Can I speak to Mr. Hunt, please?* (просьба)

**Cannot**

*I cannot see you tomorrow.* (невозможность)  
*He cannot speak English.* (неумение)  
*They haven't lived here for very long.* (невероятность)  
*They cannot know many people.*

**Could**

*Could I speak to Mr. Hunt, please?* (очень вежливая просьба)

**May**

*May I come in?* (просьба дать разрешение)  
*He may come later.* (предположение)

**Past Tenses**

**Could**

*I could do it yesterday but I didn't want to.* (упущенная возможность)  
*I could drive a car at that time.* (умение)

**Could not**

*I could not come to your office yesterday.* (невозможность)  
*I could not drive a car then.* (неумение)

**Exercise 11. Read the sentences, underline the Modal Verbs and translate the sentences into Russian:**

Could I speak to the General Manager, please?  
 Can you put me through to Ms Bell, please?  
 Could you repeat the number, please?  
 I'm afraid I can't hear you well enough.  
 I cannot telephone you tomorrow, I'm afraid.  
 Can you give me your name, please?  
 May I have the bill, please?

**Exercise 12. Complete the sentences using the following verbs:**

Could I ... to someone in the Marketing Department?  
 Could you ... Mr. Green to call me back?  
 Could I ... a message for Suzanne Butler?  
 Could you ... him I called?  
 Could you ... the line, please?  
 Could you ... the date, please?

to tell  
 to speak  
 to hold  
 to repeat  
 to ask  
 to leave

**Exercise 13. Complete the sentences in your own way:**

We have just started our ...  
 He can't be tired. He started ...  
 He can't be at work. I've just ...  
 You can't be joking. You know ... very well.  
 Your order may be slightly delayed. We believe ...  
 The delivery may be late. I suppose ...  
 Our prices may go up from Jan 1<sup>st</sup>. Therefore I recommend that you should ...



## Exercise 14. Translate into English:

Можно переговорить с г-ном Стеллом? Вы можете позвонить позже?  
 К сожалению, я не смогу Вы можете подождать?  
 позвонить вам на этой неделе. Он говорит по-русски?

## Grammar Revision: *The Imperative Mood*

**Инфинитив без to**  
*Hold the line, please.*  
*Call back at three o'clock, please.*

**Don't + инфинитив без to**  
*Don't hang up the receiver, please.*  
*Don't phone him now, please.*

**Note:** Do not (*do smth*) выражает запрет.

## Exercise 15. Open the brackets using the verbs in the Imperative Mood and translate the sentences:

(*to read*) his telephone number, please.  
 (*to hold*) the line, please. Mr. Rich is speaking on another line.  
 (*to hang on*) for a moment. I'm putting you through.  
 I don't think he is on the phone now. (*to page*) him on.  
 I am sorry I don't know their number. (*to look*) it up in the directory.  
 The line is very bad. (*speak*) up, please.  
 I'm sorry the line isn't very good. (*to spell*) the name, please.

## Exercise 16. Translate into English:

Пожалуйста, продиктуйте вашу фамилию по буквам.  
 Напишите, пожалуйста, его номер телефона.  
 Где он сейчас? Позвоните ему на пейджер.  
 Не вешайте трубку. Г-н Смирнов заканчивает разговор по другому телефону.

## Word formation: *Suffixes of adjectives*

verb + suffix = adjective  
 noun + suffix = adjective

*to read* + -able = *readable*  
*to compete* + -ive = *competitive*  
*person* + -al = *personal*  
*care* + -ful = *careful*  
*care* + -less = *careless*  
*response* + -ive = *responsive*  
*romance* + -ic = *romantic*

## Exercise 17

a. Underline the suffix of these adjectives and translate them; write the verbs from which they are formed:

usable	active	presentable
manageable	representative	informative
payable	descriptive	comparable

b. Form adjectives with the help of the suffix -al and translate them:

nation	nature	music	practice	department
--------	--------	-------	----------	------------

c. Form two adjectives from each of these nouns and translate them:

	-ful	-less
use	_____	_____
colour	_____	_____
meaning	_____	_____
tact	_____	_____
fruit	_____	_____

d. Say how these adjectives are formed and translate them:

financial	cordless	customary	pricey
industrial	reducible	advantageous	unusable
fashionable	speakable	friendly	rainy
expensive	limitless	systematic	influential



## Construction: *would like to do smth*

*would like to do smth*  
хотелось бы сделать что-либо

### Exercise 18

- a. Read the sentences paying attention to the construction *would like to do smth* and translate them into Russian:

I would like to speak to Mr. Brown if he is available now.

I'd like to leave a message for Ms Greenfield.

We'd like to speak to Mr. Hood, please.

I'd like to have a word with his assistant.

We'd like to discuss some important matters.

I'd like to get answers to my previous questions.

- b. Complete the sentences in your own way and translate them into Russian

Would you like to leave any message for ..?

Would you like to phone me ..?

Would you like to call ... later?

Would you like to spell ..?

Would you like to speak ..?

- c. Translate into English:

Вы не хотите поговорить с  
его помощником?

Я бы хотела поговорить с г-ном  
Хилл сейчас.

Вы не хотите позвонить завтра? Мы бы хотели обсудить не-

Я бы хотел обсудить это позже. сколько вопросов завтра.

## Intonation: *Statements*

Statements are pronounced with the falling tone (↘)  
*This is Mr. King's office.*

### Exercise 19

- a. Read the sentences paying attention to the intonation:

I'd like to speak to Mr Green. (This is) Thompson speaking.

He isn't in the office now. Speaking.

(I'm) putting you through. I am sorry to keep you waiting.

I'm sorry I don't understand you. I am sorry to have kept you waiting.

- b. Make sentences and read them:

I'm afraid	Mr ...	is on another line
I'm sorry	Mrs ...	is on the other line
	Ms ...	isn't available at the moment
		isn't in just now
		isn't in the office
		is away
		is out of town
		is on holiday now

### Exercise 20. Mark the intonation, read and translate the questions:

Can I help you?

Where is the telephone directory?

How can I help you?

What company would you like to look up?

Who is that speaking, please? Where is the nearest payphone?

### Exercise 21

- a. Make sentences using telephone numbers, read *8 10 44 00 1525*  
*The complete telephone number is eight one oh double four double oh one five two five.*

8 910 519 2790 01 273 736 344

8 095 340 0016 44 26 77

8 499 155 9700 5109

- b. Complete the sentences using various telephone numbers and read the sentences:

This is ...

Is that ..?

Write down our new telephone number. It is ...

Is your new telephone number ..?  
 You may have my mobile telephone number. It is ...  
 I'm not sure I remember your number. Is it ...?

- c. Write and read your telephone number and the numbers of a few people you know.

## Basic function: *Apologising*

### Apologising

*I'm sorry.*  
*I am sorry.*  
*Excuse me, could you ...*

*Excuse me, please.* (when you want to pass someone)  
*Pardon?* (when you want someone to repeat his words)

*Have you got ...?*  
*Could I speak to ...?*

### Responses

*I'm sorry.*  
*That's quite all right.*

*I'm afraid not.*  
*I'm afraid he's out at the moment.*

Exercise 22. Now practise the above phrases.

- a. Write down what you would say when someone addresses you with these words:

Have you got the time, please?	I am sorry I'm late.
Could I speak to Mr Sergeev, please?	I'm sorry to disturb you.
Have you got the tickets yet?	Could I speak to the manager?
Do you know his telephone number?	Is he in?

- b. Translate into English:

Извините, где здесь телефон?	Простите, можно пройти?
Извините, вы не знаете, который сейчас час?	Извините, подвиньтесь немного, пожалуйста.
Простите, где выход?	Извините, что вы сказали?
Могу ли я поговорить с менеджером?	Простите, вы не могли бы мне показать дорогу к банку?
Простите, повторите, пожалуйста, последнюю фразу.	Извините, я ищу дом № 12.
	Вы можете мне помочь?
	Да, конечно.

## The telephone

### The directory

Look up their number in the directory. (Br).  
 I'll look up the number in the telephone book. (Am).  
 The number is ex-directory. (Br).  
 The number is unlisted. (Am).  
 I'll ring Directory Enquiries. (Br).  
 I'll ring information. (Am).

### The receiver

Can I help you?  
 Putting you through.  
 I'm afraid he's not available at the moment. (Br).  
 I'm afraid he's tied up at the moment. (Am).  
 You're welcome. Goodbye.

### The line

He's on the other line.  
 Would you like to hold the line?  
 The line is engaged. (Br)  
 The line is busy. (Am).

### The operator

Dial 100 for the operator. (Br).  
 Dial 0 (zero) for the operator. (Am).  
 I'd like to make a reverse charge call. (Br).  
 I'd like to make a collect call. (Am).  
 I'd like to make a transfer charge call. (Br).



### The dial

Dial 123 for the correct time. (Br).  
 Listen for the dialling tone.  
 All lines to the country you have dialled are engaged.  
 Please try later. (Br).

### The codebook

I'm on a long distance (or international) call.  
 The STD code is ... (Br).  
 The area code is ... (Am).

### A message pad

Can I tell him who called?  
 Can I give her a message?  
 Let me take down your number.

\*Remember  
 If you do not understand, say ...  
 "Sorry, I didn't quite catch that."

## Exercise 23

a. Read and translate the sentences given in the picture.

b. Complete these expressions:

- to look ... the number ... the directory
- to take ... the number
- to put somebody through ... the secretary
- to be ... another line
- to be ... a long distance call
- to be tied ...
- to call/to ring ... back

c. Translate into English and make sentences of your own:

- |  |                                   |
|--|-----------------------------------|
| позвонить кому-либо                    | посмотреть номер телефона         |
| перезвонить кому-либо                  | в справочнике                     |
| записать номер в телефонный справочник | соединить кого-либо (по телефону) |
|  | перезвонить кому-либо             |

## Exercise 24

a. Translate the British and American equivalents into Russian:

- | British                         | American              |
|---------------------------------|-----------------------|
| dialling                        | dialing               |
| STD code                        | area code             |
| (telephone) directory           | telephone/phone book  |
| Directory Enquiries             | Information           |
| ex-directory                    | unlisted              |
| personal call                   | person-to-person call |
| engaged                         | busy                  |
| reverse/transferred charge call | collect call          |
| not to be available             | to be tied up         |

b. Choose the British equivalents and translate the sentences into Russian:

- The line is (*engaged, busy*).
- The number is (*unlisted, ex-directory*).
- It is necessary to ring (*Directory Enquiries, Information*) then.
- I'm afraid Mr Todd is (*tied up, not available*) at the moment.
- It is sometimes very convenient to make (*reverse charge, collect*) calls.

I don't know the (*area, STD*) code for this town.

I usually make all (*person-to-person, personal*) calls from home.

## Exercise 25

a. Read the English synonyms, match them with their Russian equivalents

- |   |                                |
|---|--------------------------------|
| to pick up = to lift                                | повесить трубку                |
| to look up = to find                                | закончить (разговор)           |
| to cut off = to disconnect                          | соединиться с кем-либо         |
| to get through to smb = to reach smb                | соединить кого-либо с кем-либо |
| to hold on = to wait                                | найти                          |
| to hang up = to replace the receiver                | ждать                          |
| to give up = to stop trying                         | перезвонить                    |
| to be over = to finish                              | разъединить                    |
| to call back = to ring back = to return the call    | поднять (трубку)               |
| to put smb through to smb = to connect smb with smb | прекратить попытки дозвониться |

b. Use one of the synonyms and translate the sentences into Russian:

- Could you (*call back, ring back, return the call*) tomorrow morning?
- Could you (*put me through to, connect me with*) Mr. Steffens, please?
- (*Hold on, Wait*) a minute, please.
- (*Look up, Find*) the number in the telephone directory.
- Don't (*hang up, replace the receiver*), please.
- Don't (*give up reaching, stop trying to reach*) Mr Frank.
- I am trying (*to get through to, to reach*) Ms Sanders.
- He is (*picking up, lifting*) the receiver and answering the call.
- She cannot (*cut me off, disconnect me*).

Translate into English:

- Я не могу сейчас соединить вас с г-ном Петровым.
- Постарайтесь перезвонить ему в 4 часа. Сейчас он занят.
- Я ищу номер в телефонном справочнике. Подождите, пожалуйста.
- Я заканчиваю разговор с г-жой Браун. Одну минуту.
- Могу я сказать ему, кто звонит?
- Вы можете оставить сообщение для г-на Петрова.
- Простите, но линия занята.

## Dialogue: A business telephone call



**John:** Is that the Journal of Commerce?  
**Operator:** Yes, that's right. Who's calling, please?  
**John:** Oh, Schakleton's my name. I'd like to speak to Ms Atkins.  
**Operator:** Sorry. Could you repeat your name, please?  
**John:** John Shackleton. S-H-A-C-K-L-E-T-O-N.  
**Operator:** Just a moment, please, Mr. Shackleton. I am putting you through to Ms. Atkins.  
**John:** Is that Ms Atkins now?

### Exercise 26

a. Read the sentences paying attention to the sounds [z] and [ð]; translate the sentences into Russian:

Is that the operator?	Is this her telephone number?
Is that the switchboard operator?	Is this her name?
Is that Brown and Co?	Is this the country code?
Is that Machine Tools Ltd?	Is this the area code?

b. Read the dialogue.

c. Answer the questions:

Whom is John calling?	Is Ms Atkins available?
What is John's surname?	How long does it take John to reach Ms Atkins?
How does he spell it?	

Exercise 27. Underline the suffixes of the words; translate and group them:

caller	official	transferable	operator	directory
receiver	enquiry	available	noisy	telephonist
collection	importance	reversible	reversal	journalist
journalistic	presentation	customer	appointment	industrial

nouns

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

adjectives

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Exercise 28. Read these responses of operators and say if the responses are identical:

Can I help you?  
 Certainly. What is the number please?  
 I'm sorry. Could you give me that again?  
 Thank you. Hold the line, please ...  
 You are through now.

Hello?  
 Number please?  
 Just a moment ... I'm sorry, what was the number you wanted?  
 I have your call on the line.  
 Go ahead, please.

Exercise 29. Add names you like and read the following dialogue:

<b>Alice:</b>	This is ... speaking. Could I speak to ...
<b>Operator:</b>	Well, he's here today, but he may not be in his office right now.
<b>Alice:</b>	Do you think you could find him for me?
<b>Operator:</b>	Can you hold on?
<b>Alice:</b>	OK, operator ... if it doesn't take too long.
<b>Operator:</b>	I am sorry, madam. ... isn't ...

Exercise 30. Add the following words and read this dialogue:

calling	am	available	in	message
can	bad	speak	speak to	through

**Switchboard:** Conglomerate Group. Can I help you?  
**Alex:** Could I ... Mr. Adams, please?  
**Switchboard:** Putting you ...  
**Secretary:** Mr Adam's ... I help you?  
**Alex:** Can you hear me? It's a ... line. Could you ... up, please?  
**Secretary:** Is that better? Who's ... , please?  
**Alex:** Alex Dee from Newall Company.  
**Secretary:** Oh, hello. How nice to hear from you. How are you?  
**Alex:** Fine thanks. Is Mr Adams ...?  
**Secretary:** I'm sorry, he isn't ... Would you like to leave any ...?  
**Alex:** No, thanks. Just tell him I ... in London.  
**Secretary:** Certainly. Nice to hear from you again. Thank you for ...  
**Alex:** Goodbye.

**Exercise 31. Imagine you are answering a call. Improvise the conversation using some of the following phrases:**

<b>(calls from outside)</b>	<b>(calls from inside)</b>
... name of the company	... 's office (here).
... telephone number	... department (here).
<i>(How) can I help you?</i>	

**Asking for the caller's name** *Who is calling, please?*  
*Who is that speaking, please?*  
*Who is on the line, please?*  
*Could/can/will/would you give me your name, please?*

**Asking the caller to wait** *Hold the line, please.*  
*Could you hold on a minute/moment? I'll just find out for you.*  
*Hang on for a moment.*  
*Just a moment, please.*  
*One moment, please.*  
*Sorry to keep/to have kept you waiting.*  
*(I'm) putting you through.*

**The person called is answering the call** *This is ... speaking.*  
*Speaking.*

**The person called is not available**

*I'm afraid/sorry ...*

*isn't available*  
*isn't in*  
*isn't in the office*  
*is on another line at the moment/now/just now*  
*is on the other line*  
*is with a client*  
*is in conference*  
*is at a conference*  
*is in a meeting*  
*is at lunch*  
*is away today/this week/for a few days*  
*is away on holiday/vacation*  
*is out of town*

**Asking for further actions** *Shall I put you through to his secretary?*  
*Would you like to call later?*  
*Could you call later?*  
*Can I give him a message?*  
*Can I take a message?*

**Asking for the number** *What's your (extension) number?*  
*How could ... contact you later?*

**Finishing the call** — *Thank you for calling/telephoning/phoning.*  
— *Goodbye/ Bye bye / Bye.*

**Exercise 32. Imagine you are making a call. Have a look at the following and write what you would say:**

- 1) to introduce yourself \_\_\_\_\_
- 2) to give the name of the person  
whom you would like to speak to \_\_\_\_\_
- 3) when you hear that this person  
is not available right now \_\_\_\_\_
- 4) to leave a message for this person \_\_\_\_\_

*Is that ... (the name of the company)?  
(the number)?*

*This is ... (calling from ...).  
My name is ...  
I'm ...*

*I'd like to speak to ...  
Could/can/may I speak to ...?  
Is ... available, please?  
Could you put me through to ...?  
Could you connect me with ...?*

*Could you give ... a message, please?  
What time could I reach ...?  
Could you ask ... to call me back,  
please?*

*Thank you (a lot/very much).  
Thanks (a lot).  
Goodbye/Bye bye/Bye.*

### Exercise 34

a. Read and translate the following:

**The number is wrong**

**I'm afraid you have the wrong number. I'm sorry to trouble you.**

**Sorry, your number is wrong.**

**Sorry, this is the wrong extension.**

**There is no person of that name here.**

**Look up the number in the directory.**

**The number  
is ex-directory.**

### Exercise 33

a. Read and translate the following:

**The line isn't very good.  
Sorry, it's a bad line. Could you speak up, please?  
I'm sorry, I can't hear you very well, this is a bad line.  
I'm sorry, I don't understand.  
Sorry, I didn't quite catch that.  
Will you repeat it, please?  
Can you say that again, please?  
We must have been cut off for a moment.  
The line is temporarily disconnected.  
All lines to the country you have dialed are engaged. Please try later.**

b. Translate into English:

Перезвоните, пожалуйста, позже.

Извините за беспокойство.

Я думаю, вам нужно посмотреть телефонный справочник.

Боюсь, что этого номера нет в справочнике.

Вы ошиблись при наборе. Попробуйте еще раз.

c. Imagine you are on holiday in Britain and would like to hire a car.  
You would like a small car for the weekend. **Phone Rentacar Ltd. and then Cheaprent Ltd.** See what they can offer you. The total cost (without petrol) must be under £ 30.

You hold a ticket on flight BA312 from London to Paris at 18.00 on Friday 19 September. You know you will be a little delayed. **Phone the British Airways** and change your booking.

b. Add the missing words and translate the sentences:

We must have been cut ... for a moment.

Will you repeat ..., please?

Can you say ... again, please?

I'm ..., I don't understand you.

The line is ... disconnected.

I'm sorry, I can't hear you very well, this is ...

d. Act out a short dialogue between the two:



"You should use the phone more often, Mr Congreave.  
It really makes you look like someone."

### Answer Key

#### Exercise 12

ask  
leave  
tell  
hold  
repeat

#### Exercise 23b

up...in  
down  
to  
on  
on  
up

#### Exercise 30

ask  
through  
office  
can  
bad  
speak  
calling  
available  
in  
message  
am  
calling

#### Exercise 33b

off  
it  
it  
sorry  
temporarily  
a bad line

## UNIT 4

## Business trips (airports, hotels)

### Grammar Revision

The Perfect Continuous Tenses

Exercises 1–6

Modal verbs *must, should, ought, shall*

Exercises 7–12

### Words

*to go, to come, to fly*

Exercise 13

*to arrive, to stay, to leave*

Exercises 14, 15

### Basic function

Directions

Exercise 16

### Intonation

Alternative questions

Exercise 17

### Dialogues

Reserving an airline ticket

Exercise 18

At the airport

Exercises 19, 20

Security check

Exercise 22

On the plane

Exercise 23

Immigration control

Exercise 25

At the baggage claim

Exercise 26

### Announcements

Flight announcements

Exercise 21

Announcements

in flight

Exercise 24

### Dialogues

Arriving at a hotel

Exercise 27

Hotel charges

Exercise 28

### Letter

Errors in a hotel bill

Exercise 29



# Pronounce and translate these words into Russian

hotel [hou'tel]  
to reserve [ri'zə:v]  
security [sɪ'kjʊrɪti]  
check [tʃek]

baggage ['bæɡɪdʒ]  
flight [flaɪt]  
announcement [ə'naʊnsmənt]  
error ['erə]

## Grammar Revision: *The Perfect Continuous Tenses*

### Present Perfect Continuous to be в Present Perfect + причастие I

*If/you/we/they have been learning English for a few years. Have I/you/we/they been learning English for a few years?*  
*He/she has been learning English for a few years. Has he/she been learning English for a few years?*  
*If/you/we/they have not been learning English for these few years. He/she has not been learning English for these few years.*

### Past Perfect Continuous to have в Past Perfect + причастие I

*If/you/he/she/we/they had been learning English for a few years.*

### Exercise 1. Use the verbs in Present Perfect Continuous; read and translate the sentences:

He (*to visit*) the plant for a week. I suppose he's leaving tomorrow.  
They (*to inspect*) the equipment for two days. They'll sign the inspection report today.  
It (*to rain*) since early morning. I hate it when it rains.  
We (*to wait*) for the bus for 20 minutes. I don't know when it will come.  
George (*not/to feel*) well recently. I'm very sorry that he hasn't been well.  
Paul is very tired. He (*to work*) very hard. I wonder how long he has been working.  
We always go to Sochi for holidays. We (*to go*) there for years.

### Exercise 2. Complete and read the mini-dialogues:



- a. — I guess I'm a little late.  
Have you been waiting long?  
— Yes, I've been waiting here since ...  
— Oh, that means you've been waiting for over ... I'm really sorry.
- b. — How long have you been living at your present address?  
— Oh, let me think. We moved there about ...  
— I see, you've been living there since ..., haven't you?

### Exercise 3. Read the situations and complete the sentences:

*Ann began looking for a job six months ago. She's still trying to find a job. She has been trying to find a job for six months.*

*Mary started working in London on 18 January. She's still working there now. She ... since 18 January.*

*They started work on the project last month. So they ... for three weeks. He started Spanish classes in December. He's still learning Spanish now. He ... since December.*

*Bill started English classes five years ago and he is learning English now. He ... for five years.*

*Maria passed her driving test in January. Then she started driving a car by herself. So she ... for a few months.*

*It started raining at nine. So it ... for a few hours.*

### Exercise 4. Write a question for each situation:

You have just arrived to meet Mr Nill who is waiting for you.  
You ask him: *Have you been waiting long?*  
Mr Finch is now living in Denmark. You ask him: ... (*how long/you/ to live/Denmark*)  
Mr Maxwell tells you about his job. His company sells computers.  
You ask him: ... (*how long/company/to sell/computers*)



### Exercise 5. Translate into English:

Сколько лет вы занимаетесь этим бизнесом?  
Мы торгуем с этой страной уже несколько лет.  
Г-н Томсон находится в Москве уже несколько недель.  
Как давно вы работаете здесь менеджером?  
Сколько времени она изучает английский язык? Она говорит свободно.

### Exercise 6

#### a. Underline the verbs in Past Perfect Continuous and translate the sentences:

Ken gave up smoking two years ago. He had been smoking for thirty years.

I was very tired when I came home. I'd been working hard all day.

At last the bus came. I'd been waiting for twenty minutes.

It wasn't raining when we went out. The sun was shining. But it had been raining for a few hours.

We were good friends. We had known each other for years.

#### b. Read the situations and make sentences using the words on the right:

Mike was very tired when he arrived home.

There was nobody in the room but there was a smell of cigarettes.

He returned the book to me yesterday.

he/to read/it/for a week  
somebody/to smoke/  
in the room  
he/to work/hard/all day

#### c. Read the situations and complete the sentences:

I had arranged to meet Tom in a restaurant. I ... for 20 minutes when suddenly I realised I was in the wrong restaurant.

Nelly got a job in a factory. Five years later the factory closed down. At the time the factory ..., Nelly ... there for five years.

#### d. This time make your own sentence:

I got into the plane at three o'clock...

#### e. Translate into English:

Я позвонил ему вчера в 12 часов. Он был на переговорах. Они уже целых два часа обсуждали новый контракт.

Когда я приехал на завод, специалисты проводили испытание прибора уже несколько часов.

## Grammar Revision: Modal verbs *must*, *should*, *ought*, *shall*

### Must

*You must do it.* (=It is necessary that you do it.) (необходимость)  
*She is really a nice person. You must meet her.* (настоятельная рекомендация)  
*You've been travelling all day. You must be tired.* (предположение)

### Should

*You look tired. You should take this medicine.* (рекомендация, основанная на личном мнении)  
*She has been studying hard for the exam, so she should pass.* (предположение, менее уверенное, чем *must*)

### Ought

*Smoking is bad for her.* (рекомендация несколько увещательного характера)  
*She ought to give up smoking.*

### Shall

*Shipment shall be made in three lots.* (долженствование, используется в документах)

### Exercise 7

#### a. Read and translate the sentences:

Don't tell anybody what I said. You must keep it a secret. You mustn't tell anybody else.

Carol must get very bored in her job. She does the same thing every day.

We haven't got much time. We must hurry.

I haven't phoned Nick for ages. I must phone him tonight.

I must get up early tomorrow. There are a lot of things I want to do.

#### b. Complete these mini-dialogues:

1. — Jim is a hard worker.

— Jim? A hard worker? You must be joking. He is very lazy.

— ...

2. — We must go now. I promised I would be on time. I mustn't be late.

— ...

c. Translate into English:

Поторопитесь, пожалуйста. Мы не должны опаздывать.

У нее сегодня день рождения. Я должен обязательно позвонить ей.

Он, должно быть, очень устал. Он работал целый день.

Анна должна знать испанский язык. Она долго жила в Испании.

Г-н Глен, должно быть, сейчас в Дании. Он отсутствует уже 10 дней.

Exercise 8. Use *should* or *shouldn't* in these situations:

*There are plenty of hotels in the town. It shouldn't be difficult to find somewhere to stay.*

Her salary is very low. She ... look for another job.

She needs a change. She ... go away for a few days.

Jack always has difficulty getting up. He ... go to bed so late.

What a beautiful view! You ... take a photograph.

She drives everywhere. She never walks. She ... use her car so much.

Bill's room isn't interesting. He ... put some pictures on the walls.

Exercise 9. Match statements and responses:

— I don't like smoking.

— I don't see him often enough.

— I'm in a difficult position.

— The speed limit is 30 miles an hour, but Cathrine is doing 50.

— Is John here yet?

— She shouldn't be so reckless.

She should not exceed the speed limit.

— Not yet, but he should be here soon.

— But I don't think smoking should be banned.

— You yourself should come and see him more often.

— You shouldn't worry. Things will work out by themselves.

Exercise 10. Translate into English:

Вам следует поговорить с ним.

Я думаю, что нужно написать письмо.

Вам следует быть более внимательной.

Ему, конечно, нужно помочь.

Нам лучше обсудить этот

вопрос позже.

Exercise 11

a. Translate the sentences from the Contract paying attention to the modal verb *shall*:

The Sellers shall deliver the goods in 3 lots of 5 machines each.

The Buyers shall open a letter of credit within a month of signing the Contract.

Payment shall be made in American Dollars.

Delivery shall be made within January.

The goods shall be packed in wooden cases.

b. Translate into English:

Поставка производится в мае.

Товар отгружается двумя партиями.

Ящики маркируются на двух языках.

Платеж осуществляется только в евро.

Покупатель открывает аккредитив в течение двух недель со дня подписания контракта.

Words: *to go*, *to come*, *to fly*

<i>to go</i>	<i>to London</i>
<i>to come</i>	<i>here</i>
<i>to fly</i>	<i>there</i>
	<i>home</i>
	<i>abroad</i>

Exercise 12

a. Supply prepositions where necessary:

When are you going ... home?

Do you sometimes go ... foreign countries?

I fly ... North America about once a month.

Do you usually go on business ... there?

Will you be coming ... the party?

When will you go ... there?

I really don't know when he is flying ... Canada.

He often goes ... abroad.

He has been ... Portugal a few times.

Have you been ... there?

b. Complete the mini-dialogues:

1. — When were you last in South America?

— I last went ...

2. — When do you usually come to the office?

— As a rule I come ...

3. — May I come in?  
— ...  
4. — What are your plans for the holiday?  
— I'm going ...  
5. — Could you come and see us ...  
— ...

c. Translate into English:

По делам фирмы он часто ездит за границу.

Г-н Вилсон уже приехал в столицу Украины?

Он уже улетел в Орел.

Он собирается лететь в Монреаль рейсом Аэрофлота.

Он летит дальше в Калгари местными линиями.

Я не знаю, когда он возвращается.

## Words: to arrive, to stay

to arrive to stay	at	<ul style="list-style-type: none"> <li>a hotel</li> <li>an airport</li> <li>an office</li> <li>a factory</li> <li>a plant</li> <li>a company</li> <li>a firm</li> </ul>
	in	<ul style="list-style-type: none"> <li>a country</li> <li>a city</li> <li>a town</li> </ul>

### Exercise 13

a. Add correct prepositions and make sentences of your own:

to stay ... Sochi

to arrive ... Pulkovo airport

to arrive ... Saint Petersburg

to stay ... Ireland

to stay ... the *Russia* Hotel

to come ... the *Intourist* Hotel

to go ... Novosibirsk

to arrive ... Moscow

b. Translate into English:

Он остановился в гостинице «Берлин».

Переводчик прилетит в Москву

только завтра.

Я должен позвонить ему и сказать, что остановился в другом отеле.

Гости уже прибыли в гостиницу?

Самолет прибывает

Шереметьево в 13.10

Вы встречаете их?

## Words: to leave

to leave Moscow for London

### Exercise 14

a. Complete the sentences:

The plane leaves Moscow for Oslo at ...

Is she leaving home ...?

He will be leaving ...

When are you ...  
for ...?

He can't be leaving us ...

b. Translate into English:

Она вылетает из Рима рейсом SU-22.

Он тоже вылетает?

Когда она вышла из дома, шел снег.

Завтра наша группа уезжает в Новгород.

Когда она ушла из офиса?

## Basic function: Directions

### Questions

— Excuse me, where's ..., please?

— Excuse me, could you tell me where ... is, please?

— Excuse me, could you tell me the way to ... , please?

— Excuse me, could you tell me how to get to ..., please?

— Excuse me, is there a ... near here, please?

— Do you happen to know where ...?

— I wonder if you could tell me where ...

— You don't happen to know where ... is, do you?

— I don't suppose you know where ...

— Can/could you tell me where ... is, please?

### Replies

— Turn right/left.

— Take the (second) turning on the right/left.

— It's on the right/left.

— It's straight ahead.

— Go straight along/down/up here.

— It's on the corner of Brook Street and Park Lane. You won't miss it.

## Exercise 15

a. Now practise the above phrases. Write down what you would say when you want to find out the way to:

the centre of the city	the nearest post office
the Buckingham Palace	the nearest chemist's shop
the British Museum	the nearest shoe shop

Note: chemist (*Br*) = druggist (*Am*)

b. Translate into English:

Идите прямо, а затем поверните направо.

Поверните налево и вы увидите огромное здание. Это и есть Биржа (*Exchange*).

Вам нужно сесть на автобус 27. Остановка справа.

Вам лучше поехать на метро. Ближайшая станция вон на том углу.

Вы не скажете, как пройти к офису Аэрофлота?

c. Make a few mini-dialogues using the following questions:

How long does it take to get to ...?	Where shall I have to change?
Is it a direct flight/train?	How many stops does it make?
Is there a restaurant car?	Where is Platform 5?

## Intonation: Alternative questions

*Is he' leaving } or, staying?*

Exercise 16. Mark the intonation and read the sentences:

Is she leaving tomorrow or the day after tomorrow?	Are you going or staying?
Are you flying or sailing?	Will you go alone or with her?
Does he know English or French?	Would you like some coffee or tea?
Do you remember this rule or not?	Can you rewrite or type this letter?
	Have you done it or not yet?

Exercise 17. Write a few mini-dialogues using the following questions:



Should I ... or ... ?

Do you think I ought to ... or ... ?

Wait for the bus or take a taxi?

Take bus or taxi to work?

Vacation: stay home or go abroad?

This evening: go out or watch TV?

This weekend: stay home and study or visit a friend?

Car: buy used car or new one?

Hair: get it cut or let it grow?

Restaurant tonight: make a reservation or not?

Museum: this or next week?

Theatre: with Julia or Maria?

## Dialogue: Reserving an airline ticket

**Travel agent:** Good morning. Can I help you?

**Nancy Lee:** Yes, I'd like to reserve a seat for a flight to Hong Kong.

**Travel agent:** Hong Kong? Would that be a round trip ticket or one-way?

**Nancy Lee:** Round-trip, please.

**Travel agent:** And for what date?

**Nancy Lee:** The eighteenth, if possible.

**Travel agent:** Friday, the eighteenth? Yes. That's fine. What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

**Nancy Lee:** An open ticket.

**Travel agent:** OK. Do you want a morning flight, or an afternoon flight?

**Nancy Lee:** What's available?

**Travel agent:** Well, there's a Gathay Pacific flight at ten-thirty and a US Air one at twelve-thirty.

**Nancy Lee:** I'll take the Gathay Pacific one.

**Travel agent:** OK. If you'll just wait a minute, I'll check to see if there's room. Yes, that's fine.

**Nancy Lee:** Oh, good. How much is it?

**Travel agent:** One thousand, eight hundred and seventy dollars.

**Nancy Lee:** OK. Thanks.

**Travel agent:** Now, can I have your details, please?

## Exercise 18

### a. Read these words paying attention to the sounds [w] and [v]:

one-way	to reserve
at twelve thirty	eight hundred and seventy dollars
Would that be a round trip?	Do you have a fixed date in mind?
For what date?	What's available?
What about the return date?	Can I have your details?
Do you want an open ticket?	Thank you very much.

### b. Complete the alternative questions as in the dialogue, mark the intonation and read the sentences:

Would that be ...?  
Do you want a morning flight ... ?  
Do you have a fixed ...?

### c. Read the dialogue and translate the sentences:

Я хотела бы заказать два билета на рейс до Москвы.  
Обратный билет нужен с открытой датой.  
Сколько стоит билет туда и обратно на этот рейс?  
Мне нужен билет до Парижа и обратный билет.  
Я хотел бы вылететь утренним рейсом.  
Подождите, я проверю, есть ли места на этот рейс.

### d. Answer these questions:

Have you ever flown to Hong Kong or any Asian country?  
Have you ever made flight reservations in English?  
Say how you did that.  
Why do you think many people prefer having return tickets?

## Dialogue: At the airport

*Jeff is flying to Denver. He is at the check-in desk now.*

**Check-in clerk:** Your ticket, please, sir.

**Jeff:** There you go.

**Check-in clerk:** Flight UA755 to Denver, then you are going on to Aspen, on Flight RM002?

**Jeff:** That's right.

**Check-in clerk:** Do you have any baggage to check?

**Jeff:** Yes, I do. Just one piece.

**Check-in clerk:** And did you pack it yourself?

**Jeff:** Yes, I did.  
**Check-in clerk:** Are any of the articles on this list in your bag?  
**Jeff:** Um ... No.  
**Check-in clerk:** Would you like me to tag this bag through to Aspen? Then you won't have to pick it up in Denver.  
**Jeff:** That would be great. Thanks.

### FLIGHT DEPARTURES

Flight #	Destination	Time	Gate #	Remarks
AC171	TORONTO	3:45	11	DELAYED - 6:30 pm
BA421	LONDON	5:15	23	CLOSED
AA322	CHICAGO	5:30	17	LAST CALL
UA755	DENVER	5:30	2	NOW BOARDING
AM591	MEXICO CITY	5:40	6	NOW BOARDING
UA632	SAN FRANCISCO	5:45	10	WAIT IN LOUNGE
AA186	BOSTON	6:00	15	WAIT IN LOUNGE
UA409	LOS ANGELES	6:00	-	DELAYED 60 MINS
AA299	HOUSTON	6:10	23	WAIT IN LOUNGE
VV201	LONDON	6:15	8	WAIT IN LOUNGE

### Restricted Articles

For your safety and the safety of your fellow passengers the articles listed below must not be carried in checked baggage:

- Radios, personal stereos, portable computers
- Firearms • Electrical appliances
- Matches, lighters, or fireworks

## Exercise 19

### a. Look at the Restricted Articles list and mark the true statements:

- ☐ You shouldn't pack an electric razor in your baggage.  
☐ You shouldn't pack a gun in your baggage.  
☐ You should carry matches only in hand baggage.  
☐ You shouldn't pack pens in your baggage.

### b. Match and translate the British and American equivalents:

luggage	baggage
to collect luggage	a round trip ticket
Have you got any luggage?	Do you have any baggage?

That would be fine.  
Certainly.  
Here you are.  
a return ticket

That would be great.  
Sure.  
to pick up baggage  
There you go.

- c. Read the dialogue, have a look at the Flight Departures board and answer the questions:

At what time was Flight UA755 leaving Denver?

On what flight was Jeff going on to Aspen?

What flights on the Flight Departures board attracted your attention?

Are any articles usually used with number of flights, gates, tickets etc?

#### Exercise 20. Translate into English:

Наш рейс номер АФ200.

Каким рейсом мы летим далее?

Сообщите, каким рейсом

вы прилетаете.

Наш выход №15?

Извините, а где выход №8?

Извините, вы не знаете, где

зал №20?

### Flight announcements

*Flight BA417 to London (Heathrow) is checking in at Gate 30.  
British Airways regret any inconvenience which has been caused  
by the delayed departure of this flight*

*KLM announce departure of Flight KL642 to Kuala Lumpur.  
Passengers who hold boarding cards for this flight should proceed  
at once to Gate 23*

#### Exercise 21

- a. Read and translate the announcements.

- b. Translate the sentences:

Идет регистрация пассажиров у выхода №...

Сожааем о неудобствах, вызванных задержкой вылета рейса...

Объявляется посадка на самолет, вылетающий рейсом...

Пассажиры с посадочными талонами должны пройти к выходу №...

Вы должны внимательно слушать объявления.

Скоро должны объявить наш рейс. Слушайте внимательно.

Задержка не должна быть долгой. Я надеюсь на это.

## Dialogue: Security Check



*Passengers are going through the Security Check.*

**Security:** Please, put all carry-on luggage on the conveyor. Step right this way, ma'am. This way, sir. (Beep) Please empty your pockets and go through again, sir. (Beep) Please step this way, sir. Pardon me, what do you have in this pocket?

**Man:** Oh sorry, just some keys.

**Security:** That's fine. Thank you, sir.

... Would you mind opening your handbag, madam?

**Woman:** No, not at all ... there you go.

**Security:** ... Would you mind turning on the Walkman?

**Man:** Oh, sorry.

**Security:** That's fine, sir. We just have to check. You can go through.

**Note:** Walkman = portable radio

#### Exercise 22

- Complete the sentences, paying attention to the verbs in the Imperative

**Mood:**

Please, put all carry-on luggage ... Step right this ...

Please empty ... Please go through :

**b. Write and read these polite requests:**

*Would you mind opening your briefcase?*

to turn on your radio  
to open the window  
to close the window

to repeat it  
to say it again  
to put it down for m

**c. Translate these polite requests into English:**

Вы не могли бы говорить помедленнее?

Продиктуйте это слово по буквам, пожалуйста.

Повторите, пожалуйста, что вы сказали. Я не расслышала.

## Dialogue: On the plane

*A man is looking for his seat on the plane.*

**Man:** Excuse me. I think I'm in 15 C.

**Woman:** This is 14 C.

**Man:** Are you sure?

**Woman:** Yes, look here ... oh, dear! I am sorry.

**Man:** That's OK. Sorry to disturb you.

**Woman:** That's quite all right. It's entirely my fault.

### Exercise 23

**a. Complete as in the dialogue:**

— Excuse me. I think...	— Oh, dear. I am...
— Sorry to...	— That's quite...
— It's entirely...	— It's entirely my...

**b. How would you ask your neighbouring passenger:**

to move a little to let you pass	to close the shades
to lift the shades	to pass you a magazine

**c. How would you ask the flight attendant, using this pattern:**

*May I have... , please?*

for a Russian newspaper	for a blanket
for an English magazine	for some water
for a headset	for some medicine

**d. A flight attendandant may sometimes ask people to obey the regulations. Match the attendant's words to the situations:**

Someone is smoking a cigar.	I'm sorry, you'll have to turn it off.
Someone is using a portable telephone.	I'm sorry, you'll have to put it out.

Someone is asking about using a Walkman.

A child is playing an electronic game.

I'm afraid you can't use that here.  
Yes, that's all right.

*Note:* steward/stewardess (*Br*) = flight attendant (*Am*)

## Announcements in flight

*This is your captain. My name is Roy Conway, and I'd like to thank you for choosing Transworld Airlines. Welcome aboard our Boeing 767, flight 488 to Minneapolis. We're just waiting for clearance from Air Traffic Control, and then we'll be on our way. I'd like to remind you to keep your seat belts fastened, and also that smoking is not permitted on flights of less than four hour duration.*

*This is your captain speaking, again. Sorry, folks, I'm afraid we have an air traffic delay. It'll be 30 minutes before we can take off. So sit back, relax and our flight attendants will serve you drinks courtesy of Transworld Airlines. We'd like to apologize for this delay, but, at this time, it's beyond our control.*

*Note:* to apologise (*Br*) = to apologize (*Am*)

### Exercise 24

**a. Say what the main words in each announcement were.**

**b. Translate into English and complete the sentences:**

Я хотел бы поблагодарить вас...	Я хотел бы напомнить вам...
Я бы хотел извиниться...	Приветствую вас на борту...
Мы ждем разрешения на взлет...	Это никак не зависит...

**c. Read the nouns and write the verbs from which they are formed:**

announcement	service	take-off
flight	attendant	check-in
clearance	translation	check-out
duration	smoker	conveyor
delay	control	apology

**d. Read the sentences, say if the words in italics are verbs or nouns and translate the sentences:**

The *delay* was more than thirty minutes.  
They must *delay* the journey until the weather improves.  
We never *delay* payments.

There is no *smoke* without fire.  
 A good cigar will *smoke* for at least half an hour.  
 I *smoke* ten cigarettes a day.  
 I'll bring in the *drinks*.  
 He couldn't *control* the situation.

## Immigration control

<b>Welcome to the United States</b>	
<b>Admission Number:</b> 234198692 01	
<b>I-94 Arrival/Departure Record</b>	
This form must be completed by all persons except U.S. citizens, returning resident aliens, aliens with immigration visas and Canadian citizens visiting, or in transit.	
Type or print legibly with a pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form.	
This form is in two parts. Please complete both the Arrival Record (Items 1 through 13) and the Departure Record (Items 14 through 17.)	
When all items are completed, present this form to the U.S. Immigration and Naturalization Service Inspector.	
Item 7 - If you are entering the United States by land enter LAND in this space. If you are entering the United States by sea, write SEA, in this space.	
<b>Admission Number</b> 234198692 01 <b>I-94 Arrival Record</b>	
1. Family name NIAKIAIMUICIA	3. Birth date (Day / Mo / Yr) 10/21/71
2. First (Given) name ITIAIDIAISIHII	5. Sex (Male or female) MALE
4. Country of citizenship USA	7. Airline & Flight Number AIN 145121
6. Passport number 1A1B11213145	9. City where you boarded TOKYO
8. Country where you live USA	10. City where visa was issued TOKYO
11. Date issued (Day / Mo / Yr) 11/4/91	12. Address while you are in the United States (number and street) 1131131 HICKLEYHIO101N 121VIND
13. City and State HIO11171W0101DI ICIA1111FOIRN11A1	
<b>Departure Number</b> 234198692 01 <b>I-94 Departure Record</b>	
14. Family name	16. Birth date (Day / Mo / Yr)
15. First (Given) name	17. Country of Citizenship

(Staple here)

Exercise 25. Have a look at the Arrival Record card and try to complete the answers to the Immigration Inspector's questions:

**Immigration Inspector:** Good morning. Where have you come from?  
**Tadashi Nakamura:** ...  
**Immigration Inspector:** Fine. May I see your passport?  
**Tadashi Nakamura:** ...  
**Immigration Inspector:** What's the nature of your visit?  
**Tadashi Nakamura:** ...  
**Immigration Inspector:** And how long are you staying in the United States?  
**Tadashi Nakamura:** ...  
**Immigration Inspector:** Fine. Here is your passport back.  
**Tadashi Nakamura:** ...  
**Immigration Inspector:** Welcome to the United States. Enjoy your stay.

Note: immigration officer (Br) = immigration inspector (Am)

## Dialogue: At the baggage claim

Wilbur Meeks, an American businessman, had to go on business to Boston. He waited for his baggage for some time but it did not appear. It seemed to be lost somewhere. Mr. Meeks turned to the Airline Representative.

**Wilbur:** Ah, excuse me. My bag hasn't arrived yet.  
**AR:** Which flight?  
**Wilbur:** Um, Redwood Airlines from Seattle.  
**AR:** RRA 421?  
**Wilbur:** Pardon me?  
**AR:** The flight number. RRA 421?  
**Wilbur:** Yes. Everyone else's bags came off the baggage claim, and now it's stopped. But mine never arrived.  
**AR:** Uh huh. Did it have your name and address on it?  
**Wilbur:** It had my name, address, zip code and telephone number.  
**AR:** We'll try to find it for you, sir. Can you fill out this form? Description of bag, flight number, value of contents etc.  
**Wilbur:** Oh, yes.



## Exercise 26

a. Use your imagination and say what happened then.

b. Give extensive answers:

Has an airline ever lost your luggage?

Was it lost forever or was it found?

Do you take out travel insurance when you fly?

Have you ever made a travel insurance claim?

c. Write the British equivalents:

to fill out \_\_\_\_\_ baggage \_\_\_\_\_

zip code \_\_\_\_\_ flight attendant \_\_\_\_\_

Pardon me? \_\_\_\_\_ immigration inspector \_\_\_\_\_

d. Translate into English:

Он решил обратиться к представителю авиалиний. Да, к этому моменту он прождал багаж около часа. Его багаж обнаружили в аэропорту отправления. Багаж искали несколько дней.

## Dialogue: Arriving at a hotel

*At the entrance*

**Bell captain:** Welcome to the Studios Inn, ma'am. Are you checking in?

**Jessica:** Yes.

**Bell captain:** Step this way, over to the front desk. I'll look after your bags.

**Jessica:** Thank you.

**Bell captain:** You're welcome. Enjoy your stay.

*At the front desk*

**Front desk clerk:** Good morning. Can I help you?

**Jessica:** Good morning. My name is Stockton. I believe you've got a room booked for me.

**Front desk clerk:** What was the name again, madam?

**Jessica:** S-T-O-C-K-T-O-N. Jessica Stockton.

**Front desk clerk:** If you'll wait a moment, madam, I'll check. ... Yes, that's right, madam. Room 708. Fill in this form, please.

## Exercise 27

a. Fill in this form in Jessica's name:

**Studios Inn Hotel**  **Hollywood Boulevard**

**GUEST REGISTRATION CARD**

Last name: \_\_\_\_\_ First name: \_\_\_\_\_ Middle initial: \_\_\_\_\_

Title: \_\_\_\_\_ Home address: \_\_\_\_\_

\_\_\_\_\_ Home phone number: ( ) \_\_\_\_\_

Company name: \_\_\_\_\_ Company address: \_\_\_\_\_

\_\_\_\_\_ Company phone number: ( ) \_\_\_\_\_

Nationality (only for non-U.S. citizens): \_\_\_\_\_ Passport number: \_\_\_\_\_

Next Destination: \_\_\_\_\_ Car License plate: \_\_\_\_\_ State: \_\_\_\_\_

b. Make a few sentences of your own using these words:

to check in

to look after

check-in

to book a room

to check

to make a reservation

c. Translate into English:

Я должен сегодня обязательно зарезервировать гостиницу.

Мне должны сегодня подтвердить заказ, не так ли?

Я должен заполнить эту форму, да?

## Dialogue: Hotel charges

*Jessica is going on speaking with the front desk clerk.*

— Will you be paying by credit card?

— Yes, Mastercard. Here you are.

— I'll just take an impression of your card. ... Here is your credit card, and your room key.

— Thank you.

— This is your room charge card. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here? ... Thank you.

## Exercise 28

a. Answer these questions:

Did anything seem strange in the check-in procedure?

What is a room charge card?  
Is it similar to a credit card?  
For whose benefit are various cards made?

**b. Make a few mini-dialogues using these questions:**

Where can I change some money? Is there a bureau de change nearby?  
Is there a cash dispenser? Do you accept this card?

*Note:* cash dispenser (*Br*) = ATM (*Am*) = automated teller machine,  
automatic telling machine

**c. Translate into English:**

Используйте эту карточку, если будете что-либо заказывать в ресторане.

Вы можете использовать карточку, если будете делать покупки в магазинах отеля.

Когда он поедет в командировку, он возьмет свои кредитные карточки.

## Letter: *Errors in a hotel bill*

*Dear Sirs*

I stayed at .. hotel on ... and when I left I took advantage of the express check-out facility. I have now received my copy of the bill which you charged to my credit card and was astonished to find certain items on it which I had not incurred.

I refer specifically to charges for room service, newspapers and the mini-bar, none of which I used. You have also charged me for an additional night's accommodation on .. by which date I was in fact back at home.

Please amend the bill accordingly and make the necessary credit against my card.

I look forward to hearing from you by return that this has been done.

Yours faithfully, ...

*Do you know these words?*

to take advantage of smth  
facility [fə'siliti]

to incur (expenses) [in'kə:]

to amend [ə'mend]

воспользоваться чем-либо

зд. услуга

нести (расходы)

исправлять; улучшать

## Exercise 29

a. Translate the letter into Russian.

b. Write a reply in the name of the hotel billing manager.

(Apologise for the errors and promise to make the necessary adjustments very soon.)

## Answer Key

### Exercise 6 c

had been waiting

closed down ... had been working

### Exercise 12 a

home

to foreign countries

to North America

there

to the party

there

to Canada

abroad

to Portugal

there

### Exercise 13 a

in Sochi

at Pulkovo Airport

in Saint Petersburg

in Ireland

at the *Russia* Hotel

to the *Intourist* Hotel

to Novosibirsk

in Moscow

**Grammar Revision**  
The equivalents of  
modal verbs  
Exercises 1—8

**Words**  
to have, have got  
Exercises 9—14  
to do — to make (doing business  
— making money)  
Exercises 15, 16  
too — either  
Exercise 17

**Word formation**  
The suffix of adverbs  
Exercise 18

**Basic function**  
Wishes  
Exercise 19

**Intonation**  
Echo questions  
Exercises 21, 22

**Text**  
Small talk  
Exercise 20

**Dialogues**  
In the Convention lounge  
Exercise 23  
Meeting a businessman at the airport  
Exercise 24  
Before a business talk  
Exercise 25  
A business lunch  
Exercises 26, 27

Pronounce and translate these words into Russian

convention [kən'venʃn]  
to convene [kən'veɪn]  
lounge [laundʒ]

businessman ['biznəsmən]  
businesswoman ['biznəswumən]  
airport ['æəpɔt]

## Grammar Revision: The equivalents of modal verbs

### The equivalents of the modal verb *can*

to be able (to do) I was able to come. Я смог прийти.  
to manage (to do) I managed to come.  
to be allowed (to do) I was allowed to come. Мне разрешили прийти.

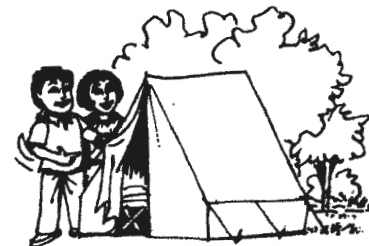
### The equivalents of the modal verb *must*

to have (to do)	I have to go to the plant once a week.	Я должен/вынужден ездить на завод раз в неделю.
to have got (to do) (действие, совершаемое один раз)	I have got to go to the plant tomorrow.	Я должен/вынужден поехать завтра на завод.
to be (to do) (действие, совершаемое по плану, графику, инструкции)	We are to complete the tests tomorrow.	Мы должны завершить испытания завтра.

ote: 1. I could come. Я мог прийти.

2. В отрицательных предложениях:  
could not = was/were not able = did not manage  
I couldn't help her. = I wasn't able to help her. =  
I didn't manage to help her.

ercise 1. Write sentences about the scenes in the cartoons using the structures given below:





She was able to...  
She managed to...  
He wasn't able to...  
He didn't manage to...  
He couldn't...

to reach for a book  
to fix a tent  
to open a door  
to climb a mountain  
to lift the weight

### Exercise 2. Complete and read the mini-dialogues:

1. — Did you have difficulty in finding our office?  
— Not really. Mr... had given me good directions and I managed to...
2. — Did you finish your work this afternoon?  
— Yes. There was nobody to disturb me so I was able to...
3. — Did everybody escape from the fire?  
— Yes. Although the fire spread quickly, everybody managed to...
4. — Was she allowed to go on holiday last month?  
— She was, as far as I know. I'll be able to...

### Exercise 3

- a. Use appropriate modal verbs or their equivalents and translate the sentences:  
I... to contact her at her office and we settled all the problems over the telephone.

I couldn't see him on Thursday, though I... meet him on Friday.  
But he was busy.

Tell Cathrine about your problem. She might... to help you.

I can't understand Martin. I've never... to understand him.

They... to ship the goods in May but they... not... to do so.

- b. Translate into English:

Я мог помочь ей, но она отказалась от моей помощи. (to reject smb's help)

Я смог помочь ей, и она была очень благодарна. (to be grateful)

Они могли поехать в Ярославль на поезде, но решили ехать на машине.

Они не смогли заказать билеты на самолет во-время.

Кто смог получить эти данные?

Ей разрешили немного поработать на этом компьютере.

### Exercise 4. Imagine you are talking to an English person about travelling on a double-decker (bus). Read these sentences and underline the equivalents of modal verbs; translate the sentences:

- Do elderly people have to pay on the buses?
- It depends where they live.
- Do you have to pay the driver?
- Usually. But if there's a conductor, you pay him or her.
- Are you allowed to take an animal on a bus?
- Yes, but you have to pay for it.
- Are you allowed to smoke downstairs?
- Not on a double-decker.
- Does a child have to give up his seat to an adult?
- In theory, yes; but it's a matter of politeness.

- b. Sum up what the English person said about travelling on a double-decker.

### Exercise 5

- a. Make questions with the construction *to have to do smth.*

I had to go to hospital last week.

I have to get up early rather often.

Ann has to go somewhere now.

George had to pay a parking fine yesterday.

I had to wait a long time for the bus.

I have to phone my sister now.

Paul has to leave soon.

Why...?

Where...?

How much...?

How long...?

What time...?

- b. Write a few questions starting with *Do you have to...* Choose one of the responses to your questions:

I think so.

I don't think so.

I suppose so.

I don't suppose so.

I hope so.

I hope not.

I'm afraid so.

I'm afraid not.

- c. Translate into English:

Мне пришлось пройти тест несколько раз, чтобы получить права на вождение автомобиля.

Я должен завтра прийти пораньше, чтобы написать и отправить письмо до 10 часов.

## Exercise 6

a. Complete the sentences using *don't/doesn't/didn't have* + one of these verbs:

*to do to get up to go to pay to wait*

I'm not working tomorrow, so... early.

The car park is free, you... to park your car there.

I went to the bank this morning. There was no queue, so I...

We've got plenty of time. We... yet.

I'm not particularly busy. I've got a few things to do but I... them now.

A man was slightly injured in the accident but he... to hospital.

b. Translate into English:

Завтра мне не нужно рано вставать. Завтра нерабочий день — воскресенье.

Вам не нужно оплачивать стоянку автомобиля. Это стоянка для покупателей магазина.

### must and to have (to do) compared

**must**

**to have (to do)**

*You must do something.*

*You have to do something.*

Вы должны это сделать.  
(таково мое мнение)

Вы должны это сделать.  
(таково правило или требование ситуации)

*I must get up early tomorrow.*

*I have to get up early tomorrow. I'm*

*There are a lot of things*

*going away and my train leaves at*

*I want to do.*

*7.30.*

Note: Иногда глаголы **must** and **to have (to do)** равнозначны:

*Oh, it's later than I thought. I must go. = I have to go.*

## Exercise 7

a. Choose the appropriate verbs and translate the sentences:

*to wear to go to come to turn to work to take*

In Britain many children have to... uniform when they go to school.

When you come to London again, you must/have to... and see us.

You can't turn right here. You have to... left.

Caroline may have to... away next week.

We couldn't repair the car ourselves. We had to... it to a garage.

You really must/have to... harder if you want to pass the examination.

Paul does not like his new job. Sometimes he has to... at weekends.

b. Translate into English:

Я ушел с конференции раньше. Я должен был успеть на поезд.  
Боюсь, что завтра вечером я не смогу встретиться с вами. Я  
должен поработать дома.

### mustn't and don't have (to do) compared

**mustn't**

**don't have (to do)**

1. *You mustn't do something.*

*You don't have to do something.*

Вы не должны этого делать.

Вам не нужно этого делать.

(этого нельзя делать, это  
запрещено)

(нет такой необходимости)

2. *I mustn't be late.*

Я не должен опаздывать.

(это очень нежелательно)

Exercise 8. Read the sentences, underline the equivalents of modal verbs and translate into Russian:

I don't want anyone to know. You mustn't tell anyone.

He doesn't have to wear a suit to work but he usually does.

I can stay in bed tomorrow morning because I don't have to go to work.

Iris doesn't have to get up early. She gets up early because she wants to.

Whatever you do, you mustn't touch that switch. It's very dangerous.

I mustn't eat too much. I'm supposed to be on a diet.

You don't have to be a good player to enjoy a game of tennis.

### to have got (to do)

Exercise 9

a. Use appropriate verbs and translate the sentences:

*to go to check to repair to translate to come*

I have got... there tomorrow.

When does Ann have...?

We have got... the instructions into German.

The operator has got... the machines now.

The maintenance workers have got... the pump today.

**b. Translate into English:**

Я должен напечатать этот перевод сегодня.

Мы должны завтра внести все эти данные в компьютер.

Завтра я должен быть в 12 в министерстве.

Потребитель должен купить еще один комплект запчастей. (*a set of spares*)

Они должны внести эти изменения в контракт. (*alterations*)

**to be (to do)**

**Exercise 10**

**a. Read the sentences, underline the equivalents of modal verbs and translate into Russian:**

In accordance with the Contract the deliveries are to start in May.

They are to complete the inspection on 1 March.

The goods are to be packed in wooden cases.

Mr Grant is to be on holiday in June.

He is to be back at the office on 20 July.

**b. Translate into English:**

Я должен идти в отпуск 5 августа.

Они должны закончить эту работу в четверг или пятницу.

В соответствии с контрактом поставки должны начаться еще в этом году.

По контракту они должны дополнительно поставить пять комплектов запчастей.

В соответствии с контрактом они должны открыть аккредитив в течение 10 дней. (*to open a letter of credit*)

**Words: to have and have got (уметь)**

**to have**

1. I *have* a sister.  
Do you *have* a sister?  
I *have* no sister.

**2. В устойчивых сочетаниях:**

*to have* breakfast/lunch/dinner/supper/a cup of coffee  
*to have* a bath/a shower/a swim/a rest/a cigarette  
*to have* a party/a holiday/a nice time  
*to have* an accident/an experience/a dream  
*to have* a look (at smth)/a chat (with smb)  
*to have* difficulty/trouble/fun  
*to have* a baby = *to give birth to* a baby

**have got**

I *have got* a sister.  
Have you *got* a sister?  
I *haven't got* a sister.

*have got* a headache

**Exercise 11**

**a. Write negative sentences with the verb to have or have got. Some are present and some are past:**

I can't make a phone call. (*a phonocard*)

*I haven't got a phonocard.*

I couldn't read the notice. (*my glasses*)

*I didn't have my glasses.*

We couldn't visit the museum. (*enough time*)

He couldn't find his way to the park. (*a map*)

She can't pay the bills. (*any money*)

They can't get into the house. (*a key*)

I couldn't take any photographs. (*a camera*)

**b. Translate into English:**

В этой поездке у меня не было

с собой путеводителя.

У них не было времени осмотреть

достопримечательности.

У меня нет калькулятора.

В тот день у нее еще не

было билета на самолет.

А у вас был билет?

**Exercise 12**

**a. Complete these questions:**

Excuse me, (*you/have got*) a pen I could borrow?

*Excuse me, have you got a pen I could borrow?*

(*you/have*) a bicycle when you were a child?

*Did you have a bicycle when you were a child?*

When you did the exam, (*you/have*) time to answer all the questions?

(*she/have*) time to answer all the questions too?

I need a stamp for this letter. (*you/have got*) one?

I need some paper. (*you/have got*) some?

— It started to rain while I was walking home.

— Did it? (*you/have*) an umbrella?

**b. Translate into English:**

У вас есть вопросы к докладчику?

У вас были вопросы к лектору?

У него были готовы ответы

на все вопросы?

У вас была возможность

задать свои вопросы?

У него было время ответить

на ваши вопросы?

## Exercise 13

a. Write a few sentences about yourself using the following words:

car  
bicycle  
moped  
guitar

(now)

*I've got a Lada car.*

computer  
driving  
licence  
dog

(a few years ago)

*I didn't have any car when  
I was a student.*

_____	_____
_____	_____
_____	_____

b. Translate into English:

Теперь у меня дома есть компьютер. Но еще три года назад у меня не было компьютера даже на работе.

Сейчас у меня есть водительские права. Я получил их два года назад, когда у меня не было машины.

## Exercise 14

a. Use the Indefinite Article where necessary and translate the sentences:

I don't eat much during the day. I never have... lunch.

We had... party last Saturday. It was great — we invited lots of people.

Excuse me, can I have... look at your newspaper, please?

I haven't seen you since you came back from holiday. Did you have... nice time?

Susan had... baby last month. It's her second child.

David likes to keep fit, so he has... swim every day.

I don't usually smoke, but I was feeling very nervous, so I had... cigarette.

— Where is Jim?

— He's having... rest in his room. He's very tired.

b. Translate into English:

Извините, можно посмотреть ваш журнал?

Вы не хотите чашку кофе?

— Не хотите ли сигарету?

— Спасибо, я не курю.

Когда у вас отпуск?

Вчера он очень хорошо отдохнул.

У него были билеты на футбол, но он решил

остаться дома и посмотреть

этот матч по телевидению.

## Words: to do — to make

(doing business — making money)

to do business  
work  
a job  
the post  
an exam  
damage (to smth)  
smb harm  
smb an injury  
one's best  
well  
everything I can  
something about it

to make money  
progress  
a contract  
contacts (with smb)  
impression (on smb)  
a mistake  
an appointment  
a note of it  
yourself understood  
a mess

## Exercise 15

a. Read and translate the above set phrases; add a few others which you know.

b. Use the right verb (*to do* or *to make*) in the right form and translate the sentences:

I think I ought to... an appointment.

We... progress but it's a very long job.

I think they... a special weekend price. It's worth asking.

It looks as if someone... a silly mistake in the invoice.

We'll have... something about it. We ought... a complaint.

I'll... enquiries for you and get back to you later today.

The storm... great damage to the ship.

I don't want to... difficulties, but it is a very short notice.

## Exercise 16

a. Read and complete the mini-dialogues:

1. — We've done a lot of work but we haven't made much progress.

— You are quite right. /I agree with you./I don't think so.

— And what...

2. — Somebody has definitely made a mistake.

— Now what are you going to do about it?

— I think...

b. Translate into English:

Вы не можете вести бизнес без риска. (*without taking risks*)  
 Это дело нанесло огромный ущерб их репутации.  
 На выставке мы установили ряд важных контактов.  
 Этот завод произвел на нас прекрасное впечатление.  
 Я буду рад выполнять эту работу.

**Words: too — either**

Утвердительные предложения  
*I like it too.*

Отрицательные предложения  
*I don't like it either.*

Exercise 17

a. Choose one of the response to the statements which follow:

*I do too. / But I do.*  
*I don't either. / But I don't.*

I like garlic.	But raw vegetables, such as carrots,
But I don't like onions.	I quite like.
I find fish boring.	I don't like spinach, which is rich
I like shellfish, though.	in iron, they say.
I don't care for minced meat.	And I love mayonnaise, which is
I never eat liver.	probably very bad for me.
Fried food? No I don't eat much	I have cream in my coffee.
fried food.	But I don't take much sugar.

b. Translate into English:

Я тоже знаю это правило.	Она тоже никогда этого
Мы тоже знакомы с этими традициями.	не пробовала.
Я также не знаю, что это за продукт.	Мне это также очень не
	нравится.

**Word formation: The suffix of adverbs**

adjective + suffix -ly = adverb

quick	quickly
definite	definitely
slow	slowly

Исключения

good — well  
 late — late  
 early — early  
 long — long  
 hard — hard

Note: *hardly* (едва)

*He could hardly speak.*

*as usual* (как обычно)

*Yesterday I came home at 7 as usual.*

Exercise 18

a. Form adverbs from these adjectives and translate them:

complete	usual	good	loud
certain	dangerous	long	official
slight	slow	late	entire

b. Underline the adverbs and translate the sentences into Russian:

I've long wanted to meet her. You may borrow the book as long  
 Stay as long as you like. as you wish.  
 That happened long ago. She read the book all the day long.  
 I can't wait any longer. She's no longer living here.

c. Translate into English:

Она приехала очень поздно.	Он говорит очень медленно.
Завтра он должен встать очень рано.	Я тоже говорю не быстро.
Когда он обычно встает?	Я тоже много работаю.
Вчера он ушел как обычно в 8.30.	Как обычно, вчера я была
Я давно знаю его.	в офисе до 7 часов вечера.

**Basic function: Wishes**

**Wishes**

*Have a good holiday.*  
*Have a good trip.*  
 = *Have a safe journey.*  
*Many happy returns (of the day).*  
 = *Happy birthday!*  
*Happy New Year!*  
*Merry Christmas!*  
*Give my regards to...*  
 = *Remember me to...*  
*Congratulations!*  
 (on some achievements)

**Responses**

*Thank you (very much).*  
*Thanks (a lot).*  
*The same to you.*  
 = *Likewise.*  
*Best wishes to you too.*  
*That's very kind of you.*

Exercise 19

a. What would you say in these situations using the above phrases:

Mr Ross is going away on holiday.

Mr Hanson is leaving for London and you wish to send a greeting  
 to Mr Easson whom you have known for a few years.



You see Mrs Goldman and you know it is her birthday today.  
Miss Taylor has passed an exam.  
Mr Exton has got a job.  
Mr Frazer has won a prize.

**b. Complete and read the mini-dialogues:**

1. — Happy New Year!  
— Thank you. The same to you. I hope...
2. — Have a good weekend.  
— Likewise.  
— Are you going... ?
3. — Have you married Diana at last?  
— Oh yes, a month ago.  
— Congratulations! I hope you'll be very happy and...

**Text: Small talk**

Before talking about the details of business, there is usually a period of social conversation (*small talk*) which can be difficult. A good tactic is to ask questions. There are three main reasons for this: people like talking about themselves; it is easier for the other person to listen; you may learn something useful. Here are some sorts of questions:

<i>Are you busy this month?</i>	<i>Did you come to last year's Trade Fair?</i>
<i>Have you had coffee?</i>	<i>How does your company sell?</i>
<i>Do you smoke?</i>	<i>How big is your company?</i>
<i>Where is your hotel?</i>	<i>How good is your Italian operation?</i>

If the small talk continues too long, you may want to change the subject to business matters. Here are some ways of doing it.

**With someone you know well: With someone you don't know well:**

<i>Let's get down to business.</i>	<i>Perhaps we could talk about the subject</i>
<i>Let's get started.</i>	<i>of our meeting/ the reason...</i>

**Exercise 20**

**a. Do you agree that:**

1. There is usually a period of small talk before a business negotiation.
2. Small talk is always very difficult.
3. The only way to start small talk is to ask questions.
4. Small talk should not continue too long.
5. Sometimes it is difficult to end the small talk.

**5. Translate into English:**

Давайте перейдем к делу.  
Ну, а теперь о делах.  
Если говорить о делах,...

Может быть теперь поговорим  
о наших делах?  
Ну, а как наши дела?  
Каковы ваши планы?

**Intonation: Echo questions**

— <i>I like this food.</i>	— <i>It isn't traditionally Russian.</i>
— <i>'Do you?</i> (Да?)	— <i>'Isn't it?</i> (Да?)

*Note:* Это скорее всего реплики слушающего.

**Exercise 21. Imagine you are at the World Youth Conference. An old man is telling you about himself. Make echo questions to his statements:**

- I enjoy coming to these conferences.
- *Do you?*
- Talking to young people makes me feel young?
- *Does it?*

I come to all the conferences.

No, I tell a lie. I didn't come to the last one.

My eldest boy got married that weekend.

He is forty.

I've got eight children and twenty three grandchildren.

And I had three wives.

I'd like to marry a nice foreign girl next time.

Don't mix up echo questions with tag-questions

**echo questions**

**tag-questions**

- *I can speak Russian.*
- *'Can you?*

*You can speak Russian, } 'can't you?*

**Exercise 22. Imagine you are at a party.**

**a. Make and read a few tag-questions:**

It's a lovely party,...

Red suits her,...

Beautiful day,...	She looks very attractive,...
It was cold yesterday though,...	She has got a grown-up son,...
Yes, funny weather. Changes	You don't believe me,...
from one minute to the next,...	You are not leaving,...

**b. Make and read these mini-dialogues using echo questions:**

1. — He has a lot of problems.  
— ...
2. — That idea would't work.  
— ...
3. — He's got a job in Egypt.  
— ...
4. — He's just bought a new Green Chevrolet, Caprice.  
— ...
5. — The weather is always quite nice on these islands.  
— ...

### Dialogue: *In the Convention lounge*

— Hi, I'm Robert Baker from New York.  
— Hello, my name is John Green. I'm from London.  
— Pleased to meet you, John. What do you think of the Convention, then?  
— Oh, I'm enjoying it. What about you?  
— I like it too. I think it's very useful. And I like meeting all these people. You are in the hotel business, aren't you?  
— Not exactly. I work in travel. But we work closely with hotels. At the moment, we are looking for new contacts in the States.  
— Perhaps I can help you. I do a lot of business there.  
— What's your line of business?  
— I'm in the construction industry.  
— Are you?  
— Oh, yes. We build a lot of hotels in Florida.  
— Look, why don't you take my card? Perhaps we can get in touch again.  
— Thank you. And here's my card.  
— Well, glad to know you, John.

#### Exercise 23

**a. Pronounce the following paying attention to the sounds [g] and [ŋ]:**

again	enjoying
to get	I'm enjoying it.

We can get in touch again.	I like meeting all these people.
I'm glad to know you.	We are looking for new contacts.

**b. Write out the echo and tag-questions; mark the intonation and read them.**

**c. Read the dialogue.**

**d. Say what you have learned from the dialogue about:**

Robert Baker  
John Green  
the Convention

**e. Underline the sentences which can be referred to as small talk.**

**f. Practise asking questions as small talk from the following notes:**

how/come here this evening	you/see Mr Bower/often
you/been to New York before	your firm/have many overseas
how big/your department	branches
you/worked here long	who/in charge of your publicity
Jim Palmer/still work here	department

### Dialogue: *Meeting a businessman at the airport*

— Hello, Mr. Howe!  
— Hello, Pete! Please, call me Victor. Its so good to see you! Thank you for meeting me.  
— I'm very glad to see you too. Can I introduce my friend and colleague Nick?  
— How do you do, Nick.  
— How do you do, Mr. Howe.  
— Please call me Victor. We usually use first names, when we don't want to be very formal.  
— Good, Victor. Did you have a good trip?  
— Thank you. Everything was fine. And I'm very glad the plane came on time.  
— Let me help you with your suit-case.  
— Thank you. That's very kind of you.  
— Follow me, please. Our car is in the parking area.

#### Exercise 24

**a. Read the dialogue.**

**b. Write out the words about travelling. Can they be referred to as small talk?**

c. Use prepositions if necessary and translate the sentences:

The two businessmen are meeting... Mr. Howe at the airport.  
 We do not know... what airport they are.  
 Maybe they are... Sheremetyevo airport... Moscow,... Pulkovo airport...  
 Saint Petersburg or... a different airport.  
 Do you often go... airports?  
 ... what airport did you last go?  
 How long did it take you to get... there?

d. Make sentences using the following words and translate them into Russian:

*Thank you for meeting me.*

to help	to come
to call	to translate the letter
to see	to print the text

e. Translate into English:

Спасибо, что вы позвонили мне вчера.	Как вы долетели?
Ваш самолет вылетел позже?	Сообщили, что наш
Это часто бывает.	рейс задерживается.

f. How would you respond to the following:

The trip was good, wasn't it?	Was the voyage all right?
Did you have a good journey?	You aren't airsick, are you?
Did you have a smooth flight?	You aren't seasick, are you?

## Dialogue: *Before a business talk*

— Mr. Fenton, how do you do. I'm Mark Gordon, Personnel Officer.  
 Welcome to ICL.  
 — Thank you.  
 — Did you have a good journey?  
 — Yes, thank you. It was a long flight, but I slept for a few hours.  
 — And are you happy with your hotel?  
 — Yes, it's very comfortable and it's in a good position.  
 — I'm pleased to hear that. Would you like a coffee before we start?  
 — No, thank you. I had a cup of coffee just now.  
 — So, this is your first visit to England?  
 — Yes, it is.  
 — Well, I hope you have a nice stay.  
 — Thank you very much. I'm sure I'll enjoy my visit here.

## Exercise 25

a. Read the dialogue.

b. Write out the sentences about hotels and add a few others.

c. Make and translate sentences:

Would you like	a cup of coffee	before we start?
	some coffee	before we get down to business?
	some coffee or tea	
	to see our premises	
	to have a look around	

d. Translate into English and write your responses:

У вас очень хорошее помещение. Вам все понравилось в отеле?  
 Есть какие-либо проблемы? Как обслуживают в отеле?  
 Я думаю, мы решим все вопросы. Может быть сначала кофе или чай?  
 Мы же всегда все решали. Чай с лимоном?

## A business lunch



— Great! Here is the soup. They do an excellent clam chowder here.  
 — So I hear. Now, I wanted to explain more about the contract...  
 — I really enjoy seafood. Have you ever been to New Orleans? That's the place for seafood.  
 — No, I haven't. But, you see, my company will be at least 10% cheaper than anyone else and...  
 — The weather's been great today. I love the fall. The air feels so crisp.  
 — Did you read our brochure, Mr Howard?  
 — James! We can talk business after we eat lunch. Come on, your chowder's getting cold. And just call me Marcus.  
 — OK, Marcus. Let's really enjoy the lunch. Forget my persistence... for some time.

Note: autumn (Br) = fall (Am)

## Exercise 26

- a. Read the dialogue.
- b. Write out the sentences on these two topics:  
food            weather
- c. Answer the questions:  
Why do you think Marcus wanted to talk business?  
Was he right, to your mind?  
What was Marcus's policy?  
Do you think they had known each other for rather a long time?
- d. Say how the nouns are formed; read and translate these pairs of words:
- |                            |                        |
|----------------------------|------------------------|
| to explain — explanation   | to reason — reason     |
| to converse — conversation | to smoke — smoke       |
| to discount — discount     | to contract — contract |
| to offer — offer           | company — companion    |
| to question — question     | crisp — crispness      |
- e. Translate into English and write your responses:  
Вы когда-нибудь были в Новом Орлеане?  
Вы пробовали эти морепродукты?  
Всю неделю стоит прекрасная погода, не так ли?  
Вам нравится такая погода, да?  
А какая погода сейчас у вас?

## Exercise 27

- a. What could you talk about during the meal? Look at the list of topics below, and decide whether they would be suitable or not:

the weather	families	sports
travelling	vacations	work
food and drink	automobiles	music
medical problems	religion	politics
the news	gardening	your country
the environment	money	jokes

- b. Choose one or a few topics and write questions you could ask a foreigner:



Have you ever ridden a horse?  
Are you interested in...?  
Do you like...?  
Did you hear about...?  
Do you know...?  
How do you feel about...?  
What do you think of...?

- c. Write your responses to these questions and statements:
1. Have you ever been to a Latin American country?
  2. Have you ever ridden a horse/ridden a motorcycle/driven a sports car/climbed a mountain/been caught in a hurricane/tried water skiing/tried surfing/tried windsurfing?
  3. How do you like French/Italian/Chinese/Japanese food?
  4. I'll always remember my first visit to Australia.
  5. I'll never forget Christmas in London.
  6. It's hard for me to get used to foreign food.
- d. Improvise a small talk using some of the above questions and responses.
- e. Read and retell this text:

### Englishmen talking

Listen to men's conversation in the 8.18 train on Monday morning and, later, to the chatter at the office and the factory. It will be about gardens. It will be of jobs done despite the difficult week-end weather; of seeds sown; of progress made. There will be discussion of the best methods of growing cucumbers and arguments about the best varieties to grow. There will be boasting, and wonder, and disbelief, but each man will talk confidently of his own plot or garden which differs from all the others, and which is the place where he himself is an individual and different from other men.

The love of gardens is deep-rooted in the British people.

## Answer Key

### Exercise 3 a

managed/was able  
could  
been able  
were  
didn't manage/  
wasn't able

### Exercise 9 a

to go  
to come  
to translate  
to check/to repair  
to check/to repair

### Exercise 15 a

make  
have made/made  
make  
has made  
to do  
to make  
make  
has done/did  
make

### Exercise 6 a

don't have to get up  
don't have to pay  
didn't have to wait  
don't have to go  
don't have to do  
didn't have to go

### Exercise 14 a

—  
a  
a  
a  
a  
a  
a  
a

### Exercise 24

—  
at  
at  
in  
at  
in  
at  
to  
to  
—

### Exercise 7 a

wear  
come  
turn  
go  
take  
work  
work

## UNIT 6

## Companies

**Grammar Revision**  
The Passive Voice of the  
Indefinite Tenses  
Exercises 1—6  
Modal Verbs and Passive  
Infinitives  
Exercises 7—9  
*many-much*  
Exercises 10, 11

**Word formation**  
Prefixes *re-*, *over-*,  
*under-* and others  
Exercise 12

**Constructions**  
*there is/there are*  
Exercises 13—16  
*a document to study*  
Exercise 17

**Texts**  
What sort of company is it?  
Exercise 18  
Who's the boss?  
Exercise 19  
Who's responsible  
for business systems  
Exercise 20

**Basic function**  
Requests and asking  
for permission  
Exercise 21

**Dialogue**  
Two businessmen  
meet  
Exercises 22—25

**Letter**  
A personnel change  
Exercises 26, 27

## Grammar Revision: *The Passive Voice of the Indefinite Tenses*

### Present Indefinite

The Active Voice *I send many faxes every day.*  
The Passive Voice *Many faxes are sent every day.*

### Past Indefinite

The Active Voice *I sent this letter yesterday.*  
The Passive Voice *The letter was sent yesterday.*

### Future Indefinite

The Active Voice *I shall send it tomorrow.*  
The Passive Voice *It will be sent tomorrow.*

**Exercise 1. Underline the verbs in the Passive Voice; read and translate the sentences:**

This company was established last year only.  
The president was elected last January.  
As far as I know the first contract was made in March.  
I am sure the goods will be shipped next week.  
The equipment was installed a month after the goods arrived.  
This accident was caused by careless handling of the machine.  
Most probably the goods were damaged in transit.

**Exercise 2. Read and complete the mini-dialogues:**

1. — Excuse me, do you know when this firm was established?  
— If I'm not mistaken it was established...
2. — The letter will be translated tomorrow, won't it?  
— The secretary says it will...
3. — The cases were damaged when they were loaded on board the ship.  
— Were they? I have not heard anything about...
4. — Have a look at these photographs. Where do you think they were taken?  
— It seems to me they were taken...

**Exercise 3. Transform the sentences:**

*It's a big company. It employs two hundred people.*  
*Two hundred people are employed here.*

I don't know why they sacked Alan from his job.  
The company is not independent. A much bigger other company owns it.  
They will open a new branch at the end of the month.  
Most probably they will appoint a new director of the department in the very near future.  
He managed to make two contracts at the beginning of the year.  
They shipped the goods in three equal lots.  
The airport authorities delayed all the flights because of thunderstorm.

**Exercise 4. Look at the words given below and make the sentences about e-mail:**

messages quickly is to send e-mail and efficiently used  
via messages sent modem are a  
anyone messages be system sent to compatible with a can  
multinational is e-mail used by often companies  
this saved of time is in lot way a

**Exercise 5. Translate into English:**

Ваше сообщение будет отправлено по электронной почте позднее.  
Я вчера отправила сообщение фирме по электронной почте.  
Когда было получено это письмо?  
Боюсь, что контракт будет аннулирован. (*to cancel a contract*)  
Насколько я знаю, полученный груз был распакован вчера.  
Товар был отгружен на прошлой неделе.

**Exercise 6. Rewrite these newspaper headlines as complete sentences using the verbs in the Passive Voice and making some necessary alterations:**

*Over 24,000 new businesses begun last year*  
*Managers accused of accepting bribes — forced to resign*  
*Missing airliner found in jungle — survivors rescued by helicopter*

*Note: survivor — оставшийся в живых*  
*to rescue — спасать*

## Grammar Revision: *Modal Verbs and Passive Infinitives*

can/could		<i>I am sure it can be easily done.</i>
may	+ be done	<i>The parcel may be left here.</i>
must		<i>Something must be changed to improve the design.</i>
should		<i>I think this rule should be learned by heart.</i>
ought (to)	+ be done	<i>I think he ought to be invited.</i>
shall		<i>The goods shall be delivered in May.</i>

Exercise 7. Underline the Passive Infinitives; read and translate the sentences:

The prices cannot be revised.  
 Payment shall be made by a bank transfer.  
 I'm afraid the deliveries may be postponed.  
 The Buyers shall be informed of the readiness of the goods for inspection two weeks prior to the scheduled shipment by fax.  
 The negotiations can be held in a month.  
 Some improvements must be done in the decoration of the office.  
 This work should be done as quickly as possible.  
 What is done cannot be undone.

Exercise 8

a. Complete and translate the sentences:

In the USA elections for President are held every four years. The American President can be reelected only...  
 In France Presidential elections...  
 In Russia a President is elected...  
 In Great Britain a Prime Minister is appointed...

b. Write a few sentences about elections in some other country.

Exercise 9. Translate into English using Modal Verbs and Passive Infinitives:

Все эти сведения можно найти в любой энциклопедии и любом справочнике.  
 Менеджеры этой фирмы смогут посетить завод на следующей неделе.  
 Необходимо сделать копию этого важного документа.  
 Переговоры следует отложить на две недели. (to postpone smth for...)  
 Нельзя допускать такой серьезной ошибки.

## Grammar Revision: *many — much*

Countable nouns	
<i>many engineers</i>	<i>Very many technicians work at this plant.</i>
<i>people</i>	
<i>cars</i>	

Uncountable nouns	
<i>much time</i>	<i>They are exporting much gas.</i>
<i>oil</i>	
<i>power</i>	

Exercise 10

Group these nouns into two columns (write countable nouns in the plural) and translate them into Russian:

customer trouble country tea coffee packing package parcel  
 invoice bill account office department factory plant personnel  
 production product manufacture firm manager equipment

countable nouns

---

---

---

---

uncountable nouns

---

---

---

---

b. Translate into English:

много людей	много работы	много запросов
много специалистов	много портов	много предложений
много товаров	много станций	много сделок
много времени	много контейнеров	много забот
много раз	много перевозок	много трудностей

c. Choose the correct variant:

*Many/much oil is/are transported through this country.*  
*Many/much shipments was/were made to France during the first quarter.*  
*Many/much sugar cane will export/will be exported on a barter basis.*  
 We have got *many/much* reports from various markets.  
*Many/much business is/are dependent on the political situation.*  
 I haven't got *many/much* time, I'm afraid.  
 We have discussed this problem *many/much* times.  
 To my mind *many/much* people *know/knows* these regulations.

## Exercise 11

### a. Pay attention to these uncountable nouns and translate into English:

money      information      news      knowledge      advice

много денег      много новостей      много сведений  
много советов      много знаний      эти знания  
мало денег      эти сведения      мало новостей

### b. Complete and translate the sentences:

They spent too... money on...  
We have received... information about...  
You can find... news about... in...  
... knowledge can be very helpful for...  
He gave me... advice as to how...  
As far as I know... information on... can be found...  
All the spokesmen stress that... money must be spent to improve...

### c. Translate into English:

На этом сайте в Интернете много информации о данной компании.  
Компания делает большие инвестиции в производство.  
Компания тратит много денег и на рекламу.  
Я боюсь, что много времени будет потрачено зря. (*in vain*)  
Я уже дал ему много советов.  
Мы обсуждали эту тему много раз.  
Много людей задавали ему один и тот же вопрос.

## Word formation: Prefixes re-, over-, under- and others

re-	over-	under-
to invest — to reinvest	to pay — to overpay	to pay — to underpay
to construct —	to estimate —	to estimate —
to reconstruct	to over-estimate	to under-estimate

## Exercise 12

### a. Read, translate these words and write the ones from which they are formed:

to reelect	to overdo	undergraduate	to enlarge
reelection	overpayment	underground	interactive
replay	overcharge	understaffed	submarine
reusable	overall	undersized	microscope

### b. Underline the prefixes and translate these word combinations:

to replace damaged goods	to overuse foreign words
to replace a vessel by another one	underused resources
to rerun a film	to operate a microprocessor
to replay a recording	to translate subtitles

### c. Underline the prefixes and match these equivalents:

He post-dated his check.	He made the person pay a too high charge.
He overcharged the customer.	He says he has to work too hard but is paid too little.
He says he is overworked but underpaid.	He dated his check with a date that was later than the real date.

Note: cheque (Br) = check (Am)

## Construction: *there is/there are*

(местонахождение  
кого/чего-либо)

*There are three computers in our office.*  
*There were a few people in the corridor.*  
*There must be a certain defect in this instrument.*

(наличие мнений,  
проблем, трудностей)

*There is an opinion that every employee should have a computer.*  
*There will be a problem about placing this equipment.*  
*I don't think there can be any question about that shipment.*

### Exercise 13. Underline the construction *there is/there are*; read and translate the sentences:

There are two post-dated cheques on the desk. Have a look at them.  
*There must be a mistake. I don't know who made it.*  
There can be a lot of questions and you should be ready to answer them.  
Do you remember that there were similar machines at the exhibition?  
How many flights are there to London on Mondays?  
There isn't enough room in the office, is there?  
There should be a bus in three minutes. You don't have to walk.

### Exercise 14. Complete the sentences:

Is there a company which...?  
I'm afraid there is no information about...



There were so many people who...  
 I don't know if there was anybody who...  
 There are a few messages for... and..  
 I don't think there will be any problems...  
 Are you absolutely sure there won't be any question about...?

**Exercise 15. Make the sentences arranging these words in the correct order and translate the sentences:**

there can much do about it we isn't  
 there's alternative no  
 there left were no seats  
 there's to programme been change the a  
 there time finish yesterday enough to wasn't  
 there's way be there time on no we'll  
 there trouble find be when out they what's happened 'll

**Exercise 16. Translate into English:**

К сожалению, существует мнение, что это невозможно.  
 Существуют определенные трудности с подбором персонала.  
 Есть две фирмы, которые могут представлять для вас интерес.  
 В пригороде находится несколько мастерских (*shops*) этой фирмы.  
 Сколько отделений в своей стране имеет эта фирма?  
 У этой фирмы есть торговая марка (*brand*).

### Construction: a document to study

*a document to study* документ, который следует изучить/для изучения  
*a letter to write* письмо, которое нужно написать  
*a film to see* фильм, который нужно посмотреть  
*a film to remember* незабываемый фильм

**Exercise 17**

**a. Match the equivalents:**

an exercise to do tomorrow	чертежи, которые нужно изучить
a day to remember	фирма, с которой можно вести дела
an exhibition to visit	счет, который нужно немедленно
a car to see by all means	отправить

a factory to go to  
 a company to do business with  
 drawings to study now  
 an invoice to send immediately

незабываемый день  
 завод, на который нужно съездить  
 автомобиль, который нужно  
 обязательно увидеть  
 упражнение, которое нужно  
 сделать завтра

**b. Translate into Russian:**

a contract to translate	a book to read and enjoy
machines to buy	a musical to see
a trade fair to visit	a place to take a photograph of
money to transfer	some new dish to try
goods to ship	a new soft drink to try

**c. Translate into English using the above construction:**

фирмы, с которыми нужно сотрудничать  
 офис, который нужно переоборудовать  
 оборудование, которое следует закупить  
 контракты, которые предстоит заключить  
 бизнесмены, с которыми сегодня предстоит встретиться  
 контракт, который следует отправить по электронной почте

### Text: What sort of company is it?

There are many types of business organization, and the different terms can be confusing. The left-hand column below gives various types of organization, and the other column contains short descriptions of each type.

<b>company (UK)</b>	organization operating to make profit
<b>corporation (US)</b>	
<b>society</b>	friendly association of people; for example, a sports society
<b>enterprise</b>	new commercial activity; for example: <i>How is your new enterprise?</i> Also in some company names; for example: <i>Smiths Enterprises</i>
<b>limited company</b>	firm where shareholders' liability is limited
<b>cooperative</b>	democratic firm owned by its workers
<b>multinational</b>	organization operating in several countries
<b>parent company</b>	company which owns another
<b>subsidiary (=affiliate)</b>	firm owned by a parent company
<b>holding company</b>	firm, usually without commercial activity, created to be parent to other companies

public company	company whose shares are publicly available
private company	company whose shares are not publicly available
nationalized company	company owned by the state
government agency	organization which is part of the state administration
charity	organization to relieve poverty, advance religion or education, etc; benefits from some financial concessions
offshore company	firm based in a tax haven to avoid higher taxation
minority interest	company in which another firm has less than a 50 per cent interest
operation	general word for a company, usually a small one, and part of a large group. It also means activity; for example: <i>our commercial operation</i>
partnership	two or more partners working together for profit, without limited liability

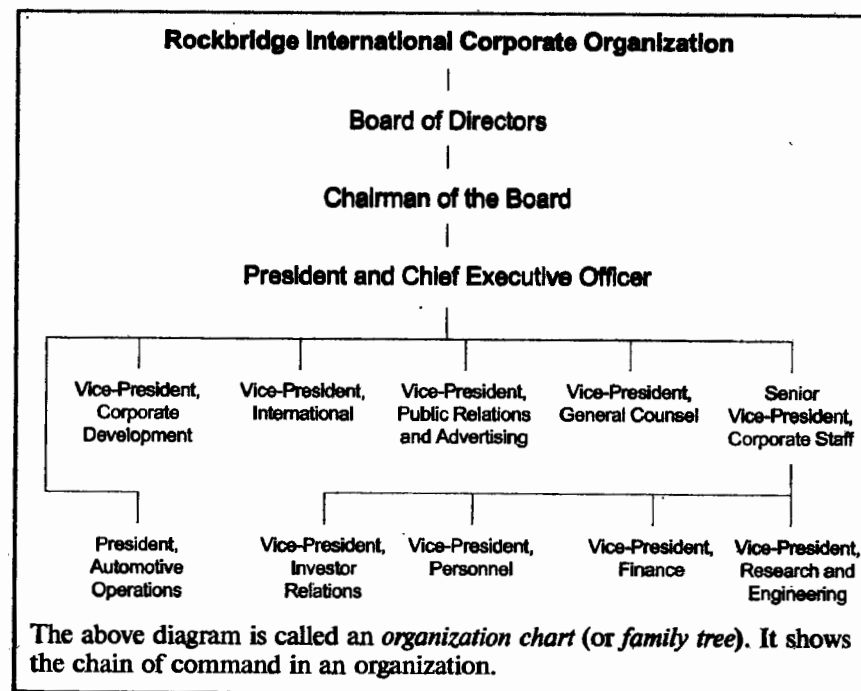
### Do you know these words?

enterprise ['entəpraɪz]	предприятие
liability [ˌlaɪə'bɪlɪtɪ]	(финансовая) ответственность
subsidiary [səb'sɪdiəri]	филиал
share	акция; доля
charity ['tʃærɪtɪ]	благотворительность
etc (etcetera) [ɪt'setərə] (Lat.)	и так далее
concession	уступка, льгота

### Exercise 18

- Read both columns. Then, cover the left-hand column, and from the description try to name the type of organization described.
- In the above table the articles and the verb *to be* are missing. Write a few similar sentences using the table:  
*A company is an organization operating to make profit.*
- Write out the sentences with:  
the construction *there is/there are*  
the verb (s) in the Passive Voice
- Translate the text into Russian.
- Write a similar text about companies in Russia. Read it as if you were delivering a lecture on this topic.

## Text: Who is the boss?



### Do you know these words?

board of directors [bo:d]	совет директоров
executive [ɪg'zekjʊtɪv]	руководитель; руководящий
counsel [kaʊnsəl]	совет; советник

### Exercise 19

- Make similar statements about the chain of command, completing the following:

*The Vice-President, Corporate Development is responsible to/reports to the President and Chief Executive Officer.*

The Vice-President, Finance...  
 The President, Automotive Operations...  
 The President and Chief Executive Officer...  
 The Senior Vice-President, Corporate Staff...  
 The Chairman of the Board...

b. Say how these words are formed:

vice-president	international	director	corporation
vice-consul	multinational	president	development
vice-captain	reorganization	officer	responsible

c. Translate into English:

Это организационная схема нашей компании.

Если я буду здесь работать, я буду подчиняться непосредственно президенту.

Когда я перейду в этот отдел, я буду подчиняться главному бухгалтеру (*chief accountant*)

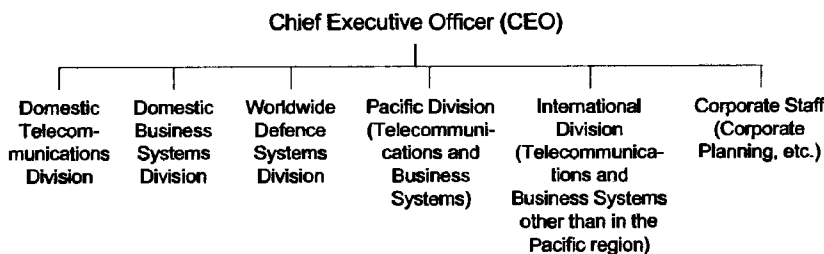
После возвращения из отпуска он будет переведен в другой отдел, не так ли?

Сколько вице-президентов в этой компании?

Какому вице-президенту подчиняется ваш отдел?

## Text: Who's responsible for business systems?

Below is a diagram showing the structure of a 'mixed' type of multinational company based in the US: some activities are organized into domestic, regional and international divisions, others into worldwide product divisions.



### Exercise 20

a. Write questions and answers using *responsible for/comes under* about the following:

— *Who's responsible for business systems in the Pacific?*

— *That comes under the Pacific Division.*

Corporate Planning...

Defence Systems in Africa...

Telecommunications in the USA...

Business Systems in Europe...

Telecommunications in SE Asia...

b. Write these abbreviations in full and translate them into Russian:

SE Asia	S Korea	etc.	adj
Cent Asia	N Africa	n	adv
Mid Asia	S Africa	v	prep

c. Translate into English:

Он работает со странами Центральной Европы, не так ли?

За какой участок работы вы отвечаете?

Я не могу нести ответственность за работу этого отдела.

Должно быть, г-н Джексон отвечает за этот контракт.

Он не смог ответить на этот вопрос. Кто сможет мне ответить?

Какой отдел готовил этот документ?

## Basic function: Requests and asking for permission

— *Can/could/may I..., please?*

— *Could you (possibly)...?*

— *Will/would you...?*

— *Do me a favour, please.*

— *I wonder if you could...*

— *Do you think you could...?*

— *Do you mind doing smth?*

— *Would you be so kind as to do smth?*

### Responses

— *Yes, certainly.*

— *Why, certainly.*

— *You are welcome.*

— *Do, please.*

— *I'll be glad to be of help/service.*

— *No problem.*

### Exercise 21

. Write mini-dialogues in these situations using the above:

— You ask person { to wait a little (*you are busy at the moment*)  
to take your message (*you are phoning somebody*)  
to open a door for you (*you are carrying something heavy*)  
to close the window. (*it's very cold inside the office*)  
to pass you the salt/pepper/bread etc (*at a table*)

. Imagine you are in a department store(s). How would you ask a salesgirl for help:

if you wish { to have a look at a watch/pen/necklace  
to try on a suit/a dress/trousers/shoes  
to ask for a smaller/larger size

Note: shop (*Br*) = store (*Am*)

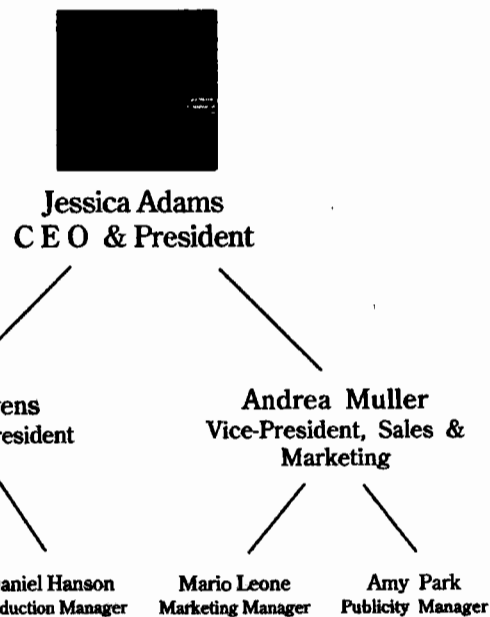
c. Translate into English:

- Могу я померить другую пару?
- Конечно. Размер тот же?
- Нет, немного побольше.
- Могу я поменять их, если они не подойдут мне?
- Да, это можно будет сделать.
- Где это можно будет сделать?
- Здесь. Но чек необходимо сохранить.

## Dialogue: Two businessmen meet

- What exactly do you do at C.B.W., Michael?
- I'm in charge of North American sales. Hey, can I ask you something, Dave?
- Sure. Go ahead.
- What exactly does Jessica Adams do? I mean, what's her job description?
- That's easy, Michael. She owns the company.

Note: certainly (*Br*) — sure (*Am*)



## Exercise 22

a. Mark the intonation and read the dialogue.

b. Have a look at the diagram and write a few mini-dialogues like this one:

- What does Charles Stevens do?
- He is Executive Vice-President of the company. He is responsible for...

This may be of help: *to be responsible for smth*  
*to report to smb*  
*to be in charge of smth*

c. Answer these questions:

- Who do you think Dave and Michael are?
- Where are they?
- Why is Michael asking Dave about Jessica, to your mind?

d. Translate into English:

- |  |  |
|--|--|
| Боясь, я не знаю ответа.                           | Я знаю об этой фирме очень мало.             |
| По-моему, на этот вопрос можно дать разные ответы. | Я могу вам много рассказать об их продукции. |

## Exercise 23

a. Imagine a foreign businessman is visiting a plant. Write the questions with which he turns to the person who is showing him around:

*Can/could/may I see the warehouse?*

- |                         |                                  |
|-------------------------|----------------------------------|
| to visit/loading bay    | look round/crystallisation plant |
| to visit/recycling unit | to see/product samples           |
| to talk/plant manager   | to examine/new pumps             |

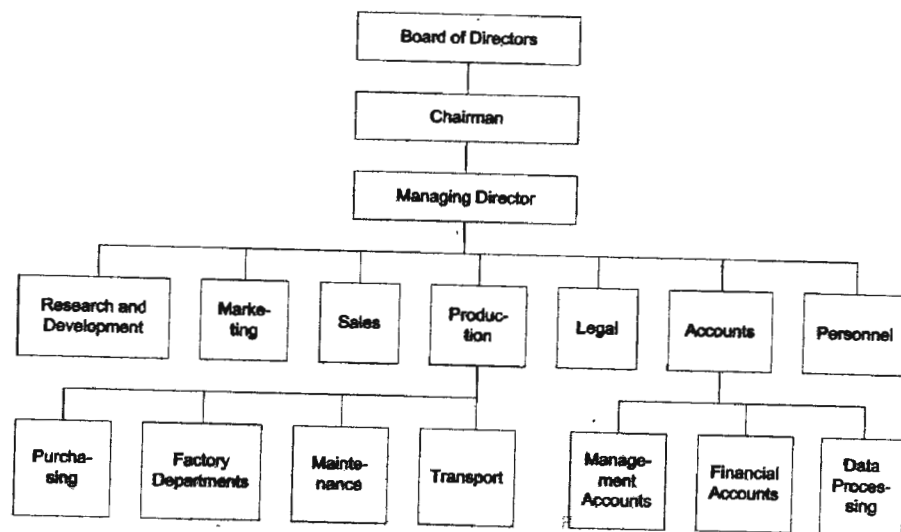
b. Now you are visiting a plant. How would you express your requests:

*Could you show me the computer room?*

- |                            |  |
|----------------------------|--|
| show/toolroom              | to arrange/meeting/production director |
| describe/inspection system | to take you round/storage area         |
| explain/separation process | to show/production line                |

## Exercise 24

- a. Imagine you are working for this medium-sized subsidiary of a UK parent company:



Today a few members of the Group Internal Audit team are visiting your firm. Write similar answers to the auditors' questions:

- I have a question about the company's sales budget.
- *You'll have to see the Sales people about it.*

Could you help me? It's about last year's development costs.

I'd like to know exactly when you delivered these goods.

Our Computer Audit team wants to visit you soon. Who should we ask about it?

Do you have purchase contracts with all your suppliers?

I'd like to discuss these cash-flow forecasts. Who do you think could help me?

- b. Translate into English:

В нашей компании нет отдела по связям с общественностью.

Все необходимые документы были переданы вчера в отдел маркетинга.

Вам можно будет позвонить?

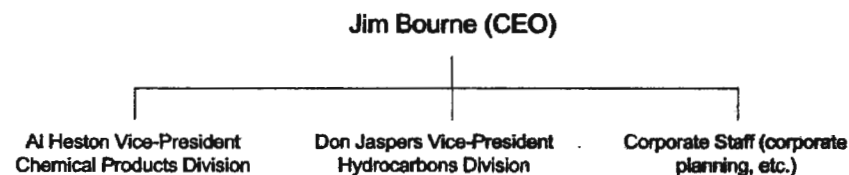
Ответ будет подготовлен к завтрашнему дню.

Когда будет готова новая организационная схема фирмы?

Кто входит в совет директоров компании?

## Exercise 25

- a. Read this chart and complete the sentences below:



Don Jaspers... the CEO.

If it's a question about corporate planning, you'll... the Corporate Staff...

— Who's.... Chemical Products?

— That... Al Heston.

comes  
under  
have to  
people  
reports to

- b. Translate into English:

Эта схема была составлена в прошлом году.

Возможно, она была изменена некоторое время назад.

Я думаю, ваше предложение будет рассмотрено в течение недели.

Ответ будет направлен в отдел продаж по факсу.

Он руководит отделом управленческого и финансового учета.

## Letter: A personnel change

Dear Sirs

Today we are informing you of a personnel change in our export team. One of our export area managers, Mr Frank Willet is leaving our company on 31.10.2003.

In order to be clear, we wish to stress that Mr Willet has no authorisation to represent us in any possible way starting with the 1st November, 2003.

We will inform you of the name of the new export area manager in the very near future. Meanwhile you are kindly requested to contact Mr Milroy, Executive Vice-President, if you have any questions or proposals.

We wish Mr Willet success in his new job and we are confident our cooperation with you will always be to our mutual benefit.

Yours faithfully, ...

## Exercise 26

### a. Answer these questions:

Who do you think signed this letter?

To whom was it sent, to your mind?

Why did Mr. Willet give up his post?

Who was to take over?

Why was Mr Milroy

mentioned?

### b. Translate the letter into Russian.

### c. Write sentences of your own with these expressions:

to inform smb of/about smth

starting with (the date)

you are kindly requested to do smth

we are confident

### d. Translate into English:

Я думаю, он не был уволен.

Когда будет назначен новый

менеджер?

Я думаю, аналогичные письма

были направлены в несколько

адресов.

### e. Read the text, insert correct articles where necessary and translate it:

#### *Export managers*

If... firm does not have... branch in the country it is exporting to, it can appoint... export manager.

He will deal under his own name, but use... address of... company he represents. His job is primarily to develop... market for the exporter, and for his services he may charge... fee, or arrange for... profit-sharing scheme between himself and... exporter.

## Exercise 27

### a. Translate the following draft advertisement for an executive job:

With good promotion prospects. Salaries are competitive, and there's a generous profit-sharing scheme. All executive employees receive a four-week holiday allowance. Company car provided. Relocation expenses where necessary.

### b. What executive job was meant, to your mind?

## Answer Key

### Exercise 4

E-mail is used to send messages quickly and efficiently.

Messages are sent via a modem.

Messages can be sent to anyone with a compatible system.

E-mail is often used by multinational companies.

A lot of time is saved in this way.

### Exercise 15

There isn't much we can do about it.

There is no alternative.

There were no seats left.

There's been a change to the programme.

There wasn't enough time to finish yesterday.

There's no way we'll be there on time.

There'll be trouble when we find out what's happened.

### Exercise 26 e

a  
a  
an  
the  
the  
the  
a  
a  
the

### Grammar Revision

#### The Passive Voice of the Continuous Tenses

Exercises 1—4  
few — a few,  
little — a little  
Exercises 5—10

Basic function  
Correcting  
Exercise 12

Texts and dialogues  
The selling process  
Exercise 21  
Offering microprocessors  
Exercises 22, 23  
Responding to customer's  
needs  
Exercises 24, 25

Word formation  
Suffixes of verbs  
Exercise 11

Constructions  
had better do smth  
Exercises 13—16  
would rather do smth  
Exercises 17—19  
to be interested in smth/  
doing smth  
Exercise 20

Letters  
Greeting a new customer  
Exercise 26  
Trying to recover  
a lost customer  
Exercise 27

## Grammar Revision: The Passive Voice of the Continuous Tenses

### Present Continuous

The Active Voice *He is writing a fax.*  
The Passive Voice *The fax is being written.*

### Past Continuous

The Active Voice *I was translating an article when he called.*  
The Passive Voice *An article was being translated when he called.*

### Future Continuous

The Active Voice *She will be having English classes at this time tomorrow*  
The Passive Voice (this form is not used)

Exercise 1. Complete the sentences with one of the following verbs in Present Continuous Passive:

to hold                      to target                      to make                      to produce  
to establish                      to discuss                      to carry out

Eastern Europe... by a lot of companies from all over the world.  
Heavy investments... by numerous foreign companies of various types.  
Quite a lot of joint stock companies... by different small operations.  
Various goods... under licence there and then exported successfully.  
The tests... in their laboratory under our supervision.  
Very important questions... at the talks in the Business Centre now.  
An annual agricultural exhibition... in this famous place.

Note: centre (Br) = center (Am)

Exercise 2. Rewrite these sentences using Passive

*I didn't realize that our conversation was being recorded.*

They are building a new food producing factory near Amsterdam.  
The Egyptian textile company is/are now developing a few new machines.  
The garage mechanics are now fixing my old Volkswagen car.  
This TV channel is now showing a new Brazilian serial.



Somebody is building a very attractive country house near the forest. Some people are organizing a hunting trip in Voronej region next weekend. A tourist agency is arranging three voyages along the Volga River in May.

**Exercise 3. Make sentences from the words in brackets and translate them:**

*We can't use the office at the moment ... It is being redecorated.*  
Mr Rey asked the customer to call a little bit later. ... (the installation/to test)  
The machine is far from being perfect. ... (therefore/improvements/to make)  
We have not studied their offer yet. ... (their proposed terms/to consider)  
We couldn't move to our house on the Istra River. ... (it/to reconstruct)  
He had to go to work by underground ... (his car/to fix)  
When he was passing the motel he saw a lot of cameras. ... (a film/to shoot)  
He has bought a few rare bushes for his garden. ... (the bushes/to plant)

**Exercise 4. Translate into English:**

Когда он приехал в Лейпциг, там проходила ежегодная международная ярмарка.  
Сейчас в Сокольниках в Москве также проходит международная выставка.  
Мне кажется, ваше письмо, которое вы мне дали вчера, еще переводят.  
Какие соревнования проходят сейчас на этом стадионе?  
Где в этот момент проходили соревнования по гребле? (boat races)

**Grammar Revision: few — a few, little — a little**

with countable nouns		with uncountable nouns	
few — мало	a few — несколько	little — мало	a little — немного
few people	a few people	little money	a little money
few cars	a few cars	little fuel	a little fuel
		with verbs	
		I know him very little.	
		I know him a little.	

**Exercise 5. Read and translate the sentences:**

Let's go and have a snack. We've got a little time before the train leaves. We couldn't go on a sightseeing tour. We had very little time. We must be quick. There is little time. We must make the train. I've met Mr Pollard a few times and he impressed me favourably. Mr Fender isn't very popular, I'm afraid. He has few friends. I enjoy my stay here. I have a few friends and we meet quite often. They have made very little progress in getting into this market.

**Exercise 6. Use these nouns with few or little. Don't forget to use countable nouns in the plural. Translate into Russian:**

energy	activity	toolroom	goods
country	enterprise	advice	commodity
information	business	area	time
news	progress	forecast	businessman
knowledge	sample	unit	enquiry

Note: enquiry = inquiry

**Exercise 7. Read these mini-dialogues and make a few similar ones:**

- Would you like milk in your coffee?  
— Yes, please. A little.
- Do you speak French?  
— A little.
- What are you going to do about it?  
— I can't give you a decision yet. I need a little time to think.
- When did you last see Clare? I am worried a little bit about her.  
— I saw her a few days ago. It seems to me everything was OK with her.
- Can your secretary do this translation for me?  
— She is very busy these days. She has little time. A conference is to be held in a few days. We are expecting many guests. And she has a lot to do.

**Exercise 8. Complete the sentences in your own way:**

Mr Partridge speaks little English. It was difficult to communicate with him. We had to ask the interpreter to... and she...  
Mr Ward speaks a little English, so we were able to discuss... and came to an agreement. We decided to...  
Things are not going very well for us now. We have a few problems, so...

I'm afraid they have very little experience in...

As far as I know they managed to sell a few... at the Fair in Paris.  
We are negotiating this contract now. But we've made very little progress...

### Exercise 9. Translate into English:

Я понимаю, у вас мало времени, но можно задать несколько вопросов?

Я был в Испании несколько раз и познакомился с некоторыми интересными для нас бизнесменами. (*to get acquainted with smb*)

Мы ведем в Брно очень небольшой бизнес.

К сожалению, мы были на выставке мало времени, всего несколько часов. Но увидели немало интересного.

### Exercise 10

#### a. Add a few words you find appropriate and translate the sentences:

Will you wait a little? Mr Parry is coming in a few... and...

They were a little late for the negotiations so we had to...

We are a little bit worried about possible delay, so...

I remember... very little, therefore I can say only a few...

He knows... a little. So I hope he'll be able...

Her son reads very little and she is afraid...

She can paint a little and she spends much time...

#### b. Translate into English:

Вице-президент компании был немного огорчен результатами переговоров.

Они очень мало знали об истории этого региона.

За последнее время фирма несколько расширила свое производство.

Как это ни странно, они очень мало изменили свою прежнюю модель.

К сожалению, они несколько задержались с ответом.

## Word formation: Suffixes of verbs

adjective + suffix = verb

real + ise = to realise

simple + fy = to simplify

noun + suffix = verb

computer + ise = to computerise

code + fy = to codify

### Exercise 11

#### a. Underline the suffixes and write down in two columns the words from which these verbs are formed:

to specialise

to modify

to justify

to dramatise

to organise

to notify

to modernise

to mobilise

to finalise

to idealise

to scrutinise

to criticise

nouns

adjectives

#### b. Use the appropriate verbs in correct forms and translate the sentences:

*to itemise to modify to notify to justify to finalise to specialise*

They have... us of the readiness of the equipment for inspection.  
If they... the machines a little we shall be able to place them on our market.

We know they are... in medical equipment and special devices.  
As soon as we... the price we shall proceed to the terms of delivery.  
They are doing their best to... their claim, but we are sure it's unreasonable.

We wish to... you of the results of our negotiations on your behalf.  
They... the bill in every detail to... the amount claimed.

## Basic function: Correcting

### Correcting

*I think you've made a mistake.  
I think it should be 12.80 not 13.80.*

*I think it was 2001, wasn't it?*

*I think they did it last year,  
didn't they?*

*I'll appreciate it if you check  
these figures.*

*Will it be all right if I ask you to..., to  
be double sure.*

### Responses

*Let me see.*

*Let me have a look.*

*I have to admit you are right.*

*In all probability you are right.*

*I can't imagine how this mistake  
occurred.*

*I'm really sorry about this.*

## Exercise 12

### a. How would you correct someone who:

- has made a mistake in calculating the price
- has given you a wrong date of the shipment
- has misspelt your boss's name
- has put down a wrong telephone number
- has not written down an address properly

### b. Write a few mini-dialogues in these situations:

- the profit was miscalculated
- the cost of the study tour looked very high
- there are some doubts about the cost of transportation
- there seems to be a mistake in the percentage of the premium

## Construction: *had/'d better do smth*

*I have to meet Mr Moran in ten minutes. I'd better go now or I'll be late.*  
(Мне лучше уже пойти, а то я опоздаю.)

### Exercise 13. Underline the above construction, read and translate the sentences:

The bank is closing in half an hour. I'd better go there tomorrow.  
These goods are fragile. You'd better use different packing.  
It seems to me the package doesn't look very attractive. You'd better change it. It should be pleasing to the eye.  
I'm not sure about the translation of the word. You'd better look it up.  
The results of the test don't seem very encouraging. We'd better have another try later. And you'd better invite a few experts.  
It's rather late for today. We'd better discuss this matter the first thing tomorrow morning. Is it all right with you?

### Exercise 14. Mark the intonation and read these mini-dialogues:

1. — John is expecting you to phone him today. You'd better do it now.  
— Thank you for reminding me. My memory sometimes fails me.
2. — Are you leaving for the country this weekend?  
— I'd better not, I've got a lot of work to do. I'll sit for the exam soon.

### 3. — Shall I leave the window open?

— You'd better close it. I'm afraid of sitting in a draught.

### Exercise 15. Read the situations and write sentences with construction *had better*. Use the words in brackets.

You want to go out but you are expecting an important phone call.

You say to your colleague: ... (to stay).

*I'd better stay and wait for the call. It's very important.*

- 1 You received your phone bill four weeks ago but you haven't paid it yet. If you don't pay very soon, you could be in trouble. You say to yourself in English: ... (to pay)
- 2 You and your colleague are going to the theatre. There are only few minutes left before the beginning of the performance. You don't want to be late. You say to your colleague: ... (a taxi)
- 3 You and your colleague plan to go to a restaurant this evening. It's a very popular restaurant. You say to him: ... (to reserve)
- 4 Jill doesn't look very well — not well enough to go on working. You say to her: ... (to go home and stay in bed)
- 5 Jack has just cut himself. It's quite a bad cut. You say to him: ... (a plaster)

### Exercise 16. Translate into English:

У меня деловая встреча через 15 минут. Мне лучше пойти сейчас. Иначе я могу опоздать.

Вам лучше предупредить (to warn) его, что вы можете задержаться. Нам лучше перенести (to postpone) обсуждение этого вопроса на завтра. Все уже устали, не так ли?

## Construction: *would/'d rather do smth*

*I'd rather send a fax than phone him.*

Я бы скорее отправил факс, чем звонил ему.

### Exercise 17. Read and translate the sentences:

Would you rather go to the production floor or test department?


I'd rather see the storage area tomorrow. It's rather late now.

I'd rather discuss the prices in the afternoon. I need some time to get ready for the talks which promise to be rather tough.




*We are using state-of-the-art technology.*

*It's rather pricey!*



d) *So we'll put you down for 5000.*



e) \_\_\_\_\_

g) *Establishing follow-up and goodwill*

f) \_\_\_\_\_

## Exercise 21

- a. Write in the appropriate name of the following stages under the appropriate picture:
- |                           |                                     |
|---------------------------|-------------------------------------|
| Closing the sale          | Social conversation (or small talk) |
| Handling objections       | Presenting the product              |
| Discussing customer needs |                                     |
- b. Translate these sentences and state who (the Seller or the Buyer) said them:
- Did you go on holiday this year?
- So, we'll put you down for 5000.

It's rather pricey!  
And you will need retraining for your staff, won't you?  
We are using state-of-the-art technology.

### c. Answer these questions:

What goods or services were being negotiated, to your mind?  
What did the figures of 5000 stand for?  
Did both businessmen look interested?  
What do you think preceded these negotiations?  
How long were these negotiations held, to your mind?  
What was the result, in your opinion?

Note: negotiation [ni,ɡouʃr'eɪʃn] / [ni,ɡousr'eɪʃn]

### d. Translate the expressions and write a few sentences of your own making use of these expressions:

to establish	relations with smb	to be in the market	with smth
	contacts with smb		for smth
	follow-up		
	goodwill		
to meet	smb's request	to be	of interest to smb
	smb's requirements		interested in doing smth
	smb halfway		
to make a concession		to contact smb	to need smth

### e. Translate into English:

Скорее всего, стороны пришли к взаимному согласию.  
Мне кажется, продавец пошел на уступки.  
Я думаю, товар удовлетворил запросы покупателя.  
Возможно, компания-производитель вышла на рынок с новым товаром.  
Этот товар представил определенный интерес для покупателя.

## Dialogue: Offering microprocessors

- Hello, Jackson...
- Good morning, Mr Jackson, this is Mike Gray from Multiscan Industries.
- Er, yes, what can I do for you?
- Well, as you probably know, we are introducing a new range of high-performance microprocessors. I am going to be visiting your area next week and I wondered if you would be interested in discussing these new models and perhaps having a demonstration.

- M-m-m, yes, I would certainly be interested...
- Good, would Wednesday morning be convenient?
- Wednesday is a little bit difficult; I'm tied up all day. How about Thursday?
- Thursday would be fine. Can you let me have an hour or so sometime in the afternoon?
- Yes, I think that would be possible. Say, four o'clock?
- Excellent, well, I'll look forward to seeing you on Thursday then. Goodbye.
- Goodbye.

## Exercise 22

- a. Pronounce the following paying attention to the sound [æ]:  
 certain I would certainly be interested.  
 certainly Thursday will be convenient to me.  
 Thursday I'll look forward to seeing you on Thursday.
- b. Write out special questions, mark the intonation and read them.
- c. Read the dialogue.
- d. Answer these questions:  
 Did the two businessmen know each other, to your mind?  
 How did Mike Gray learn the telephone number of Mr Jackson?  
 What did Mike Gray offer?  
 On what did they agree?  
 Were you surprised that Mr Jackson agree to this meeting?  
 Why do you think he agreed?

## e. Translate into English:

Я думаю, такие переговоры по телефону проходят довольно часто.  
 Послушайте. Вот говорят два бизнесмена.  
 Возможно, обсуждается будущая сделка.  
 Где сейчас проходят переговоры? Мне нужно вызвать г-на Петрова.  
 Сейчас подписывается контракт и я боюсь, что его нельзя вызвать.

## Exercise 23

- a. Imagine you are at a trade fair. Write a few sentences offering the visitor who seems to be interested in your products the following (use the following words and start with *Would you like...*):  
 a brochure/catalogue/a few free samples/a demonstration  
 to show him round the stand/to show some less expensive products

Note: catalogue (Br) = catalog (Am)

- b. Imagine you are receiving a prospective client or customer in your office.  
 How would you:  
 ask him if he is prepared to discuss prices and terms  
 propose his meeting with your technical experts  
 propose his visit to your plant  
 offer him a free demonstration of your products  
 offer to send his office your catalogues and price-lists  
 ask him if he wanted to discuss performance guarantees  
 offer him help with staff retraining  
 ask him if he wanted your salesman to call on him

## Dialogue: Responding to customers' needs

Here are some customers' requirements and some responses of the salesman:

We are looking for something that is not too fragile and not too difficult to operate.



Our product is very strong and durable and extremely simple to use.

We want something new!

This is the very latest design and incorporates the most up-to-date technology.

I need some details on paper to show the technical department.

I have all the specifications and technical data right here.

We have got to save money on operating costs and save time on maintenance.

It is very economical to run and easy to maintain.

We require supplies of these products very urgently.

No problem. We can guarantee delivery within three weeks.

We are not prepared to pay more than the market price.

I think you'll find that our prices are most competitive.



### Do you know these words?

operating costs	эксплуатационные расходы
to maintain	проводить текущий ремонт, поддерживать в рабочем состоянии
[meɪn'teɪn]	

### Exercise 24

- a. Read and translate the customer's words and the seller's responses.
- b. Use prepositions where necessary and make a few sentences of your own using these word combinations:
- |                                 |                                      |
|---------------------------------|--------------------------------------|
| to require... something         | to agree... the price                |
| to need... something            | to come... an agreement... the price |
| to be interested... something   | to agree... somebody                 |
| to buy goods... a certain price | to save money... something           |
- c. Translate into English:
- |  |   |
|--|---|
| Сейчас с нашим партнером согласовывается цена. | Наш товар и цены вполне конкурентоспособны.       |
| Нам нужно срочно поставить товар.              | Этот двигатель очень экономичен и производителен. |
| Какова их рыночная стоимость?                  |   |
- d. Write your responses to the following:
- |   |                                     |
|---|-------------------------------------|
| We require the goods next month.                              | Your price is extremely high.       |
| We would like you to start deliveries at the end of the year. | Can you reduce the price?           |
| We would like you to ship the goods by airfreight.            | Can you give us a discount?         |
|   | Your competitors are more generous. |
- e. Make the sentences and translate them:
- If you agree to our terms we shall arrange delivery in two months.*
- to take over 2000 units/ to grant you a discount
- to place regular orders/to send you the first consignment free of charge
- to pay in euros/ to guarantee no price increase for 18 months
- to settle promptly/to give you a five per cent discount
- to give us all your business/to offer you a buy-back facility

### Exercise 25

#### 1. Fill in the gaps with the phrases listed below:

- Well, that takes care of the financial details.
- Yes, I think so, I'll complete the order form on your behalf and our accounts department will send a proforma invoice...
- Well, I think that's everything; it's been an interesting meeting.
- Yes, indeed. Now, regarding..., I'll arrange for our service department to contact your technical people to agree a timetable for inspection and maintenance visits.
- Will you be coming to see us yourself?
- Well, I expect to be visiting your country..., but... I'll make sure our local agent calls in... We will send you a... and details of any... direct from the head office.
- Fine.
- Well, it's been a pleasure doing business with you and I look forward to seeing you again...

*product-range update*  
*in due course*  
*after-sales service*  
*price movements*

*from time to time*  
*in the meantime*  
*in the very near future*  
*on a regular basis*

- b. Match the above phrases to these synonymous expressions:
- very soon  
 follow-up maintenance replacement or repairs  
 every week or every month or every three months etc.  
 now and again  
 while we are waiting  
 price increases or cuts  
 changes in the product available  
 at the proper time

#### c. Translate into English:

По-моему, у них было мало заказов.  
 Мы выполнили все работы в установленные контрактом сроки.  
 Мне кажется, сейчас мало кто разбирается в этих вопросах.  
 Мы отправим вам предложение в ближайшие три дня.  
 Они разместили у нас несколько заказов.  
 (to place an order with smb)  
 Мы сообщили им об изменении цен.



## Letter: Greeting a new customer

*Dear Mr Robertson*

Many thanks for placing your first order with us. I hope that all the items meet with your full satisfaction. If you have any cause at all for complaint, please contact us so that we may put matters right.

Naturally, we are always pleased to welcome new customers and we look forward to a long association with you. We value your custom just as much as we do that of our long standing customers.

Please don't hesitate to contact us if there are any problems in your dealings with us.

Yours sincerely,...

### Exercise 26

a. Read and translate the letter.

b. Say if the following words are used in the letter as nouns or verbs:

order	contact	value	welcome	look
hope	matter	thanks	cause	deal

c. Translate the verbs and write the corresponding nouns:

to economise	to complain	to popularise
to personify	to regulate	to multiply
to facilitate	to minimise	to signify

d. Answer these questions:

Do you think such letters are frequently written?

Why was this letter written?

What was the reaction of the customer, to your mind?

What other means are there to encourage customers to cooperate further?

e. Translate into English trying to use the following expressions:

<i>to meet with your full satisfaction</i>	<i>to be pleased to meet new customers</i>
<i>a cause for complaint</i>	<i>to look forward to smth</i>
<i>to put matters right</i>	<i>a long standing customer</i>

Мы надеемся, что вы будете полностью удовлетворены качеством нашего товара.

Мы ценим наших давних клиентов.

Я надеюсь, ситуация будет исправлена в ближайшие два дня.

Если у вас будет причина для какой-либо жалобы, обязательно свяжитесь с нами.

Мы рады, когда у нас появляются новые клиенты.

С нетерпением ждем вашего ответа.

## Letter: Trying to recover a lost customer

*Dear Mr Briggs*

I have looked through our client lists and I note that it is some time since you placed an order with us. I hope this does not mean that we have lost your custom entirely.

I have no record of receiving any complaint from you about our services, but if you have any cause for dissatisfaction I should very much like to know about it. We pride ourselves on maintaining the highest standards of customer service and, if we have failed to meet these standards in any way, we should very much like to have the opportunity of remedying matters.

Please contact me personally if you have any complaint about our services or if there is any other way in which I can be of help.

Yours sincerely,...

### Exercise 27

a. Match the synonyms and translate them:

to note	to render	cause	chance
to know	to improve	opportunity	help
to maintain	to get in touch with	assistance	fall
to fail to do	to hope	increase	lot
to remedy	to learn	decrease	rise
to contact	to see	consignment	condition
to expect	not to do	term	reason

b. Read and translate the letter.

c. Answer these questions:

What services had been rendered to the client under the transaction, to your mind?

Are such deals rather frequent, in your opinion?

Is it easier to sell products or services?

d. Write a few sentences of your own using the following:

to fail to meet the standards      to maintain the highest standards

to fail to deliver the goods on time      maintenance instructions

to fail to notify smb of smth      maintenance costs

to fail to send smth

to have the opportunity of remedying matters

to have the opportunity of visiting a factory

to have the opportunity of expressing thanks

e. Translate into English:

Мы стараемся сохранить самый высокий уровень качества товара.

Благодарим вас за предоставленную возможность посетить ваш завод.

Мы должны констатировать тот факт, что товар не был поставлен вовремя.

Сейчас проводятся испытания новой модели автомобиля. Мы представим ее на рынке в ближайшем будущем.

## Answer Key

### Exercise 25

in due course

after-sales service

from time to time

in the meantime

on a regular basis

product-range update

price movements

in the very near future

# UNIT 8

## Contracts

**Grammar Revision**  
The Passive Voice of the  
Perfect Tenses  
Exercises 1—4  
Countable and uncountable  
nouns  
Exercises 5—8

**Construction**  
*so do I/neither do I*  
Exercises 9, 10

**Basic function**  
Agreement and  
disagreement  
Exercises 11, 12

**Word formation**  
Compounds  
Exercises 13—15

**Texts and dialogues**  
Negotiations and contracts  
Exercises 16—20  
Contract of sale  
Exercises 21, 22  
Wrong delivery  
Exercise 23

**Letters**  
Licensing terms  
Exercise 24  
Breach of contract  
Exercise 25

## Grammar Revision: *The Passive Voice of the Perfect Tenses*

### Present Perfect

The Active Voice *They have already made the contract.*  
The Passive Voice *The contract has already been made.*

### Past Perfect

The Active Voice *When we arrived they had already made the contract.*  
The Passive Voice *When we arrived the contract had already been made.*

### Future Perfect

The Active Voice *I'm afraid when we arrive they will already have made the contract.*  
The Passive Voice (the form is not used).

#### Exercise 1. Read and translate the sentences:

The message has been written. You may send it now.  
I know that before they came an urgent telegram had been received  
A lot of money has been spent on this project.  
I'm afraid the contract has been broken. Mr. Klain has informed us of this breach.  
Before we received the spares the machine had been repaired.  
The due sum has been transferred to their account.  
The car was three years old but it hadn't been used very much.

#### Exercise 2. Rewrite the sentences. Instead of using *somebody* or *they* write a passive sentence:

*A new storehouse has been built near the airport.*

*They* have sent the spares by airfreight.  
I'm sure *they* have already opened the letter of credit.  
*Somebody* has delivered a parcel for the company.  
*They* have postponed the concert.  
When we got to the stadium we found that *they* had cancelled the game.  
How very nice. *Somebody* has cleaned the room.

#### Exercise 3. Make the sentences from the words in brackets:

We are studying the samples now. *The handling instructions have been received too.*

We are planning to ship the goods next week. ... (*all the documents/to prepare*)

The protocol will be signed tomorrow. ... (*all the goods/to deliver*)

Tom gets a higher salary now. ... (*he/to promote*)

The photocopier broke down yesterday but now it's OK. ... (*it/to repair*)

His car has disappeared. ... (*it/to steal*)

A tree was lying across the road. ... (*it/to blow down/in the storm*)

#### Exercise 4. Translate into English:

Мы получили груз вчера. Он весь уже был оплачен.  
Приборы уже упакованы и будут отгружены завтра.  
Они сообщили, что часть товара при транспортировке повреждена.  
Газеты пишут, что это здание XIX века уже снесено. (*to demolish*)  
Я думаю, что их план реализован полностью.

## Grammar Revision: *Countable and uncountable nouns*

### Countable nouns

*This is a very important fax.*  
*We have sent some faxes today.*  
*They received a few faxes the day before yesterday.*  
*Did you receive any faxes yesterday?*  
*We didn't receive many faxes last week.*

### Uncountable nouns

*This is important mail for Mr Trench.*  
*We have sent some mail today to New Delhi.*  
*They received a little mail the day before yesterday.*  
*Did you receive any mail yesterday?*  
*We didn't receive much mail last week.*

#### Exercise 5. Use the Indefinite Article *a/an* where necessary and translate the sentences:

~~Can~~ you tell me if there's... bank near here?  
~~She~~ studied... banking for three years.  
~~My~~ brother works for... insurance company in Lvov.

Did you study... insurance at the university?  
 We need... petrol. I hope we come to... petrol station soon.  
 They have made... substantial progress since we last saw them.  
 I have made... very serious mistake.  
 Liz doesn't usually wear... jewellery but yesterday she was wearing... necklace.

**Exercise 6. Some nouns can be used as countable or uncountable, usually with a difference in meaning. Read and translate the sentences paying attention to the words in *italics*:**

Too many <i>regulations</i> from Brussels are bad for business.	Too much <i>regulation</i> from Brussels is bad for business.
You can stay with us. There is a spare <i>room</i> on the second floor.	There is always <i>room</i> for improvement.
I had some interesting <i>experiences</i> while I travelled.	They offered me a job because I had a lot of <i>experience</i> .
Enjoy your holiday. Have <i>a good time</i> .	I can't wait. I haven't got <i>time</i> .
Two <i>coffees</i> and an orange juice, please.	I don't drink <i>coffee</i> very often.
On my way home I bought <i>a paper</i> to read in the evening.	I need some more <i>paper</i> to write on.
I thought there was someone in the house because there was <i>a light</i> on inside.	Everybody knows <i>light</i> comes from the sun.

**Exercise 7. Choose the right word and translate the sentences:**

What (*is/are*) the news?  
 Could you supply the usual bank and trade (*reference/references*)?  
 Please, accept our sincere (*apology/apologies*) for the delay.  
 We have excellent storage (*facility/facilities*).  
 The annual (*account/accounts*) must be submitted not later than January 31.  
 They close their (*book/books*) for the financial year on June 30.  
 Let us have a note of your (*expense/expenses*) as soon as you get back.  
 We have (*no/any*) knowledge of the proposal to increase import duty.

**Exercise 8. Translate into English:**

Мы будем благодарны вам за советы по проведению испытаний.  
 Новости были слишком печальны.  
 Когда передали эти новости?  
 Его советы были очень полезны.  
 Спасибо за вашу информацию по данному вопросу.  
 Его знания истории просто удивительны!

## Construction: *so do I / neither do I*

### Affirmative sentences

- *I like these samples.*
- *So do I.* (И я тоже.)

### Negative sentences

- *I don't like their machine tools.*
- *Neither do I.* (И я тоже.)

**Exercise 9. Read these mini-dialogues and make a few similar ones:**

- |  |  |
|--|--|
| 1. — I am ready for the tests.<br>— So am I.   | 4. — I haven't seen this film yet.<br>— Neither have I. I'm going to see it one of these days. |
| 2. — I don't like these results.<br>— Neither do I.  | 5. — I'll make the journey by train.   |
| 3. — I've studied their instructions very carefully.<br>— So have I. Though it wasn't very easy. | — So shall I. I prefer travelling by train when I'm on holiday.                                |

**Exercise 10. Translate into English:**

- |   |  |
|---|--|
| 1. — В этом году мы заключили несколько контрактов.<br>— И мы тоже. | 3. — Я собираюсь пойти в отпуск в июле.<br>— И я тоже. |
| 2. — Я никогда не был в Англии.<br>— И я тоже.                      | 4. — Я не умею играть в гольф.<br>— И он тоже.         |

## Basic function: *Agreement and disagreement*

### Agreement

*I (fully) agree with you.  
I agree up to a point.  
I couldn't agree more.  
I can't but agree.  
You are quite/absolutely right.  
I'm in complete agreement.  
I agree entirely.  
I'm in total agreement with you.*

### Disagreement

*I have to disagree, I'm afraid.  
I can't agree with you.  
(I'd say) you are not quite right.  
You are not quite right, if I may say so.  
It seems to me you are wrong here.  
That's out of the question.  
I'm not too happy about that.*

Exercise 11. Match the following statements with the responses below and underline all the different ways of agreeing and disagreeing:

1. I think it's a wonderful deal.
2. What we need to do is invest in the domestic market.
3. We need to borrow at least \$20 million.
4. This new model is a real breakthrough.
5. The marketing strategy is very fully developed.
6. I think we should sell our Central Moscow office. The rent is far too high.
7. It would be better to move to a greenfield site.
8. We need to put money into our current products.
9. We could consider a takeover.
10. The simplest answer is probably a joint venture agreement.

### Responses

- a. I agree with you up to a point but I think that's too much.
- b. Sorry, I think we need something new.
- c. No, I cannot agree with you, I'm afraid.
- d. Cooperation is the best solution, you're right there.
- e. Excellent — our best deal for ages.
- f. I'm afraid I think expanding exports would be better.
- g. I'm in complete agreement. We need to relocate.
- h. No, that's out of the question, I'm afraid. The share price is far too high.
- i. It's a very clear plan. I agree entirely.
- j. Yes, I'm in total agreement with you there. It's a real innovation.

Exercise 12. How would you express your agreement or disagreement with these statements:

1. I understand they are in debt now.
2. That information was very important.
3. This news hasn't been published yet.
4. Bad news doesn't make people happy.
5. Carla's English is better than it was last year. She's made progress.
6. I don't think Ann will get the job. She hasn't got enough experience, to my mind.
7. Nobody was hurt in the accident but the damage to the car was quite bad.
8. There is room for everybody to sit down. There are plenty of chairs.

## Word formation: *Compounds*

### Exercise 13

a. Say how these words are formed and translate them:

shipowner	medium-sized	breakthrough
shareholder	well-done (meat)	output
sportsman	no-charge (invoice)	printout
chairman	left-hand (column)	check-in
fisherman	right-hand	check-out
handbag	well-grounded (claim)	take-off (of a plane)
codebook	after-sales (service)	shake-up

Write out compounds which mean the following:

The takeover of one of our leading hotel chains has just been announced.

We made a profit of \$1000 on a turnover of \$10,000.

We're trying to find some new outlets for our products.

Take your things to the check-out to pay for them.

Cutbacks will be essential until the recession is over.

Last month saw a tremendous shake-up in the personnel.

Nobody expected the break-up of the USSR.

It will be a long time before the consequences of fallout from Chernobyl are no longer felt.

money passing through a company — \_\_\_\_\_

collapse — \_\_\_\_\_

radio-active dust in the atmosphere — \_\_\_\_\_

reductions — \_\_\_\_\_  
 purchase by another company — \_\_\_\_\_  
 cash-desk — \_\_\_\_\_  
 change — \_\_\_\_\_  
 places to sell — \_\_\_\_\_

#### Exercise 14. Match the compounds with their meaning:

walk-out	information that is put in
input	production
output	important discovery
printout	strike
breakthrough	paper on which computer information has been printed
outlook	comments
outcome	failure
feedback	prospect

#### Exercise 15. Read the sentences, guess the meaning of the compounds from the context and translate the sentences:

Unfortunately, our plans soon suffered a setback.  
 She provided some very valuable input to the discussion.  
 I'm sorry I'm late. There was a terrible hold-up on the bridge.  
 Because of the accident there was a three-mile tailback along the motorway.  
 The robbers made their getaway in a stolen car.  
 The Prime Minister yesterday announced a shake-up in the Cabinet.  
 The papers are claiming the Prime Minister organised a cover-up.  
 The negotiations aim to end the 10-day-old walkout.

### Text: Negotiations and contracts

Here are the stages of a negotiation and some expressions from dialogues which you might find useful at each stage.

#### Beginning a conversation (1)

I'm sure/confident we can reach agreement.  
 I'm sure there's room for negotiation.  
 We have a lot to discuss.  
 Let's see how we get on.



#### Presenting your position (2)

This is our position.  
 This is how we see it.  
 We think the following is reasonable/appropriate.  
 Our approach is this.



#### Questioning the other's position (3)

How do you explain your attitude?  
 justify...? account for...? arrive at...?  
 Why do you want...?  
 Why such a high charge?  
 long delivery period?  
 low discount?

#### Refusing to accept (4)

I'm sorry, I can't accept 2%.  
 You'll have to do better than that, I'm afraid.  
 I'm afraid it's not enough.  
 Other firms offer more than 2%.

#### Refusing to move (5)

I'm afraid I can't agree to that.  
 increase the rate.  
 lower the price.  
 shorten delivery.  
 We've done our best for you.  
 We have to maintain a policy.  
 I have my instructions.



#### Suggesting a compromise (6)

May I make a suggestion?  
 If you... then we may be able to...  
 We may be able to... but only if you...  
 Unless you... there is no question of our being able to...

#### Reaching agreement (7)

Let's just go through the terms.  
 Let's summarize the conditions.



## Exercise 16

- a. Read and translate the above sentences from business negotiations.  
b. Improvise a few short dialogues using some of the above phrases.

c. Use the Indefinite Article *a/an* where necessary:

I'm sure we can reach... agreement. I'm sure there's... room for...  
I'm sure there's... room for... discussion. negotiation.  
We have... lot to discuss. Why such... high price?  
We have to maintain... policy. May I make... suggestion?  
... price seems too high. May I make... proposal?

d. Translate into English:

Если вы дадите 10%-ную скидку, возможно мы увеличим наш заказ.

Если период поставки изделий будет сокращен, мы сможем изменить условия платежа.

Мы, возможно, увеличим в два раза заказ на эту модель, если производители снизят цену.

После того как мы решим этот вопрос, мы еще раз обсудим все условия.

Не может быть и речи о такой скидке, если вы не согласитесь с нашими условиями поставки.

## Exercise 17

- a. Translate the conditions and examples given below:



**Conditions**  
unit price  
minimum quantity  
credit period  
delivery date  
bulk discount  
penalty clause

**Examples**  
\$8.50 per unit  
at least 10,000 units  
30 days after invoice  
20 June 2003  
-2.5 if over 10,000 units  
5% for each month of delay

cancellation clause

exclusivity

royalties on sales under licence

commission

early settlement discount

option period

method of payment

warranty period

50% charge if cancelled less than six weeks  
beforehand

sole rights over all East Coast states  
3% of turnover on licensed goods

5% on sales in the territory

2% if paid within 20 days

first option for 12 months after contract

irrevocable letter of credit

18 months guarantee from completion

- b. Make a few similar statements about the above conditions:

I'm not too happy about *the unit price*. I think \$8.20 would be more reasonable/appropriate.

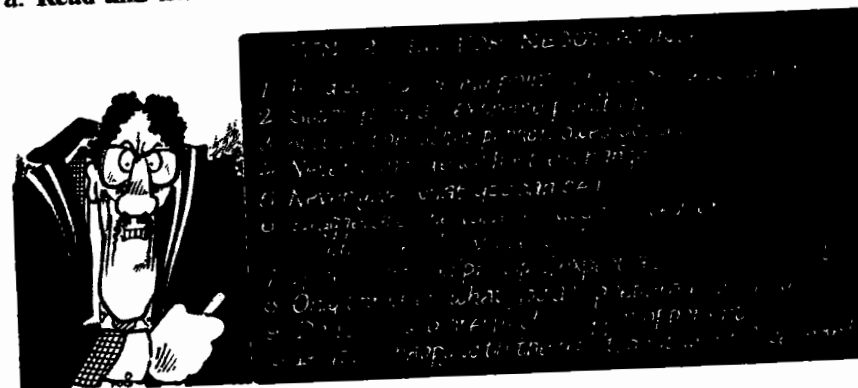
Sorry. I can't agree with you...

I have to disagree, I'm afraid...

No, that's out of the question...

## Exercise 18

- a. Read and translate the following into Russian:



- b. Answer these questions:

Do you think all businessmen know these rules?

Which of these rules seems most important to you?

Are you guided by any other rules when negotiating?



**Exercise 19. The remarks in List A should not be used at negotiations. Instead use the remarks in List B. Match these remarks.**

<b>A</b>	<b>B</b>
You see? I knew I'd win!	If you increase the order, then we may be able to reduce the price.
I know what you want to discuss, so let's start.	Very well, but if you can't give discounts I'm sure you can extend.
I can reduce the price. Does that help?	If you can't accept this, I may have to reconsider my position.
Delivery? That's no problem; no extra charge.	I think we can agree to these terms.
It's against your policy to give discounts. OK?	I'm afraid that will not be possible.
What a ridiculous ideal! Don't be stupid.	May we go through the points to be discussed before we begin?
Another half per cent? Yes, that's a very generous offer you are making.	Half a per cent is a very small amount.
This is my final offer. If you refuse, I'll cancel everything.	Delivery. Well, it may be possible but only if...

## Exercise 20

**a. The words below are often used in connection with contracts. Use some of them to complete the sentences which follow. You may need to put certain words in the plural.**

<i>to terminate</i>	<i>clause</i>	<i>to draw up</i>	<i>agreement</i>
<i>condition</i>	<i>binding</i>	<i>section</i>	<i>party</i>
<i>to provide for</i>	<i>arbitration</i>	<i>to compromise</i>	<i>to comply with</i>
<i>litigation</i>	<i>out of court</i>	<i>to abide by</i>	<i>valid</i>
<i>court</i>	<i>term</i>	<i>void</i>	<i>breach</i>

A contract is an... between two... It is divided into..., and...  
The contract... any problems between the two parties. The conditions of the contract are... on both parties. If one party does not... the clauses, this is called a... of contract.

In the case of a dispute, many contracts provide for... but in some cases the dispute results in... Most parties reach... without going to..., and the dispute is settled...  
Some contracts are for a fixed period, or... also, there are ways in which the parties can end, or..., the contract.

**b. Translate the above sentences into Russian.**

## Text: *Contract of sale*

**Here is an extract from a contract:**

Payment shall be made by cheque, and the terms of payment shall be as follows:

25% payable upon the placing of any order  
50% payable 30 days after delivery of the product as ordered  
25% payable 60 days after delivery of the product as ordered.

The Sellers shall deliver to and the Buyers shall accept all orders in bulk at one delivery point. The initial order will be delivered no later than 31 January 2003.

The Sellers shall not be liable for any damages whatsoever (including loss of trade or profit) incurred by the Buyers in the event of delivery being frustrated or delayed by strikes, lockouts, riots, trade disputes, acts or restraints of Government impositions on exportation or arising from any cause not within the control of the Suppliers.

*Do you know these words?*

**in bulk**  
**to be liable for smth**  
**damages**  
**to incur (damages/expenses/ costs/losses)**  
**to frustrate [fra'streit]**

навалом, гуртом, все вместе  
отвечать за что-либо  
убытки, компенсация за убытки  
нести (убытки, расходы, потери)  
расстраивать, срывать

## Exercise 21

a. Read the words, underline the suffixes and translate the words:

to pay	liable	to damage	to impose
payer	liability	damage	imposition
payee	liabilities	damages	to export
payable	to delay	to frustrate	exports
payment	delay	frustration	exportation

b. Match the equivalents:

strike	заккрытие предприятия и массовое увольнение
lockout	забастовка
riot	действие
dispute	ограничение
act	спор
restraint	беспорядок, бунт, мятеж

c. Translate the sentences into English paying attention to the verb *to arise*:  
 Эти трудности возникли не по нашей вине.  
 Когда появились эти проблемы?  
 Почему возникли эти вопросы?

Exercise 22. Imagine you are responsible for the Commercial Department of the Sellers. Your director is asking you about the contract. Complete his possible questions to which you gave the following answers:

- *When will we pay the final cheque?*
- 60 days after delivery of the product.
- *When...?*
- No later than 31 January.
- *When...?*
- Upon placing the order.
- *Where...?*
- To one named delivery point.
- *What...?*
- Don't worry; we have a clause in the contract about problems beyond our control. So we don't have to do anything at all.
- *How...?*
- By cheque.

Note: cheque (Br) = check (Am)

## Dialogue: Wrong delivery

- Well, I think there may have been some misunderstanding about our last order, Mr Shelston.
- Oh, dear. What seems to be the problem, Mr Joiner?
- We've just started unloading the truck and the quality of the goods doesn't appear to be Class A1, which is what we ordered.
- Oh, dear, I'm very sorry. Let me just check this on the computer... Oh, yes, I'm afraid there has been a slip-up in our shipping department. I'm very sorry. It's certainly our fault. What would you like us to do about it?
- Well, we can keep the goods and use them for another order of ours, if you will charge us 20% less for the load and ship us a load of Class A1 right away.
- That sounds fair enough. Let me just check the stock position.... Yes, we can ship tomorrow morning, if that's all right?
- Oh yes, that will be fine.

## Exercise 23

a. Answer these questions:

- Who do you think these two persons are?
- What wrong delivery did they discuss?
- Did Mr Shelston easily admit the mistake?
- What discount did Mr Joiner get?
- When Did Mr Shelston promise to deliver the right goods?
- Do you think he kept the promise?

b. Translate into English:

- Возможно, произошла ошибка с вашим заказом.
- Вероятно, эта модель не та, что мы заказывали.
- Мы можем оставить товар у себя, если вы согласитесь уменьшить счет за него на 20%.
- Но при этом просим отгрузить заказанный нами товар без какого-либо промедления.

c. Translate into Russian:

- There has been a slip-up in our shipping department.
- What would you like us to do about it?
- That sounds fair enough.
- Let me check the stock position.

d. Read the following paying attention to the sound [r]:

for another customer	another order
for another contract	further instructions
for us	future agreement
for every customer	clear actions
for ages	clear idea
fair enough	our order
your agreement	your account

e. Mark the intonation and read the dialogue.

### Letter: Licensing terms

Imagine you have asked a US firm if you could make one of its products under licence, in your own country. Here is part of their answer:

... We have checked with our legal department. Yes, we are the patent holders for the XT7. We are prepared, in fact, to grant you a licence to make it in your own territory on these conditions: there would be a fee on agreement and then a royalty of 5% with a minimum annual royalty of \$50,000. The term would be four years with the possibility of renewal on expiry. And, of course, in the event of any infringement, as our licensee you would have to apply for an injunction on the infringer's production.

#### Exercise 24

a. Replace the underlined legal terms in the letter with the following phrases:

let you have	when it ended
official manufacturer	5% to pay
further years	illegal copying
ask for a ban	copier's
an immediate payment	country
yearly bottom limit	permission
have the legal rights over a period	

b. Translate the above extract into Russian.

### Letter: Breach of contract

Dear Mr Jones

Breach of Contract

As you know, our Contract with you required that you... We have been informed by... that you are not complying with the following clauses:...

We should be grateful therefore if you would arrange to comply with fully all the terms of Contract...

If you have any problems in fulfilling this requirement, please contact us immediately so that we can discuss the matter.

Yours sincerely,...

#### Exercise 25

a. Translate the letter into Russian.

b. Rewrite the letter adding the missing parts.

c. Say if you agree or disagree with the following:

This is clearly a serious matter.

In such kinds of letters you should be careful not to threaten any kind of action which you do not fully intend to carry out.

The tone of such letters should be fairly formal and quite firm, without being aggressive.

### Answer Key

#### Exercise 7

was  
references  
apologies  
facilities  
accounts  
books  
expences  
no

#### Exercise 11

1. e  
2. f  
3. a  
4. j  
5. i  
6. c  
7. g  
8. b  
9. h  
10. d

# Marketing, advertising, public relations

**Grammar Revision**  
Direct and Indirect Speech.  
The Rules of the Sequence of Tenses  
*Exercises 1—4*  
Degrees of comparison of adjectives  
and adverbs  
*Exercises 5—9*

**Basic functions**  
Polite commands, negative  
requests, written requests  
*Exercise 13*

**Word formation**  
Negative prefixes  
*Exercises 10—12*

**Construction**  
*managing director*  
*Exercise 14*

**Texts and dialogues**  
Negotiations and contracts *Exercises 16—20* Contract of sale  
*Exercises 21, 22*  
Wrong delivery *Exercise 23* The marketing plan  
*Exercise 15*  
Advertising of a new word processor  
*Exercise 16*  
A market survey *Exercise 17* Giving a presentation  
*Exercise 18*  
Press release letter *Exercises 19—21* A word from your public relations officer  
*Exercise 22*

## Grammar Revision: *Direct and Indirect Speech.* *The Rules of the Sequence of Tenses*

### Direct Speech

'I am a manager', she said.  
'I have met him before', she said.  
'I shall be present at the press conference', she said.  
'What is your name?' she asked him.  
'Where have you learned English?' she asked him.  
'Will you be present at the press conference?' she asked him.

### Indirect Speech

#### The Rules of the Sequence of Tenses

Главное  
предложение

Придаточное предложение дополнения

She said	{ she <i>was</i> a manager. she <i>had met</i> him before. she <i>would be present</i> at the press conference.
She asked him	{ what his name <i>was</i> . where he <i>had learned</i> English. if he <i>would be present</i> at the press conference.

### Глаголы в главном предложении

to say	to ask	to know
tell	enquire	understand
repeat	inquire	remember
answer	wonder	forget
remark	want to	think
guess	know	suppose
indicate	...	believe
state		...
deny		
...		

### Обстоятельства времени

#### в прямой речи

now  
at this moment  
today  
yesterday  
last week  
tomorrow  
in a few days  
next week

#### в косвенной речи, в придаточном предложении

then  
at that moment  
that day  
the day before  
the previous week  
the next day  
a few days later  
the next week

### Exercise 1. Transform these sentences:

'The conference will discuss new trends in marketing', he said.  
*He said the conference would discuss new trends in marketing.*

'She studied marketing at a special business school', she said.  
'He has a lot of experience in advertising foodstuff', I added.  
'The young man has compiled a lot of advertisements', she remarked.  
'The journalist will interpret this radio commercial', he stated.  
'A few new models were exhibited at the show', the journalist stressed.  
'Next show will be organised in a few months', the reporter underlined.  
'A few leading French companies will participate', the newspapers wrote.

### Exercise 2

#### a. Look at these examples of questions and how they are reported:

'What's the salary? How long are the hours? When does the job actually start?' she asked the personnel manager.  
*She asked the personnel manager what the salary was, how long the hours were and when the job actually started.*

'Is there any overtime? Do you need a reference?' she wondered.  
*She also wanted to know if there was any overtime and if they needed a reference.*

#### b. Rearrange the following to make reported questions and translate them into Russian:

materials they would use when they were ready asked  
much they enquired they also cost how would  
manager the purchasing we our wanted to know goods usually  
ship how

they payment what terms they were also inquired  
had asked last they contract when finished the  
contract they to when they know also start wanted would  
asked also if price was they fixed the  
renewable they the if contract was asked

### Exercise 3. Now report the following questions about a contract in a similar way:

'When does the contract start?' I inquired.  
'How many companies are involved?' he asked.  
'Is there a penalty clause?' she enquired.  
'How many units will be supplied each month?' he wondered.  
'How will the goods be shipped?' the manager asked.  
'What discount has been offered, if any?' the boss asked.  
'Is the agreement flexible?' he asked then.  
'Were all the terms guaranteed?' he added.

### Exercise 4. Translate into English:

Он спросил, когда и где состоится следующая пресс-конференция.  
Никто не знал, где она будет проходить.  
Я знал, что на совет директоров приглашены руководители отделов.  
Газеты сообщали, что соглашение между этими двумя странами было уже подписано.  
По радио сообщили, что встреча глав правительств стран Европейского Союза состоится через несколько дней.

## Grammar Revision: Degrees of comparison of adjectives and adverbs

quick	quicker	quickest
quickly	quicker	quickest
natural	more natural	most natural
naturally	more naturally	most naturally

### Исключения

good/well	better	best	much/many	more	most
bad	worse	worst	little	less	least

Exercise 5. Write the two degrees of the following words:

cheap _____	difficult _____	high _____
expensive _____	important _____	low _____
short _____	strong _____	small _____
long _____	weak _____	prosperous _____

Exercise 6. Translate into Russian:

Many people are considerably better off now than they used to be.  
 This is a much more prosperous country.  
 The most expensive isn't always the best.  
 The prices for oil are now a little bit higher.  
 I like this tour much less, and what about you?  
 This airport is much bigger, isn't it?  
 Where's the nearest toilet, please?

Exercise 7. Use the comparative degrees and translate the text into Russian:

Tests have shown that car X is (*reliable*) than car Y in every respect.  
 The engine is (*efficient*), the bodywork is (*solidly*) built and the running costs are considerably (low).  
 On average, car X will do 20 kilometres per litre and this makes it slightly (*economical*) than car Y, which averages 19.2 kpl.

Exercise 8. In a recent survey, one hundred British people (fifty men, fifty women) were given ten adjectives and asked whether they were more appropriate to men or women. The results are shown in the table and suggest that British men and women see themselves as differing in a number of ways.

How Britons see men and women			
Adjectives	Women %	Men %	Don't know %
1 sensitive	71	21	8
2 easy to please	34	63	3
3 idealistic	30	55	15
4 tidy	78	18	4
5 open	70	16	14
6 self-critical	69	26	5
7 romantic	86	13	1
8 strong	55	35	10
9 good drivers	16	82	2
10 careful with money	81	19	0

Write ten sentences describing the differences, as in the example:  
*Women seem to be more sensitive than men.*

Exercise 9. Translate into English:

Данные этого опроса более надежные.  
 Они более тщательно провели маркетинговые исследования.  
 На этой пресс-конференции президенту задали намного меньше трудных вопросов.  
 Теперь у них было значительно больше информации о новых изделиях этой компании.  
 На этом телеканале самая дорогая реклама.

## Word formation: *Negative prefixes*

un-	to unlock, unsuitable
in-	inconvenience, inconvenient
im-	impatience, impatient, impatiently
il-	illegal, illegality
ir-	irregular, irregularity
dis-	to disagree, disagreement, disagreeable
mis-	to misunderstand, misunderstanding
de-	to denationalise
non-	non-observance

Exercise 10

a. Form the verbs with the help of these prefixes and translate the words:

un-	dis-	mis-	de-
to load	to close	to interpret	to code
to pack	to arm	to inform	to carbonize
to screw	to appear	to pronounce	to classify
to roll	to like	to trust	to colonize

b. Underline the negative prefixes and translate these word combinations:

to dishonour a bill/draft	unreasonable/unjust claim
to disapprove of some measures	irrevocable letter of credit
to dismount equipment	unpardonable mistake
to misuse smth	immature payment
to debase the coinage	irreplaceable parts of equipment
to decentralize economy	uncomfortable furniture
to decontrol trade	disloyal person

Note: honour (Br) = honor (Am)

## Exercise 11

### a. Make sentences with these words:

non-observance of the terms of the contract  
non-delivery/shipment/payment  
non-profit organization

dissatisfied party  
inefficient staff  
inappropriate measures  
immature invoice

### b. Translate into English:

несанкционированный доступ	понять неправильно
безотзывный аккредитив	выгрузить товар
счет, срок оплаты по которому еще не наступил	демонтировать оборудование
	дать неправильные сведения

## Exercise 12. Contradict the following statements:

*It's a convincing argument.*

*I can't agree with you, I'm afraid. To my mind it's a very unconvincing argument.*

- |                                   |   |
|-----------------------------------|---|
| 1. That's a very relevant point.  | 4. He's a very efficient worker.        |
| 2. He's a tolerant person.        | 5. He spoke about immature payments.    |
| 3. I always find him responsible. | 6. I'm sure she's loyal to the company. |

## Basic functions: Polite commands, negative requests, written requests

### Polite commands

Please sit down. / Sit down, please.  
Will/would/can/could you please sit down?  
Visitors are kindly requested to call at the Information Desk.  
Visitors should proceed to Hall 5.

### Negative requests

Don't do that, please.  
Will you stop doing that?  
Stop doing that, will you?  
Can you stop doing that?  
Do/would you mind not doing that?  
Do you think you could stop doing that?

### Written requests

*I should/would be very grateful/obliged if you would/could...*

## Exercise 13

### a. Write a few polite commands you may need to express one day.

### b. Complete these sentences expressing negative requests:

... forget the meeting tomorrow. It starts at 8.30.  
... expect to get an order today — they always send their orders two or three days later by fax.

... obstruct these gates. Access needed at all times.  
... miss the chance of a free holiday — act today!  
... enter without protective clothing.  
... worry, it's only ten to. We'll be there with time to spare,

### c. Translate these sentences from business letters:

Мы были бы очень вам признательны, если бы мы обсудили этот вопрос еще раз.  
Мы были бы вам благодарны, если бы вы приняли нашего представителя на следующей неделе.  
Просим вас рассмотреть вопрос об изменении срока поставки.  
Не могли бы мы обсудить вопрос о рекламной кампании?

## Construction: managing director

*managing director* — директор-распорядитель  
*marketing director* — директор по маркетингу

## Exercise 14

### a. Match the equivalents:

advertising campaign  
reading materials  
licensing terms  
marketing department  
engineering problems  
data processing equipment  
marketing manager

условия лицензирования  
менеджер по маркетингу  
материалы для чтения  
оборудование по обработке базовых данных  
отдел маркетинга  
рекламная кампания  
проблемы машиностроения

### b. Translate into Russian and make sentences with these words:

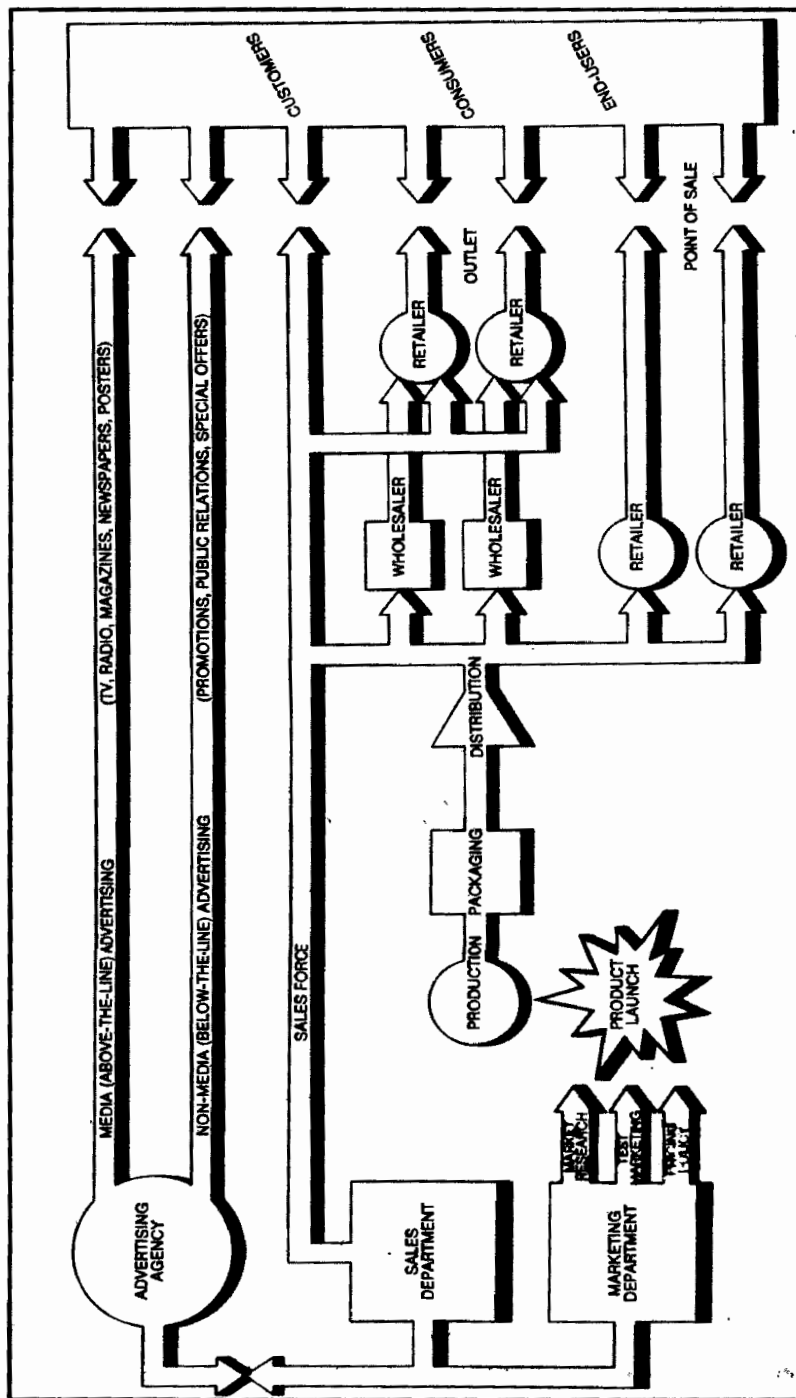
oil exporting countries  
operating costs  
corporate planning people

manufacturing plant  
selling process  
food processing industry

## Text: The marketing plan

The marketing director has drawn up a marketing strategy for the company's latest product; he's presenting the strategy to the area sales managers and sales representatives in the form of a plan.





Source: Gerald Lee and Tony Tourne. English on Business.

Do you know these words?

launch [lo:nt]  
commodity launch  
distribution [,distr'bjʊ:n]  
outlet ['autlet]  
wholesale  
retail

запуск; реализация  
товарное обращение  
сбыт  
рынок сбыта  
оптовый  
розничный

### Exercise 15

a. Write the words from which these ones are formed:

director _____	exporter _____	promoter _____
manager _____	importer _____	distributor _____
wholesaler _____	buyer _____	producer _____
retailer _____	seller _____	owner _____
consumer _____	investor _____	cashier _____
end-user _____	dealer _____	shareholder _____

b. Translate these words into Russian:

marketing plan	test marketing
marketing department	market research
marketing director	media advertising
marketing strategy	non-media advertising

c. Translate into English:

производство	оптовый продавец
упаковка	пункт продаж
сбыт	рекламная кампания
рекламное агентство	розничный продавец
продвижение товара	маркетинговая политика

d. Use the information on the plan to complete these sentences:

Before the... launch,... research and... marketing are carried out.  
The marketing department is also responsible for... policy.  
The advertising... is responsible for the... campaign.  
There are two main types of advertising: above-the-line, or... advertising and... or non-media advertising.  
Media advertising includes... and...  
The... department is responsible for sending the sales... to contact...  
End-users is another term for...  
Wholesalers sell to..., who sell direct to the public.

e. Imagine you are the manager presenting this plan. How would you do that?  
f. Look at the plan and say, what the terms *above-the-line* and *below-the-line* mean.

## Dialogue: Advertising a new word processor

- The thing is, our new word processor needs more advertising.
- Exactly.
- The question is, what kind of advertising? Now, I've thought a lot about this, and I think we should try a television campaign.
- I couldn't agree more, sir.
- A good TV campaign could increase sale by 50 percent.
- Absolutely. You're a genius, sir!
- I'm glad you agree, Wilbur. What about you, Linda?
- I'm afraid I don't agree, sir.
- What do you mean?
- In my opinion, it's a complete waste of money.
- Oh, I really don't agree — think of all the people who are going to see it.
- They might see it, but will they buy it?
- Yes, I'm sure they will.
- I don't know. Think about it. We're talking about a \$630 word processor, not a \$29 Nintendo game! This is a serious business tool. We should advertise in the specialist business press!

### Exercise 16

#### a. Answer these questions:

Who do you think these three people talking are?

Whose point of view do you share?

Is a television advertising campaign usually rather expensive?

What goods are usually advertised in TV commercials?

#### b. Read these sentences paying attention to the intonation:

The question is, what kind of advertising?

What about you?

What do you mean?

They might see it, but will they buy it?

Will they come to an agreement?

What will their decision be, to your mind?

#### c. Read these words without stressing possessive pronouns:

their decision

our advertising

our agreement

your intonation

your increase

your increasing the price

your increasing production

your increasing advertising costs

#### d. Read the whole of the dialogue aloud.

#### e. Translate into English:

Я не знаю, к какому решению они пришли.

Линда сказала, что она не согласна с предложением Вильбура.

Вильбур настаивал, что реклама по телевидению даст свои плоды.

Он был уверен, что прав.

Он не знал, будет ли принято его предложение.

## Text: A market survey

SURVEY	
DEVEREUX COMPUTERS	
The Wilson Building, Chester Street, Seattle, WA 60014	
We would appreciate it if you would take the time to fill out this computer survey. The results will be very helpful in determining the best computer software and hardware for your business and/or leisure computer needs.	
1	You are: female <input type="checkbox"/> male <input type="checkbox"/> under 25 <input type="checkbox"/> 26-40 <input type="checkbox"/> over 60 <input type="checkbox"/>
2	Do you use a computer at: your place of work? <input type="checkbox"/> your home for work? <input type="checkbox"/> (Please check all that apply.) your home for personal use? <input type="checkbox"/> other <input type="checkbox"/>
3	Which types of software spreadsheet <input type="checkbox"/> inventory database <input type="checkbox"/> games <input type="checkbox"/> do you most use? (Please check all that apply.) word processing <input type="checkbox"/> design/graphics <input type="checkbox"/> other <input type="checkbox"/>
4	Which types of hardware printer <input type="checkbox"/> large storage capacity <input type="checkbox"/> mouse <input type="checkbox"/> do you most use? optical drive <input type="checkbox"/> keyboard <input type="checkbox"/> modem <input type="checkbox"/> (Please check all that apply.) CD-Rom drive <input type="checkbox"/> scanner <input type="checkbox"/>
5	Do you own a computer? Yes <input type="checkbox"/> No <input type="checkbox"/> If so, what type of computer do you have? _____
6	Do you own a printer? Yes <input type="checkbox"/> No <input type="checkbox"/> If so, what type of printer (LaserWriter, Ink-Jet, etc.) do you have? _____
7	Please fill in your name and address. If you are interested in receiving information about computers and computer software currently available. Mr./Ms./Dr. _____ Address _____ Zip code _____ Telephone _____

Do you know these words?

to appreciate [ə'pri:ʃieɪt]

leisure ['leɪʒə]

to determine

hardware

ценить, понимать

досуг, отдых

определять

компьютер, оборудование

## Exercise 17

### a. Answer these questions:

Why do you think this company distributed these forms?

Where did they distribute the forms, to your mind?

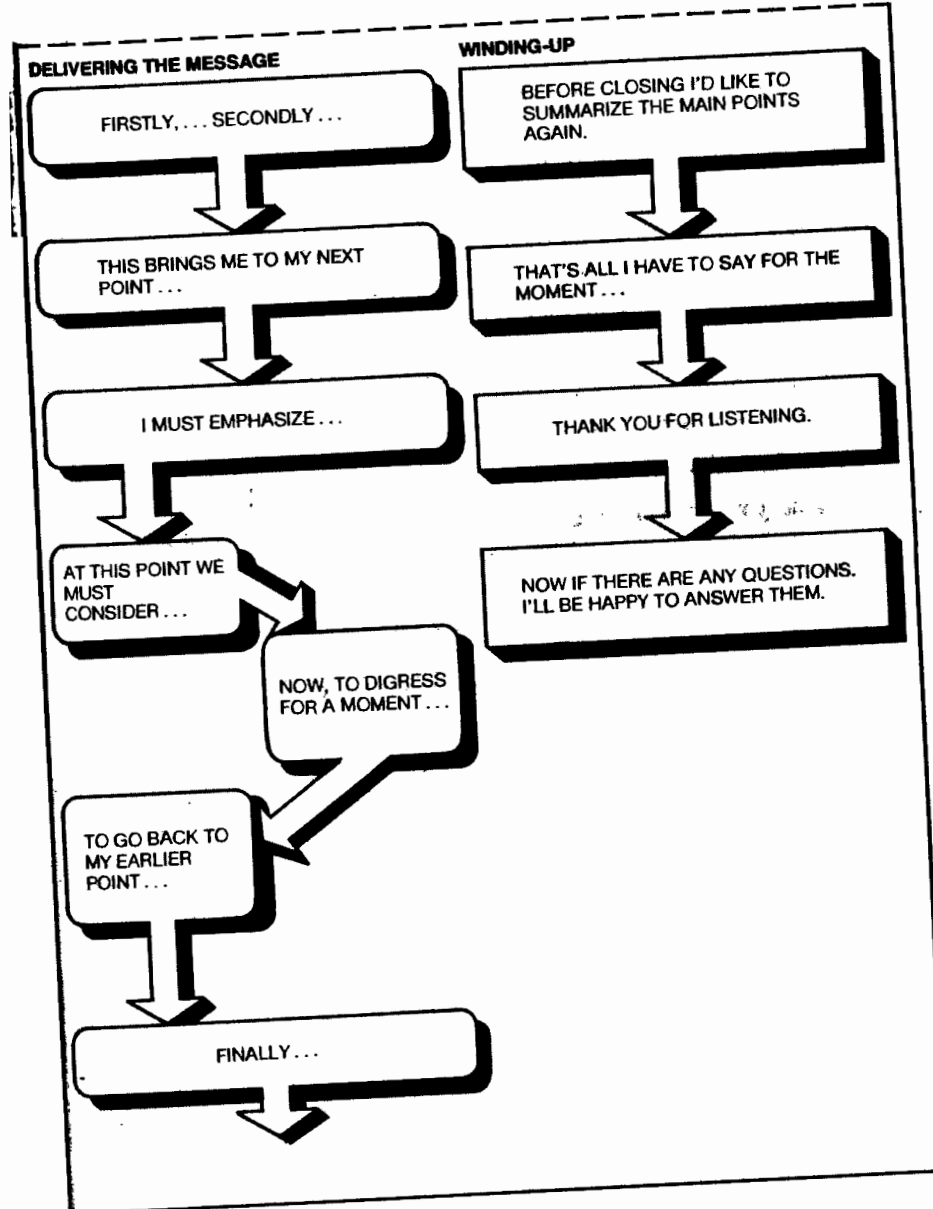
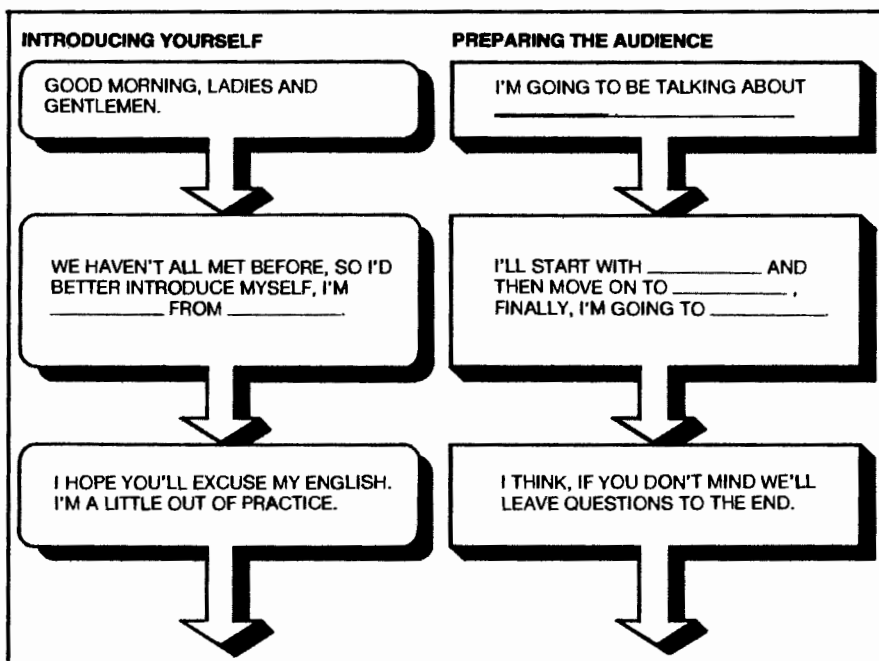
Did they cover all the important points in the form, in your opinion?

Were there any superfluous questions, to your mind?

### b. Imagine you have received this form. Try to fill it out.

### c. Imagine you work for a computer stores in Canada. Write a letter to the American company asking them where you can get their products in Canada.

## Text: Giving a presentation



Do you know these words?

to emphasize ['emfəsaɪz]  
digress

подчеркивать, придавать особое значение  
отступ, отвлечение

## Exercise 18

- Translate the phrases of the diagram into Russian.
- Imagine you are going to give a presentation of a certain product you know. Write the text of your presentation and read it aloud.
- Imagine you are at another presentation. Match these interruptions of those present and the replies of the speaker:



### Interruptions

Excuse my interrupting you.

You haven't mentioned the price yet!

Your product is more expensive than your competitor's.

I'd like the exact specifications, please.

I still don't understand the difference between the de-luxe and economy models!

Your new model seems much heavier than the old one!

### Replies

Let me clarify that for you.

I take your point... but have you taken into account the improved durability?

I'll be coming to that in a moment.

You are quite right, but on the other hand our product has a number of unique design features.

Our technical department will be able to give you an answer on that.

That's all right. What did you want to say?

## Letter: Press release letter

For immediate release

### *The amazing new product*

Cell and Co have just announced an amazing new addition to their product range. They have been leaders in the field of battery manufacture for many years. Now their scientists have come up with something that will revolutionise the way we live.

They have invented a battery which is 10 times more powerful than any at present on the market. And it is one-quarter of the weight of conventional batteries.

The technology is such that the new batteries can be made in almost any size and shape.

Prototypes have been tested in products as diverse as pocket computers and long distance lorries. In all cases they have performed beyond all expectations.

For further details or to arrange photo opportunities, interviews and factory visits, please contact...

## Exercise 19. Answer these questions:

Can this letter be called a letter of advertisement?

For whom was it meant, to your mind?

What effect could it have?

Do you believe that advertisements always state true facts?

Can you give an example to support your point of view?

## Exercise 20

**A** Form as many words as you can from these ones and translate them:

to add _____	to lead _____	journal _____
to produce _____	to state _____	success _____
to negotiate _____	to expect _____	practice _____
to compete _____	to differ _____	present _____

**B** Translate the pairs and make a few sentences of your own using them:

support — to support	final — to finalize
mention — to mention	emphasis — to emphasize
end — to end	summary — to summarize

## Exercise 21

**A** Translate into English:

Они продали большую партию товара благодаря хорошей рекламной кампании.

В этом году они провели несколько рекламных кампаний.  
 В этом году мы, к сожалению, не выпустили на рынок нового продукта.  
 Я читал несколько аналогичных писем на русском языке.  
 Мы никогда не составляли таких писем на английском языке.

b. Write a press release letter on the goods you know.

## Text: A word from your public relation officer

### How to say nothing:

I'm afraid I can't comment at the moment.

A statement will be issued shortly.

I'm sorry, but I can't comment at this stage.

Yes, I'm pleased to be in your country.

Thank you for your interest but I can't tell you anything before the statement is issued.

### Difficult questions:

I did not say that at all.

I would rather not answer that question at present.  
 Do you have any other questions?

### Giving and not giving information in a press statement:

#### PRESS STATEMENT

As a result of this meeting, agreement has been reached on the following points.

First, \_\_\_\_\_

Secondly, \_\_\_\_\_

Finally, \_\_\_\_\_

Thank you.

a press statement is made/issued

a press release (written) is issued

#### PRESS STATEMENT

This has been a useful meeting. Both parties have expressed their views clearly, and the meeting has taken place in a spirit of cooperation. Further details cannot be given at present, but it is hoped that the increased understanding resulting from this meeting will be of assistance in resolving the present situation. I am afraid that we cannot answer questions at this stage. Thank you.

Exercise 22. Imagine you are just leaving an important negotiation with another company. The press are at the door. You must speak to the journalists and be polite, but try not to tell them anything (except that a statement will be issued soon). Write down your responses to their words:

1. Good afternoon, sir. Could I ask you a couple of questions?
2. Could you say if the negotiations were a success, from your point of view?
3. Can you tell us what will be in the statement?
4. Are you pleased to be here?
5. So you think the negotiations have been good for your company?
6. Do you have plans for similar talks with other companies in the industry?
7. One last questions: is it true that you said you expect to get everything you want from these negotiations?
8. Thank you...

## Answer Key

: 2b

They asked us when the materials would be ready.  
 They also enquired how much they cost.  
 The purchasing manager wanted to know how we usually shipped our goods.  
 They also enquired what the terms of payment were.  
 They asked us when the last contract had finished.  
 They also wanted to know when the contract would start.  
 They also asked if the price was fixed.  
 They asked if the contract was renewable.

### Exercise 12

irrelevant point  
 intolerant person  
 irresponsible  
 inefficient worker  
 immature payment  
 disloyal to the company

## Grammar Revision Modals and the Rules of the Sequence of Tenses

Exercises 1–4

another — other — others  
Exercises 5–7

The use of articles with names  
of companies, banks, titles  
Exercise 8

Construction  
to ask smb to do smth /  
not to do smth  
Exercise 10

Texts and dialogues  
Tactics for the speakers  
Exercise 12  
Tactics for the chairmen  
Exercise 13

A company meeting  
Exercise 14

Two companies  
Exercises 15–17

A diversification plan  
Exercise 18

Takeovers, mergers and other changes  
Exercise 19

Words  
to speak — to say —  
to tell  
Exercise 9

Basic function  
Presenting ideas  
Exercise 11

Memorandum  
Announcing a  
reorganisation  
Exercises 20–24

## Grammar Revision: Modals and the Rules of the Sequence of Tenses

can

'I can speak German,' he said. He said he could speak German.

to be able

'I was able to meet her,' he said. He said he had been able to meet her.  
'I will be able to meet her,' he said. He said he would be able to meet her.

to manage

'I managed to send the fax,' he said. He said he had managed to send the fax.  
'I will manage to send the fax,' he said. He said he would manage to send the fax.

to be allowed

'They are allowed to take notes,' he said. He said they were allowed to take notes.  
'They were allowed to take notes,' he said. He said they had been allowed to take notes.  
'They will be allowed to take notes,' he said. He said they would be allowed to take notes.

may

'May I come in?' he asked her. He asked her if he might come in.

must

'I must be present at the meeting,' he said. He said he must be present at the meeting.

**to have**

*'I have to go,' he said.*

*He said he had to go.*

*'I will have to go,' he said.*

*He said he would have to go.*

**have got**

*'I have got to do it tomorrow,' he said.*

*He said he had got to do it the next day.*

**to be**

*'They are to ship the goods next week,' he said.*

*He said they were to ship the goods the next week.*

**should**

*'You should be more attentive,' he said. He said I should be more attentive.*

**ought**

*'You ought to help her,' he said. He said we ought to help her.*

**shall**

*'They shall discuss it in May,' the protocol stated.*

*The protocol stated that they shall discuss it in May*

**Exercise 1. Transform the sentences:**

*'They are to hold a meeting tomorrow,' she said.*

*'She should speak in a louder voice,' I added.*

*'He was able to write all these figures,' I remarked.*

*'He will not be able to attend the meeting,' we told her.*

*'Will you be able to deliver a speech?' I asked him.*

*'She can say a few words in Spanish,' he confirmed.*

*'We were allowed to see the report beforehand,' I said.*

**Exercise 2. Complete the sentences in your own way:**

She understood she must be present at...

I remembered we were to meet the delegation at...

I hoped I would manage to...

The chairman asked us if we could...

They confirmed they would be able to...

The company informed us they had managed to...

I knew they were to ship the installation in...

**Exercise 3. Complete the sentences with the appropriate infinitives (with the particle *to* where necessary):**

*to wait*

*to call*

*to stay*

*to come*

*to use*

*to be*

*to go*

Though I didn't feel well, I understood I must... present at the company meeting.

I came to the office very early. The secretary said I would have... for Mr. N Barton.

She asked him if she could... his telephone.

It was very late and I said I had...

We missed her a lot. And I said she should... us at least sometimes.

I knew the children were not allowed... in bed till very late in the morning.

His little daughter was ill. Therefore I said we ought... another time.

**Exercise 4. Translate into English:**

Они сообщили, что вынуждены отложить обсуждение этого вопроса.

Мы подтвердили, что сможем присутствовать на заседании.

Председатель сказал, что завтра должен выступать я.

Я знал, что встреча должна состояться через два дня.

Они понимали, что будут вынуждены с нами согласиться.

**Grammar Revision: *another* — *other* — *others***

**another**

*May I ask you another question?*

**other**

*We have discussed the list of the participants, the time of the forum and a few **other** details.*

*We have discussed two questions. One of them concerned the expenses, **the other** concerned the place of the meeting.*

*Have you got **any other** suggestions?*

**others**

*Here are a few proposals. This one is quite suitable. But **the others** are not.*

*He's been to many African countries, for example Morocco, Tunis, Egypt and **others**.*

**Exercise 5. Insert the Definite Article where necessary and translate the sentences:**

Mr. Finch supported this proposal but... other directors did not.

What do... other managers think about this change?

Many managers, engineers and... other professionals expressed their opinion.

Miss Mills is ill now but... other secretary is taking Mr Creig's dictation

There were two interpreters at the Congress. One was Russian and... other was a Pole.

Have you spoken to... other participants of the conference?

We spoke about the weather, our first impressions and... other things.

**Exercise 6. Use either *other* or *another* and translate the sentences:**

I like spaghetti, pasta and... Italian food.

May I have... cup of tea, please?

Have... look at the text.

There are a few... matters to discuss today.

I'm afraid he can easily make... mistake.

Mr. Morr is busy on... line now.

Mr. Numan and... officials arrived at the factory yesterday.

**Exercise 7. Translate into English:**

Мы экспортируем нашу продукцию в Швецию, Норвегию, Данию и другие европейские страны.

Они закупают кофе, сахар и другие продукты в Бразилии.

Другие поставщики дают им большие скидки.

Давайте обсудим другой вопрос.

Мы получили два предложения и рассмотрим сейчас первое, а второе — завтра.

## **Grammar Revision: *The use of articles with names of companies, banks, titles***

**Companies**

***the** British Broadcasting Corporation (the BBC)*

*But: Fiat, Sony, Kodak, IBM, Microsoft, British Telecom*

**Banks**

***the** Bank of England*

*But: Lloyds' Bank, Midland Bank*

**Titles**

***The** President delivered a speech.*

*But: He is President of the company.*

*Mr Klein, President of the company, was away.*

**Note:** When no article is used before a noun many grammarians say the Zero Article is used before it.

**Exercise 8**

**a. Use the articles where necessary:**

... McDonalds is... American company, isn't it?

If I'm not mistaken... British Petroleum is cooperating with... few Russian oil producing and distributing companies.



I don't know... name of... President of... company.  
 Do you know where... headquarters of... Microsoft are?  
 Do you happen to know who... Chairman of... Board of Directors of  
 ... City Bank, one of... leading banks of America, is?

**b. Complete the sentences the way you like and translate them into Russian:**

... is a very big multi-national company.  
 ... is a very big oil producer in...  
 ..., an English company producing..., is going to...  
 The President of... stated that...  
 He's been Chairman of the Board of Directors of... for...

**c. Translate into English:**

Он был президентом фирмы несколько лет.  
 Кто сейчас возглавляет правление Центробанка?  
 Я не знаю, кто является директором этого завода.  
 Где сейчас находится начальник вашего отдела?  
 Поговорите с г-ном Слайтоном, менеджером по сбыту.

**Words: to speak — to say — to tell**

<i>to speak</i>	{ with/to smb about smth for a few minutes at a conference English	<i>to say</i>	{ smth smth to smb	<i>to tell</i>	{ smb smth a story the truth a lie
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**Exercise 9**

**a. Use the appropriate verb in the correct form:**

He... goodbye to us and left.  
 She... a very interesting story about their trip to Greece.  
 ... us about your holiday. Did you have a nice time?  
 He... for an hour answering the numerous questions the audience had.  
 The manager... he was very busy and asked me to come some other day.  
 The director was away on business and I had to... to one of his assistants.  
 Who... you that he was on a business trip?

**b. Translate into English:**

Он сказал, что этот вопрос будет обсуждаться на следующем заседании.  
 «Кто будет выступать?», — спросил мой коллега.  
 Секретарь сказала, что заседание уже закончилось.  
 Она прекрасно говорила по-французски.  
 Он говорил, что поедет в командировку через неделю.

**Construction: to ask smb to do smth/  
not to do smth**

**Exercise 10**

**a. Use the appropriate verbs and translate the sentences:**

He asked her... a message.  
 The Chairman asked his assistant... the minutes of the meeting.  
 The director asked me... the article into Russian.  
 He asked her not... any notes.  
 The mother asked her children... up.  
 We asked the driver not... so fast.

to translate  
 to take  
 to drive  
 to hurry

**b. Complete the sentences in your own way and translate them:**

My friend was very pessimistic about the situation, but I asked...  
 I had difficulty understanding her, so I asked...  
 The customs officer looked at me suspiciously and asked...  
 They wanted to postpone the meeting but we asked...  
 We didn't want to give them a discount, but they asked...  
 We had no maintenance instructions, so we asked...

*Note: to tell smb to do smth — велеть кому-либо сделать что-либо*

**c. Translate into English:**

Я попросил его сказать несколько слов об этой программе.  
 Меня попросили выступить на симпозиуме.  
 Его попросили пока не говорить об этих планах.  
 Директора института просили выступить по другому вопросу.  
 Нам пришлось просить их пересмотреть свое решение.

## Basic function: *Presenting ideas*

on the one hand  
on the other hand  
on the whole  
in fact/any case/ other words  
according to smb/ a newspaper/  
magazine/ spokesman  
in his opinion  
in general/ theory/practice  
in the long run  
for example



### Exercise 11

#### a. Match the English and Russian equivalents:

on the one hand  
on the other hand  
in other words  
according to her  
in his opinion  
in general  
on the whole  
in the long run  
in theory  
in practice

другими словами  
практически  
в целом  
с одной стороны  
с другой стороны  
теоретически  
в конечном итоге  
по его мнению  
как говорит она  
вообще

#### b. Match the synonyms:

for example  
in fact  
in any case

at any rate  
for instance  
at least  
as a matter of fact

#### c. Use the above words and expressions in these sentences

I've thought about your proposals. Although... our profits will probably increase,... we'll all have to work harder.

I see what you mean and... I agree with you, but I don't think your ideas will work...

There are several things I don't understand:... why is it necessary to make these alterations?

I know it's a big expense right now, but... it will end up saving your money.

I sometimes have problems with reading a map: — ... I usually get lost when I'm using one.

#### d. Translate into Russian:

Фактически они уже сделали свой выбор.

План в целом одобрен, кроме одного пункта.

По меньшей мере десять человек поддержали его идею.

По сообщению фирмы «Ролер», количество продаж значительно увеличилось.

Они говорили о многом, например, о развитии связей между своими странами.

По его мнению, реклама способствовала продажам.

## Text: *Tactics for the speakers*

Managers in international firms often need to participate in meetings. The formulae and tactics which follow will give you the confidence to use your English in the situation:

saying what you  
hope to achieve

*I'd like us to reach a decision today.  
I'd like us to think about this after the meeting.  
This is for information only.*

introducing the  
subject

*This issue is:..  
Let's look at the background to this:..  
What is the situation at present?..  
Let's look at possible courses of action...*

keeping to the subject  
don't look back!

*Let's keep to the immediate subject, which is:..  
We've already discussed that. Let's not go over it again.*

don't jump ahead!  
getting things clear  
summarizing  
frequently

*Let's not jump too far ahead at this stage.  
There seems to be some confusion:..  
Let's summarize what we've just said so far...*

asking to speak  
if you have to  
interrupt

*Could I just say something?  
Sorry to interrupt, but...*

giving your opinion  
disagreeing or  
disapproving

*My own feeling is...  
I'm not sure...*

## Exercise 12

a. Close the right-hand column with your hand and write what you would say in each situation.

b. Translate into English:

Давайте будем говорить только по теме сегодняшнего собрания. Это мы уже обсуждали на прошлой встрече. Давайте больше об этом не будем говорить.

Я хотел, что бы сегодня мы приняли решение. Давайте посмотрим на историю этого вопроса. Давайте подведем итоги.

## Text: *Tactics for the chairmen*

These words are mainly for the chairman (who chairs the meeting, and is in the chair), but they may also be useful for all people present, especially if there is no chairman.

stopping people who talk too much

*'Essential'? Edward, do you think it's essential? Sorry to interrupt you, Charles, but I'd like to know if the others agree.*

encouraging people to talk

*Perhaps you could write a paper on this, Charles? Would you like to comment, Nore? What do you think about this, Paul? Could you let Paul finish? I'd like to have his point of view on this.*

when personal disputes occur

*That's an interesting point, Mrs Orr. Thank you. Let's just concentrate on the arguments/issues. Jim, you have experience of this; I'd like to ask you a question.*

## Exercise 13

a. Read and translate the above formulae.

b. Underline the formulae you find very useful to you. Say why.

c. Complete the phrases using these words:

question

view

interesting

like

think

concentrate

interrupt

of

Sorry, to ... you.

I'd like to have his point... on this.

What do you ... about this?

Let's just ... on the issues.

Would you... to comment?

You have experience... this.

That's an ... point.

I'd like to ask you a ...

d. Translate into English and complete the sentences:

Извините, что перебиваю вас, но...

Вы не хотите ничего добавить о...

Что вы думаете о...

А другие согласны или...?

Дайте Полку высказать...

Разрешите...

Мне бы хотелось услышать...

Извините, но...

## Dialogue: *A company meeting*



**Chairman** I'd like us to reach a decision today about item 1. The issue is falling sales in the Italian market. Henry will explain the background to this, and the present situation.

**Henry** Thanks. Well, as you know, in Italy we've always... That's how things are at the moment.

**Chairman** Thank you, Henry. Now, let's look at possible courses of action.

**Bob** Could I just say something? The Italian market isn't as important to us as the Russian orders. I was in Moscow last week, and learnt some pretty interesting things about the way things are moving out there.

- Chairman** Let's keep to the immediate subject, which is the Italian market.
- Bob** My own feeling is this: the only way to sell in Italy is to go there and see the market for yourself, instead of asking our agents to do it.
- Chairman** Sorry to interrupt you, Bob, but I'd like to know if the others agree. What do you think about this, Walter?
- Walter** Well, I'd like to say that for the last two years we haven't had a stand at the Milan Trade Fair. I understand that the Fair has produced lots of contacts in the past.
- Chairman** That's an interesting point, Walter. Let's summarize what we've said so far. Bob thinks we depend on the agents too much, and Walter suggests that the Trade Fair is important.

#### Exercise 14

- Read the above dialogue and underline the phrases mentioned in the previous section.
- Answer these questions:  
Do you think this is a real meeting?  
Is there anything which seems artificial?  
Why do you think they discussed the Italian market?  
What people were present at the meeting, in your opinion?
- Translate into English:  
сокращение продаж  
иметь стенд на выставке  
помочь установить контакты  
слишком полагаться на торговых агентов  
считать, что вставка имеет большое значение
- Say if you agree or disagree:  
All fairs produce lots of contacts.  
No companies should rely on their foreign agents too much.  
Company meetings often discuss various matters arising from competition on local and foreign markets.

- e. Read the following without stressing pronouns:  
The Italian market isn't important to us. What do you think about this?  
I should see the market for myself. Do you like it or not?  
Sorry to interrupt you.

#### Text: Two companies

**MINITEX**

is taking on more staff  
is enjoying steady growth  
is making profits  
is in credit and has no liquidity problems  
has an increased market share  
is launching new products  
enjoys high productivity  
has a capital investment programme  
has good workforce morale  
is highly competitive  
seems a sound and reliable investment  
has a secure future

**Cassandra**

is declaring redundancies  
has a falling turnover  
is making heavy losses  
has an overdraft and cash-flow problems  
has a reduced market share  
has a limited product range  
is inefficient in production  
cannot afford new investment  
suffers from industrial unrest  
is no longer competitive  
seems a high-risk investment  
may soon collapse  
go bankrupt  
fold up  
be wound up

- Exercise 15. Imagine you are working for Minitex and Co. You have been asked to make the analysis of the local market. First you have studied the position of Cassandra, Minitex's main competitor. Compare the two companies as in the example:  
*itex is taking on more staff whereas/whilst Cassandra is ring redundancies.*

## Exercise 16

### a. Read and translate these words into Russian:

redundancy	unrest
liquidity	to go bankrupt
morale	bankruptcy
overdraft	to make smb bankrupt

### b. Read and translate these words, say how they are formed:

to compete	to increase	to produce
competitor	increase	producer
competitive	increasing	production
competition	to collapse	produce
competing	collapse	product

### c. Form nouns from these verbs and translate them:

to grow	to increase	to secure	to enjoy
to profit	to decrease	to rely	to launch
to credit	to fall	to lose	to declare
to amount	to rise	to invest	to cash

## Exercise 17

### a. Translate into English:

У компании «Минитекс» не было никаких проблем с наличными средствами.

Она была вполне кредитоспособной и получала хорошую прибыль.

Может быть, в прошлом у нее и были трудности и она несла убытки.

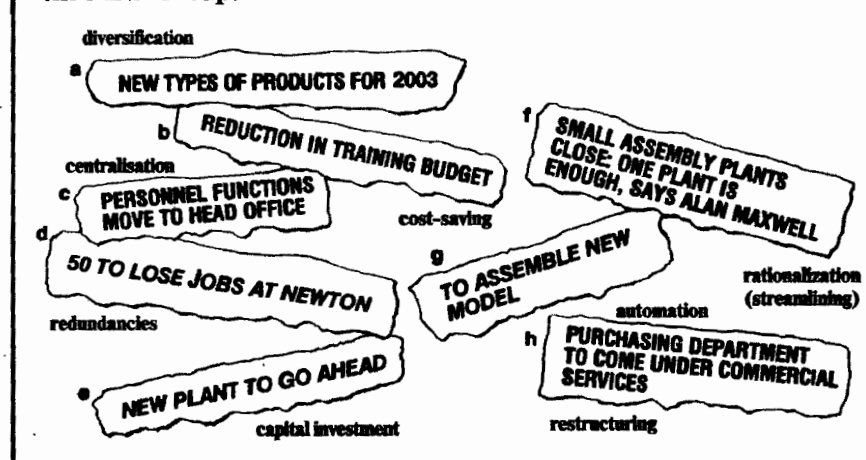
Перспектива для «Минитекс» была вполне радужной.

### b. Answer these questions:

What problem of Cassandra seemed most serious to you?  
What was in store for Cassandra, to your mind?

## Text: A diversification plan

The ABS Group, a holding company in machine building, has adopted a diversification plan to improve their standing on the British market. These headlines come from the in-house magazine of the ABS Group:



## Exercise 18

### a. Make similar sentences:

*Their diversification policy means that there will be new types of product in 2004.*

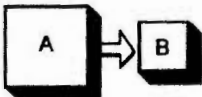
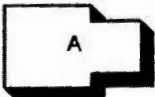

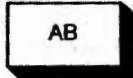
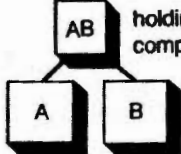
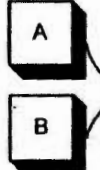
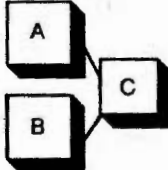

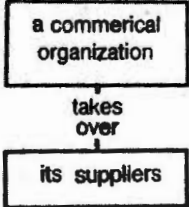
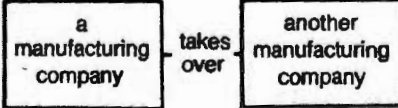
### b. Imagine you are working for the ABS Group. You are now talking to another businessman about the coming changes. Write down your responses to his comments:

- I hear that you will have new products in 2004.
- Yes, that's part of our diversification programme.

I hear that there will be a reduction in the training budget.  
I'm told that the Purchasing Department is to come under Commercial Services.  
I've been told that all Personnel functions are moving to Head Office.  
I gather that the new model is going to be assembled by machines.  
I'm told that fifty people are losing their jobs at Newton.  
I understand the small assembly plants are all being closed.

### c. Write a short report about the present financial position of the Group and the diversification plan which has been recently adopted.

## Text: Takeovers, mergers and other changes

<p><b>takeover</b> (or acquisition)</p> <p>before  </p> <p>A offers to buy B privately, or makes a take-over bid publicly          B accepts or resists</p> <p>after  </p> <p>A has taken over B</p>	<p><b>merger</b></p> <p>before  </p> <p>after            or  </p> <p>A and B have merged</p>
<p><b>horizontal and vertical groups</b></p> <p>before  </p> <p>A and B set up the joint venture</p> <p>after  </p>	<p><b>informal association</b></p> <p>  </p> <p>Note: In some countries, takeovers and associations which may have too much influence on the market (<b>cartels</b>), are controlled by <b>monopoly</b> (UK) or <b>antitrust</b> (US) legislation.</p>
<p><b>horizontal and vertical groups</b></p> <p>  </p> <p>this is called <b>vertical integration</b></p> <p>  </p> <p>this is called <b>horizontal integration</b></p>	<p><b>Why do takeovers occur?</b>          (from <i>Twenty Years of Acquisition Behaviour in America</i>, H. Ansoff et al., Cassell/Associated Business Programmes)</p> <p>In order, from the companies asked:</p> <ol style="list-style-type: none"> <li>1 To complete product lines</li> <li>2 To increase market share</li> <li>3 To fully utilize existing marketing capabilities</li> <li>4 To offset unsatisfactory growth</li> <li>5 To capitalize on technological expertise</li> <li>6 To obtain patents, licences and know-how</li> <li>7 To meet the demand of diversified customers</li> <li>8 To utilize existing production capacity</li> <li>9 To increase control of sales outlets</li> <li>10 To reduce dependence on suppliers</li> </ol>

## Exercise 19

a. How would you describe in English these terms:

takeover	joint venture	acquisition
merger	cartel	holding company

b. Answer these questions:

Which reason for takeovers seems most frequent to you?  
 Do takeovers and mergers occur in our business too?  
 Are joint ventures very popular in Russia now?  
 Are there any informal associations in business here?

c. Give an example of a joint venture operating in Russia.

## Memorandum: Announcing a reorganisation

To: All members of staff  
 From: Mr Stell  
 President

### Proposed reorganisation

As you are well aware from the meetings we have had over the last few weeks, it has become necessary to make some changes to our organisational structure. This has arisen not only from the changing nature of the company, as it has grown and developed, but also from the changes our main competitors have made to their organisational structures.

After full considerations with all departments, I have decided that the new structure will come into effect on... Most people seem to think that this will give them enough time to make the necessary preparations. If any unforeseen problems do arise, I should be grateful if they could be brought to my attention immediately.

I am sure that the new structure will make us more efficient and better able to compete in the market place. It will therefore increase our chances of being able to maintain our present labour force intact.

I wish all the staff the best of success within the new environment the new structure will create and look forward to being able to report at the end of this financial year that our decision to change was the right one.



## Exercise 20

### a. Read the internal memo/letter and answer these questions:

- Why do you think the reorganisation was proposed?
- What consultation had been made?
- How did the employees react to this memo, to your mind?
- Was the letter very careful in the language?

### b. Match and translate the synonyms:

maintain	correct
create	keep
report	believe
think	know
be aware	at once
be sure	too
also	be confident
right	bring about
immediately	say

## Exercise 21

### Write a few sentences of your own with these words and expressions:

problem/to arise from smth	price/to rise
to raise/price	to maintain/relations
to maintain/labour force intact	plan/to come into effect
to make changes to smth	to make preparations for
to make smb more efficient	smth

## Exercise 22. Translate into English paying attention to tenses:

За последние несколько недель мы провели ряд встреч с нашими клиентами.

Возникла необходимость внести изменения в структуру фирмы.

Это произошло по ряду причин.

Мы будем благодарны, если вы сообщите нам об этом.

Если у вас возникнут непредвиденные обстоятельства, обязательно сообщите нам.

«В следующем году мы планируем изменить маркетинговую стратегию фирмы», — сообщил вице-президент.

Презентация нового каталога фирмы прошла весьма успешно.

## Exercise 23

- Act out a company meeting discussing a possible merger with another company.
- Say what decision was made in the end.

## Exercise 24. Read and translate the item:

### Nissan, Dongfeng aim to export

Nissan Motor said yesterday that its planned \$1bn joint venture with Dongfeng Motor Corp., China's second-largest vehicle group, could be exporting trucks within one or two years.

Mr. Nakamara, senior vice-president in charge of China's operations, said that export volumes would be initially small as most trucks manufactured by the venture, which also plans to make passenger cars, would be absorbed by the rapidly growing Chinese market.

The ambitious 50—50 venture between Japan's number three carmaker and Dongfeng aims to roll out 550,000 vehicles by 2006, and become a globally competitive player with production capacity of 900,000 vehicles within 10 years.

## Answer Key

### Exercise 3

be  
to wait  
use  
to go  
call  
to stay  
to come

### Exercise 6

other  
another  
another  
other  
another  
another  
other

### Exercise 8 a

an  
a  
the the the  
the  
the the the

### Exercise 9

said  
told  
tell  
spoke  
said  
speak  
told

**Grammar Revision**  
**Modals + Perfect Infinitives**
*Exercises 1—4*
**Complex Object**
*Exercises 5—7*
**Articles with names of goods  
and commodities**
*Exercises 8—10*
**Words**
*hundred, thousand,  
million*
*Exercises 11, 12*
*cost, price, value*
*Exercises 13—15*
*to increase to/by...*
*Exercises 16, 17*
**Basic function**
**Giving advice**
*Exercises 18, 19*
**Texts and dialogues**
**When things get difficult**
*Exercises 20, 21*
**The department performance**
*Exercise 22*
**Purchasing**
*Exercises 23, 24*
**Comparing actual and budget costs**
*Exercise 25*
**Predicting future costs**
*Exercise 26*
**Reviewing the project**
*Exercise 27*
**Grammar Revision: Modals + Perfect Infinitives**
**can have done**
*They can't have increased the production.*

Не может быть, чтобы они увеличили выпуск продукции.

*Can they have increased the production?*

Неужели они увеличили выпуск продукции?

**may have done**
*They may have signed the contract.*

Возможно, они уже подписали контракт.

**must have done**
*They must have signed the contract.*

Они, должно быть, уже подписали контракт.

**was/were to have done**
*They were to have shipped the goods in May.*

Они должны были отгрузить товар в мае (но не отгрузили).

**should have done**
*You should have called them yesterday.*

Вам бы следовало позвонить им вчера.

**Exercise 1. Read and translate the sentences into Russian:**
**They can't have already launched this new product.**
**Can they have completed the tests?**
**He should have kept to the subject when he talked.**
**They were to have started the talks on 2nd December.**
**The decision must have been reached yesterday.**
**This plant must have enjoyed high productivity.**
**He can't have been to Canada so many times.**



**Exercise 2. Use Perfect Infinitives of the appropriate verbs and translate the sentences:**

<i>to speak</i>	<i>to collapse</i>
<i>to agree</i>	<i>to adopt</i>
<i>to achieve</i>	<i>to develop</i>
<i>to fall</i>	<i>to see</i>

They must... very good results.  
 The company can't... to this price.  
 This small group can't... such a big investment programme.  
 The turnover must... significantly.  
 Can this joint venture...?  
 You should... to him personally.  
 As far as I know this old company was... a diversification plan last month.

**Exercise 3. Read these mini-dialogues and make a few similar ones:**

1. — I didn't see him at the stadium yesterday. It's very strange.  
 — He must have left Moscow the day before yesterday.  
 — Really?
2. — Why didn't you come earlier?  
 — We had some unforeseen complications.  
 — You should have warned me. We are on the phone, aren't we?
3. — He can't have painted this picture.  
 — Why? He is a very talented boy and he's going to an art school.

**Exercise 4. Translate into English:**

Они должны были начать отгрузку 3 ноября. Но возникло неожиданное осложнение.  
 Они, должно быть, уже обсудили этот вопрос.  
 Неужели они закончили переговоры так поздно?  
 Не может быть, чтобы они уже подписали этот контракт.  
 Вам бы следовало им помочь.

## Grammar Revision: *Complex Object*

to expect/to ask/to want/would like + smb to do smth  
 to make/to let/to see/to hear/ + smb do smth  
 to watch/to notice to see + smb doing smth

**Exercise 5. Use the particle *to* where necessary and translate the sentences:**  
 They expected us ... reduce the costs.  
 We expected Mr Murphy... come to Moscow later that week.  
 The foreman asked the technicians... work 2 hours overtime yesterday and they must have agreed.  
 Did you notice anyone... go out?  
 I didn't hear you... come in. You must have been very quiet.  
 Nothing could make me... change my plans.  
 Let me... help you, please.

**Exercise 6. Complete and read these mini-dialogues:**

1. — Has Mr Farrington arrived yet?  
 — Yes, I think I heard him...
2. — Did I lock the door when I went out?  
 — Yes, you did. I saw...
3. — Why did you turn round suddenly?  
 — I thought I heard somebody...
4. — Can he handle this machine-tool?  
 — I don't know. I've never seen...

**Exercise 7. Translate into English:**

Мы бы хотели, чтобы они снизили цены на эти изделия.  
 Они ожидали, что товар будет отгружен в июле.  
 Мы просили их ускорить отгрузку. (*to expedite*)  
 Я бы хотел, чтобы вы посетили этот цех. (*shop*)  
 Вы видели, как они упаковывали эти приборы? (*instruments*)  
 Что заставило их купить именно эти инструменты? (*tools*)  
 Это заставило нас усилить связь с общественностью.

## Grammar Revision: *Articles with names of goods and commodities*

### Countable nouns

one thing	a few or many things
a/the tool	___/the tools
a/the instrument	___/the instruments
a/the table	___/the tables

### Uncountable nouns

General meaning	Certain quantities
___ oil	<i>the oil</i>
___ sugar	<i>the sugar</i>
___ tobacco	<i>the tobacco</i>

**Note:** The Zero Article is shown as \_\_\_ here.

### Exercise 8. Underline the uncountable nouns, explain the use of articles and translate the sentences:

They export oil to many countries of the world.  
 The oil we received last week is of the highest quality.  
 This company is doing good business in furniture?  
 Do you like the furniture in their office?  
 This young man fits and repairs water pipes.  
 They installed the pipes last year. Something wrong must have been done.  
 I saw the pipes being installed.

### Exercise 9. Use articles where necessary and translate the sentences:

They are importing... lux-cars and... big lorries.  
 Switzerland is famous for manufacturing... watches.  
 ... Swiss chocolate is very popular too.  
 Was... sugar you received last month up to standard?  
 We were interested in buying... coffee in one of these countries.  
 ... machine-tools are very easy to handle. Who is the manufacturer?  
 As far as I know they need... manganese ore for the production.  
 ... goods are too expensive. We can't buy them I'm afraid.  
 Your subsidiary is introducing... more up-to-date system, isn't it?  
 They are introducing... more modern equipment, aren't they?

### Exercise 10. Translate into English:

Себестоимость этих машин слишком высока.  
 Во многих странах цены на природные ресурсы значительно возросли.  
 Я знал, что они покупают много овощей в Болгарии и Венгрии.  
 Они, должно быть, уже отгрузили фрукты.  
 Где сейчас находится товар?

### Words: *hundred, thousand, million*

a hundred  
 two hundred  
 nine hundred and fifty two cars  
 hundreds of cars

### Exercise 11

#### a. Write in words and read:

5 миллионов экземпляров	3467 евро	367 станков
8 тысяч евро	7892 фунта	895 приборов
325 станков	5821 динар	1200 ящиков

#### b. Translate and make sentences with these words:

сотни брошюр	сотни людей
миллионы людей	тысячи посетителей
десятки (dozens) моделей	десятки стран

#### c. Say these figures aloud:

12	5,000.00	50,000.00
125	500,000	500,000.00
1250	500.00	5 000.00
12500	5 000 000	5 500.00

### Exercise 12

#### Match the figures with the words:

314692	three hundred and fourteen, point six nine two
314,692	three, one, four, six, nine, two
314.692	three hundred, fourteen thousand, six hundred and ninety-two (Br)
	three hundred and fourteen thousand, six hundred and ninety-two (Am)

#### b. Add figures, read and translate the sentences:

The project is worth £...  
 We remembered the contract was worth ...  
 We expected the purchase to be worth...  
 The lot of furs was worth...  
 The wheat was worth...  
 He asked me if the lot was worth...

## Words: *price, cost, value*

price	cost	value
цена, курс ценных бумаг	цена, стоимость, себестоимость, расходы, затраты	ценность, стоимость, цена, сумма

### Exercise 13. Match the English and Russian equivalents:

- |                           |                                    |
|---------------------------|------------------------------------|
| 1 price risk              | 8 преysкурaнтная цена              |
| 2 price support           | 1 ценовой риск                     |
| 3 agreed price            | 2 ценовая поддержка                |
| 4 asking/offered price    | 12 курс на момент открытия биржи   |
| 5 bargain's/buyer's price | 13 курс на момент закрытия биржи   |
| 6 discount price          | 3 согласованная цена               |
| 7 gross/invoice(d) price  | 10 оптовая цена                    |
| 8 list price              | 11 розничная цена                  |
| 9 net price               | 4 запрашиваемая цена/цена продавца |
| 10 wholesale price        | 5 низкая цена/цена покупателя      |
| 11 retail price           | 6 цена со скидкой                  |
| 12 opening price          | цена без учета скидок              |
| 13 closing price          | цена за вычетом всех скидок        |

### Exercise 14. Translate into Russian:

cost of capital	advertising cost
cost of living	annual costs
cost of administration	average cost
= administrative expenses	basic cost
costs of doing business	commercial costs
cost of entry	distribution costs
cost of service	operating costs
total cost	to incur costs

### Exercise 15. Make sentences of your own with these words:

vat (value added tax)  
 value date (*дата валютирования*)  
 value of commodity/currency/money/exports/imports  
 actual value  
 average value

book/carrying value (*балансовая стоимость*)  
 cash value  
 entry value (*входящая стоимость*)  
 exit value  
 face value (*номинальная стоимость, номинал*)  
 home value (*стоимость в стране происхождения*)  
 insured value (*застрахованная стоимость, страховая оценка*)  
 price-adjusted value (*стоимость в скорректированных ценах*)  
 sales value (*общая стоимость продаж*)

## Words: *to increase/decrease/go up/ go down/cut/grow/reduce*

to increase  
 to decrease  
 to go up to 500/to... per cent  
 to go down by 200/by... per cent  
 to cut  
 to grow  
 to reduce

### Exercise 16. Read and translate:

We had to reduce the price by 10 per cent.  
 Why did they have to increase the costs by American Dollars 1,000?  
 As far as know the production has reduced by 100 units per hour.  
 Their exports have gone up by 2 per cent this year.  
 Nobody knows how they managed to increase their exports by 5% last year.  
 We are planning to cut the overhead expenses by 1% at least.

### Exercise 17. Translate into English:

На сколько процентов вы можете снизить цену?  
 Они сообщали, что в прошлом году они увеличили производство на 10%.  
 Вы снизили цену до 3000 евро за единицу, не так ли?  
 Почему они не могут снизить цену хотя бы на 1 %?  
 Они вынуждены были снизить выпуск до 400 изделий в час.

## Basic function: *Giving advice*

### Giving advice

You should...  
 You ought to...  
 Why don't you...  
 You could try to...  
 What about...?  
 I strongly advise that you...  
 My advice is that...  
 I would advise that you should...  
 You'd better...

### Responses

Thank you for your kind advice.  
 I think you are quite right.  
 I think/believe/suppose it is really the right thing.  
 I've never thought about that.  
 How very clever of you.

Exercise 18. Match each statement made by one person with a piece of advice given by another person:

There is a problem with the test.	I think it's about time we got a new one.
This fund isn't performing well.	Why don't you reschedule it.
The photocopier's out of order again.	I would strongly advise you to reinvest elsewhere.
I've got to get these documents to the Buyers by 11 am at the latest.	You ought to take a couple of days off.
We still haven't received any payments since July.	I think you'd better send them by courier.
This fax is completely illegible.	You could try ringing their accounts people. The personal touch sometimes works.
I'm very tired.	You'll have to ask them to send it again.

Exercise 19. Translate into English:

В этом случае нам придется провести еще одно испытание.  
 Почему бы нам не сделать сейчас перерыв?  
 Не могли бы вы дать нам чертежи?

Мы настоятельно советуем вам обсудить этот график с вашим руководством.

Я думаю, что лучше об этом спросить технологов.

— Почему бы вам, не провести пресс-конференцию и не подготовить пресс-релиз (*news release*)?

— Спасибо. Это очень хорошая идея.

## Dialogues: *When things get difficult*

*Sometimes during negotiations businessmen find themselves in difficult situations. But they always know what to say. Here are a few mini-dialogues to prove the point.*

- Where does the January figure come from?
- I'm just looking. Could you bear with me a moment?
- So what is the basis of calculation?
- I'm sorry, I don't have the figures to hand.
- Could you give me a moment to do some calculations?
- Certainly. Would you excuse me a moment?
- Would you like me to go through that again?
- I'm sorry, could you go through it again?
- I don't think we're talking about the same thing.
- That's right! We are talking at cross-purposes.
- Can we say it's agreed, here and now?
- I'll have to come back to you on this.

Exercise 20. Which expressions from the above mini-dialogues would you use in the following cases:

You are talking about different products. The other person has just realized this and says so. You say: *That's right! We were talking at cross-purposes.*

1. The other person does not seem to understand your explanation of the payment schedules.
2. He wants you to agree to a definite price today, but you need to consult your boss at the office before committing yourself.
3. He suddenly asks you what discount you would make for a very large order indeed. You need a minute to work it out.
4. You are rather surprised at the high charge for transport.

5. He suddenly asks about the price of similar products in the range. You have the price list in your briefcase — somewhere.
6. You think he has just made up the figure for installation costs!
7. He has already explained the commission system twice but you are still not really clear about it.

**Exercise 21. Translate into English:**

Какова стоимость всей установки? Дайте мне минуту подумать.  
 Одну минуту. Не повторите ли еще раз?  
 Я думаю, мы говорим о разных вещах. Конечно, это можно повторить.  
 Он должно быть не расслышал.

**Text: The department performance**

Mr Vennonen, the company's public relations assistant, is interviewing the production supervisor for an article on productivity for the company newsletter. Read the supervisor's answer and complete Mr. Vennonen's notes:

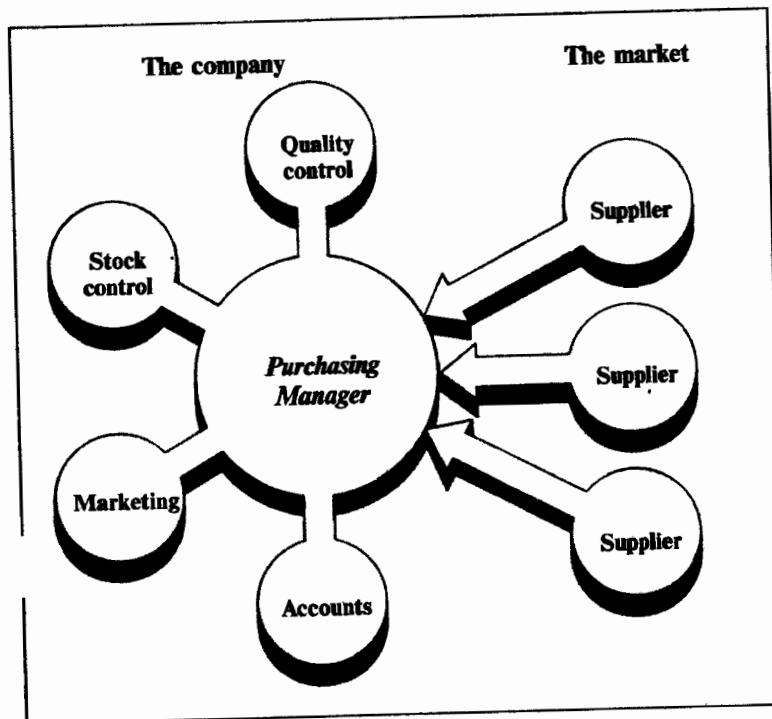
Well, I can give you a few figures which may help you — for example, we run our machines at 150 hours per week at a throughput of 44 units per hour. On average we produce 355 finished articles per shift. So weekly output is over 6500 units. Our machine utilisation is very good — an average of 86%, that is, 9% better than the average for last year. Every month we have supervision and maintenance costs of about \$33,000 and total monthly production costs average out at \$90,000. Nevertheless, last month we had a profit of \$150,000 which is 6% up on the previous month.

**Exercise 22. Use the verbs given in brackets in the correct tenses and translate the sentences:**

We never... 100% efficiency, but this month we... for 98%. (to get/to aim)  
 Although we generally... good results, we... with a new loading system. (to get/to experiment)  
 At the moment we... to balance the plant load, although we always... some machines. (to try/to underutilize)  
 Because we constantly... from stoppages, we... a completely new system. (to suffer/to adopt)  
 Our experts... currently... the efficiency of the machines that we most often... (to measure/to rely on)

We occasionally... problems with overloads, so this month we... the job sequence. (to have/to change)  
 At present the sales department... a list of priorities for the jobs we... regularly. (to prepare/to perform)

**Text: Purchasing**



**Exercise 23. Here is the account of the Purchasing Manager talking about his job. Fill in the gaps with words from the diagram above, or from the list below:**

I am in charge of..., and it is my... to monitor the..., as well as... with other departments within our..., such as the..., and... departments. I have to decide which... to buy... and components from, depending on..., quality and service. I also have to make the... —... —... decision, in other words whether to manufacture a... or component ourselves, or to... from an outside....

make-or-buy	part	responsibility	source
choice	raw materials	liaise	buy in

Exercise 24. Complete the following passages using the following terms:

<i>variances</i>	<i>actual</i>	<i>budgeted</i>	<i>costing</i>
<i>charge</i>	<i>cost centres</i>	<i>standard costing</i>	<i>allocated</i>
<i>overheads</i>	<i>indirect</i>	<i>direct</i>	

Costs such as materials, relating directly to the product in question, are called... costs.

Other costs are....

The calculation of costs is called....

A costing technique which uses pre-determined standards is known as.....

For each product there is a fixed... for materials and for labour, and also a fixed charge for the share of the... which are... to that product.

Stages in a process or production may be known in costing terms as..... The real, or... cost is not always the same as the... cost.

Differences, which are called..., are carefully examined.

### Text: Comparing actual and budget costs

Here is a summary of actual costs compared to budget costs over a six-month period:

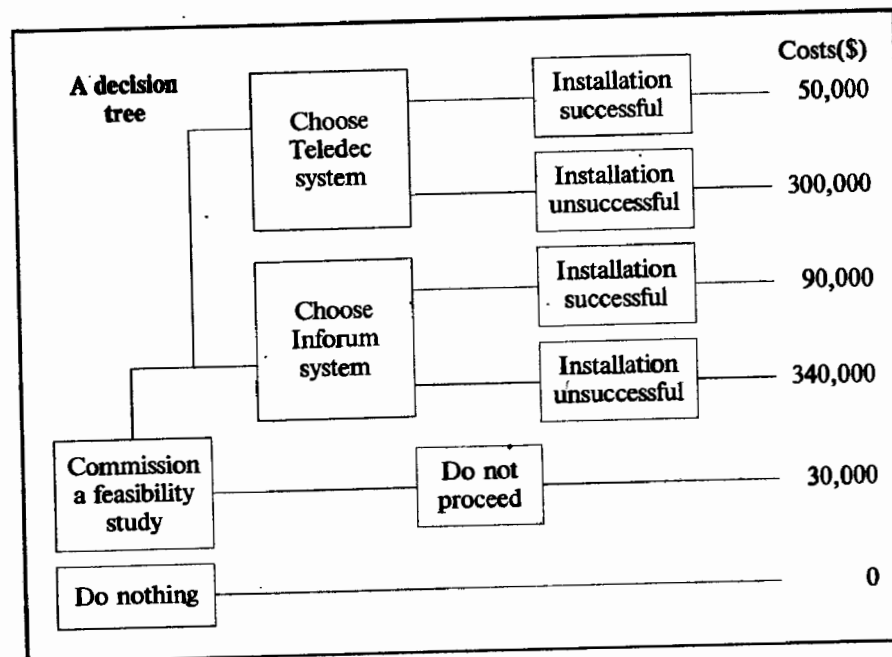
Cost	Actual cost £000	Budget £000	Variance favourable/(adverse) £000
Direct wages	955	900	(55)
Direct materials	1250	1100	(150)
Factory costs	376	350	(26)
Indirect wages	435	450	15
Selling and distribution	255	275	20
Administrative costs	296	270	(26)
<b>TOTAL COSTS</b>	<b>3567</b>	<b>3345</b>	<b>(222)</b>

Exercise 25. Compare actual costs to budget as in the examples:

Direct wages were above (up on) budget by GBP 55,000.

Indirect wages were below (down on) budget by GBP 20,000.

### Text: Predicting future costs



Do you know these words?

to commission

feasibility

to proceed

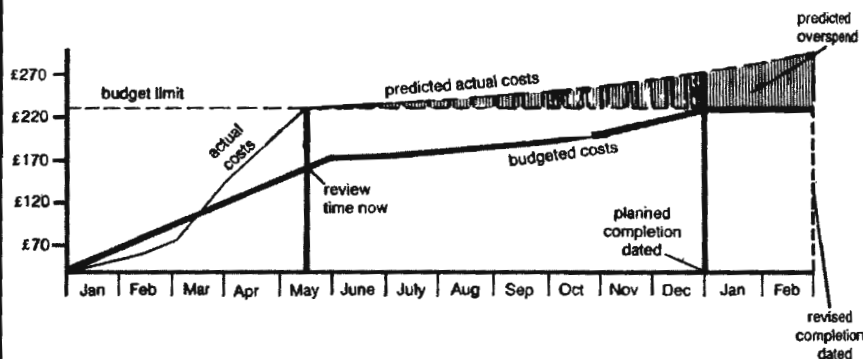
поручать, назначать, давать заказ  
годность, возможность  
продолжать

Exercise 26. Have a look at the above diagram. Imagine you are considering whether to invest in a new system of data communications. The future costs are an important factor. Say what will happen if you make each of the six choices on this decision tree.

If we install the Teledec system, and it is unsuccessful, it will cost us \$300,000.

## Text: Reviewing the project

Below is a chart showing the progress of a plant installation contract. The project is being reviewed on May 1st. Study the chart, and then construct sentences about the past and future costs, using the notes which follow the chart.



The story so far:

1. At the end of February, actual costs/budget/£20,000
2. In mid-March, actual costs/budget
3. At the moment, actual costs/budget/£30,000

Looking ahead:

4. If we proceed, the total project/cost £270,000
5. If we proceed, we/complete/project/in February
6. If we proceed, total project/budget/£50,000

### Exercise 27. Make sentences:

your subsidiary/to introduce/more up-to-date system —

*Your subsidiary is introducing a more up-to-date system isn't it?*

The government/impose/import restrictions ...?

Some of your machines/become/obsolescent ...?

Your main competitor/cut/his price ...?

You/improve/your retail network ...?

We/work/in the same field ...?

## Answer Key

### Exercise 2

have achieved  
have agreed  
have developed  
have fallen  
have collapsed  
have spoken  
to have adopted

### Exercise 5

to  
to  
to  
—  
—  
—  
—

### Exercise 9

—  
—  
—  
the sugar  
the machine-tools  
—  
the goods  
a more up-to-date system  
—

### Exercise 22

have never got /are aiming  
have got /are experimenting  
are trying /under-utilize  
suffer /are adopting (have adopted)  
are currently measuring /rely on  
have /are changing (have changed)  
is (are) preparing /perform

### Exercise 24

direct  
indirect  
costing  
standard costing  
charge  
overheads  
allocated  
cost centres  
actual  
budgeted  
variances

### Exercise 23

purchasing  
responsibility  
market  
liaise  
company  
quality control, stock control,  
marketing, accounts  
supplier/vendor  
parts  
price  
make-or buy  
part  
buy in  
source

### Exercise 26

1. At the end of February, actual costs were down on budget by £20,000.
2. In mid — March, actual costs were the same as budget.
3. At the moment, actual costs are up on budget by £30,000.
4. If we proceed, the total project will cost £270,000.
5. If we proceed, we will complete the project in February.
6. If we proceed, the total project will be above budget by £50,000.

Grammar Revision  
The Conditional Mood

Exercises 1–3

*would*

Exercises 4–6

Numerals (decimals and fractions)

Exercises 7, 8

Articles with names of documents

Exercises 9, 10

Construction  
*to have smth done*  
Exercises 11–14Words  
*like, as*  
Exercises 15–18Basic function  
Emphasising a point  
Exercise 19Texts and dialogues  
Where is the money?

Exercise 20

Arranging international  
payments

Exercise 21

A word from the Corporate  
Treasurer

Exercise 22

Controlling customer accounts  
Exercise 23Letter  
Encouraging a slow  
payer to make payment  
Exercises 24, 25Grammar Revision: *The Conditional Mood**If we had the instructions we  
would pay today.*Если бы у нас были инструкции,  
мы бы произвели оплату сегодня.*If I were you I would do the  
same.*Я бы на вашем месте сделал бы  
тоже самое.*If we had had the instructions  
last Monday we would have paid  
on Friday at the latest.*Если бы у нас были инструкции  
в прошлый понедельник, мы бы  
произвели оплату самое позднее  
в пятницу.

## Exercise 1. Open the brackets, read and translate the sentences:

If I (*to have*) enough time I (*to translate*) this document in written form.If he (*to know*) this rule he (*to explain*) it to me.If we (*to agree*) on the price last week we (*to sign*) the contract the  
same day.If they (*to open*) a letter of credit at the beginning of the month we  
(*to start*) the deliveries a week later.If they (*not to make*) a mistake in the invoice we (*to settle*) it long ago.I (*to go*) to this concert last Sunday if I (*to be*) in Moscow.She (*to accept*) my invitation if I (*to ask*) her to go to the theatre with  
me last Saturday.

## Exercise 2. Complete the sentences the way you like and translate into Russian:

If we could foresee these changes we would have chosen another  
currency for payments, for example ...If we could foresee these difficulties we would have included a rele-  
vant clause into the contract but ...I am sure they would have made the payment if this unforeseen  
complication had not occurred and ...

If I were you I would ...

If it were winter now ...

If I could play ...

If I could speak ...

## Exercise 3. Translate into English:

Если бы они открыли аккредитив, мы бы уже знали об этом.

Если бы в счете не было ошибки, мы бы его сразу оплатили.



Мы бы оплатили счет вчера, если бы у нас были все реквизиты. (details)

Они бы давно перевели эту сумму, если бы мы вовремя сообщили им наши реквизиты.

Если бы в контракте это было указано, мы бы представили банковскую гарантию.

## Grammar Revision: *would*

Exercise 4. Read and translate these sentences. Mark the meanings *would* has in each sentence:

- a. hypothetical or conditional situation
- b. refusal
- c. past habit
- d. polite request or offer
- e. past form of *will* in reported speech

- \_\_\_ We would be very happy to send you further information.
- \_\_\_ They told us they would let us know soon.
- \_\_\_ Would you let us know your decision at your earliest convenience?
- \_\_\_ In that situation we wouldn't be able to hold the price down.
- \_\_\_ I'm afraid they wouldn't agree to our terms.
- \_\_\_ The problem was they wouldn't accept any changes to the contract.
- \_\_\_ Life would be much easier if we had better equipment.
- \_\_\_ She said she would phone again the next day.
- \_\_\_ Occasionally he would work late into the night.
- \_\_\_ Would you fill in this form, please?
- \_\_\_ Would you like some more coffee?
- \_\_\_ My car wouldn't start this morning.

Exercise 5. Rewrite and translate the sentences using these words (They are the words of a negotiator reporting what happened at a meeting):

agree I'm they price the increase wouldn't afraid to  
the renegotiate they they to contract said would prefer  
would better a also be new us agreement for  
chance it terms give would the to us negotiate new  
insert able we be to a penalty would clause

Exercise 6. Translate into English using *would*:

Они сообщили, что скоро свяжутся с нами.  
Боюсь, что они не согласятся с нашим предложением.  
Дело в том, что они никак не хотят включить в контракт этот пункт.  
Если бы мы изменили условия платежа, как они просят, они бы дали нам скидку с цены.  
Я думаю, наше руководство на это не пойдет.

## Grammar Revision: *Numerals* (decimals and fractions)

10.3	ten point three
4/9	four ninths
1 <sup>2</sup> / <sub>3</sub>	one and two thirds

Exercise 7. Read and write in figures:

a twenty three point five percent discount  
thirty point six degrees centigrade/Celsius  
sixty point two degrees Fahrenheit  
an oh point seven percent difference  
a one eighth percent increase  
a two ninths percent decrease

Note: percent = per cent

Exercise 8. Write the following in words and read:

28, 4%	67.5%	a 0.7% decrease of the population
30,5 C	a 5.5% discount	2/7 of the area
60,7 F	a 1.3% increase	

## Grammar Revision: *Articles with names of documents*

*It is a very big contract.  
Have a look at the Contract, please.  
We have completed all the shipments under \_\_\_ Contract RT245.  
Please find attached hereto copies of the Contract, \_\_\_ Insurance  
Policy and \_\_\_ Acceptance Report.  
\_\_\_ Delivery Schedule*

### Exercise 9. Use articles where necessary and translate the sentences:

If ... contract had been signed we would already have left Rome.  
May I have a look at ... Bill of Lading, please?  
May I have ... Notification of Readiness?  
Here is ... Balance Sheet.  
This is ... Protocol 79.  
We propose to sign ... letter of intent.  
... memorandum announced some changes in the structure of the company.  
We have filled in ... customs declaration.  
There is an error in ... Invoice No 368.  
... power of attorney will be issued before he leaves Moscow.

### Exercise 10. Translate into English:

Как только счет будет готов, мы отправим его по факсу поставщику.  
Счет 23 еще не оплачен заказчиком.  
Мы были бы вам благодарны, если вы оплатите счет на следующей неделе.  
Они приложили счет, коносамент и таможенную декларацию.  
Наш отдел уже составил годовой отчет. (*annual report*)

## Construction: *to have smth done*

Я напечатал контракт.  
*I typed the contract.*  
(I did it myself.)      *I had the contract typed.*  
(Somebody did it for me.)

### Exercise 11. Read and translate the sentences:

We are having the office painted at the moment.  
We had the roof of the building repaired last year.  
We have just had central heating installed in our country house.  
How often do you have your car serviced?  
I took my car to the garage to have it serviced.  
Have you had your photograph taken?  
I lost my key. I'll have to have another key made.

### Exercise 12. Read the statements, complete the responses with the following words, then match the statements with the responses:

*decorated*      *drawn up*  
*posted*      *installed*

#### Statements

1. The photocopier isn't working properly.
2. This office is looking very smart.
3. I think we agreed on all points. All we need now is a contract.
4. I need to have these letters typed. Could you ask someone to do them?
5. Mr Johnson still hasn't called.
6. It's very difficult to get an outside line. All the phones seem to be busy.
7. I'm afraid you won't be able to send it by fax because our machine is temporarily out of order.
8. What about this registered letter? Is anyone going to the post office?

#### Responses

- a. Right. I'll have one ... as soon as possible.
- b. That's strange. We had ten new lines ... only last week.
- c. Just leave it with me. I'll have it ...
- d. Right. We'll have to call the service engineer.
- e. Sorry. There's no one available. You'll have to do them yourself.
- f. Yes. We had it ... last week.
- g. I see. Well, I'll have to post it to you then.
- h. Really? I suppose I'll have to call him again then.

### Exercise 13. Rewrite and translate the sentences using these words in the correct order:

we of made a contract the lot changes had to  
had first the removed penalty we clauses  
the then had limit time extended we  
option we a then added had renewal  
re-translated finally had the we contract whole

**Exercise 14. Translate into English using the construction *to have smth done*:**

Нам уже поставили весь товар.

Все необходимые документы мне отправили по почте.

Мне перепечатали условия платежа.

Нам откроют аккредитив, как только мы представим все документы.

Если бы нам отгрузили весь товар, мы бы уже начали переговоры о следующем контракте.

**Words: *like, as***

**like**

*What a beautiful building! It's like a palace.*

*Bill is a mechanic, like me.*

*Be careful! The floor has been polished. It's like walking on ice.*

*It's raining again. I hate weather like this.*

*Some sports, like motor racing, can be dangerous.*

**as**

*He works as a mechanic.*

*Some sports, such as motor racing, can be dangerous.*

*I didn't move anything. I left everything as I found it.*

*They did as they promised.*

*As you know, it's his birthday today.*

*As I said ...*

*As I thought ...*

*As she expected ...*

**Exercise 15. Use the appropriate word (either *like* or *as*) and translate the sentences:**

A few years ago he worked ... a bus driver.

She acted ... a silly girl.

We've got a garage but we haven't got a car, so we use the garage ... a workshop.

Many English words (for example *work*) can be used both ... verbs or nouns.

There is no place ... home.

London is all right ... a place to visit, but I wouldn't like to live there.

The news of the earthquake came ... a great shock.

... I said yesterday, I'm thinking of changing my job.

Tom's idea seemed a good one, so we did ... he suggested.

His ideas ... the one he offered yesterday always prove ingenious.

*Note: garage (Br) = service station (Am)*

**Exercise 16. Read these mini-dialogues and make a few similar ones:**

1. — What does Bob do?

— He's a student like most of his friends

2. — Have you settled the problem?

— Not yet. It's a difficult one. You never know what to do in a situation like this.

3. — Can she swim?

— Why, certainly. She's a very good swimmer. She swims like a fish.

4. — I'm afraid I can't meet you on Sunday as we arranged.

— Don't bother. I'll manage by myself.

**Exercise 17. Complete the sentences the way you find appropriate:**

Margaret once had a part-time job as ...

He's 22 years old but he sometimes behaves like ...

I wonder what that building with the tower is. It looks like ...

It's very cold for the middle of summer. It's like ...

I've been learning Spanish for a few years but I still speak like ...

Your English is very fluent. I wish I could speak like ...

It's true that we disagree about some things but I don't regard this as ...

**Exercise 18. Translate into English:**

Они перевели всю сумму в срок, как я и ожидал.

Вы можете не следовать моему совету и поступать как считаете нужным.

Как мы все и ожидали, он согласился нам помочь.

Эти новости были поком для нас всех.

Как временная замена это нас может устроить.

## Basic function: *Emphasizing a point*

*I'd like to stress/emphasize/underline that ...*  
*I really must stress/emphasize/underline ...*  
*I firmly believe that ...*  
*It is absolutely necessary/essential ...*  
*It is impossible to overestimate/underestimate*  
*The point/matter/question is ...*  
*The crux of the matter is ...*  
*There is no doubt whatsoever.*  
*Let me get straight to the point.*

### Exercise 19

#### a. Complete the sentences using the following words and expressions:

<i>essential</i>	<i>straight to the point</i>
<i>to over-emphasize</i>	<i>to emphasize</i>
<i>more than anything else</i>	<i>important</i>
<i>crux of the matter</i>	<i>no doubt whatsoever</i>

What I'd like to stress is, and I can't ... this enough, that you should observe your obligations and you have to pay now. I firmly believe that what you need ... is a complete reorganisation of your sales department.

It is absolutely ... to have an effective sales team.

The ... is that you simply aren't aggressive enough in your approaching to selling. To sell you have to push and push hard.

I really must stress that the most ... thing at this stage is receiving the money in time.

Selling is one thing, but there is ... that having the customers pay for the goods shipped is not less important.

Let me get ... We need action and need it now.

It is impossible ... the importance of the role played by the finance people.

#### b. Complete the sentences the way you like:

What I'd like to stress is ...

I firmly believe that ...

It is absolutely essential to ...

The crux of the matter is ...

I really must stress that ...

It is impossible to over-emphasize the importance of ...

## Dialogue: *Where is the money?*

Sometimes you may need to call a customer, in English, to ask where the money is! Here is a little help.



*I'm sure you know why I'm ringing.*

*Then why didn't you tell us earlier?*

*You realize that payment is now overdue?*

*You know that you have exceeded your credit limit?*

*Our agreement was quite clear concerning payment.*

*I'm only concerned that promises are kept.*

*I'd like your payment to be made without any more delay.*

*I don't think I like your attitude.*

*We don't want to have to take the matter any further.*

*It's because*  
*— of defects in your product*  
*— errors in your invoice*  
*— you sent the wrong items.*

*We'll be able to process your orders as soon as your payment comes through.*



*I look forward to immediate payment, then. Thank you. Goodbye.*

*You should end the call, with:*

*We may have to consider legal action.*

## Exercise 20

### a. Read the above phrases and answer the following questions:

What excuses did the Buyer give for failing to pay in time?

Can the words *I don't think I like your attitude* be used by both the Seller and the Buyer in this situation?

Why do you think the Seller is recommended to end the talk by mentioning the possible legal action?

Do you think it always helps?

### b. Read the following without stressing auxiliary verbs:

I'm sure of it.

Our agreement was quite clear.

I'm ringing to tell you about it.

We'll be able to do so.

Payment is now overdue,

It's because of errors there.

### c. Read the sentences paying attention to the intonation:

I'm sure you know why I'm 'ringing.

Then why didn't you tell us 'earlier?

You realize that payment is now 'overdue?

Do you realize that payment is now 'overdue?

You know that you have exceeded your 'credit time?

Do you know that you have exceeded your 'credit time?

### d. Read and translate these sentences:

I'd like your payment to be made without any more delay.

We'd like your payment to be made this week.

I'd like your payment to be made as soon as you receive this paper.

We'd like your payment to be made on 3<sup>rd</sup> April at the latest.

### e. Make a short dialogue using as many phrases given in the picture as possible.

## Text: Arranging international payments

*At a group training seminar in England, export sales executives are listening to a Senior Finance Manager. He is briefing them about the payment system between the firm and its different customers. Here is part of his talk:*

There are four systems that we use. Cash with order is ideal but most customers want a period of credit, so it's not always easy to insist on the cash first.

The next one I would mention is open account; and there are three ways that open account customers can pay us: by cheque,

by telegraphic transfer, or by mail transfer. But we don't give a customer open account facilities until we have references from two major firms and from a bank. Open account is OK with people you know well, but don't go round offering it to strangers! Now, bills of exchange, or drafts. We use two types of bills of exchange: sight bills, which are a little like cheques; and time bills, which are paid after a certain period. OK? Sight bills, time bills. OK.

Now, the type of payment system I prefer to use is the irrevocable letter of credit. The word 'irrevocable' is important. It means that there's no risk; the banks guarantee that we get our money; and that's the way I like it ...

### Do you know these words:

to brief smb

инструктировать кого-либо

sight bill

вексель, оплачиваемый при предъявлении

time bill

вексель, имеющий фиксированный срок

## Exercise 21

### a. Translate these words and say how they are formed:

executive

trainer

creditor

execution

trainee

stranger

financial

payee

customer

payment

employee

banker

### b. Form as many words from these verbs as you can; read and translate them:

to finance

to order

to account

to facilitate

to talk

to credit

to transfer

to refer

to cash

to mention

to offer

to prefer

### c. Check if you remember:

What is the idea of payment by cash?

In what three ways can payment on an open account be made?

On what conditions do sellers usually accept payment on an open account?

What is a draft?

What two types of bills of exchange are there?

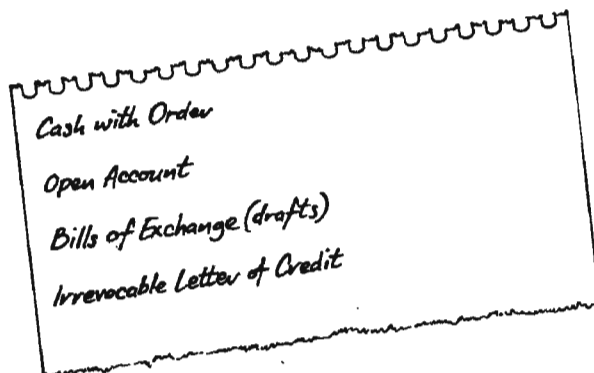
What guarantees do irrevocable letters of credit mean?

What terms are ideal for the sellers?

Is payment on an open account usually preferred by sellers?

What is the preference for the buyers?

d. Imagine you are one of the executives at the seminar. Complete your notes:



e. Translate into English using Complex Object constructions:

Мы ожидали, что они будут обсуждать условия платежа сегодня.  
Они хотели, чтобы продавец согласился с кредитной формой расчета.  
Мы полагали, что партнеры обратятся к нам с этой просьбой.  
Мы бы хотели, чтобы вы открыли безотзывный аккредитив.  
Они хотели, чтобы мы платили траттами, имеющими фиксированный срок.

### Text: A word from the Corporate Treasurer

*At a meeting of Financial Controllers of a multinational group, the new Corporate Treasurer shows that a change in arrangements for foreign exchange is need.*

OK. Foreign exchange. We've got problems. Two problems. The first is that as a group we have too much exposure to currency variation, and that can mean losses. Big losses. Second, money costs money. All your hedging or transferring money costs a lot in time and money.

And you know why we've got these problems? It's because as a group, we're not coordinated. There's no real group policy for foreign exchange.

Right. Things are going to change. First, there's going to be a new company. This is going to be called the group Invoicing Company (we'll call it the I.C. just for now), and the role of the IC is going to be to coordinate all foreign exchange transactions: for every part of the group.

Right. How's it going to work? Procedure. First, you always invoice customers in your own currency (dollars, pesos, pounds, whatever you use), always: if possible. But, if you have to invoice in a foreign currency — and this is the second option — then invoice the new IC company. In your own currency. OK? And then the last step is that the IC will then invoice the customer for you, in the foreign currency. So everything passes through the IC; got it?  
Right; now let's take a look at the details. Some of you are probably thinking ...

Do you know these words?

exposure [iks'pouʒə] подверженность  
to hedge [hedʒ] страховать (от неблагоприятного изменения цен)

### Exercise 22

a. Match the English and Russian equivalents:

financial controller	аудитор
corporate treasurer	бухгалтерский работник (общее название для работников сферы учета, в том числе аудита, финансового управления)
auditor	главный бухгалтер
bookkeeper	финансовый директор-главный бухгалтер
accountant	сотрудник крупной компании, занимающийся управлением ее свободными средствами, займствованиями, поддержкой рынка ценных бумаг, контролем за учетом
chief accountant	счетовод, бухгалтер

b. Imagine you are a member of this multinational group. Make notes of what the new Corporate Treasure said:

Problems	1 2	
Reason		
New company and its role		
Procedure	1 2 3	

c. Agree or disagree and give your reasons:

It's very strange that the newcomer proposes the changes.  
These changes will be approved by the group.

d. Translate into English using *like* and *as*:

Как и любая другая фирма, наша компания имела некоторые проблемы в этот период.

Я думаю, он работал в качестве финансового директора холдинга несколько месяцев.

Предложение должно было затем обсуждаться, как обычно, с руководителями холдинга.

Как все поняли, это предложение касалось только сделок, заключенных в иностранной валюте.

В каком качестве он участвовал в этом симпозиуме?

## Text: Controlling customer accounts

You are investigating the credit control system of a group subsidiary. In front of you is an age-analysis of unpaid debts.

these are the account codes in the sales ledger

these are accounts receivable (US) debtors (UK)

these amounts are overdue (= late)

a print-out from a computer

L32071 0001 UNITED SYSTEMS SA		ACCOUNTS RECEIVABLE - AGE ANALYSIS 03-03 MARCH					PAGE 2
CODE	ACCOUNT	BALANCE	30 DAYS	60 DAYS	90 DAYS	MORE THAN 90 DAYS	DATE LAST PAYMENT
DA01	BESTONS SA	11,091.30	7,805.00	3,462.00	373.70	0.00	01-03-03
DA02	BERGONICA SA	20,282.90	16,708.40	998.00	2,574.90	0.00	21-02-03
DA03	CRITTERTON ENTERPRISES SA "CREDIT LIMIT"	30,621.90	27,863.30	0.00	2,757.90	0.00	28-02-03
		27,970.00	EXCEEDED				
DA02	CRISTALES SA	12,460.00	11,705.00	0.00	684.70	0.00	18-02-03
DA03	DIERRAS SA "CREDIT LIMIT"	60,325.90	0.00	0.00	0.00	60,325.90	22-08-02
		20,000.00	EXCEEDED				

this customer has exceeded (= gone over) his credit limit

the balance is outstanding (= unpaid)

this looks like a bad debt (it may never be paid)

Do you know these words?

ledger  
accounts receivable  
bad debts

бухгалтерский регистр  
счета дебиторов  
безнадежные долги

## Exercise 23

a. Match the synonyms and translate them into Russian:

outstanding  
overdue  
to exceed  
bad debt  
debtors  
to pay  
sum  
bill of exchange  
advices

late  
unpaid  
debt which may never be paid  
to go over  
to settle  
amount  
accounts receivable  
advices of payment  
(bank) draft

b. Have a look at the text. Imagine that this is the latest print-out. Say how long each sum has been outstanding.

The \$50,325.90 (sum of fifty thousand three hundred and twenty five dollars ninety cents) has been outstanding for more than 90 days.

£373.70                      AusD7,855.60  
2,757.90                      R11,765.90  
CanD998.60

c. Say when exactly the present situation began.

Bestons have not paid us since 1 March 2002.

Bergonica                      Cristales  
Critterton                      Dierras

## Letter: Encouraging a slow payer to make pay.....!

Dear Mr. Robson  
Account No ...

I have noted that this account is now considerably overdue. As you know, our terms are payment within ... days and this account dates from ... If you have a problem with this account, please contact me as soon as possible, so that we may resolve the difficulty.

If you are happy with the details of the amount due, I should very much appreciate a cheque by return. If this is not possible, again, please contact me so that we may discuss the situation.

This letter may have crossed your payment in the post, in which case please disregard it and accept my thanks for settling the account.

Yours sincerely, ...



Do you know these words?

overdue payment/amount  
to settle an account

просроченный платеж/сумма  
оплатить счет

#### Exercise 24

a. Translate into English:

Возможно, вы уже отправили нам извещение о платеже.

В этом случае считайте вопрос закрытым.

Мы благодарны вам за произведенный вовремя платеж.

Они могли бы, конечно, преодолеть появившиеся трудности.

Мы могли бы вместе обсудить возникшую ситуацию.

b. Translate the letter into Russian and write a similar one.

c. Translate the following pieces of advice and say if you agree with them:

Such letters require a heading because it will help the reader to identify quickly which unpaid bill you are referring to.

The first paragraph should be quite specific about how much is owed and for how long.

Don't threaten the reader with dire consequences immediately.

In case the company has/have already sent payment and it is still in the post or in your own accounts department, do not apologise for sending the letter.

Note: to apologise (*Br*) = to apologize (*Am*)

Exercise 25. Match the appropriate heading to each of the five sections of phrases that follow, and translate the phrases into Russian:

Advice of payment

Acknowledgement of payment

Asking for more time to pay

Replying to requests for more time

Requests for payment

Section: \_\_\_\_\_

Thank you for your letter concerning the outstanding balance on your account. I sympathize with the problem you have had in clearing the balance and am willing to extend the credit for another six weeks. Would you please confirm that the credit will be settled then?

We certainly appreciate your difficulty but we ourselves have to pay our own suppliers and therefore must insist on payment within the next ten days. We look forward to receiving your remittance.

We are prepared to compromise and suggest that you clear half the outstanding balance immediately by sending a cheque for € ... and clear the remainder by the end of next month.

Section: \_\_\_\_\_

Please find enclosed our Cheque/Bank Draft/Postal Order for ... in payment of your statement/Invoice No ... dated ... Could you please acknowledge receipt?

I have instructed my bank, today, to transfer ... to your account in payment of your 31 March statement.

We would like to inform you that we have arranged for a credit transfer through our bank, the Hammergsbank, Bergen. The transfer is for ... in payment of Invoice No ... Could you confirm the transfer has been made as soon as the correspondent bank advises you?

Our bank informs us that they now have the shipping documents, and will be transferring proceeds of our letter of credit to your account.

We have accepted the sight draft, and the bank should be sending you an advice shortly.

Section: \_\_\_\_\_

We are writing concerning the outstanding October account for ..., a copy of which is enclosed and which should have been cleared last month. Please let us know why the balance has not been paid.

This is the second letter we have sent you with regard to your March account which has not been cleared. Our first letter dated 21 April asked why the account had not been paid, and you will see from the enclosed that ...



We feel that you have been given sufficient time to clear this balance and now insist on payment within the next ten days.

We were disappointed that you did not bother to reply to either of our letters asking you to clear your account, and you have left us no alternative but to take legal action.

**Section:** \_\_\_\_\_

Thank you for your Postal Order Cheque/Draft/Credit Transfer/Postal Cheque for ... in payment of our statement/invoice No ... dated ...

We received an advice from our bank this morning that your transfer for Invoice No ... has been credited to our account.

Our bank informed us today that you accepted our Bill No ... and the documents have been handed to you.

The Nippon Bank in ... have told us that the proceeds of your letter of credit have been credited to our account.

**Section:** \_\_\_\_\_

We regret we were unable to send a cheque to settle our account for the last quarter.

The dock strike which has been in operation for the past six weeks has made it impossible to ship our products, and as our customers have not been able to pay us, we have not been able to clear our own suppliers' accounts yet.

We were not able to settle the account because of the bankruptcy of one of our main customers. The debt was considerable.

We will try to clear your invoice within the next few weeks. Meanwhile the enclosed cheque for ... is part payment on account.

## Answer Key

### Exercise 4

- |      |      |      |       |
|------|------|------|-------|
| 1. d | 4. a | 7. a | 10. d |
| 2. d | 5. b | 8. e | 11. d |
| 3. a | 6. b | 9. c | 12. b |

### Exercise 5

I'm afraid they wouldn't agree to increase the price.  
They said they would prefer to renegotiate the contract.  
A new agreement would be better for us.  
It would give us the chance to negotiate new terms.  
We would be able to insert a penalty clause.

### Exercise 12

- a. drawn up
- b. installed
- c. posted
- f. decorated
- 1d
- 2f
- 3a
- 4e
- 5h
- 6b
- 7g
- 8c

### Exercise 13

We had a lot of changes made to the contract.  
First we had the penalty clause removed.  
Then we had the time limit extended.  
Then we had a renewal option added.  
Finally we had the whole contract re-translated.

### Exercise 15

- as
- like
- as
- as
- like
- as
- as
- as
- like
- like

## Grammar Revision Participles

Exercises 1—5

Absolute forms of possessive pronouns

Exercises 6—8

Possessive Case of Nouns

Exercises 9—11

Articles (*a 10% discount*)

Exercise 12

## Basic function

Possibility and probability

Exercises 17, 18

Constructions  
to suggest/recommend ...  
that smb should do smth

Exercise 13

to wish smb did smth

Exercises 14, 15

to wish smb had done smth

Exercise 16

## Texts

Company's paperwork

Exercises 19—22

Cash cycle

Exercises 23—25

Profit and loss account

Exercises 24—28

Balance Sheet

Exercise 29

Nestlé set to hit target

Exercises 30—34

## Grammar Revision: Participles

Participle I

*He worked in the Packing Department.*

*The workers **packing** these cases made a certain mistake.*

*They made a similar mistake (when) **packing** our goods.*

***Having packed** the goods in other cases they made the appropriate marking.*

Participle II

*We received the goods **packed** in wooden cases.*

*The **packed** goods were loaded on the trucks.*

Exercise 1. Translate the following; underline the Participles and write the verbs from which they are formed:

- |                         |                    |
|-------------------------|--------------------|
| a. contracting parties  | marketing strategy |
| managing director       | growing market     |
| purchasing director     | expanding exports  |
| oil-producing countries | increasing prices  |
| receiving side          | declining demand   |
| b. improved offer       | amount paid        |
| improved quality        | goods shipped      |
| hidden costs            | invoice cleared    |
| enlarged company        | bill received      |
| written papers          | amount paid        |

Exercise 2. Underline the Participles and translate the sentences:

They are competing in a shrinking market.

We are not clear about the total amount of money needed to finance the project.

Are you sure there are no hidden costs here?

They were dissatisfied with the service offered by their current suppliers.

I was able to offer them an improved deal.

He visited Pim Ltd. as part of his marketing trip to a number of European countries.

He had a meeting with the Purchasing Director and his senior staff. They are a small operation producing electrical components for the car industry.

Exercise 3. Make sentences of your own with the following:

a. written application  
written agreement  
written notification  
exercise done

amount paid  
damages paid  
commission paid  
charges paid

b. Match the English and Russian equivalents:

expenses incurred  
unwarranted transfer  
undisputed question  
corrected document  
losing side  
binding decision  
amount invested  
amount borrowed

обязательное решение  
понесенные расходы  
проигравшая сторона  
бесспорный вопрос  
необоснованная передача  
займствованная сумма  
инвестированная сумма  
исправленный документ

Exercise 4. Translate into English (noun + Participle):

предпринятые меры  
предлагаемый товар  
отправленное предложение  
названные цены  
заключенный контракт

оплаченная стоимость  
оплаченная задолженность  
переведенная сумма  
полученный товар  
задержанная отгрузка

Exercise 5

a. Underline the Participles and translate the sentences:

Studying this problem we discovered many weak points.  
Advertising the goods in these journals they managed to establish new contacts.  
Moving on to human resources, we feel that this is the option that will be most acceptable to our workforce.  
They resolved nine-tenths of the questions before the executives met, leaving only the most economically sensitive points to be decided.  
Having recently deregulated the market within the European Union they increased their exports to Asia.

b. Complete the sentences the way you like:

When unpacking the cases they found ...  
Making these changes they discovered ...  
Having transferred this amount they ...  
Having heavily invested in the car industry they hoped ...  
Having introduced some modifications in the machines they offered ...

c. Translate into English:

Инвестируя в производство, компания вышла на одно из первых мест в отрасли.  
Увеличив производство, они снизили цены на готовую продукцию.  
Оплатив все счета, они начали вести переговоры по новому контракту.  
Отгрузив товар, мы направили вам все отгрузочные документы. (*shipping documents*)  
Отгружая товар, они каждый раз высылали нам соответствующее уведомление. (*notice*)

## Grammar Revision: *Absolute form of possessive pronouns*

Absolute forms

Possessive pronouns

my	mine	<i>A few colleagues of mine were present there.</i>
your	yours	<i>Faithfully yours, ...</i>
his	his	<i>Your data is different from that of his.</i>
her	hers	<i>Your question is easier than that of hers.</i>
our	ours	<i>The land became ours by purchase.</i>
their	theirs	<i>Your prices are much higher than theirs.</i>

Exercise 6. Use absolute forms of the pronouns and translate the sentences:

We have studied a few catalogues of (*your*).  
It was a good idea of (*your*) to visit this plant.  
This office building is (*our*).  
Our offices are bigger than (*their*). Let me show some of (*our*).  
Michael had an argument with a colleague of (*his*).  
I'm going to a wedding on Saturday. An office-mate of (*my*) is getting married.  
She went on holiday with some friends of (*her*).

Exercise 7. Read these mini-dialogues and make a few similar ones:

1. — Our market is sluggish at the moment. And what about yours?  
— I wouldn't say it's very good either.

2. — What's your phone number?  
— 7726981. And what's yours?
3. — Sheila's left her bag somewhere in here.  
— I think this is hers, isn't it?
4. — I don't think this is his car.  
— No, his is over there.
5. — My feet hurt.  
— So do mine.

#### Exercise 8. Translate into English:

Их цены уже снижены, а ваши?  
 Наши условия изменились, но я не знаю, изменились ли их.  
 Мы внимательно изучили несколько ваших каталогов.  
 По этому контракту они оплатили несколько своих счетов.  
 Мы направили несколько своих предложений.

### Grammar Revision: Possessive Case of Nouns

<i>Mr Sting's offer</i>	<i>children's clothes</i>
<i>Mr Evans's first name</i>	<i>men's footwear</i>
<i>the manager's office</i>	<i>women's magazine</i>
<i>our suppliers' factory</i>	

<i>the company's success</i>	or	<i>the success of the company</i>
<i>the government's decision</i>	or	<i>the decision of the government</i>
<i>the city's authorities</i>	or	<i>the city authorities</i>
<i>Italy's largest company</i>	or	<i>the largest company of Italy</i>

*yesterday's newspaper*  
*next week's meeting*  
*two weeks' holiday*

Do you know the name of the company's new manager?  
 What is the government's policy in this respect?  
 This advertisement was published in last month's issue of *The Economist*.  
 Britain's exports to the United States have fallen recently.  
 The region's main industry is tourism.

*Note:* cancelled (*Br*) = canceled (*Am*)

#### Exercise 10. Complete the sentences the way you like:

They are importing children's wear from ...  
 We are planning to place a few advertisements of ours in next month's issue of the magazine.  
 It's about three hours' drive to his London office from ...  
 It's only ten minutes' walk from my office to ...  
 I haven't read today's papers but ...  
 Last night I only had four hours' sleep, so ...  
 I've got three weeks' holiday and ...

#### Exercise 11. Translate into English:

Вы знаете утренние котировки на Лондонской бирже?  
 У вас есть вчерашняя газета?  
 Я не знаю, где находится головной офис этой фирмы.  
 Городские власти сейчас рассматривают другой вопрос.  
 Экспорт Великобритании в эту страну постоянно возрастает.  
 Торговая марка этой компании хорошо известна в Европе.

### Grammar Revision: Articles (a 10% discount)

*a 10% discount/allowance/commission/advance*  
*a 5 star hotel*  
*a 3 week delay*

#### Exercise 12

##### a. Read and translate the following:

a 2% penalty	a twelve month guarantee period
a 1% insurance premium	a two billion dollar profit

#### Exercise 9. Give your own responses to the following:

Has tomorrow's meeting been cancelled?  
 Where is the Purchasing Manager's office?

a 100% refund  
20% decrease  
a 5 per cent drop

a 26 million pound drop  
a two million rouble increase  
16 million pound sales

b. Make sentences of your own using the following:

a twenty million dollar credit at the price of to offer the price of  
a thirty million pound loan at the rate of to confirm the price of  
a one thousand euro fine for the value of to quote the price of

### Construction: *to suggest/recommend that smb should do smth*

to suggest to recommend to insist to demand suggestion recommendation demand	} that smb should do smth
--	---------------------------

#### Exercise 13

a. Read and translate into Russian:

They suggested we should carry out another test.  
What do you suggest should be done?  
What do you think about their suggestion that another method of payment should be used?  
They insisted that we should have dinner with them.  
We recommended that the cases should be marked in two languages.  
Their recommendation was that we should split the consignment into two parts.  
The Sellers demanded that the Buyers should clear their account immediately.

b. Translate into English:

Мы настаивали на том, чтобы они соблюдали сроки платежей.  
Кто предложил обратиться в этот банк?  
Почему он рекомендовал открыть безотзывный аккредитив?  
Поставщики требовали ускорить платеж. (*to expedite*)  
Мы предложили пересмотреть график платежей.

### Construction: *to wish smb was doing*

*I wish I knew her.* Жаль, что я ее не знаю.

#### Exercise 14

a. Match the equivalents:

I wish I knew him.  
I wish I could speak French.  
I wish I knew more about this bank.  
I wish it didn't rain so often.  
I wish there were so few people.  
I wish there were my friend.

Жаль, что я мало знаю об этом банке.  
Жаль, что я не говорю по-французски.  
Жаль, что так часто идут дожди.  
Жаль, что я не знаю его.  
Жаль, что здесь так мало народа.  
К сожалению моего друга здесь нет.

b. Use the verbs in the correct form and translate the sentences:

I wish my office-mates (*to be*) here now.  
I wish their price (*to be*) lower.  
I wish I (*not to have*) to stay in Moscow all summer long.  
I wish I (*not to have*) to work tomorrow.  
I wish I (*to have*) a car.

#### Exercise 15. Translate into English:

Ой, у меня нет с собой этого журнала.  
Жаль, что у меня нет их адреса в Интернете.  
Вот если бы я знал их адрес.  
Жаль, что они не подключены к СВИФТУ. (*to be a SWIFT subscriber*)

### Construction: *to wish smb had done smth*

*I wish I had done that.* Жаль, что я этого не сделал.

#### Exercise 16

a. Read and translate the sentences:

I wish they had made the contract with us.  
I wish the contract had been made for the sum of 30 million dollars.

I wish they had paid this amount without our reminders.  
 I wish they had visited our plant in the suburbs of Orel.  
 I wish she had booked a few tickets for this performance.  
 I wish we had gone on holiday at the very beginning of June.

**b. Translate into English:**

Как жаль, что он уже уехал. Они перенесли сроки своего  
 К сожалению мы не встретились с ней. приезда, и очень жаль.  
 Жаль, что он не позвонил вчера. Жаль, что они не сообщили  
 О, как жаль, что вас там не было! нам об этом раньше.

## Basic functions: *Possibility and probability*

### Possibility

*It may/might/could happen.  
 It may/might very well happen.  
 It may/might/could not happen.*

### Probability

*I'm sure that it'll happen.  
 If it'll happen, that's for sure.  
 It's going to happen.  
 It's not going to happen.  
 I'm sure that it won't happen.  
 It won't happen, that's for sure.  
 It'll probably happen.  
 Most probably it will/won't happen.  
 It probably won't happen.  
 I don't think it'll happen.*

**Exercise 17. Use these verbs in the sentences that follow and translate the sentences:**

<i>to use</i>	<i>to grant</i>
<i>to refuse</i>	<i>to go up</i>
<i>to reduce</i>	<i>to discuss</i>

The prices of oil may ... next month.  
 Most probably some new kinds of transportation will ...  
 I'm afraid they may ... credit facilities.  
 The supplier does not think it necessary to take up references and he may ... credit immediately.  
 I don't think this matter will ... tomorrow.  
 They won't ... the prices, that's for sure.

**Exercise 18. Translate into English:**

Цены на автомобили этого типа могут упасть.  
 Скорее всего, они сократят выпуск этого изделия.  
 Возможно, они пригласят на переговоры финансового директора.  
 Я уверен, что мы заключим взаимовыгодный контракт.  
 Мы должны получить этот контракт.  
 Я не думаю, что они согласятся на наши условия.

## Text: *Company's paperwork*

The '*paperwork*' means the movement of documents involved in a transaction. Here are the operations of a company, doing business in some goods or others:

*A potential customer makes an inquiry.  
 The company quotes a selling price.  
 The customer places an order.  
 The company acknowledges the order.  
 The company produces and dispatches the goods.  
 The company invoices the customer.  
 The customer checks the invoice and clears the account.  
 The company checks the payment and if the customer has failed to effect the payment, takes all the necessary measures to have the payment made.*

**Exercise 19. Match the synonyms and translate them:**

to make	to manufacture
to acknowledge	to do
to produce	to purchase
to dispatch/to despatch	to confirm
to check	to ask
to inquire/to enquire	to verify
to buy	to ship

**Exercise 20. Underline the Participles and translate the following, paying attention to the verb *to involve*:**

documents involved in a transaction	the money involved
people involved in this business	the experts involved
companies involved in debt	the countries involved

Don't involve yourself in unnecessary expenses.  
 The crisis involved a great increase in the national debt.

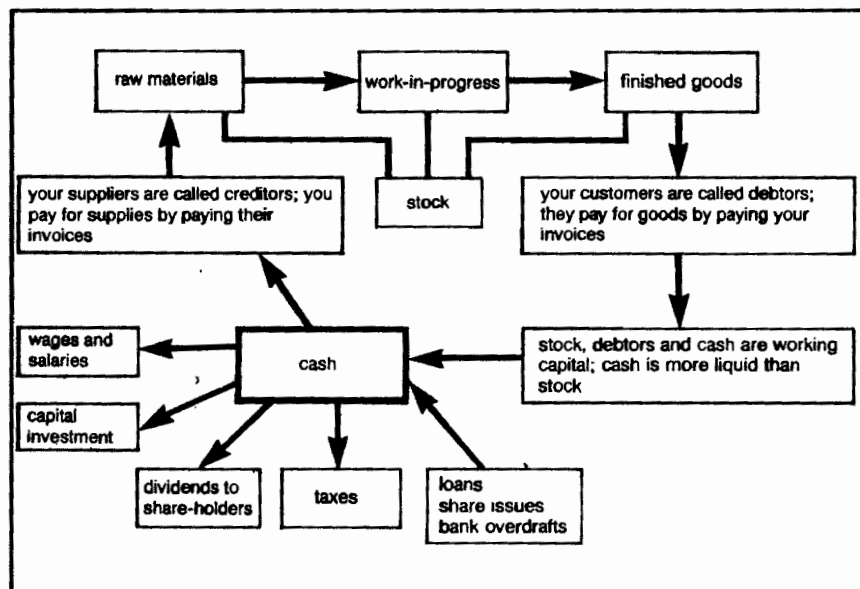
**Exercise 21. Translate the sentences paying attention to the words *to fail* and *failure*:**

They failed to effect payment in time.  
 They didn't fail to ship the first lot in July.  
 They informed us of their failure to open a letter of credit.  
 Do you know why they failed to clear their accounts?  
 If you fail to clear the balance we shall have to suspend the deliveries.  
 All our efforts ended in failures.  
 He was a failure as a manager.

**Exercise 22. Translate the sentences:**

Возможно, они подтвердят получение заказа на следующей неделе.  
 Вероятно, они разместят заказ у другой фирмы. (*to place an order elsewhere*)  
 Я не думаю, что они выставят счет покупателю сегодня.  
 Я уверен, что они смогут отгрузить товар в ближайшем будущем. (*in the near future*)  
 Вероятно, их финансовое положение скоро изменится.  
 Жаль, что я не знал о его визите.

**Text: Cash cycle**



**Do you know this word?**

**stock** материальные ценности, основной капитал, основные фонды

**Exercise 23. Match the English and Russian equivalents:**

raw materials	выпуск акций
finished goods	акционер
stock	заработная плата (рабочих)
wages	заработная плата (служащих)
salary	кредиты
taxes	налоги
loans	сумма, получаемая сверх остатка на счете
overdraft	замороженные материальные средства
cash	готовая продукция
share issues	сырье
share-holder	денежные средства

**Exercise 24**

**a. Say what these terms mean using the chart:**

creditor  
 debtor  
 working capital  
 cash cycle (=cash flow cycle, operating cycle, self-liquidating cycle)  
 working capital cycle

**b. Mark in what meaning the word *cash* is used in this chart:**

касса	получать наличные	наличный
денежные средства	продать	кассовый
наличные средства	реализовать	

**Exercise 25. Translate into English, using verbs in the Passive Voice:**

Часть средств идет на оплату налогов.  
 Эта сумма была выплачена в качестве дивидендов акционерам.  
 Эти средства пойдут на реконструкцию старого цеха.  
 Боюсь, что овердрафт не будет разрешен.  
 Он предложил несколько изменить схему инвестирования.

## Text: Profit and Loss Account

ETTRON LIMITED				
PROFIT AND LOSS ACCOUNT				
For the year ended 31 December 2002				
	2002		2001	
	£000	£000	£000	£000
Turnover		4240		3610
Cost of sales		3400		3070
		<hr/>		<hr/>
Gross profit		800		540
Distribution costs	50		40	
Administrative expenses	330		230	
Interest payable and similar charges	20	(400)	30	(300)
		<hr/>		<hr/>
Profit on ordinary activities before taxation		400		240
Tax on profit on ordinary activities		150		30
		<hr/>		<hr/>
Profit on ordinary activities after taxation		250		210
Dividends paid and proposed				
Ordinary dividend 70			50	
Preference dividend 30		(100)	30	(80)
		<hr/>		<hr/>
Retained profit for the year		150		130

These are the accounts of a UK company, they follow European models and the EU Directive.

The following differences from US terms should be noted:

UK	US
ordinary shares	common stock
preference shares	preferred stock
stock	inventory
creditors	accounts payable
debtors	accounts receivable
retained earnings/ / reserves	earned surplus
corporate tax	corporation tax

Exercise 26. The following statements refer to items in the Profit and Loss Account. Mark if they are true or false:

Turnover means annual sales. \_\_\_\_\_

Overheads include distribution and administrative costs. \_\_\_\_\_

Gross profit means profit after tax. \_\_\_\_\_

Retained profit means profit after distribution of dividends. \_\_\_\_\_

Materials are included in cost of sales. \_\_\_\_\_

The preference dividend is a fixed percentage and so offers less risk than ordinary shares. \_\_\_\_\_

### Exercise 27. Comparing figures

Most figures on the Profit and Loss Account change from year to year, and you may need to compare them. Compare the items below:

Preference dividends in 2002 were as high as in 2001.  
*nearly as high as ...*  
*almost as high as ...*  
*virtually ...*  
*exactly ...*

Costs were higher in 2002 than in 2001.  
*much higher/lower*  
*a lot higher/lower*  
*considerably higher/lower*

1. Turnover in 2002 and 2001.
2. Gross profit in 2002 and 2001.
3. Interest payable and similar charges in 2002 and 2001.
4. Tax on profit on ordinary activities in 2002 and 2001.
5. Administrative expenses in 2002 and 2001.

### Exercise 28. Translate into English:

Акционеры предложили обсудить размер дивидендов.

Мы настояли на том, чтобы процент был изменен.

Кто предложил проводить эти сравнения?

Я не знаю, почему он настаивал на увеличении административных расходов.

Он требовал проверить эту сумму.



## Text: Balance Sheet

### ETTRON LIMITED BALANCE SHEET AS AT 31 DECEMBER 2002

	2002		2001	
	£000	£000	£000	£000
<b>Fixed assets</b>				
Intangible assets	100		100	
Tangible assets	1320		1560	
Financial assets	200		200	
		1620		1860
<b>Current assets</b>				
Stocks	220		180	
Debtors	530		270	
Cash in hand and at bank	120		100	
	870		550	
<b>LESS:</b>				
Creditors: amounts falling due within one year	360		550	
<b>Net current assets</b>		510		
<b>Total assets less current liabilities</b>		2130		1860
Creditors: amounts falling due after more than one year	200		200	
Debenture loans				
Provision for liabilities and charges				
Taxation including deferred taxation	150	(350)	30	(230)
		<u>1780</u>		<u>1630</u>
<b>Capital and reserves</b>				
Share capital	1000		1000	
Ordinary shares	500		500	
Preference shares				
<b>Profit and Loss Account</b>		1500		1500
		280		130
		<u>1780</u>		<u>1630</u>

do you know these words?

assets ['æsəts]

активы

intangible ['tændʒibl]

материальные

to fall due

наступать (о сроке платежа)

liabilities [ˌlaɪə'bɪlɪtɪz]

пассив, обязательства, задолженность

debenture [drɪ'bentʃə]

облигация, необеспеченная закладной

to defer [drɪ'fɜː]

откладывать, отсрочивать

### Exercise 29

a. Translate the text of the Balance Sheet.

b. Compare the figures of the two years for:

tangible assets

creditors

stocks

taxation

debtors

c. Complete the sentences and translate into English:

Цифры, рассчитанные с учетом ...

Дивиденды, выплаченные ...

Активы, составляющие ...

Баланс, подписанный ...

Задолженность, составляющая ...

Финансовое положение,

Кредиты, полученные ...

подтвержденное ...

## Text: Nestlé set to hit the target

Nestlé, the world's largest food company, looks set to hit its benchmark 4 per cent target for sales volume growth this year, which should pave the way for solid profit performance, Mario Corti, chief financial officer, said yesterday. First-quarter sales rose 11 per cent to \$11,23 bn, helped by a real internal growth of 3.8 per cent, Nestlé said. But Mr Corti told analysts that the weaker-than-expected 3.8 per cent figure resulted from a slow start in January that may have reflected de-stocking as concerns about the Y2K computer bug evaporated.

Reuters, Zurich  
May, 2001

Do you know these words?

to hit the target ['tɑ:ɡɪt]

benchmark

to pave the way for smth

analyst ['ænəlɪst]

попасть в цель

исходная позиция

проложить дорогу чему-либо

аналитик, комментатор

### Exercise 30

a. Say how these words are formed and translate them:

benchmark

growth

activity

taxation

analyst

proposal

reflection

liability

de-stocking

turnover

evaporation

provision

b. Form as many words from these ones as you can:

to pave

to lose

to prefer

to compute

to distribute

debt

account

solid

current

### Exercise 31

a. Answer these questions:

Is the name of Nestlé familiar to you?

What products of the company are sold in Russia?

What information did this newspaper item give?

Was the financial position of the company stable in those days, according to the newspaper?

b. Translate the item.

Exercise 32. Read and translate these sentences. Decide whether these sentences represent a rise or a fall, and whether that rise or fall is small or large:

Share prices on the London Stock Exchange slipped back a little yesterday. — *It was a small fall.*

The share price plunged when the takeover bid was rejected.

Shares soared when news of the merger bid was made public.

The pound was slightly stronger yesterday.

The price of gold has slumped in recent weeks.

The price of oil shot up recently.

Commodity prices rallied slightly last week.

There has been a slight increase in sales during the past six months.

Exercise 33. Make complete sentences from the following notes:

if/price of oil/rise/price of petrol/usually/rise/ too

if/price of petrol/rise/transportation costs/also/rise

if/transportation costs/increase/price of consumer goods/tend to go up

when/price of consumer goods/go up/inflation rate/also/rise

if/inflation rate/rise/bank/tend to raise/interest rates

when/bank/raise/interest rates/value of pound/tend to increase

if/pound/rise/value of dollar/tend to fall

if/value of dollar/fall/government/receive/less income/North Sea oil

Exercise 34. Read and translate the item:

### Oil surges on surprise production cut by Opec

Oil prices surged yesterday as Opec producers said they would cut oil production by 900,000 barrels a day from their current daily output of 25,4m barrels.

'Opec surprised 95 per cent of the people that follow the oil price,' said one London-based oil analyst. The production cuts start from 1 November.

At a meeting in Vienna analysts said that the production cut by the Organisation of Petroleum Exporting Countries followed the recent record imports in the US, and a notable increase in US crude inventories during the past month.

The IPE Brent contract for November delivery had gained \$1.29 to \$26.81 a barrel in late London trading, reversing early losses of up to 25 cents.

## Answer Key

### Exercise 14b

were

were

did not / didn't have

did not have / didn't have

had

could

### Exercise 17

go up

be used

refuse

grant

be discussed

reduce

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**Preparing and  
realising a seminar  
in London****Episode One At Sheremetievo Airport**

David Hill, an English businessman, is at Sheremetievo Airport in Moscow. Pete and Nick, Russian businessmen, are at the airport to meet Mr. Hill.

*Pete:* Hello, Mr. Hill!

*David:* Hello, Pete! It is so good to see you! Thank you for meeting me.

*Pete:* I am very glad to see you too. Can I introduce my friend and colleague Nick?

*David:* How do you do, Nick?

*Nick:* How do you do, David? I'm glad to meet you.

And they shake hands. In Britain most people shake hands when they meet someone for the first time. It is not usual to shake hands when you say good-bye or when you meet again later.

*Pete:* Follow me please, David. Watch the step! Our car is in the parking area.

Task. Mark the intonation of the dialogue and read it outloud.

**Episode Two On the way to the city centre**

Pete, Nick and David are in the car. They are going to the centre of Moscow.

*Pete:* Did you have a good trip, Mr. Hill?

*David:* Oh, yes. The flight was quite smooth. And I'm very glad the plane came on time.

*Pete:* And how do you like so much snow around?

*David:* Oh, I like Russian winter. Our winter is different. It's much milder. Have you ever been to England, Nick?

*Nick:* Will you repeat it, please? My English is not good and I am afraid.

*David:* Have you been to London?

*Nick:* No, not yet. But I am planning to go in summer.

*David:* As a tourist?

*Nick:* I think so.

*Pete:* And here is the hotel.... Let me help you with the suitcase, David.

*David:* Thank you. That's very kind of you.

Task. Mark the intonation of the questions and read the dialogue outloud.

### Episode Three At the Russia Hotel

The car has brought Pete, Nick and David to the Russia Hotel. Now they are in the lounge of the hotel.

*Pete:* Just a minute, David. I'll speak to the receptionist. We made a reservation last week... Will you fill in this form, please?

(David fills in the form, comes up to the receptionist and hands in the form.)

*David:* Here you are. Is everything all right?

*Receptionist:* ...Yes, everything is OK.... Your room number is five oh two. Here is your key.

*David:* Thank you.

*Receptionist:* You are welcome. Have a nice stay.

*David:* Thanks.

*Pete:* David, will you join us for dinner to-night?

*David:* I'll be glad to.

*Pete:* Fine. Then we'll meet you here at seven sharp. And, if you don't mind, we shall have dinner at the hotel restaurant. It's not bad at all.

*David:* Thank you for the invitation. See you later.

Task. Mark the intonation of the sentences pronounced by Pete and read them outloud.

### Episode Four Going to the restaurant

It is seven sharp. Pete and David are in the lounge.

*Pete:* Good evening, David.

*David:* Good evening, Pete.

It is two minutes past seven. They see Nick.

*Nick:* Good evening. I'm late, I'm afraid. I do apologise.

*David:* Good evening. That's all right.

*Pete:* Good evening. Follow me please, gentlemen.

They go to the restaurant. The head waiter comes up to them and offers them one of the vacant tables.

*Pete:* Do you like this table, David?

*David:* It looks all right.

*Pete:* Then let's take it... Here is the menu...

*David:* Oh, it's in English too. How very nice.

*Pete:* What would you like to drink?

*David:* Gin and tonic for me, please.

*Nick:* And what would you like as a starter?

*David:* Your English is very good. Some cold fish, I think.

*Nick:* Thank you for the compliment. I'll tell my teacher about it. And what would you like as a hot meal?

*David:* Some meat and vegetables.

*Pete:* And here are our drinks... I'm very glad to see you in Moscow, David. I still remember my Christmas days in London. Now you are welcome to Moscow. To our good business!

*David:* I do hope our business will be beneficial for all of us.

Task. Read and retell the episode.

## Episode Five Small talk

Pete, Nick and David are still at the restaurant. They are enjoying their meal and have a small talk.

**Pete:** David, is this your first visit to Moscow?

**David:** Oh, no. I was in Moscow last year. I like your city very much. It's a pity my sister is not with me now. She wanted to go so much.

**Nick:** And why didn't she join you? Is she busy?

**David:** Well, you see, she could not leave her office, her boss did not let her go. They are working at a very important project now. And have you got a sister or a brother, Nick?

**Nick:** Oh, yes, I have a brother. He is on holiday in the mountains.

**Pete:** Oh, really? My elder daughter is also in the mountains in Chechia now. She is fond of skiing and goes to the mountains every winter.

**David:** Have you got a big family?

**Pete:** I wouldn't say so. There are five of us. Two daughters, a son, my wife and I.

**David:** Quite an English family!

**Task.** Mark the intonation of the dialogue, read it outloud and make a similar one changing some details.

## Episode Six Making an appointment

The three gentlemen have enjoyed their dinner and they are preparing to leave the restaurant:

**Pete:** Thank you for the nice evening, David.

**David:** Likewise. I enjoyed everything very much. And I liked the orchestra. I like Russian music immensely.

**Pete:** Very often they play English songs here. They sound superb.

**David:** Then I was lucky to listen to Russian songs tonight. They are more than beautiful....

The waiter comes up to Pete and hands the bill over to him.

**David:** Oh, let me pay the bill, Pete.

**Pete:** Oh, no. It will be my pleasure... And when can you come to our office tomorrow?

**David:** Will ten o'clock be convenient to you?

**Pete:** Fine. Then Nick will pick you up tomorrow at ten to ten in the lounge.

**David:** OK. See you tomorrow then.

**Nick:** Good-bye. See you tomorrow. I won't be late I promise.

**David:** I hope I won't be late either.

**Pete:** Have a good sleep. See you tomorrow.

**Task.** Write out the sentences which you find most important, mark their intonation and read the dialogue.

## Episode Seven Looking through the mail

The next day at exactly nine o'clock Pete comes to his office. He knows that he should refresh the correspondence with David and prepare for the talks he will have with David at ten. First he starts looking through all the letters and faxes of Mr. Hill.

*Here is the recent fax message of Mr. Hill:*

### Internanlonal Management Ltd

Mr. Smimov  
General Director  
Moscow  
Russian Federation

22 February 2003

Dear Mr. Smimov,

Re: November Programme for Russian bankers and foreign trade businessmen

I am delighted to inform you that I am coming to Moscow on Monday, 28 February. I shall stay in Moscow for three nights and shall be leaving for St. Petersburg by train during the evening of Thursday, 3 March. I shall be staying at the Russia Hotel. I shall be at your disposal for business discussions at your convenience.

I hope that you have received our proposals for the November Programme and look forward to receiving your comments.

Kind regards.

Yours sincerely,  
David A. Hill

Then Pete looks through the letters of the participants of the Programme expressing their wishes and requests. He makes a note that he should discuss the following details with Mr. Hill:

- time
- hotel accommodation
- topics to be discussed at the lectures
- business visits
- programme fee

Task. Read and translate Mr. Hill's letter.

## Episode Eight Planning a seminar in London

At exactly ten to ten Nick enters the Russia hotel and sees David in the lounge. They exchange greetings and go to the car. A few minutes later they come to Pete's office. Now they are entering the office:

**Pete:** Good morning, David. I hope you had a good sleep and liked the hotel.

**David:** Thank you. The hotel and the restaurant are all right. We had a very nice evening at the restaurant. Everything was fine.

**Pete:** I also enjoyed last night. Now, shall we get down to business?

**David:** Yes, certainly. There are a few points to discuss. What would you like to start with?

**Pete:** If you don't mind, let's start with the time of the Programme. We are planning to send a group of ten persons not later than on the 10th of November.

**David:** How long will they stay?

**Pete:** They prefer to be in London for eight days or seven nights.

**David:** Good. Have you got any comments on the topics of the lectures?

**Pete:** On the whole the participants are quite satisfied with your choice. But if you could add «Accounting in companies and banks» it will be very good.

**David:** No problem. I'm making a note of that. We have got a very good lecturer.

**Pete:** And where will the lectures be read?

**David:** In one of the conference rooms of the hotel, where they will stay. I mean the Sherlock Holmes Hotel in Baker Street.

**Pete:** I hope it is in the centre of London.

**David:** Oh yes. It is very close to Oxford Street and Madam Tussaud's.

**Pete:** Very good. Then let's make a break for lunch.

**David:** Not a bad idea!

Task. Mark the intonation of the dialogue, read it out loud and answer these questions:

1 Where did Pete and David have the business talk?

2 About what did the businessmen talk before they got down to business?

3 How many questions did they discuss then?

4 When and where was the seminar to take place?

5 What amendments were made in the Programme?

## Episode Nine Details of the Programme

After having lunch at the canteen of the company the businessmen resume their talk.

**Pete:** There are a few more things I would like to discuss with you.

**David:** Well, I'm at your service, sir.

**Pete:** In your offer you proposed a few external business visits for the group.

**David:** Yes, I proposed visits to the Bank of England, Metal Exchange, a lawyers' company and a small producing company.

**Pete:** That's right. Could you cut a visit to the Metal Exchange? A few participants would like to have some time for a visit or two of their own interest.

**David:** Good. We shall have lectures in the mornings and business visits in the afternoons. Two afternoons are free. And the participants may easily pay their own visits. If they need my help I am always very glad to help.

**Pete:** Fine. It's settled then. And one more thing. What cultural excursions will the group make?

**David:** I propose visits to Windsor and Oxford.

**Pete:** Fine. Now comes the most important question. I mean the Programme fee.

**David:** Let me make some calculations first.... Taking into consideration all the changes we made in the programme the fee comes to ten thousand pounds.

**Pete:** In other words one thousand per person... I suppose I can agree to that. It seems to me we have discussed all the points and can sign a Contract.

**David:** When we meet tomorrow afternoon the Contract will be ready and we shall sign it.

**Pete:** See you at 3.00, if it is convenient for you.

**David:** Good. See you tomorrow then. Good-bye.

**Task.** Read the dialogue and write out the issues which the businessmen discussed.

## Episode Ten Contract for the Programme

The next day the businessmen meet at Mr. Smirnov's premises and Mr. Hill hands him over a copy of the Contract he has prepared. Here is a part of the Contract:

### International Management Ltd

Contract dated 2 March, 2003

This Contract is made between:

*International Management Ltd*, London, United Kingdom, hereinafter referred to as *Organiser* and *Economtraining*, Moscow, Russian Federation, hereinafter referred to as *Customer*.

This Contract concerns the Programme for a Group of 10 senior bankers and foreign trade company executives (the Participants) from the Russian Federation as nominated by the Customer, scheduled to take place in London during 8 days in November, 2003. The exact dates are to be specified before 20 October.

Both parties to this Contract are bound by the terms and conditions of the Contract as set out below.

### Article 3. Undertakings by the Organiser

✧ The Organiser shall provide Business Skills Courses during the Programme which shall collectively amount to not less than 15 hours of intensive classroom tuition, to be divided into 15 classroom "Sessions". Classroom Sessions shall take place on Training Days (Monday through Friday).

✧ The Organiser shall provide professional trainers to teach the Business Skills Courses who shall have appropriate professional and/ or academic experience and expertise.

✧ The Organiser shall provide an appropriate conference room at the Hotel in which the Business Skills Courses shall be conducted.

After Pete studied the Contract carefully, the businessmen sign two copies, one for each party.

Then Pete invites David to celebrate the event at the restaurant in the evening. The next day David leaves Moscow for St. Petersburg.

**Task.** Read and translate the part of the Contract quoted.

## Episode Eleven A fax message

On 15 October after booking air-tickets for the Participants Pete sends the following fax message to David:

from: Economtraining S

to: International Management Ltd

### Fax Message No...

Re: Contract dated 2 March, 2003

In accordance with Article 3 of the above Contract we are informing you of the Arrival Date of the Group. It is 12 November and the flight number is SU 241. We hope this will enable you to reserve the accommodation in good time. We have also made the reservation for the return flight on 20 November.

In accordance with Article 7 we are attaching the list of the participants (Page 2). Please send us your official invitation to support our visas at the British Embassy.

Please also send us the time-table of the Programme showing the exact topics of the classroom sessions and the dates of external visits. It will enable the participants to plan the dates of their own business visits about which we spoke in Moscow.

As to the Group Leader we are proposing Mr. Lvov. You must know him. He has been to London a few times with similar groups. He speaks English fluently and knows his business inside out. We are sure he will be of great help.

If you have any queries please do not hesitate to contact us.

Faithfully yours,

Pete Smirnov

General Director

David Hill sends the official invitation for the group by fax the next day. Then all the participants fill in the questionnaires and attach two photos to every questionnaire. The secretary takes all these materials and the invitation and hands in all the papers to the Embassy to get visas. In a few days the visas are ready.

**Task. Read the fax message and answer these questions:**

- 1 For what date was the booking made?
- 2 Were the return tickets booked too?
- 3 Why was the list of the participants sent?
- 4 For what purpose did the participants want to have the time table in advance?
- 5 What information about the Group Leader was sent to the English side?

## Episode Twelve A telephone talk

Two weeks before the group is to leave Moscow for London Pete telephones David. His secretary answers the call.

- Secretary:** International Management here, can I help you?
- Pete:** Good afternoon. My name is Smirnov from Econotraining, Moscow, Russia. Could I speak to Mr. Hill, please?
- Secretary:** Hold on, please. I'll just see if Mr. Hill is available... I'm putting you through.
- Pete:** Thank you.
- David:** Speaking.
- Pete:** David, good afternoon. I am sorry to disturb you but we have a problem I am afraid.
- David:** What kind of problem is it?
- Pete:** Well, you see, one of the participants has fallen ill and he won't be able to join the group.
- David:** I'm certainly sorry to hear that. First I "ll have to make another reservation for a single room since the number of participants isn't even now. Besides it will cause changes in the Programme Fee.
- Pete:** Can you reduce the fee by one thousand pounds automatically?

- David:** I'm afraid it can't be done. Some of the expenses are not directly connected with the number of participants. For example hiring coaches for excursions, for airport-hotel transfers and so on. I'll make calculations and send you the appropriate Amendment to the Contract.
- Pete:** Good. If I find the amended fee quite reasonable I shall immediately instruct the bank to make the transfer.
- David:** The reduction will be about nine hundred pounds and I hope you will pay for the Programme next week, as the Contract says.
- Pete:** When you make calculations please remember it's a force majeure case. Neither we nor you are responsible. We should split the expenses involved.
- David:** I agree with you and I'll take that into account. In an hour or so I'll send you the amendment.

David keeps his promise and sends the amendment in thirty minutes. Pete finds the amended Programme Fee quite acceptable, signs the Amendment and sends it by fax to David.

**Task. Read the telephone talk outloud and retell it.**

## Episode Thirteen On board the plane

On the twelfth of November the group safely leaves Sheremetievo Airport and flies to London. They have seats in different compartments, for smokers and non-smokers, and in different rows. Practically they all have English speaking neighbours.

*Here are a few extracts of their talks:*

- It's a very nice plane, isn't it?
- Oh, yes, quite comfortable. By the way, is smoking allowed here?
- Why, certainly. It's a smoking compartment.
- Have you got a lighter by any chance, please? Mine does not seem to work.
- Yes, here you are.
- Thank you.
- You are welcome.



— Excuse me, what's the time please?  
 — It's a quarter past ten.  
 — It's Moscow time, isn't it?  
 — Oh yes. If you want London time, then ... let me see ... the difference is three hours.  
 — I see, it's now a quarter past seven, London time.  
 — By the way do you know when we arrive in London?  
 — The steward says the flight is three hours forty minutes long. What time will it be? Oh, about eleven o'clock, London time.  
 — Then I'll adjust my watch in London.  
 — So shall I.

— Excuse me, may I have your newspaper please.  
 — Yes, certainly. Here you are.  
 — Thank you.... Excuse my curiosity, are you Russian?  
 — Yes, I am. I'm going to London on a short stay.  
 — Are you a tourist then?  
 — No, I'm going to England for some training as a businessman.  
 — You speak very fluent English.  
 — I'm learning English after my office hours. There are many Russian businessmen who are learning English.

— Good for you. But we Englishmen are lazy. Not many of us speak foreign languages.  
 I like your self-criticism.

Task. Mark the intonation of the short talks and read them outloud.

## Episode Fourteen Passport control

When the plane arrives at the Heathrow Airport the passengers get out of the plane and go into the building of the airport. After passing along endless corridors they get to the passport control point called Immigration. There are two gates. One is for passengers from EU (European Union) countries. And the other gate is for passengers from all other countries. After queuing up for some time Mr. Lvov and the group come up to the queue marshal who signals what officer is free. And each person goes to the counter indicated.

*Here is a typical talk between the English Immigration officer and a Russian businessman:*

**Russian:** Good morning.  
**Officer:** Good morning, sir. May I see your passport and landing card, please?  
**Russian:** Certainly. Here you are.  
**Officer:** Thank you.... What's the reason for your visit to the UK?  
**Russian:** I'm on a business tour to attend a training programme.  
**Officer:** And how long are you staying here?  
**Russian:** A week or so.  
**Officer:** Have you got a return ticket?  
**Russian:** Yes, certainly. Here is my ticket.  
**Officer:** May I see the invitation of the company who will receive you here?  
**Russian:** Just a minute I'll ask our Group Leader to present it .... Here is the invitation.  
**Officer:** Thank you .... Everything is OK. Here is your passport, ticket and the invitation.

Some Russian businessmen have difficulty in speaking with the English Immigration officers and answering their questions. Usually English officers do not like strangers to help them with interpreting. In such cases the officers ask their own interpreters for help. Most probably these interpreters are staff members of Immigration. For some Russian businessmen of the group it was the first experience with Englishmen and the only words they could say were:

*I am sorry. I do not speak English.*

Others could say a few words, like these:

*I have come as a businessman for training. I shall stay in England for eight days. I shall stay at the Sherlock Holmes Hotel in London.*

Task. Read the text and answer these questions:

- 1 What is Immigration at an English airport?
- 2 Did the participants go through the EU gates?
- 3 What is the responsibility of a queue marshal?
- 4 Who checked the passports of the participants?
- 5 What papers did he ask the participants to present?
- 6 What answers did most participants give to the officials?

## Episode Fifteen Luggage and customs

After undergoing formalities at Immigration the group goes to the Luggage Reclaim point. They find the monitor showing their Flight Number and see their suitcases and bags on the belt. But one of the participants of the group does not see his suitcase and asks Andrew Lvov, the Group Leader, for help. Andrew comes up to an official:

**Andrew:** Excuse me, one of our suitcases is missing. Where can it be?

**Official:** What's your flight number, sir?

**Andrew:** It's SU 241 from Moscow.

**Official:** Some luggage is over there. I hope you'll find yours there. There wasn't enough space on the belt. We had to remove some and put it on the floor.

**Andrew:** Thank you.

Andrew and the gentleman who did not find his suitcase go to the place shown by the official and see the suitcase. The gentleman picks up the suitcase, puts it on the trolley and joins the group. So all the participants have collected their luggage.

Now they are moving to the Customs point. By the way, it is not necessary to fill in any declaration forms. They see the sign «Nothing to declare» and the green walls of the passage. They all have nothing to declare and pass through this corridor. They see a few Customs officials standing behind the rack. The officials say nothing to them and they safely pass.

Some other passengers pass through the red wall corridor since they have something to declare and probably they have to fill in some forms and pay customs duty. Usually every country has a list of the things liable to duty «in addition to the duty free allowance».

In a second or two our group gets out into the hall of the airport and sees the crowd of people meeting passengers who have just arrived.

**Task. Retell the text.**

## Episode Sixteen Meetings and introductions

Andrew sees David Hill in the crowd of people meeting different passengers.

**David:** Andrew, welcome to London. I'm very glad to see you. Good morning, all of you (*addressing the group*).

**Andrew:** Good morning, David. I'm happy to see you too. It is such a good thing to be in London again.

**David:** I hope you have had a nice trip and you all feel well.

**Andrew:** Yes, the flight was OK. Should I now introduce the participants? They know your name but I'm afraid you don't know who is who.

**David:** Let's make all the introductions later at lunch time.

**Andrew:** It's quite reasonable.

**David:** Now let's go to the coach. It's waiting for us outside. Ask your people to keep the luggage on the trolleys.

**Andrew:** Yes, certainly. It's a rather long way.

**David:** Follow me, please.... Take care... Here we are...

The group comes up to the coach and the driver helps them to put the luggage into the luggage compartment. And a few minutes later when everybody is aboard the coach starts its way to London. The motorway is very busy and the traffic is rather heavy. Some parts of the road are under construction.

**David:** Oh, well, you see, we shall have to move slowly for some time. Because of this construction work. This motorway, between London and Heathrow, is often under construction.

**Andrew:** By the way, is there only one international airport near London?

**David:** Oh, no, there are three, actually. Heathrow, Gatwick and Stanstead.

**Andrew:** And is Gatwick far away?

**David:** If I'm not mistaken it's about fifty kilometres from the centre. It's much smaller than Heathrow. And Stanstead is quite new. Sometimes Moscow flights come and leave there. But not very often.

**Task. Mark the intonation of the sentences pronounced by Andrew and read the dialogues outloud.**

## Episode Seventeen At a London hotel

In an hour or so the coach brings the group to the hotel. It's the Sherlock Holmes Hotel in the very heart of London, near Oxford Street. The participants get out of the coach, pick up their suitcases and go inside. Mr. Hill comes up to the Receptionist.

**David:** Good morning. There is a reservation for a group from Russia.

**Receptionist:** Good morning, sir. In whose name was the reservation made?

**David:** It is International Management Group. Mr Lvov and nine more people.

**Receptionist:** Just a moment, sir... Yes, here it is. Four singles and three twin rooms. Is that correct?

**David:** Absolutely.

**Receptionist:** Are they all staying for seven nights?

**David:** Yes, that's right.

**Receptionist:** Will you ask the guests to fill in these forms, please?

**David:** Andrew, can the participants fill in the forms in English?

**Andrew:** Almost all of them speak English and there is no problem. As for the others I'll naturally help them.

Andrew returns all the forms filled in to the receptionist and gets the electronic keys to the rooms with the room number and the name of the guest written on the key. Andrew distributes the keys and turns to the receptionist again.

**Andrew:** May I have the Rooming List, please. It will be easier for me to deal with my people, especially if they have some problems. Sometimes such things occur.

**Receptionist:** Here is the List for you, sir.

**Andrew:** Thank you.

**Receptionist:** You are welcome. Enjoy your stay here.

**David:** Andrew, will you ask everybody to be here downstairs in an hour, or at twelve o'clock. We shall have lunch at the restaurant. Then let's all meet in the conference room for introductions and some announcements.

Task. Sum up the texts and dialogues in a few sentences.

## Episode Eighteen The introduction of the Programme

After the Group had lunch Mr. Hill invited everybody to one of the conference rooms on the first floor of the hotel.

**David:** Ladies and gentlemen! First let me say a few words about myself and the company who is the organiser of this Programme.

My name is David Hill. I'm Doctor of Economics. In the recent past I worked for a foreign trade company and then for a bank. Now I specialise in business management and in training businessmen from East European countries. For some time I worked in Poland and Hungary. Now I'm closely cooperating with Russia.

I'm working for International Management Ltd. It's a well established English company specialising in business and computer skills training. The Company also provides financial consulting and business development. Here before you there are booklets on the history and scope of activities of our company. You may certainly keep these booklets.

Now I'll be grateful to you if you could introduce yourselves in just a few words.

Then each participant said a few words about himself or herself in English or in Russian and Mr. Lvov acted as an interpreter.

*Here is what of one of the participants said:*

Mr Hill, let me first thank you for the nice reception and for a good beginning of the Programme. I hope the Programme will be a success and we shall learn a lot of useful things.

My name is Oleg Pilov. I'm financial manager of a department in a commercial bank in Moscow. And I'm especially interested in topics relating to financing foreign transactions for small businesses.

After everybody made introductions Mr. Hill distributed the Timetable of the Programme and invited the participants to have a panoramic tour of London by private coach. The Russian speaking guide told the Group a lot of interesting things about London and the participants enjoyed the sights. Many of them made pictures with their cameras.

Task. Read the speeches and write a few sentences about yourself you would have said if you had been a participant of this Programme.

## Episode Nineteen Trade finance

Next morning after having breakfast at the self-service bar of the hotel restaurant the participants went to the conference room to have a lecture on Trade Finance.

There was a folder on the big round table for each participant with the material relating to the lecture.

*Here is one of the sheets of the file:*

### Trade Finance

- Trade needs finance.
- This must come from either the trader or from a lending institution.
- If the trade is international then the amount of finance is normally greater.
- In general, trade is handled on credit.
- The buyer pays for the goods at a specified time after receipt.
- If the trade is international then delivery time adds to the delay in payment.
- This adds to the need for finance.
- Also in international trade the buyer uses one currency, the seller another.
- This requires an organisation with facilities for changing currencies.
- On both counts the Bank is the best source of finance.

Thus this page gave the most important hints on the subject.

And Mr. Hill, the lecturer, explained and developed each statement. The participants sometimes interrupted him and asked questions. Sometimes Mr. Lvov came to help when there was a problem of speaking or understanding.

The lecturer devoted some part of the lecture to financing small business companies who usually enjoy better terms, reduced taxes and other facilities especially during the first years of their work.

**Task. Read the text, translate it into Russian and answer these questions:**

- 1 Is this sheet from the folder very illustrative?
- 2 What new information did the participants get?

3 Who helped them if they had some difficulties in speaking English?

4 Why did the lecturer mention financing small business companies, to your mind?

## Episode Twenty Banking

The next day the session was devoted to the United Kingdom Banking Sector.

*Here is the short summary of the lecture:*

### The UK Banking Sector

Retail Banks	21
Discount Houses	8
British Merchant Banks	31
Other British Banks	167
American Banks	44
Japanese Banks	29
Other Overseas Banks	290
Total	590

In addition there are 92 Building Societies.

**Retail Banks:** They render numerous services for private customers and have extensive branch networks in the UK. They participate directly in the UK clearing system.

**Discount Houses:** They are mostly engaged in discounting bills of exchange for the corporate sector.

**British Merchant Banks:** These are wholesale banks handling big money for private and corporate customers. They are engaged in mergers, take-overs and acquisitions. They also provide consulting services.

**Other British Banks:** Comprise all other UK registered banking institutions and certain banks in the Channel Islands and the Isle of Man. They are controlled by UK companies or individuals.

**American Banks:** Comprise the branches and subsidiaries of US banks.

**Japanese Banks:** Comprise the branches and subsidiaries of banks based in Japan.

**Overseas Banks:** Comprise the branches and subsidiaries of non-American or non-Japanese banks and Consortium banks. These are jointly owned by other financial institutions, one of which must be based overseas.

**Building Societies:** In the past they mostly extended mortgage loans, but nowadays they also widely practice taking in deposits and they practically operate as banks.

**Task.** Read the text and say what you remember about each type of English banks and banking institutions.

## Episode Twenty One The Bank of England

After the session on Banking Sector Mr. Hill suggested that in the afternoon the participants should visit the museum of the Bank of England. It was one of the external visits of the Programme.

The museum of the Bank of England is located practically in the building of the Bank, in the City of London. The museum has a lot of exhibits showing the history of the Bank from its foundation in 1694 to its role today as the nation's central bank. Visitors can also see a video on the history of the Bank.

*Here is a part of the text of the video:*

To understand the role and importance of the Bank better we should learn first how it emerged.

During the seventeenth century banking in England was in the hands of goldsmiths who held deposits, made loans to the merchants and the Crown. But even the wealthiest goldsmiths could not carry on a deposit and lending business on the scale the Government required.

So in sixteen ninety four a joint stock company to raise money for the Government and finance wars was incorporated. It later got to be known under the title «Bank of England».

Although privately owned and financed, the Bank of England developed essentially as a government bank, raising money to finance the needs of the British Government, managing its national debt, printing banknotes and minting coins.

In 1946 the Bank was nationalized and it operates today as the UK's central bank executing monetary policy on behalf of the Government and supervising the markets in one of the world's largest and most sophisticated centres.

Besides the Bank has always been a repository of gold...

After seeing the video the participants of the Programme made a round of the museum and asked Mr. Hill a few questions.

**Participant:** Excuse me, Mr. Hill. May I ask you a question?

**Mr. Hill:** Why, certainly.

**Participant:** One day I heard the nickname of the Bank. Old Lady. Such a funny name! Where does it come from?

**Mr. Hill:** Nobody knows exactly. Different explanations are given. Many of us associate this nickname with an old cartoon. This cartoon shows the Prime Minister asking an old lady sitting on the money-chest marked 'Bank of England' for gold coins.

**Participant:** So, that's it! Very fascinating indeed!

**Task.** Read the text and sum up what you remember about this Bank.

## Episode Twenty Two The London Underground

After their visit to the museum of the Bank of England the Group returns to the hotel by underground.

Londoners call their underground train network 'the tube'. It covers the whole city. It's a fast, convenient and easy way to travel. Stations are never far apart, especially in central London. Each of the eleven lines has its own name and a distinctive colour to aid recognition.

There are two kinds of tube tickets: single and return tickets sold at tube stations. Besides they sell Travelcards for the tube, buses and the Docklands Light Railway, or DLR. Travelcards can be bought at underground stations, Travel Information Centres, British Rail stations and selected newsagents. Travelcards are valid either for one day or seven days.

At the tube station the participants buy single tickets and come up to the electronic gate. They put the tickets, magnetic strip down, into the slot machine on the right side of the gate. The gate opens and after removing the ticket each passes the gate. Then they go down by moving stairs.

**David:** Keep your tickets until your journey is completed.

**Sergei:** Why is it necessary?

**David:** Well, you see, sometimes inspectors check them.

Besides you have to leave many stations in the same way as you get in. You should put the ticket into the slot machine again to have the gate open. Otherwise you won't be able to leave the station.

**Sergei:** I see. Thank you.

**Ivan:** This line on the wall is green. I suppose this corridor will take us to the green line.

**David:** You are quite right. We are to take the green line to get to Baker Street station.

**Vladimir:** By the way, can I get to Piccadilly Circus by this line?

**David:** Let me see, no, I'm afraid not. You'll have to change trains at Charring Cross.

**Vladimir:** Thank you. I'll remember it. Charring Cross.

**David:** Be carefull. Don't be lost.

**Vladimir:** Thank you. I have got a map of London and there is the Underground map here too. I have heard so much about Piccadilly. And I like the song about it. One of our pop stars sings it. The song is fantastic. And I should see the street of Picadilly with my own eyes!

Task a. Read and retell the text preceding the dialogue.

Task b. Mark the intonation of the dialogue and read it outloud.

## Episode Twenty Three Bus service in London

Londoners are proud of their 'big red buses'. These days some may not be red but they always carry the red roundel.

On many London buses passengers buy tickets from the driver when they get on. Some buses, however, have a conductor, and the passengers get on the bus and wait for the conductor to ask them where they are going and sell them the tickets.

Travelcards are very popular for bus travel.

One day after the session the participants have free time. Ivan and Sergei decide to go to the National Gallery in Trafalgar Square. They get out of the hotel and go to the nearest bus stop.

**Ivan:** Excuse me, what bus can take us to Trafalgar Square, please?

**Passer-by:** I'm sorry. I'm afraid I don't know.

Ivan asks again.

**Ivan:** Excuse me. Can you tell me where to get a bus to Trafalgar Square, please?

**Policeman:** Yes. Cross over the road. Can you see the cinema? The bus stop is just round the corner.

**Ivan:** Do you know the number of the bus?

**Policeman:** I think it's a thirteen.

**Ivan:** Thank you very much.

At the bus stop.

**Ivan:** Excuse me. Is this the stop for the Trafalgar Square bus?

**Man:** That's right. It's number 13. It stops at Trafalgar Square and goes on to Liverpool Station. Therefore ask the driver to tell you where to get off.

**Ivan:** Thank you very much.

On the bus.

**Sergei:** Two returns to Trafalgar Square.

**Bus driver:** 1 pound.

**Sergei:** Can you tell us when we get to Trafalgar Square, please?

**Bus driver:** OK.

Task. Retell the text and read the dialogue outloud.

## Episode Twenty Four Changing money

In the evening a few participants went to a bureau de change next to the hotel to change some dollars into pounds.

In London money can be changed either at banks, at bureaux de change or at customers' services desks in big department stores.

Banks are usually open from 9.30 a. m. until 3.30 p. m. Some are open on Saturday, but never on Sunday. They accept plastic cards Visa, Access as well as Eurocheques, traveller's cheques and, of course, cash. Many banks have cash dispensing machine services.

Bureaux de change are usually open for longer hours and every day. They often charge a bigger commission than banks.

The exchange rates are often shown in the running lines placed in the windows or on the walls of the bureaux de change for everybody to see.

Now Sergei comes up to the counter of the bureau de change:

**Sergei:** Good evening.  
**Cashier:** Good evening, sir. Can I help you?  
**Sergei:** Could I change two hundred dollars into pounds, please?  
**Cashier:** Yes, certainly.  
**Sergei:** How much will it be?  
**Cashier:** About one hundred and twenty pounds.  
**Sergei:** Good. Here you are.  
**Cashier:** Thank you. And how would you like it, in twenties, tens or smaller notes?  
**Sergei:** In tens, please.  
**Cashier:** Fine. Here is the money and your receipt, please.  
**Sergei:** Thanks. Excuse me, will you be open tomorrow, on Sunday?  
**Cashier:** Yes. But we work shorter hours on Sundays. We'll close at 7 p.m.  
**Sergei:** Thank you. And one more thing. Can I change these coins of fifty cents each.  
**Cashier:** I'm afraid I can't take small change. We change only notes.  
**Sergei:** Do you believe I can change them somewhere else?  
**Cashier:** I'm afraid you can't. This is a rule with banks and bureaux de change.  
**Sergei:** I see. Thank you.  
**Cashier:** You are welcome.

**Task.** Sum up the text and the dialogue. Read the dialogue out loud and answer the questions:

- 1 What is a bureau de change?
- 2 How much money did Sergei change?
- 3 Why do you think only British money is accepted in Britain from individuals?

## Episode Twenty Five Hotel services

During their stay at the hotel the participants of the Group Head a few talks with the hotel staff, that is with the receptionist, waiters, chambermaids, operators etc. *Here are some of the talks:*

**Participant:** Excuse me, is there any message for me, please?  
**Receptionist:** What's your room number, sir?  
**Participant:** It's four one two.  
**Receptionist:** Just a minute... Yes, Mr. Brown of Milton & Co telephoned you at three o'clock. And he will call you at eight this evening.  
**Participant:** Thank you for the message.  
**Receptionist:** Welcome.

**Waiter:** Would you like tea or coffee, madame?  
**Participant:** I don't mind ... Tea, please.  
**Waiter:** Here you are.  
**Participant:** Thank you. May I also have some milk, please?  
**Waiter:** Yes, here you are. And if you wish some sugar it's here on the table. Help yourself, please.  
**Participant:** Thanks a lot.

**Participant:** Excuse me, is this channel paid?  
**Chambermaid (making the room):** What's the number of the channel?  
**Participant:** It's ten.  
**Chambermaid:** No, it's not paid. Only Channel Twelve is paid.  
**Participant:** Thank you very much. And will you remove these bags, please?  
**Chambermaid:** If you don't need them I'll certainly remove them.

**Participant:** Excuse me, how can I make a local call from my room, please?  
**Receptionist:** It's very easy. Dial 0 and then the number you want. But please note that all the calls are paid.  
**Participant:** Do you mean all calls in the London area?  
**Receptionist:** Yes, that's a rule practically with every hotel in England.  
**Participant:** I see. When should I pay then?  
**Receptionist:** Any time before you leave.  
**Participant:** Thank you. I'll do that by all means.  
**Participant:** Operator? Good morning? How can I call Moscow?



**Operator:** Do you mean a long distance call?  
**Participant:** Yes, Moscow, Russia.  
**Operator:** Dial 0 then... and then your number in Moscow.  
**Participant:** Thank you very much.  
**Operator:** You are welcome.  
**Participant:** Will you call me at 6 o'clock tomorrow morning?  
**Operator:** What's your room number, madame?  
**Participant:** Four three seven.  
**Operator:** Good. Don't worry. Have a good sleep.

Task. Mark the intonation and read the dialogues outloud. Say which dialogue sounds most realistic.

## Episode Twenty Six Madame Tussaud's

One day the group went to Madame Tussaud's museum, one of London's most popular tourist attractions, receiving well over a million visitors a year.

Madame Tussaud was born Marie Gresholtz in Strasbourg, France, in 1761. She spent her childhood in Paris with her mother and her uncle who, when she was rather young, took Marie to help mould the heads of the Revolution victims.

In 1802 Marie fled Paris, and arrived in Britain with her macabre collection, first touring the country. Then she set up an exhibition of historical figures, living and dead, in London in 1835. The collection moved to Marylebone Road, the present location of the museum, in 1884. Madame Tussaud died in 1850 at the age of 89.

The Great Hall of the museum shows the present royal family, kings and queens of England, present royals of other countries, public figures, pop stars, writers, famous sportsmen and other figures.

Some time after the group visited the museum David Hill asked one of the participants about his impressions:

**David:** Well, Ivan, and how did you like the museum?  
**Ivan:** Oh, it's great. I heard so much about it. But the museum surpassed all my expectations.  
**David:** It's really fantastic. And were you photographed with your personal hero or any celebrity?

**Ivan:** Oh, yes. With Arnold Schwarzenegger, Yeltsin, the Beatles and some others. And I wished my son could be with me when I enjoyed the Spirit of London.  
**David:** Do you mean the ride through the old city in a car in the museum?  
**Ivan:** Yes, quite so. It was superb. The historic sights of the past, sounds and smell of the city.  
**David:** By the way, do you know how much all these innovations could cost?  
**Ivan:** No idea.  
**David:** About 21 million pounds.  
**Ivan:** Quite a lot. But still it "s very impressive, especially for children, I mean the Spirit of London. As to the wax figures they are unforgettable for all, to my mind.  
**David:** I agree with you.

Task. Say what you know about Madame Tussaud's, using the text and other sources of information.

## Episode Twenty Seven Another session: Accounting

At one of the sessions the participants of the Group discussed the subject of Accounting and International Accounting Standards. *Here is a part of the lecture:*

**What is accounting?**

Accounting can be defined as the measuring and recording of all relevant financial data concerning a particular entity, that is business, government organisation, etc.

Financial reporting is the communicating of such information in appropriately summarised form. In the UK such summarised form is called *accounts*. In the USA it is called *financial statements*. These accounts or statements are communicated to interested parties both within and outside the organisation.

Financial reporting provides information that is useful to present and potential investors, creditors and other users in making rational investment, credit and other economic decisions.

Accounting is often referred to as the 'language of business'. And, as a direct result of the work of accountants and auditors. A



wide range of different users of financial reporting are able to answer questions such as:

*How much profit did the company make last year?*

*How much should I lend to the company?*

*Is this company more successful than its competitors?*

*How much can I withdraw from the company?*

*Was last year an improvement over the year before? etc.*

Accountants are therefore those individuals specialised in the 'art' of capturing the correct data, and preparing the most meaningful financial reports from that data. They are 'producers' of financial information, which is then made available to 'consumers' such as owners and lenders.

Accountants are assisted in their work by bookkeepers, who operate some form of accounting system, usually computerised, to help capture, accumulate, categorise, summarise and report the many thousands of transactions that affect an economic entity every year.

**Task.** Read and translate the text of the lecture quoted.

## Episode Twenty Eight Balance sheets

In the course of the lecture on Accounting the lecturer distributed some material with diagrams, tables and other information.

*Here is a balance sheet sample distributed:*

ABICO INTERNATIONAL AND SUBSIDIARY COMPANIES CONSOLIDATED BALANCE SHEET as at December 31, 2002			
	2002	2001	
❖ <b>Current Assets:</b>	15,000	11,800	
Cash	9,000	6,920	
Marketable Securities	1,200	1,080	
Receivables	2,800	2,600	
Inventories	2,000	1,200	
❖ <b>Long-term Assets:</b>	5,443	3,200	
Property, Plant and Equipment	1,056	0,950	
Investments	0,200	0,100	
Receivables	0,207	0,100	
Goodwill	2,400	2,000	
Deferred Expenditure	0,580	0,500	
❖ <b>Total Assets</b>	20,443	15,000	
❖ <b>Current Liabilities:</b>	3,000	2,600	
Loans	2,000	1,800	

Payables	1,000	0,800
❖ <b>Long-term Liabilities:</b>	4,300	3,200
Loans	4,000	3,000
Other liabilities and provisions	0,300	0,200
❖ <b>Total Liabilities</b>	7,300	5,800
<b>NET ASSETS EMPLOYED</b>	13,143	9,200
❖ <b>Shareholder's Interests:</b>	5,000	3,000
Share Capital	3,000	1,700
Reserves	2,143	2,000
Retained Earnings	2,000	2,000
❖ <b>Minority Interests</b>	1,000	0,500
❖ <b>Total Shareholder's Interest</b>	6,000	3,500

**Task.** Write out all the terms from the balance sheet quoted and translate them into Russian.

## Episode Twenty Nine Taxation

On a certain day after the lecture on the UK taxation system the Group was to visit the Tax Department of a lawyers' firm in the centre of London. Mr. Hill and the participants went there by tube which is the fastest means of transport when one wishes to move in the centre of the city. After they got into the building of the firm they went to the secretary's office.

**Mr. Hill:** Good afternoon.

**Secretary:** Good afternoon, sir.

**Mr. Hill:** My name is Hill and here is the Group of Russian businessmen. We have got an appointment with Mr. Brown for three.

**Secretary:** Mr. Brown is waiting for you in the conference room. Follow me, please.

In the conference room a few Englishmen were waiting for the Group. Mr. Brown, Head of the Department, welcomed the Group and introduced his colleagues. They were solicitors and legal assistants of different offices. Each of them spoke about his scope of business for some time. Thus the participants had some information on commercial taxes, international taxes, Project Finance taxes and other taxation matters.

A lot of questions were asked and answered then. The discussions were very useful and informative. Before the participants left they were offered the latest Tax Guides containing current tax rates and tax saving hints.

#### Corporation Tax Rates 2001

- ◇ Standard rate 33%
- ◇ Small companies rate (see the note) 25%

#### Note:

Applicable if the company's total profits, including chargeable gains, are 300,000 pounds sterling or less. The threshold is reduced if the company has associated companies.

#### Examples: Corporation Tax calculations

**Example 1. Standard rate of tax** Company A has accounts year ending 31 December 2000. It has taxable profits for the year GBP 2,000,000.

Company A's Corporation Tax for 2000 is  $\text{GBP } 2,000,000 \times 33\% = \text{GBP } 660,000$

**Example 2. Small companies rate of tax** Company B has accounts year ending 31 December 2000. It has taxable profits for the year of GBP 150,000. It has no associated companies.

Company B's Corporation Tax for 2000 is  $\text{GBP } 150,000 \times 25\% = \text{GBP } 37,500$

Task a. Retell the text preceding the extract from the Tax Guides.

Task b. Read and translate the extract from the Guides.

## Episode Thirty Value added tax (VAT)

Value Added Tax (VAT) is a Government tax. At present the standard VAT rate is 17,5%. Everyone in Britain must pay VAT on almost everything they buy. VAT is usually incorporated in the price.

Visitors to Britain can reclaim the tax when they leave Britain and present the appropriate documents issued by the shop. Usually when they buy rather expensive things like furs, gold, hi-fi goods etc., they should wonder if the shop operates the VAT scheme.

One day during their stay in London one of the participants went shopping and came into a small jeweler's shop to buy a gold chain for

his wife.

*Here is his talk with the shop assistant:*

- Participant:** Excuse me, may I have a look at one of the chains displayed in the window?
- Shop assistant:** Certainly, sir. What number is it?
- Participant:** It's nine three five, over there.
- Shop assistant:** Just a minute.... Yes, here you are.
- Participant:** And how long is it?
- Shop assistant:** 25 inches, sir.
- Participant:** And how much is it in centimeters?
- Shop assistant:** Let me see... oh, here is the calculator... I should multiply it by two point five two. Oh, yes, sixty three.
- Participant:** Very good. Just the length I wanted to have. And how much is it?
- Shop assistant:** One hundred and ninety nine pounds.
- Participant:** Good. I'm buying it.
- Shop assistant:** ... Here is your box and the receipt please.
- Participant:** Excuse me, may I reclaim the VAT tax?
- Shop assistant:** And where are you from?
- Participant:** From Russia.
- Shop assistant:** Just a minute, I'll consult the book. Yes, you are eligible to the reclaim. May I have your passport to fill in the form?
- Participant:** Here you are.
- Shop assistant:** Here is your passport and the form. Please fill in this sheet before you give it to the customs. How are you leaving? By plane?
- Participant:** Yes, by plane. And what should I do about this form?
- Shop assistant:** Fill in this sheet before you leave for the airport and have it stamped at the customs, at the airport. Then post it. In a month or so you will receive a cheque by post. Have it cashed at the bank stated, in Russia.
- Participant:** I see. Thank you very much.
- Shop assistant:** You are more than welcome.

**Task a. Translate the text and read the dialogue outloud.**

**Task b. Answer these questions:**

- 1 Does VAT exist in most countries of the world?
- 2 Who pays VAT?
- 3 What taxes are payable in Russia?

## Episode Thirty One Shopping in London

In England most shops open from 9 a. m. to 5.30 p. m. on Monday to Saturday, although some stay open much later especially in London and other large cities. In small towns and villages many shops close early on Wednesdays. Not many shops are open on Sundays.

Besides cash, a lot of shops accept plastic cards. Some may also accept Eurocheques.

One day one of the participants went to Foyle's, a famous bookshop in the centre of London.

*Here is his talk with the shop assistant after he chose a few things he wanted to buy:*

**Participant:** Can I have this book and this poster, please? And these postcards and two first class stamps for America.

**Shop assistant:** The book, the poster and the cards come to ten pounds twenty. But we don't sell stamps.

**Participant:** And where can I buy a few?

**Shop assistant:** You have to get them from a post office.

**Participant:** And where is the nearest one?

**Shop assistant:** Just round the corner.

**Participant:** Thank you.

**Shop assistant:** Welcome.

*Here is another talk at a clothes department of a big department store, after the participant chose a certain dress she liked:*

**Participant:** Excuse me, may I try it on anywhere here? Shop assistant: Yes, certainly. The fitting room is over there.

**Participant:** ... Thank you. It fits me well and I like it. Where shall I pay?

**Shop assistant:** The cashier's desk is just at the end of the aisle...

**Cashier:** Cash or credit?

**Participant:** Cash, please... Thank you.

*Here is a talk in a shoe shop:*

**Participant:** Excuse me, have you got size thirty seven in these shoes?

**Shop keeper:** This is a continental size. It must correspond to British size five. Just a minute I'll have a look if we have size five in these shoes.

**Shop assistant:** Can I help you?

**Participant:** Thank you. Being served.

**Shop keeper:** Here is your size... How does that feel?

**Participant:** A bit tight. Can I try the next size up?

**Shop keeper:** Here is five and a half.

**Participant:** Oh, this is much better. Thank you. I'm buying this pair.

**Task. Mark the intonation of one of the dialogues and read it outloud.**

## Episode Thirty Two Entertainments

London is wonderful for theatres, but the popular shows especially the big musicals are usually fully booked months in advance. Sometimes one may be lucky to get tickets on the day from the theatre or booking agency. It is usually much easier to buy tickets for matinees (afternoon performances).

One day one of the participants bought a weekly entertainment guide *Time Out* for information about theatres, cinemas, concerts and other entertainments. One of the ads attracted his attention. It said:

PRINCE EDWARD. Tel. 01- 4376877

Tim Rice and Andrew Lloyd Webber's

EVITA

THE WORLD'S GREATEST MUSICAL

Dir. by Hal Prince Evgs 8.0

Low price Mats. Thurs. and Sat. 3.0

Evg. perfs. end 10.15

Grp sales 01-379 6061

He and his friend decided to go to the box office and try their luck.

**Participant:** Excuse me, what's on tonight?

**Ticket officer:** It's *Evita*, sir.

**Participant:** Have you got any tickets by any chance?

**Ticket officer:** You are lucky. There are still a few, at 20 and 15 pounds.

**Participant:** And where are the 20 pounds seats?

**Ticket officer:** In the upper circle. You may see it in the map on the wall, over there.

**Participant:** ... Then may we have two seats in the upper circle.

**Ticket officer:** Yes, certainly. Forty pounds, please.

**Participant:** Here you are.

**Ticket officer:** Thank you... Here are the tickets. Row K, seats 24 and 25

**Participant:** Excuse me, and when does the performance finish?

**Ticket officer:** It starts at 3.00 and finishes at 5.15.

**Participant:** Thank you very much.

**Task.** Read the dialogue aloud and say what you know about entertainments in Britain using this text and other sources of information.

### Episode Thirty Three The English pub

One day David Hill invited a few participants to a pub. The participants were happy to satisfy their curiosity and they accepted the invitation willingly. In the evening they went to the nearest pub.

Pubs are 'typically English'. Most pubs are friendly and relaxed places where visitors can have some beer and, usually, a simple meal. These days one can also get wine in most pubs. Many also serve coffee, but not tea. You go to the bar to order and pay for your drink. A typical lunch in a pub is a 'ploughmans' — bread, cheese and pickle, and sometimes a little salad.

Pubs are not open all day. The owners themselves can decide when to open. Most open for 3 or 4 hours at lunchtime and again from about 6 p. m. to about 11 p. m. In busy areas, pubs may stay open from 11 a. m. to 11 p. m.

*Here is the talk between David and Sergei:*

**Sergei:** This looks nice.

**David:** I like it too. I sometimes come here with my friends....  
Let me buy you a few drinks. What would you like to have?

**Sergei:** Thank you. Just a minute... Well, two halves of bitter and one half of lager, if you please.

**David**  
(to Barman): Two halves of bitter and two halves of lager, please. And four packs of crisp.

**Barman:** Seven pounds ninety.

**David:** Here you are... Thank you... Let's go to that table over there..... Cheers!

**Sergei:** Cheers! Ah, very good beer, indeed.

**David:** I'm not a beer addict but I like it.... Would you like the game of darts? It's very popular in our pubs.

**Sergei:** Yes, but I don't know how to play. Can you show me?

**David:** Certainly, come on.... You take three darts.....

**Task.** Read the dialogue aloud and say what you know about English pubs using this and other sources of information.

### Episode Thirty Four A visit to Greenwich

Greenwich is a very beautiful parkland on the outskirts of London, on the bank of the River Thames. The Thames, a major waterway of England, flows from Cotswolds to the North Sea and is about 210 miles long. It flows via Oxford, Reading and London.

Greenwich is famous for Greenwich Mean Time, the Royal Observatory and the National Maritime Museum.

The National Maritime Museum tells the story of Britain and the sea. The star attraction of the Museum is the Neptune Hall, which explains the development of boats from prehistoric times to the present day. In the Nelson Galleries you can see the uniform jacket, with a bullet hole in the left shoulder, which Nelson was wearing when he was fatally wounded at the Battle of Trafalgar in 1805.

The old Royal Observatory is part of the Maritime Museum and consists of a few historic buildings, high on the Hill above the Thames. Early telescopes and time-measuring instruments are displayed in Flamsteed House where John Flamsteed, the first Astronomer Royal, lived. The large Gate Clock measures Greenwich Mean Time, the standard by which time is set all round the world. And you can stand astride the Greenwich Meridian, marked by a brass strip crossing the Observatory courtyard.

On the eve of the visit to Greenwich Mr. Hill and the Group Leader had a talk:

- David:* Well, tomorrow we are to visit Greenwich, a very picturesque spot of London.
- Andrew:* Yes, I remember that. I have heard so much about it but I've never been there.
- David:* I'm sure you all will enjoy the visit. I hope the weather will be as good as it is today.
- Andrew:* I hope so. The weather has been wonderful these days.
- David:* I just wanted to ask you for advice. What way would you prefer to get to Greenwich?
- Andrew:* And what ways are there?
- David:* Well, we can get there by train, by boat or by DLR. It is not very far.
- Andrew:* And what way would you like?
- David:* By DLR. It's a few minutes' ride from the centre. Then we should cross the Thames. There is a special tunnel beneath the Thames to Greenwich. It is called the Greenwich Foot Tunnel. There are two elevators on both banks of the river.
- Andrew:* Let me ask the participants... I'll be back in a minute... Yes, David, they also prefer DLR and the walk beneath the Thames. It must be very curious.

**Task. Read the dialogue and sum up the information about Greenwich and the Thames.**

## Episode Thirty Five Arranging a business visit

On a certain day Ivan, one of the participants of the group decided to telephone the English businessman with whom he had been doing business for some time. Before he left Moscow he had contacted the Englishman and told him he would be in London soon. And they decided to meet in the London office of the Englishman. He telephoned the Englishman to make an appointment for the next day.

- Ivan:* My name is Smirnov. I'd like to speak to Mr. Frieser, please.

- Voice:* There is no one by name of Freiser. I'm afraid you have the wrong number. What number were you calling?
- Ivan:* I was dialing 7—2992.
- Voice:* Oh, but this is 7—2993.
- Ivan:* I'm sorry to have bothered you.
- Voice:* That's quite all right.
- Secretary:* Mr. Freiser's office here.
- Ivan:* May I speak to Mr. Freiser, please?
- Secretary:* Who is that calling, please?
- Ivan:* My name is Smirnov. I came from Moscow a few days ago and I wanted to meet Mr. Freiser. We spoke about our meeting while I was still in Moscow.
- Secretary:* I'm sorry Mr. Freiser is busy now. He is in conference. How could he contact you later?
- Ivan:* I'm staying at the Sherlock Holmes Hotel. My room number is 346. I'll be in at about six in the evening.
- Secretary:* Very good. He will contact you then.
- Mr. Freiser:* Ivan, is that you? Good evening.
- Smirnov:* Good evening, Frank. I'm very glad to hear you.
- Mr. Freiser:* So am I. When shall we meet?
- Smirnov:* I have some free time tomorrow morning.
- Mr. Freiser:* Splendid. Let's make an appointment for ten. Smirnov: It suits me all right.
- Mr. Freiser:* Then our driver will pick you up at the hotel at a quarter to ten. Our office is not far away.
- Smirnov:* I'll be happy to see you and discuss our enquiry then.
- Mr. Freiser:* Likewise. I'll be grateful if you could join me for lunch.
- Smirnov:* Thank you. I'll be glad to. See you tomorrow.

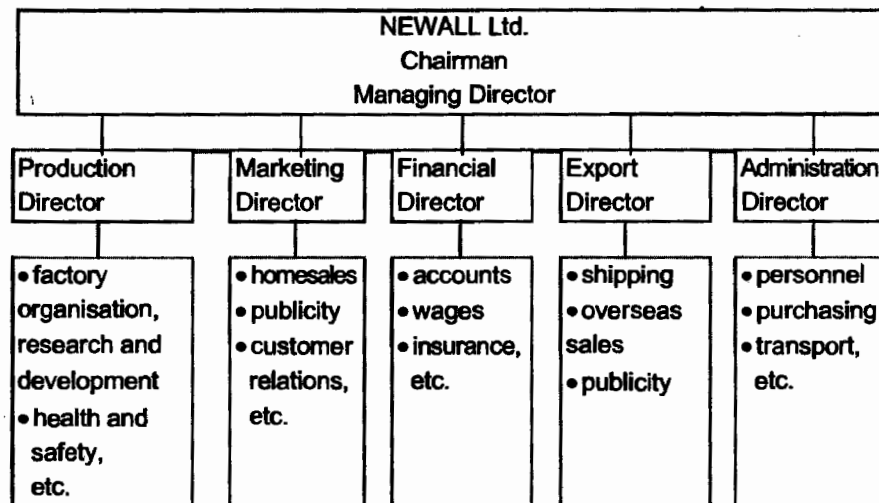
**Task. Mark the intonation of the telephone talk, read it out loud and sum it up.**

## Episode Thirty Six A business talk

At the appointed time Ivan arrived at Mr. Freiser's office by car. Mr. Freiser greeted Ivan with warm smiles and kind words.

- Frank:** Oh, Ivan I haven't seen you for ages. How are you getting on these days?
- Ivan:** Not bad. I hope you are doing well too.
- Frank:** I would say so. How are your classes, young man?
- Ivan:** I understand you are kidding but I like the sessions we are having here. There are a few important things I have learned here. And I've met some businessmen whose business looks very promising for us.
- Frank:** Good for you. And would you like some tea or coffee before we get down to business.
- Ivan:** Some coffee, please.
- Frank:** The secretary will bring coffee for us in a minute.
- Ivan:** I believe we could speak about our business now, if you don't mind.
- Frank:** I agree with you here. We studied your enquiry for our security devices and we could offer you some very modern ones.
- Ivan:** Could I see them while I'm here? Then it will be much easier for me and the General Director of my company to make a decision about the range of devices to buy.
- Frank:** No problem. Our Production Director will take you to our production shop and you will see all the devices we are offering to our customers at present. We have sold quite a lot of each type and we have not got a single complaint. They have never failed our customers.
- Ivan:** It sounds very convincing. And will the Production Director be coming soon?
- Frank:** The Secretary will invite him after we have coffee.
- Ivan:** I see.
- Frank:** By the way, here is the latest organigram of our company. You may have a copy if you wish.
- Ivan:** Thank you. It will help me to speak with the Production Director.

**Task a.** Sum up this dialogue, write out all the business terms and translate them into Russian.



**Task b.** Translate the organigram of Mr. Freiser's company and draw the organigram of another company you know.

## Episode Thirty Seven Visiting a factory

The Production Director showed Mr. Smirnov round the factory and answered a lot of questions of his. There were especially many questions asked on the production floor. The Production Director told Mr. Smirnov about the products of the company. Mr. Smirnov was greatly impressed by the number of the new products and by their sophistication. Then the Production Director showed Mr. Smirnov the different departments of the company and introduced him to the management team. When all was seen and spoken of the Production Director took Mr. Smirnov to Mr. Freiser's office.

- Frank:** And what do you think of all that you've seen?
- Ivan:** Oh, it's very interesting and impressive. It's a very good set-up: modern factory, good labour force.
- Frank:** That's true. We have been in this business for over ten years. Besides we are planning to expand. Our annual turnover is about twenty million pounds.
- Ivan:** Then our business will be too small for you, I'm afraid.
- Frank:** You are wrong here, I'm sure. We try to satisfy all our customers. And we treat them all with high esteem.

**Ivan:** By the way, could I have some material on your products? I should study the assortment you offer before we discuss other matters relating to the enquiry, or to our future contract.

**Frank:** Naturally you will have all the publicity brochures and leaflets. They contain all the technical details. We have prepared a pack for you.

**Ivan:** Thank you very much. That's very considerate of you.

**Frank:** And when will you be able to tell us what devices exactly interest you?

**Ivan:** Most probably I'll look through all the materials tonight, then contact our General Director and tomorrow I'll give you our reply.

**Frank:** Hard work, isn't it? But certainly it's better to discuss all the details while you are here in London. Now let's make a break and enjoy lunch at the restaurant just across the street.

**Task a. Read the dialogue aloud and sum it up.**

**Task b. Answer these questions:**

- 1 Do businessmen usually try to visit the production facilities before they make up their mind about buying the products?
- 2 Why do they try to study the relevant technical material?
- 3 Is publicity material always reliable when a businessman is to make a decision?

## Episode Thirty Eight Ordering the devices

After Ivan Smirnov had a fact-finding visit to Newall Ltd. he studied the materials he got and reported the results of his visit and survey to the General Director. In the morning he telephoned Mr. Freiser and made an appointment for 11 a. m. the same day. Thus they met at Mr. Freiser's premises at 11 and after some preliminaries they got down to business.

**Frank:** Judging by your early call this morning you have brought us good news, haven't you?

**Ivan:** That's true. Last night I spoke with my General Director and he gave me the go-ahead to the purchase. And here is the list of the devices we are interested in.

**Frank:** And how many devices of each type are you ordering?

**Ivan:** 5 of each the five types, or 25 all in all.

**Frank:** It is rather disappointing, I should say.

**Ivan:** I agree with you here. It's a rather small order. But it's a trial order. If our customers are satisfied with the devices they will order some more. Meanwhile we'll contact our customers in a few other cities in Russia. They might be interested too.

**Frank:** And speaking about your trial order, when do you need the devices?

**Ivan:** Can you deliver them next month?

**Frank:** At the earliest we can deliver them during the second half of the month. And how do you want us to ship the goods?

**Ivan:** By air, this time. They are not very heavy and besides our customers are impatient to test them as soon as possible.

**Frank:** If I understand you properly you would like us to ship them on cif terms by plane. The cif prices will be much higher than the basic prices stated in our brochures.

**Ivan:** Then let's discuss the price now.

**Frank:** Shall we have some coffee or tea first?

**Ivan:** I don't mind a break at all.

**Task. Read the dialogue aloud, write out all the business terms and translate them into Russian.**

## Episode Thirty Nine Prices

After a coffee break the businessmen resumed their talk:

**Ivan:** And now comes the price problem.

**Frank:** As far as I understand you want us to pay airfreight and insure the devices during their shipment.

**Ivan:** For our trial order these terms are preferable for us. Could you give me your idea of the cif price for each of the devices then?

**Frank:** Before the break I made some calculations and asked the secretary to type the price list on this basis.



**Ivan:** Very good.

**Frank:** Oh, here it is ... Thank you, Nancy.... Now, Mr. Smirnov, you may have a look at the prices. The total sum is three thousand pounds.

**Ivan:** I certainly admit it's a small order. Therefore I shall not mention discounts you usually grant us. But don't take it as a precedent. When we make contracts in future we hope we shall have a certain discount off prices.

**Frank:** We shall certainly discuss this matter in every particular case. If you mention future contracts there is a question I would like to ask you. Will you always prefer cif prices and shipment by plane?

**Ivan:** Oh, no. Far from it. Only in this particular case we have chosen shipment by plane and cif terms. But in future, if nothing extraordinary happens, we shall practice fob Tilbury terms, as usual.

**Frank:** Fine. No objections on our part. Shall we have a standard contract for your trial order? **Ivan:** I suppose so. If you can have it prepared now it would be splendid. I'll sign it. I have the power of attorney.

**Frank:** Fine. No objections on our part. Shall we have a standard contract for your trial order? **Ivan:** I suppose so. If you can have it prepared now it would be splendid. I'll sign it. I have the power of attorney.

**Frank:** And what would you say if I propose to sign it in the evening before our dinner. We could have dinner at the restaurant of your choice.

**Ivan:** OK. There is a good cosy restaurant near the hotel. It's called White and Red Roses.

**Frank:** Fine. I'll be waiting for you in the lobby at seven p. m.

**Ivan:** See you at seven then. Goodbye.

**Task a. Read the dialogue outloud and write out the most important sentences on prices.**

**Task b. Agree or disagree and give your reasons:**

1 It is usually most difficult for buyers and sellers to agree on the price.

2 There are many ways of persuading the other party to see your points and making the other party agree to your price.

3 There are many factors affecting the price.

## Episode Forty Contracts in foreign trade

### Contract 27/03

This number must be quoted  
on all correspondence

London

20 November 2003

**Newall Ltd.**, hereinafter referred to as the *Sellers* on the one hand and Messrs. **Ruslimport**, hereinafter referred to as the *Buyers*, on the other hand, have concluded this Contract, whereby the Sellers sold and the Buyers bought on the terms and conditions stated herein, subject to the Standard Conditions of Sale attached to this Contract and forming an integral part thereof 25 SECURITY DEVICES as set out in the Specification attached to the Contract and forming another integral part thereof.

The total price is 3,000 pounds sterling to be understood CIF Sheremetievo Airport, Moscow, Russia.

The goods are to be delivered before the 25 December, 2004.

Payment is to be effected in GBP under an Irrevocable divisible letter of credit established by the Buyers with the first class bank correspondent of Barclays Bank, London against the following shipping documents:

- Air Waybill
- Shipping Specification
- Packing List
- Work's Test Certificate
- Invoice
- Insurance Policy

The Letter of Credit is to be valid for 60 days for shipment and presentation of the documents. The Letter of Credit is to be opened within 10 days after receipt by the Buyers of the Seller's advice of readiness of the goods for shipment.

**Newall Ltd. Bank Account Details:**

Account Name	Newall Ltd.
Account Number	60205818
Bank	Barclays Bank plc
Branch	Cheapside Branch
Branch Address	Atlas House, 1—7 King Street

London EC2V 8AU United Kingdom

Sort Code 20-19-90

Partial deliveries and delivery ahead of schedule are allowed.

Legal addresses of the Parties:

*The Sellers:*

*The Buyers:*

For and on behalf of the Sellers For and on behalf of the Buyers



**Task.** Translate the Contract which Mr. Freiser handed over to Mr. Smirnov in the evening.

## Episode Forty One Taxis in London

One day after an external visit Vladimir Antonov one of the participants of the Programme decided to go sightseeing by himself. Just to economise time, he decided to go by taxi.

The famous London black taxi cabs can be hailed in the street. Some cabs are now painted different colours and carry limited advertising, but are still bound by the same strict regulations. They are available for hire if the yellow light above the windscreen is lit. All these taxis have meters which the driver must use on all journeys within the Metropolitan Police District. The District covers most of Greater London and goes out to the Heathrow Airport. For longer journeys the price is usually negotiated with the driver beforehand. There is also a minimum payable charge which is shown on the meter when you hire the cab. Passengers are expected to pay extra for large luggage, journeys between 20.00—06.00, at weekends and holidays.

There are over 500 ranks throughout London, including all major hotels and British Rail stations.

Besides black cabs there are mini-cabs which practically render similar services. But they cannot be hailed in the street, they are indistinguishable from private cars. Unlike the black cabs they are not licensed and their drivers do not take the same stringent tests. They are cheaper than black cabs. Usually they are ordered by telephone. They are listed in Yellow Pages.

**Task a.** Retell the above and say what you know about taxi service in various cities.

When Vladimir saw a cab with a yellow light he signaled it to halt:

**Vladimir:** Excuse me, could you take me to Westminster Bridge?

**Driver:** Yes, certainly. Get in please. Where do you want me to stop?

**Vladimir:** Near Big Ben or just opposite the Houses of Parliament.

**Driver:** Good. Here you are.

**Vladimir:** How much is it?

**Driver:** The meter says three forty.

**Vladimir:** Here it is. Keep the small change.

**Driver:** Thank you. Good-bye. Enjoy the sights.

**Task b.** Read this dialogue out loud and improvise a few similar ones.

## Episode Forty Two London and the City

London was not built as a city in the same way as Paris or New York. It began life as a Roman fortification at a place where it was possible to cross the River Thames. A wall was built around the town for defence, but during the long period of peace which followed the Norman Conquest, people built outside the walls. This building continued over the years. In 1665 there was a terrible plague in London which killed too many people. In 1666 the Great Fire of London ended the plague, but it also destroyed much of the city. Although many people who had fled London during the plague returned to live in the rebuilt city after the plague and the Great Fire, there were never again so many Londoners living in the city centre.

These days London has spread further outwards into the country, including surrounding villages. Today the metropolis of Greater London covers about 610 square miles (1580 sq. km). and the suburbs of London continue even beyond this area. Some people even commute over 100 miles (over 150 km.) every day to work in London.

The gradual growth of the city helps to explain the fact that London does not have just one centre, it has a number of centres, each with a distinct character: the Government centre in Westminster, the shopping and entertainment centre in the West End, the financial and business centre called the City.

The City is rather a small area east of the centre which includes the site of the original Roman town. It is an area with a long and exciting history, and it is proud of its independence and traditional role as a centre of trade and commerce. The City of London is one of the major banking centres of the world and you can find the banks of many nations in the famous Threadneedle Street and the surrounding area. Here, too, the Bank of England, the central bank of the nation, is located. Nearby is the Stock Exchange where shares of commercial companies are bought and sold. A little further is Lloyd's, the most famous insurance company in the world.

During weekdays in the City one can see the City gents with their bowler hats, pin-striped suits and rolled umbrellas. This is the "unifrom" only of those men involved in banking and business in the City.

**Task. Write a plan of the text and retell it accordingly.**

## Episode Forty Three Driving a car

One of the evenings Mr. Hill and a few participants decided to go to the cinema to see the film, the latest Oscar Award winner. Before the film was to start they had an hour at their disposal. And they decided to have a ride around London by Mr. Hill's car.

- David:* What would you like to see during this hour in London?  
*Anton:* And what would you recommend?  
*David:* We might have a ride through this entertainment area around Leicester Square and then through the Strand famous for its rich hotels. Then we could also drive to St Paul's Cathedral. It looks majestic in the evening lights.  
*Anton:* We would be glad to see all that.  
*David:* Then let's start the journey.  
*Anton:* ... By the way, I know that when you were in Russia you hired a car and drove it a few days. Was it very difficult to drive on the right?  
*David:* Oh, it was very difficult at first. It was necessary to concentrate... especially when I wanted to overtake. But the hardest were roundabouts. Well, you know, we Englishmen have always driven on the left and are accustomed to that.  
*Anton:* Did you usually find the ways very easily?  
*David:* I wouldn't say so. Once it was terrible. I was in a traffic jam for an hour and then I got lost. But finally everything was all right. I should let bygones be bygones.  
*Anton:* I always wonder how fast your cars and buses go along these narrow streets. It is fantastic. You must be all very good drivers!

There are speed limits — 30 or 40 miles per hour in or near towns in England and 70mph on motorways. The driver must wear a seat belt and so must the front seat passenger. Two yellow lines on the

road mean no parking. One yellow line means parking is restricted. In some big towns the car may be clamped and towed away if it is parked illegally. It is very expensive to get the car back. All the rules and regulations on driving are fully described in The Highway Code.

Petrol stations or garages are often self-service. The driver can select 4 star (super), unleaded petrol or diesel from the automatic pump and pay the cashier. If the pump is not automatic there is an attendant to help.

**Task. Sum up the dialogue and say what you learned from the text about driving and roads in Britain.**

## Episode Forty Four Visiting Windsor and Eton

On Sunday morning the group started on an excursion for Windsor by coach.

Windsor lies 34 km west of London and is famous, first and foremost for Windsor Castle, the residence of the royal family. Many parts of this historic castle are open to the public while some other parts are always closed and some are closed when the royal family is in residence.

The site of Windsor Castle was first defended by William the Conqueror in 1070 and for the next 900 years the building was continually enlarged, growing from a medieval castle to a vast and complex royal palace.

The most impressive of all the castle buildings is St. George's Chapel, a masterpiece of perpendicular Gothic architecture. The State Apartments, which are closed to the public, comprise 16 rooms, and each is a treasure house of superb furniture, porcelain, and armour. The rooms are decorated with carvings by Grinling, Gibbons, ceilings by Verrio and works from the royal collections. They include Van Dyck's paintings.

The star attraction, open to the public, is Queen Mary's Doll's House, designed by Sir Edwin Lutyens and given to the nation in 1923. The furnishings are designed at one-twelfth lifesize.

Part of Windsor Central Railway Station has now been converted to a waxworks museum run by Madame Tussaud's, recreating the scene in 1879 when a special train arrived here to celebrate Queen Victoria's Diamond Jubilee. Queen Victoria, the longest ruling monarch in Britain, who lived in 1837—1901, symbolises the unity of the nation, the British Empire and the progress of the nation in the nineteenth century.

After visiting Windsor the group walked to Eton. They went along Thames Street from Windsor Castle down to the river, where Windsor Bridge took them to Eton, Windsor's twin town, on the northern bank. Eton is the home of Eton college, the public school that has produced no fewer than 20 prime ministers. It was term time and they saw a lot of students around, dressed in their distinctive tail coats and wing collars.

**Task.** Retell the text and write an essay about places of interest near Moscow or another city in Russia.

## Episode Forty Five Payments in international trade

On Monday morning the participants resumed their work and listened to the lecture on payments in international trade.

*Here is a part of the lecture:*

With any form of international trade it is essential to ensure that payment will be received in accordance with the terms of the underlying commercial contract. The most secure and established methods of settling international trade transactions are:

- by documentary letters of credit and
- by documentary collection bills.

Documentary letters of credit are opened by the importer's bank with a bank in the exporter's country, usually the importing bank's correspondent in the exporting country. Exporters submit to the bank in their country all the shipping, insurance and other documents specified in the letter of credit issued by the importer's bank. If the documents are in order the bank in the exporting country will credit the exporters with the proceeds. The proceeds are reimbursed by the importer's bank in due course.

Documentary collection bills are presented to the importer's bank or its correspondent by the exporters together with all the shipping, insurance and other documents, specified in the contract. If the documents are in order the importers instruct their bank to pay and they collect the shipping documents then.

There are a few ways of transferring money from bank to bank. In the recent past these ways were:

- mail transfers and
- telegraphic transfers.

Now these two types of messages are practically replaced by SWIFT messages. SWIFT stands for the Society for Worldwide Interbank Financial Telecommunication. It is a network serving now more than 3,000 banks in about 100 countries. It speeds up payment messages between banks immensely. If sending and receiving banks are both "logged-in", a message can be delivered in under 20 seconds. Over 1 million messages are sent every day via the computers of SWIFT and its member banks.

The role of correspondent banks is permanently growing. They facilitate and expedite international payments. A correspondent bank is one which carries a deposit balance for another bank located in another city or country and engages in an exchange of services with that bank.

**Task.** Translate the text into Russian.

## Episode Forty Six Payment problems settled

In the evening when Anton returned to the hotel he had a telephone call from Coventry, located to the north of London. It was a call from Mr. Snow, a business associate of the Russian company for whom Anton worked.

**Mr. Snow:** Mr. Smirnov, I'm calling to send my apologies to Mr. Nikolaev, your chief, for our default.

**Anton:** Don't worry we have received your payment and everything seems all right. I spoke with Mr. Nikolaev before my departure. He does not bear any grudges against you.

**Mr. Snow:** I'm very glad to hear that. But still I want to assure you that such things will never happen again.

**Anton:** Good. I'll pass it on to Mr. Nikolaev on my return to Moscow.

**Task a.** Read the dialogue aloud and sum it up.

Dear Mr. Snow,

15 October 2004

According to our records payment of our Invoice 3582, sent to you on 10 August, has not yet been made. As an exception we specified payment on an open account terms 30 days net. Our invoice has now been outstanding for 50 days. In the case of unsettled debts of this duration it is our company policy to take legal action. We would naturally prefer not to have to go so far. In case you have lost or mislaid the original we are enclosing a copy of our invoice. We look forward to receiving your payment this week.

Yours sincerely,  
Nick Nikolaev  
General Director

**Dear Mr. Nikolaev,**

**1 November 2004**

As you will remember from our telephone calls, we have been recently experiencing a number of difficulties with several large customers. This has resulted in unfortunate delays in paying outstanding accounts. We are extremely sorry that your company has been affected by these developments. We are doing everything possible to rectify the situation. Indeed we hope to make the payment which is about a month overdue in the very near future.

Yours sincerely,

John Smith

Managing Director

**Task b. Read and translate these two letters relating to the default mentioned by Mr. Snow.**

## Episode Forty Seven Mass media in Britain

The British are a nation of newspaper readers. Many of them have a daily paper delivered to their home just in time for breakfast.

British newspapers can be divided into two groups: quality and popular. Quality newspapers are more serious and cover home and foreign news thoughtfully while the popular newspapers like shocking, personal stories as well as some news. These two groups of newspapers can be distinguished easily because the quality papers are twice the size of the popular newspapers.

### **Quality daily newspapers:**

*The Times*

*The Guardian*

*The Daily Telegraph*

*Financial Times*

*The Independent*

### **Quality Sunday newspapers:**

*The Sunday Times*

*The Observer*

*The Sunday Telegraph*

### **Popular daily newspapers:**

*The News of the World*

*The People*

*The Mail on Sunday*

*The Sunday Mirror*

*The Sunday Express*

British newspapers are often associated with Fleet Street, located in Westminster City of London. Fleet Street was the home of the nation's newspapers till the recent past. But not long ago practically all the newspapers moved their headquarters to Docklands, a newly developed business centre in the eastern part of London. Only two newspapers *The Daily Express* and *The Daily Telegraph* are still in Fleet Street. However, people still say "Fleet Street to mean the press".

Watching television is one of the great British pastimes! Broadcasting in the United Kingdom is controlled by the *British Broadcasting Corporation* (BBC) and the *Independent Broadcasting Authority* (IBA). The BBC receives its income from the Government, but the private companies controlled by the IBA earn money from advertising. The BBC has two TV channels. The IBA is responsible for looking after the regional independent TV companies who broadcast their own programmes and those they have bought from other regions.

National radio is controlled by the BBC, and listeners can choose between four stations. There are many local stations, some private and some run by the BBC. Their programmes consist mainly of music and local news.

**Task a. Sum up what the text says about British mass media.**

**Task b. Write a short essay about mass media in Russia.**

## Episode Forty Eight Financial news

### **DOLLAR AND POUND RISE**

The dollar and the pound resumed their advances against the yen yesterday.

The US currency was helped chiefly by the US stock and bond markets, which rebounded from Thursday's falls.

The dollar was also boosted by US construction spending for November, which rose where a fall had been forecast. The figures added to the evidence of recent weeks that the American economy has resumed stronger growth. 'The US deceleration is probably coming to an end', said Mr. Peter von Maydell, senior currency economist at UBS in London.

The dollar gained ¥0.5 against the yen to close in London ¥112. But the Tokyo market remained closed for the National Holiday.

The pound closed in London at USD 1.692 to the dollar. It gained on strong consumer credit data and on rising oil prices.

Pound in New York			
	Nov 18	latest	prev. close
GBP spot		1.6870	1.6945
1 mth		1.6860	1.6935
3 mth		1.6798	1.6906
1 yr		1.6675	1.6769

Sterling has been the strongest major currency over the Holiday period appreciating almost 2 per cent.

Task. Read and translate this newspaper item from the Financial Times.

## Episode Forty Nine A visit to Oxford

On the eve of their departure to Moscow the participants had some free time and Mr. Hill proposed they should make a trip to Oxford.

Oxford, first and foremost, is known for its University. The University began itself in the middle of the 12th century, and by 1300 there were already 1,500 students. At this time, Oxford was a wealthy town, but by the middle of the 14th century, it was poorer, because of a decline in trade and because of the terrible plague, which killed many people in England.

Relations between the students and the townspeople were very unfriendly, and there was often fighting in the streets. On the 10th February 1355, the Festival of St. Scholastica, a battle began which lasted two days. Sixty-two students were killed. The townspeople were punished for this in two ways: they had to walk through the town to attend a special service on every St Scholastica's day until 1825. Worse than this, the University was given control of the town for nearly 600 years.

Nowadays there are about 12,000 students in Oxford, and the University and the town live quietly side by side.

When the coach came to Oxford the participants bought some colourful books on Oxford, maps and some souvenirs. Then they went sightseeing and stopped near Trinity College.

**Tatjana:** The college looks great. I wonder how old it is.

**David:** I myself am an Oxford graduate but I don't remember when exactly it was founded. Let's look in the guide

book. Oh, it was started in 1315.

**Tatjana:** Is it the oldest college?

**David:** Oh, no. Jesus College and some others are much older.

**Tatjana:** It's very beautiful. I'd like to study here. Is the chapel open to the public?

**David:** Yes, it is. Let's go and look. The choir of this college is famous in England. They sing on TV every year at Christmas.

Task. Read the above and say what you know about Oxford using this and other sources of information.

## Episode Fifty Good-bye to London

In the evening Mr. Hill invited all the participants to a farewell party at the Beefeater restaurant near the Tower of London. In general Beefeaters are warders of the Tower, dressed as in the days of the Tudor kings. The restaurant is famous for its medieval ages performance and the spirit of the time. It's like a costume drama with the history of England unfolding before the eyes of the guests.

The participants enjoyed the performance immensely, had a very nice meal and a few drinks. A few toasts were pronounced like these:

*To the success of our business!*

*To our prosperous business! Cheers!*

*To your very good health!*

There were also many thanks like these:

*Thank you very much for having us.*

*Thank you for the nice stay we had here in London.*

*We were very happy here. Thank you very much.*

*Everything was unforgettable. I thank you a lot.*

*We've really enjoyed the visit.*

In the morning the Group checked out and the coach took them to Heathrow Airport. There was no queuing up they checked in very quickly and went upstairs to the Passport Control point. Here they said good-bye and expressed thanks to Mr. Hill. In reply he said many kind words and wished them a safe journey.

The journey back home was really very smooth and enjoyable. A few days later Pete Smirnov, General Director of Economtraining, sent the following letter to Mr. Hill:

**Dear Mr. Hill,**

Let me thank you and your esteemed company on behalf of the Group and our company for the hearty atmosphere of their stay in London, for very informative lectures and very useful external visits they had. They also thank you heartily for the chances to do some business of their own and to make a few visits they had planned. I hope that we shall arrange similar programmes in future as well to the satisfaction of our both parties.

Let me send you and your family my best wishes for Christmas and a very prosperous New Year.

Yours faithfully,  
Pete Smimov

**Task a. Read and retell the text and the letter.**

**Task b. Say what other toasts and words of thanks you know. Write a letter of thanks to Mr. Hill in your own words.**

## Appendices 1—4

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## Appendix 1 English-Russian Glossary

### A

accelerate	ускорять
<i>syn.</i> to speed up, to expedite	
accept	принимать, акцептовать
acceptance	приемка, акцепт
accommodation	жилье ( <i>обычно в гостинице</i> ), размещение
accordance	соответствие
in accordance with smth	в соответствии с чем-либо
accordingly	соответственно
according to smb/smith	как сообщает/заявляет кто-либо, согласно чему-либо
account for smth <i>v.</i>	отчитываться за, объяснять что-либо; составлять что-либо
account <i>n.</i>	счет
for smb.'s account	за чей-либо счет
to smb.'s account	на чей-либо счет
to take smth into account/consideration	принимать что-либо во внимание
accountant	бухгалтер
accounting	бухгалтерский учет
accounts year	отчетный год
acknowledge	подтверждать
acknowledgment	подтверждение (получение); признание
acquisition	приобретение, поглощение (одной компанией другой)
actual	фактический, действительный
add	добавлять
addict	человек, чрезмерно увлекающийся чем-либо
adjust	приспосабливать, регулировать, поправлять
admit	допускать
advance	аванс; прогресс; рост; повышение курса валюты
in advance	заранее, досрочно

advantage	преимущество
to take advantage of	воспользоваться (чем-либо)
advertise	рекламировать
advertisement	реклама, рекламное объявление
advise	1) извещать, уведомлять 2) советывать
advice	1) извещение, уведомление, авизо 2) совет
credit advice	кредитовое авизо
debit advice	дебетовое авизо
affect	сказываться на, влиять на
agree	соглашаться
to agree with smb	соглашаться с кем-либо
to smth	на что-либо
to agree on smth	согласовывать что-либо
<i>ant.</i> to disagree	не соглашаться
agreement	согласие; соглашение
airfreight	авиафрахт (стоимость перевозки груза на самолете)
air waybill	авианакладная
aisle	проход между рядами
allocate	размещать, ассигновать
allocation	размещение, ассигнование
allow smb to do smth	разрешать
<i>syn.</i> to let smb do smth	
allowance	1) разрешение 2) скидка 3) надбавка
<i>a. m. (ante meridiem — Lat.)</i>	до полудня
amend	исправлять; улучшать; дополнять
amendment	поправка, исправление
to make/introduce amendments in a contract	делать дополнения к контракту
amount to smth <i>v.</i>	доходить до, быть равным чему-либо
amount <i>n.</i>	сумма
announce	объявлять
announcement	объявление
to make an announcement of smth	делать объявление о чем-либо
annual	ежегодный
answer smb/smith <i>v.</i>	ответить кому-либо/на что-либо

answer <i>n.</i>	ответ
answer to smb/smith	ответ кому-либо/на что-либо
in answer to smth	в ответ на что-либо
apologise to smb for smth	извиниться перед кем-либо за что-либо
appendix	дополнение
<i>pl.</i> appendices	дополнения
applicable	применимый
application	1) заявление 2) применение
apply to smb for smth	обращаться к кому-либо с просьбой о чем-либо
appointment	договоренность о встрече
to make an appointment with smb for a certain hour/day	договориться с кем-либо о встрече на определенный час/день
appreciate	оценивать; ( <i>фин.</i> ) увеличиваться, повышаться
approach smb	подойти к кому-либо, обратиться к кому-либо
appropriate	соответствующий
approve	одобрять
approval	одобрение
area	территория
arrange	устраивать, улаживать
arrangement	устройство; соглашение
arrival	прибытие
arrive in a country/city	прибывать в страну/город
to arrive at an airport/office/factory	прибывать в аэропорт/офис/завод
arrival	прибытие
assets	актив (ы) (собственность, включая строения, оборудование, кредитные требования по должникам, ценные бумаги, наличные средства)
<i>ant.</i> liabilities	пассив (ы) (все, что подлежит оплате компанией/предприятием, включая счета за различные приобретения, зарплату сотрудников, дивиденды, объявленные к выплате, долгосрочные обязательства, банковские кредиты и т.д.)
assign	назначать, поручать, передавать
assignment	назначение, передача, переуступка
contract of assignment	соглашение о переуступке
assistant	помощник
associate with	общаться с, соединять (ся), связывать (ся)

associate <i>n</i>	партнер, товарищ, участник
associated	ассоциированный (входящий в ассоциацию/объединение)
assure	заверять, уверять
at the earliest	самое раннее
<i>ant.</i> at the latest	самое позднее
at present	в настоящее время
<i>syn.</i> at the present time, now, currently	
attach smth to smth	прилагать что-либо к чему-либо
attend	посещать
attendant	служитель, сопровождающее или обслуживающее лицо
attention	внимание
to pay attention to smb/smith	обращать (свое) внимание на кого/что-либо
to draw smb's attention to smb/smith	обращать чье-либо внимание на кого/что-либо
audit	проверка, ревизия
auditor	аудитор
authority	власть, власти, администрация; авторитет
available	имеющийся в наличии
average <i>v.</i>	составлять в среднем
average <i>adj.</i>	средний, среднеарифметический
on the average	в среднем
award	1) награда, приз 2) решение (суда, арбитража)
<b>B</b>	
balance	остаток
balance sheet	баланс (документ)
bankrupt	банкрот
to go bankrupt	обанкротиться
bankruptcy	банкротство
bear (bore, borne)	--- (искоды)
begin (began, begun)	начинать
to begin doing/to do	начинать делать что-либо
<i>syn.</i> to start doing/to do	



believe	верить; полагать	bulk	объем, вместимость
benchmark	база, ориентир, отправная точка, исходная позиция	in bulk	навалом, гуртом, все вместе
beneficial	выгодный	bulk buyer	покупатель крупных партий товара
bill	счет; накладная; вексель	bureau de change	обменный пункт
bill of exchange	переводный вексель (безусловный приказ лицу, на которое выставлен вексель, выплатить предъявителю векселя определенную сумму)	<i>pl.</i> bureaux de change	
	коносамент (товарораспорядительный документ при отгрузке товара морем)	business	дело, бизнес
bill of lading	чистый коносамент (коносамент без каких-либо пометок капитана)	to do business with smb	вести дела с кем-либо, торговать с кем-либо
clean bill of lading	коносамент с пометками (капитана о повреждениях груза/упаковки)	buy (bought, bought)	покупать
claused/dirty bill of lading		<i>syn.</i> to purchase	
bind (bound, bound)	связывать	<b>C</b>	
bounding	обязательный	c&f (= cost and freight)	каф (=стоимость и фрахт) (условия поставки, при которых продавец отвечает за транспортировку груза; при этом цена включает стоимость товара и транспортные расходы)
board of directors	совет директоров		
boat	лодка; судно	calculate	подсчитывать, вычислять
bond	облигация, долговое обязательство	calculation	расчет, вычисление, калькуляция
book	заказывать	call smb	звонить кому-либо
bookkeeper	бухгалтер, счетовод	<i>syn.</i> to make a call to smb	
bookkeeping	бухгалтерский учет, бухгалтерия	call <i>n.</i>	телефонный звонок
boost	поднимать, повышать; поддерживать	campaign	кампания
borrow	получать заем, заимствовать	advertising campaign	рекламная кампания
borrower	заемщик, получатель ссуды	capture	тщательно выбирать
bother	беспокоить (ся)	cancel	аннулировать
box office	театральная касса	cancellation	аннулирование
branch	отделение (фирмы, банка, предприятия)	cargo	груз
brand	бренд, торговая марка	case	1) ящик 2) случай 3) судебное дело
breach	нарушение	cash	наличные (деньги)
break (broke, broken)	нарушать	cashier	кассир
breakthrough	прорыв	<i>syn.</i> teller	
bridge	мост	cause	причина
bridge financing	промежуточное финансирование (краткосрочный кредит на период до начала действия основной схемы финансирования, выпуска акций и т.д.)	chamber	комната, палата
	передать по радио/телевидению	chamber of commerce	торговая палата
broadcast (broadcast, broadcast)	Британская вещательная корпорация	chamber of commerce and industry	торгово-промышленная палата
British Broadcasting Corporation (BBC)		change <i>v.</i>	менять
budget	бюджет, смета; запас		

change *n.*  
 charge *v.*  
 charge *n.*  
   charges  
   to be in charge of smth  
 chargeable  
 cheap  
 check  
   to check in  
   to check out  
 Cheers!  
 chiefly  
 choice  
 choose (chose, chosen)  
 cif (= cost, insurance, freight)

claim  
   to make a claim on smb  
   for smth  
   to study a claim  
   to decline a claim  
   to settle a claim  
   amicably

classified  
 clause  
 clear an account  
 clearing

clause  
   *syn.* article, provision

coach  
 coin  
 collect  
 collection

изменение, замена  
 взимать  
 занесение на счет  
 расходы, издержки  
 заведывать чем-либо  
 подлежащий оплате, платный  
 дешевый  
 проверять  
 регистрироваться (*в гостинице*)  
 выписываться (*из гостиницы*)  
 Ваше здоровье! (*мост*)  
 главным образом  
 выбор  
 выбирать  
 сиф (стоимость, страхование, фракт)  
 (условия поставки, при которых  
 продавец отвечает за транспортировку и  
 страхование товара; при этом цена  
 включает стоимость товара, расходы по  
 страхованию и транспортные расходы)  
 претензия, рекламация, требование  
 предъявлять претензию кому-либо  
 в связи с чем-либо  
 рассматривать претензию  
 отклонять претензию  
 урегулировать претензию дружеским  
 путем  
 объявления (*в газете*)  
 пункт, статья (*в договоре*)  
 оплатить счет  
 клиринг (расчет путем взаимного зачета  
 платежных требований)  
 пункт (*контракта, соглашения*)  
 междугородный автобус, ж.-д. вагон  
 монета  
 собирать, забирать; инкассировать  
 сбор, коллекция; инкассо

to send documents for  
 collection  
 collection bill  
 comment *v.*  
   to comment on smth  
 comment *n.*  
 commerce  
   *syn.* trade  
 commission *v.*  
 commission *n.*  
 compete  
   competing  
 competition  
 competitive  
 competitor  
   *syn.* rival  
 complain  
 complaint  
 complete *v.*  
 complete *adj.*  
 completion  
 comply with smth  
 comprise  
   *syn.* to include  
 compromise *v.*  
 compromise *n.*  
 concern smb  
   the parties concerned  
   concern *n.*  
 concession  
 conclude  
   to conclude a contract

отправить документы на инкассо  
 инкассовое поручение (банковский  
 документ — указание получить платеж в  
 краткий установленный срок или в  
 пределах данного срока получить  
 обоснованный отказ плательщика от  
 платежа)  
 комментировать  
 комментировать что-либо  
 замечание, отзыв  
 торговля, коммерция  
 поручать, назначать, давать заказ на  
 поручение, заказ; коммиссионные  
 конкурировать  
 конкурирующий  
 конкуренция  
 конкурентоспособный  
 конкурент  
 жаловаться  
 жалоба, претензия, рекламация  
 1) заканчивать 2) заполнять 3) дополнять  
 1) полный, укомплектованный  
 2) законченный  
 завершение  
 подчиняться/соответствовать  
 чему-либо  
 пойти на компромисс  
 компромисс  
 касаться кого-либо  
 заинтересованные стороны  
 участие, интерес  
 уступка, льгота  
 заключать  
 заключать контракт

<i>syn.</i> to make/sign a contract	
condition	условие
confirm	подтверждать
confirmation	подтверждение
formal confirmation of	официальное подтверждение
conformity	соответствие
to be in full conformity with smth	
<i>syn.</i> to be in full accordance with, to be in line with smth	в полном соответствии с чем-либо
confuse	
<i>syn.</i> to mix up	смешивать, спутывать
considerable	значительный
considerate	внимательный
consideration	внимание; рассмотрение
to send smth for smb's consideration	направить что-либо кому-либо на рассмотрение
consignment	1) партия товара 2) консигнация
<i>syn.</i> lot, cargo, shipment	
to send smth on consignment	отправить что-либо на консигнацию
consist of	состоять из
consortium	консорциум (объединение самостоятельных организаций, банков)
consult smb	консультироваться у кого-либо
contact smb <i>v.</i>	связываться с кем-либо
contact <i>n.</i>	связь, контакт
contain	содержать
contract <i>v.</i>	заключать договор/соглашение, принимать на себя обязательство
	контракт
contract <i>n.</i>	
control <i>v.</i>	1) управлять 2) контролировать
control <i>n.</i>	1) управление 2) контроль
controller	ревизор, инспектор, контролер
convene	созывать, собирать
convenient	удобный (о месте, времени)

convention	съезд, договор, конвенция
convert	превращать, конвертировать
convince smb that	убеждать кого-либо в том, что
to convince smb of smth	убеждать кого-либо в чем-либо
copy	экземпляр
in two copies	в двух экземплярах
corporate	корпоративный
correct	исправлять
<i>syn.</i> to improve, to rectify	
correspond to smth	соответствовать чему-либо
correspondence	1) соответствие 2) переписка
cost (cost, cost) <i>v.</i>	стоить
cost <i>n.</i>	стимость, себестоимость
costs	расходы, издержки, затраты
operating costs	эксплуатационные расходы
counsel	совет; советник
cover <i>v.</i>	покрывать, охватывать, освещать (в прессе)
	покрывать расходы
to cover expenses	обложка; покрытие
cover <i>n.</i>	кредитовать
credit <i>v.</i>	кредитовать чей-либо счет
to credit a certain amount to smb.'s account	определенной суммой
credit <i>n.</i>	кредит
crown	корона; знак качества
current	текущий, теперешний
currently	в настоящее время
currency	валюта
customer	покупатель, клиент
regular customer	постоянный покупатель
customs	таможенная служба, таможня; обычаи
cut (cut, cut) <i>v.</i>	сокращать, снижать
cut <i>n.</i>	сокращение, снижение
CV (curriculum vitae — <i>Lat.</i> )	анкета
<i>syn.</i> resume	

## D

damage <i>v.</i>	повреждать, наносить ущерб
damage <i>n.</i>	повреждение, ущерб
damages	убытки; компенсация за убытки
datum	данное
<i>pl. data</i>	данные
deal in smth with smb	иметь дело с кем-либо по чему-либо
dealer	дилер (оптовый покупатель товаров и услуг для розничной перепродажи; сотрудник банка, специализирующийся на валютных операциях; компания или физическое лицо, которые оперируют на бирже за свой собственный счет)
debenture	необеспеченное долговое обязательство
debit <i>v.</i>	дебетовать
to debit a certain amount to smb.'s account	дебетовать чей-либо счет на определенную сумму
debit <i>n.</i>	дебет
debt	долг
bad debt	безнадежный долг
to write off debts	списывать долги
debtor	должник
deceleration	замедление
decline <i>v.</i>	падать, снижаться
decline <i>n.</i>	падение, снижение
decrease <i>v.</i>	уменьшать (ся), сокращать (ся)
decrease <i>n.</i>	уменьшение, сокращение
deduct	вычитать
to deduct ... from	вычитать ... из
deduction	вычитание, уменьшение
defer	откладывать, отсрочивать
deferred payments	отсроченные платежи
define	определять, устанавливать значение (слова)
delay <i>v.</i>	задерживать
to delay shipment	задерживать отгрузку
delay <i>n.</i>	задержка

a two month delay	задержка на два месяца
deliver	доставлять, передавать
delivery	доставка, поставка
demand <i>v.</i>	требовать, предъявлять требование
demand <i>n.</i>	спрос; требование
to be in (great) demand	пользоваться (большим) спросом
departure	отправление; отклонение
depend on smb/smith	зависеть от кого/чего-либо
deposit <i>v.</i>	вносить депозит
deposit <i>n.</i>	депозит (деньги, внесенные как свидетельство намерения заключить сделку; вклад клиента в кредитном учреждении (в виде денег или ценных бумаг))
deputy	заместитель
despatch/dispatch <i>v.</i>	посылать, отправлять
despatch/dispatch <i>n.</i>	отправка, отправление
detail	деталь, подробность
in detail	детально, подробно
determine	определять, устанавливать
device	прибор, приспособление
develop	развивать (ся), совершенствовать (ся)
development	развитие, совершенствование
developments	события
devote smth to smb/smith	посвящать что-либо кому/чему-либо
digress <i>v.</i>	отступать, отвлекаться
digress <i>n.</i>	отступ, отвлечение
discount <i>v.</i>	дисконтировать, учитывать
discount <i>n.</i>	1) скидка 2) учет, дисконт
to give a ...%	предоставить ... — процентную скидку с цены
discount off the price	автомат для выдачи денег, банкомат
dispensing machine	распределять; классифицировать
distribute	сбыт, распределение, дистрибуция
distribution	разнообразный, разный
diverse	делимый
divisible	

<i>ant.</i> indivisible	неделимый	enclosure	вложение, приложение
divisible letter of credit	делимый аккредитив	encourage	поощрять, поддерживать
documentary	документарный	encouragement	поощрение, поддержка
domestic	внутренний	engage	занимать (ся); нанимать
<i>syn.</i> internal		to be engaged in smth	заниматься чем-либо
draft	проект, набросок, черновик	enquire/inquire	запрашивать
draft contract	проект контракта	enquiry/inquiry	запрос
to draw up (drew, drawn)	составлять	to make an enquiry	составить запрос
due <i>adj.</i>	должный, причитающийся	to send/forward an enquiry	направить запрос
due <i>n.</i>	должное	to study/consider/ examine	
dues	сборы, пошлины	an enquiry	рассмотреть запрос
due to smth	благодаря чему-либо	to reconsider/reexamine	пересмотреть запрос
durable	длительный, долговременный	an enquiry	
durables	товары длительного пользования	ensure	обеспечивать
duty	1) пошлина 2) долг	enterprise	предприятие
duty free	беспошлинный	entitle smb to do smth	дать право кому-либо делать что-либо
		entity	юридическое лицо ( <i>фирма, предприятие, компания</i> )
<b>E</b>		equipment	оборудование
earn	зарабатывать	error	ошибка
earnings	поступления	<i>syn.</i> mistake	
economics	экономика (наука)	essential	существенный, необходимый
economise	экономить	essentials	предметы первой необходимости
economy	1) экономия, бережливость	establish	основывать, создавать
	2) хозяйство, экономика	<i>syn.</i> to found	
effect	осуществлять	to set up	
eligible	отвечающий требованиям	establishment	основание; учреждение; основы
embassy	посольство		и устои государственного строя
emerge	появляться	esteem	уважать
emerging markets	новые рынки	highly esteemed	глубокоуважаемый
employ	нанимать, предоставлять работу	etc. (etcetera) <i>Lat.</i>	и так далее
employee	служащий, работающий по найму	Eurocheque	еврочек (международная карточка, используемая для безналичных платежей и получения наличных денег)
employer	работодатель		франко завод (условия поставки, при которых продавец должен поставить товар для самовывоза покупателем; при этом цена включает только стоимость самого товара)
employment	занятость; занятие, служба		
<i>ant.</i> unemployment	безработица	ex works	
enclose smth with a letter	вложить что-либо в письмо, приложить что-либо к письму		
<i>syn.</i> to attach smth			
to a letter			

example	пример
for example	например
exceed	превышать
exception	исключение
excess	избыток, излишек
exchange v.	обменивать, меняться
exchange n.	обмен; биржа
commodity exchange	товарная биржа
foreign exchange	иностранная валюта
currency exchange	валютная биржа
stock exchange	фондовая биржа
execute	выполнять
syn. to fulfil, to carry out, to perform	
executive n.	руководитель
executive adj.	руководящий
exhibition	выставка
expand	расширять (ся)
expect	ожидать, рассчитывать
expenditure	расходы (государства, крупной фирмы и т.д.)
expenses	расходы
expensive	дорогой, дорогостоящий
experience v.	испытывать
experience n.	опыт; квалификация
expire	истекать
expiration	истечение (срока)
expiry	окончание, истечение (срока)
on expiration/expiry	при окончании
explain smth to smb	объяснить кому-либо что-либо
explanation	объяснение
export v.	экспортировать
export n.	экспорт
exports	экспорт, статьи экспорта, предметы вывоза
extend	продливать
extension	продление (срока)

## F

facility	удобство; льгота; услуга
facilities	средства (денежные); сооружения, здания; оборудование, приспособления, устройства; производственные мощности
fail	потерпеть неудачу, не удаваться
to fail to do smth	не сделать чего-либо
failure	неудача, провал
fair n.	ярмарка
fair adj.	справедливый, беспристрастный, законный; посредственный, средний
faithful	верный, преданный
fall v.	падать
fall n.	падение
fare	стоимость проезда
farewell	прощание
fee	гонорар, вознаграждение, стоимость программы обучения
file	папка, досье, скоросшиватель
fill in	заполнять
finance v.	кредитовать, финансировать
finance n.	финансы
fine n.	штраф
syn. penalty	
flight	рейс
fluctuate	колебаться
prices are fluctuating	цены колеблются
fob (= free on board)	фоб (свободно на борт) (условия поставки, при которых продавец несет ответственность за товар до момента его поставки на борт судна/самолета; при этом цена включает стоимость товара и все расходы продавца до момента поставки)
to deliver goods on fob terms	поставить товар на условиях фоб
to deliver goods fob Riga	поставить товар на условиях фоб Рига
our price is USD...fob Riga	наша цена — ... ам. дол. фоб Рига
folder	папка для документов

for (= free on rail)

for and on behalf of  
force majeure

forward  
*syn.* to send, to ship,  
to despatch/dispatch

forwarding agent

forwarder

found

free

freight

frustrate

frustration

## G

gain

gains

get down to business

go ahead

goods

*syn.* commodity/ties

products

production

produce

goodwill

government

graduate from a university

graduate *n.*

grow (grew, grown)

growth

guarantee *v.*

guarantee *n.*

франко рельсы/вагон (условия поставки, продавец отвечает за товар до момента его поставки на железную дорогу, при этом цена товара составляет его стоимость и все расходы продавца до момента поставки)

от имени и по поручению

форс мажор (обстоятельства непреодолимой силы — война, пожар, аварии, эпидемии, землетрясение и т.д.)

отправлять, посылать, пересылать

экспедиторская фирма

экспедитор

основывать

свободные; бесплатный

фрахт (плата за перевозку груза)

расстраивать, срывать

расстройство (планов), разочарование

повышаться, увеличиваться

повышение, увеличение, прирост

переходить к делу

одобрение

товар (ы)

престиж, деловая репутация

правительство

закончить университет/институт

выпускник университета/института

расти

рост

гарантировать

гарантия

## H

hardware

headquarters

herein

hereinafter

hire

home sales

honour

to honour a bill

## I

import *v.*

import *n.*

imports

important

importance

impress smb

improve

inch

income

incorporate

incorporation

increase *v.*

increase *n.*

incur expenses/costs

to incur losses

to incur damages

inform smb of/about smth

information

infringe

*syn.* to violate

infringement

slight infringement

gross infringement

аппаратура, оборудование;  
компьютеры и оборудование  
штаб-квартира, главное здание

здесь, в данном документе

далее (по тексту)

нанимать

продажи внутри страны, внутренняя  
торговля

1) почитать, чтить 2) платить в срок  
оплатить счет в срок

импортировать

импорт

импорт, статьи импорта, предметы  
ввоза

важный

важность

произвести впечатление на кого-либо

улучшать, совершенствовать

дюйм (2,54 см)

доход

регистрировать, оформить (фирму)

регистрация, оформление (фирмы)

увеличивать

увеличение

нести расходы

нести потери/убытки

нести убытки

сообщать кому-либо о чем-либо

информация, сведения

нарушать

нарушение

небольшое нарушение

серьезное нарушение

insist on smth to insist that smb should do smth to insist on smb's doing smth	настаивать на чем-либо настаивать на том, чтобы кто-то сделал что-либо	issue <i>n.</i>	выпуск; издание; номер; вопрос, проблема
install installation institution insurance insure smth with smb integral to form an integral part of a contract	устанавливать (оборудование) установка учреждение, организация страхование застраховать что-либо у кого-либо неотъемлемый	item  J job syn. work join smb joint stock company judge <i>v.</i> judge <i>n.</i>	предмет; параграф, статья; вопрос  работа
interest <i>v.</i> to be interested in smth/ doing smth interest <i>n.</i> interrupt interruption introduce smb to smb introduction inventories	интересовать быть заинтересованным в том, чтобы сделать что-либо интерес, выгода; доля, процент прерывать, мешать прерывание, задержка, заминка представить кого-либо кому-либо 1) представление 2) вступление запасы товара, материально- технические запасы	L labour launch <i>v.</i> to launch a product launch <i>n.</i> commodity launch law lawyer leaflet ledger legal to take legal action	присоединиться к кому-либо акционерное общество судить судья
invest  investment invite invitation invoice <i>v.</i> invoice <i>n.</i> involve involved involvement	помещать, вкладывать деньги, инвестировать инвестиции приглашать приглашение выписать счет счет вовлекать, затрагивать; вызывать запутанный, сложный запутанность, затруднительное положение	legislation to lend (lent, lent) lender letter of credit liable to be liable for smth liability liabilities licence license list <i>v.</i> list <i>n.</i> load	начинать судебный процесс, передавать дело в суд законодательство давать в кредит кредитор аккредитив обязанный; подлежащий отвечать за что-либо (финансовая) ответственность пассивы (см. <i>assets</i> ) разрешение, лицензия разрешать, выдавать лицензию перечислять
issue <i>v.</i> to issue a visa	выпускать, пускать в обращение; издавать выдать визу		список грузить



to load cargo on board the ship	грузить товар на борт судна	to be in the market for marketable	хотеть купить что-либо товарный; ходкий (о товаре), рыночный
loan	ссуда, кредит	matter v.	иметь значение
loan agreement	кредитное соглашение	matter n.	вопрос, дело, сущность
look forward to smth	мечтать о чем-либо, с нетерпением ждать чего-либо	mature	подлежать оплате или погашению
lose (lost, lost)	терять	maturity	наступления срока оплаты или погашения
loss	потеря	mean (meant, meant)	означать
losses	убытки	meaning	значение
low	низкий	measure	мера
lower	понижать	to take measures	принимать меры
ltd. = limited	ограниченная ответственность акционеров (обозначение, используемое в названиях частных и публичных компаний с ограниченной ответственностью)	mention smth	упоминать что-либо
<b>M</b>		merchant n.	торговец
maintain smth	проводить текущий ремонт чего-либо, поддерживать что-либо в рабочем состоянии	merchant adj.	торговый
		merge	сливать (ся)
maintenance	текущий ремонт; поддержка, сохранение	merger	слияние
major in smth v.	специализироваться в чем-либо	message	сообщение, послание; идея
major adj.	главный	mile	миля (= 1609 м)
majority	большинство	mint	чеканить
ant. minority	меньшинство	minutes	протокол
manage	управлять, руководить; удаваться	money	деньги
mark	маркировать	mortgage	залог, ипотека
marking	маркировка	<b>N</b>	
market v.	купить/продать на рынке	need smth v.	нуждаться в чем-либо
market n.	рынок	syn. to require smth	
on the market	на рынке	to be in need of smth	
on the world market	на внешнем рынке	need n.	необходимость
on the British market	на английском рынке	to be in urgent need of smth	срочно нуждаться в чем-либо
to develop new markets	развивать новые рынки	needs	потребности
to enter the market	выйти на рынок	syn. requirements	
to introduce/launch smth on the market	представить товар на рынке	negotiate	1) вести переговоры 2) торговать (ся) 3) передавать, переуступать 4) пускать в обращение, инкассировать
to find a ready market	найти спрос на рынке	to negotiate a contract	провести переговоры о заключении контракта

negotiation	1) переговоры 2) передача, переуступка, продажа учет
note	записка, заметка; накладная; извещение; простой вексель; банковский билет; банкнота
notice	извещение, уведомление, предупреждение
notify smb of smth	извещать, уведомлять кого-либо о чем-либо
notification	извещение, сообщение; объявление
network	сеть
<b>O</b>	
object to smth	возражать против чего-либо
obligation	обязательство
<i>syn.</i> undertaking, commitment	
obsolescent	устаревший
occur	случаться, происходить
<i>syn.</i> to happen	
occurrence	случай, происшествие
offer v.	предлагать
offer n.	(коммерческое) предложение
offer of/for smth	предложение чего-либо
to make an offer	сделать предложение
to send/forward an offer	направить предложение
to accept an offer	принять предложение
to decline an offer	не принять предложения
to withdraw an offer	отозвать предложение
offset	возмещать, компенсировать; сводить баланс
open account	открытый счет (форма расчета между продавцом и постоянным покупателем, при которой товары отгружаются без подтверждения оплаты; покупатель должен оплатить товар в оговоренные сроки)
operate	работать, действовать; управлять
operation	работа, действие, процесс, эксплуатация

operational opportunity	операционный, оперативный удобный случай, благоприятная возможность
<i>syn.</i> chance	
order v.	приказывать; заказывать
order n.	приказ; заказ
large order	крупный заказ
small order	небольшой заказ
official/formal order	официальный заказ
repeat order	повторный заказ
trial order	пробный заказ
to fulfil/execute an order	выполнять заказ
to cancel an order	аннулировать заказ
to cancel an order in part	аннулировать заказ частично
to withdraw an order	отозвать заказ
under Order No	по/согласно заказу №
the position/progress of the order	стадия выполнения заказа
the balance of the order	оставшаяся часть заказа
organigram	структура (компании)
original	первоначальный; оригинальный
outlet	рынок
outstanding	1) знаменитый 2) неоплаченный
overdraft	овердрафт (сумма, получаемая по чеку сверх остатка на счете)
overdue	просроченный
overheads	накладные расходы
overseas	за морем; за рубежом
own smth	владеть чем-либо
<b>P</b>	
pack	упаковывать
paper	бумага; документ
parcel	посылка
participate in smth	участвовать в чем-либо
particular	конкретный, частный, особый, особенный, данный

party	сторона	prepare	готовить, составлять
syn. side		to prepare a document	составить, выписать документ
party to a contract	сторона, заключившая контракт	present smth to smb	представить что-либо кому-либо
pay (paid, paid)	платить	price	цена
payable	подлежащий оплате, оплачиваемый	current price	текущая цена
payee	получатель платежа	good/low price	низкая цена
payer	плательщик	high price	высокая цена
payment	платеж	competitive price	конкурентоспособная цена
down payment	первоначальный/авансовый платеж	non-competitive price	неконкурентоспособная цена
per	в, за	to sell goods at the	продавать товар по цене ... за
per annum	в год	price of ... per unit	единицу
per day	в/за день	to give the idea of the price	назвать ориентировочную цену
per head	на душу населения	prices are subject to revision	цены могут быть пересмотрены
per month	в/за месяц	to finalize a price	окончательно согласовать цену
per cent	процент (ы)	principal n.	1) принципал (лицо, действующее за свой счет) 2) владелец частного бизнеса
10 per cent	10 процентов		
perform	выполнять, исполнять	principal adj.	основной (о сумме кредита, займа в отличие от процентных платежей)
performance	выполнение, исполнение	proceed	продолжать
permission	разрешение	proceeds	выручка
permit v.	разрешать	process v.	обрабатывать
permit n.	разрешение (документ)	process n.	процесс, движение, ход
personnel	персонал, кадры	produce v.	производить
syn. staff		produce n.	продукция, изделия
plc. = public limited	открытая компания с ограниченной	production	производство; продукция
company	ответственностью	productivity	производительность, выработка
p. m. (post meridiem Lat.)	после полудня	proficiency	опытность, умение
point	пункт, момент; смысл; точка	profit v.	приносить пользу; получать прибыль
0.5 (oh) point five		profit n.	прибыль
0.05 (oh) point oh five		net profit	чистая прибыль
0.005 (oh) point oh oh five		profit before tax	прибыль до уплаты налогов
predict	предсказывать, прогнозировать	project finance	проектное финансирование
prediction	прогноз		(крупные средне- или долгосрочные
preliminaries	вступительная беседа, подготовительные переговоры/мероприятия		кредиты под конкретные промышленные проекты)
prefer	предпочитать	promissory note	простой вексель (безусловное обещание выплатить предъявителю векселя определенную сумму)
preference	предпочтение		
premises	помещение, здание		

propose	предлагать	rebound	вернуться на прежние позиции
provide	снабжать, обеспечивать; предоставлять, давать	receipt	1) расписка (в получении) 2) квитанция 3) рецепт
to provide for smth	предусматривать что-либо	receivables	причитающиеся к получению суммы, кредиторская задолженность
provision	1) снабжение, обеспечение 2) положение, условие (договора) 3) постановление	reclaim	востребовать
public	общественный, публичный; частный; государственный	records	записи
public figure	общественный деятель	recover	1) обретать снова 2) выздоравливать 3) добиваться возвращения
public school	частная школа	recovery	1) восстановление 2) возмещение 3) возвращение
publicity	реклама; известность	reduce	сокращать, понижать
purchase v.	покупать	reduction	сокращение, понижение
purchase n.	покупка	refer to smth	ссылаться на что-либо
purchaser	покупатель	reference	1) лицо, дающее рекомендацию 2) рекомендация 3) ссылка, сноска
syn. buyer, customer		refund v.	возмещать
purpose	намерение, цель	refund n.	возмещение
purposefully	умышленно, преднамеренно	refuse	отказываться от
Q		refusal	отказ
quality	качество	regulation	регулирование, предписание, правило
quantity	количество	regulations	устав, инструкции, обязательные предписания
query	вопрос	reimburse	возмещать, платить
syn. question		relevant	относящийся к данному вопросу
questionnaire	вопросник, анкета	ant. irrelevant	
quote	1) назначать цену, котировать 2) цитировать 3) открывать кавычки	reliable	надежный
quotation	1) цена, котировка, курс 2) цитата	rely on smb/smith	полагаться на кого/что-либо
R		reply v.	отвечать
raise	повышать, поднимать	reply n.	ответ
range	ряд, диапазон, сфера; область	in reply to smth	в ответ на что-либо
rate	ставка; темп; курс	report smth to smb.	сообщать кому-либо о чем-либо
rate of exchange	обменный курс	report n.	сообщение, доклад
re (in re Lat.)	о, по вопросу о	repository	хранилище
real estate	недвижимость	request v.	просить
real estate agent	риэлтор	syn. to ask for	
		request n.	просьба

at/on request	по просьбе	scale	масштаб
require	требовать, нуждаться в	schedule v.	намечать, планировать
requirements	потребности	schedule n.	график
syn. needs		scheme	схема
to meet smb's	удовлетворять чьи-либо	scope	объем
requirements	потребности	securities	ценные бумаги
reservation	1) резервирование 2) оговорка	security	безопасность, надежность
respond to smth	отвечать/реагировать на что-либо	sell (sold, sold)	продавать
response	ответ, реакция	to sell well	хорошо продаваться
responsible	ответственный	seller	продавец
ant. irresponsible		syn. vendor	
to be responsible for smth	отвечать за что-либо	serve smth	подавать что-либо
restrict	ограничивать	to serve smb	обслуживать кого-либо
restriction	ограничение	service smth	обслуживать что-либо
to impose restrictions	вводить ограничения	to service smb	обслуживать кого-либо
to lift restrictions	отменять ограничения	service (s)	услуга, услуги
retail	розничный	to render services	оказывать услуги
retailer	розничный торговец	set up	организовывать
revocable	отзывный	settle	1) решать, заключать сделку
ant. irrevocable	безотзывный		2) рассчитываться, расплачиваться, оплачивать
retain	сохранять, удерживать	settlement	1) решение, заключение сделки
rise (rose, risen) v.	подниматься, повышаться, увеличиваться		2) расчет, уплата, оплата, покрытие, погашение
	подъем, повышение, увеличение	share	доля; акция (ценная бумага, свидетельствующая о внесении определенной доли в капитал акционерного общества, дающая право на получение части прибыли-дивидендов и управление акционерным обществом)
rise n.			обыкновенная акция (акция, дающая дивиденды, размер которых зависит от размера прибыли, а также дающая право голоса в управлении акционерным обществом)
royalty	1) плата за право разработки недр	ordinary share	привилегированная акция (акция, дающая фиксированные дивиденды, но не дающая право голоса в управлении)
	2) лицензионный платеж		акционер
	3) авторский гонорар в виде процентного отчисления с каждого проданного экземпляра книги	preference share	отправлять, отгружать (на любом виде транспорта)
rule	правило		
run (ran, run)	управлять, направлять; владеть	shareholder	
S		ship v.	
safety	безопасность, сохранность		
salary	заработная плата (служащих)		
sale (s)	продажа		
sample	образец		
savings	накопления, сбережения		

ship <i>n.</i>	судно	stock <i>n.</i>	(брит.) запас (ы), капитал, фонд, имущество, сырье, материалы, незавершенная продукция
shipper	грузоотправитель		(амер.) акция, акции, фондовые ценности, обязательства, облигации, фонды
shipping documents	отгрузочные документы	to hold/carry a stock of	иметь запас товара
shipment	1) отгрузка 2) груз, партия	stock <i>v.</i>	складировать/запасать
short-term	краткосрочный	stress	подчеркивать
ant. long-term		syn. to underline	
sight	предъявление	to emphasize	
sight bill	вексель для оплаты по предъявлении	subject	предмет (изучения)
sincere	искренний	submit	представлять
sincerely yours	искренне ваш	syn. to present	
syn. faithfully yours		subsidiary	филиал
truly yours		syn. branch	
skills	умения	succeed	преуспевать
small change	сдача	success	успех
society	общество	successful	успешный
software	программное обеспечение	suggest smth/doing smth	предлагать что-либо
solicitor	адвокат (дающий советы клиентам и выступающий в судах низшей инстанции)	syn. to offer smth	
	решать	to propose smth/to do smth	
solve	решение	sum	сумма
solution	сложный, изощренный	summarise	суммировать, резюмировать
sophisticated	источник	summary	краткое изложение, конспект
source	специальный, особый, особенный	supervision	надзор, наблюдение, заведование
special	особый, особенный, специфический	supervise	наблюдать, надзирато, заведовать
specific	точно определять, устанавливать	supervisor	надзиратель, контролер, инспектор
specify	фин. СПОТ (условия сделки, означающие расчет на второй рабочий день после ее заключения)	supply	поставлять
spot	простирается, развертываться	supplies	поставки
	персонал, штатные сотрудники	supplier	поставщик
spread	штатный сотрудник	support <i>v.</i>	поддерживать
staff	марка	support <i>n.</i>	поддержка
staff member	заявлять, устанавливать, указывать	surpass	превосходить
stamp		surveillance	надзор, наблюдение
state		survey	обозрение, осмотр, обзор
syn. to specify,		SWIFT (Society for World-Wide Interbank Financial Telecommunications)	СВИФТ (Международное общество межбанковских финансовых телекоммуникаций)
to stipulate, to provide			
for			
statement	заявление; фин. отчет, выписка по счету		

<b>T</b>	
table	таблица
take over	вступать во владение; поглощать
take-over	поглощение (покупка одной компанией контрольного пакета акций другой компании)
tangible	материальный
ant. intangible	нематериальный
target	цель, задание; плановая цифра
to hit the target	достигнуть плановой цифры
tax	налог
taxable	налогооблагаемый
taxation	налогообложение
term	1) срок 2) условие
terms	условия
terms and conditions	все условия (контракта)
to come to terms with smb	прийти к согласию с кем-либо
terminate	закончить (ся), завершить (ся)
termination	окончание, истечение срока
testimonial	рекомендация
therein	в нем (= в том документе)
thereof	его (= того документа)
thus	таким образом
timetable	расписание
title	звание, должность
total v.	подводить итог, подсчитывать; доходить до, равняться, насчитывать, составлять в целом
total n.	сумма, итог, итого
total adj.	весь, целый, совокупный
touch smth/smb	дотрагиваться до чего/кого-либо, трогать кого-либо
to be in touch with smb	связываться с кем-либо
trade v.	торговать
trade n.	торговля
trader	1) торговец 2) трейдер (член биржи, непосредственно участвующий в торгах за свой счет)

trading	трейдинг (торговля ценными бумагами и другими финансовыми инструментами)
train	учить, обучать, готовить
training	обучение (профессиональное), тренинг
trainee	обучаемый
trainer	инструктор
transact	вести дела, заключать сделки
transaction	дело, сделка
transfer v.	переводить, передавать
transfer n.	перевод, передача
traveller's cheque	дорожный чек (платежное средство, используемое главным образом в международном туризме)
treasure	сокровище
treasurer	казначей, хранитель
treasury	сокровищница; казна
The Treasury	государственное казначейство, министерство финансов
treat smb/smith	относиться к кому/чему-либо
trend	тенденция
downward trend	понижательная тенденция
upward trend	повышательная тенденция
turnover	оборот, оборачиваемость, товарооборот
<b>U</b>	
undergo	проходить, претерпевать
to undergo formalities	проходить формальности
underlying	лежащий в основе
undertaking	обязательство
unfold	раскрывать
unit	единица; урок
urgent	срочный
syn. immediate, prompt	
utilise	использовать
utilisation	использование

## V

valid  
validity  
действия  
to extend the validity of smth  
value *v.*  
value *n.*  
total value of a contract  
verify  
verification  
visit a place  
visit to a place  
to pay a visit  
visitor  
void  
null and void  
volume

## W

wages  
warehouse  
warrant *v.*  
warrant *n.*  
warranty  
wealth  
wealthy  
weekly *adv.*  
weekly *n.*  
will  
willingly  
withdraw (withdrew, withdrawn)  
withdrawal  
wholesale  
wholesaler  
works  
works' test certificate  
worth  
wrong  
*ant.* correct, right

имеющий силу, действительный  
законность, действительность, срок

продлить срок действия (документа)  
ценить, оценивать  
ценность  
полная стоимость контракта  
проверять; подтверждать; исполнять  
проверка; подтверждение  
посещать какое-либо место  
посещение какого-либо места  
наносить визит  
посетитель  
недействительный; пустой  
недействительный (*о документе*)  
объем; том

заработная плата (рабочих)  
склад  
ручаться, гарантировать  
ордер, предписание  
гарантия, ручательство  
богатство  
богатый  
еженедельно  
еженедельная газета/журнал  
желание, воля, завещание  
с желанием, с готовностью  
отзывать, изымать  
отзыв, изъятие  
оптовый  
оптовый торговец  
1) завод 2) произведения искусства  
сертификат заводских испытаний  
стоящий  
неправильный, ошибочный, не тот

## Appendix 2. British and American English

### Business terms

#### British

Annual General Meeting (AGM)  
Articles of Association  
authorized share capital  
barometere stock  
base rate  
billion (=1,000.000.000.000)  
bonus or script or capitalisation  
bridging loan  
building society  
cash dispenser

catalogue  
Chartered Accountant  
cheque  
company  
counsellor  
creditors  
current account  
debtors  
depreciation  
dismiss, sack  
estate agent  
favour  
fill in  
gilts or gilt-edged stock  
head office staff  
hire-purchase  
honour a bill  
immigration officer  
labour  
licence  
limited liability company  
Managing Director  
Memorandum of Association  
merchant bank  
monopoly legislation

#### American

Annual Stockholders Meeting  
Bylaws  
authorized capital stock  
bellwether stock  
prime rate  
billion (=1,000.000.000)  
stock dividend or stock split issue  
bridging loan  
savings and loan association "thrift"  
ATM (automated teller/telling machine)  
catalog  
Certified Public Accountant  
check  
corporation  
counselor  
accounts payable  
checking account  
accounts receivable  
amortization  
fire  
realtor  
favor  
fill out  
Treasury bonds  
executive staff  
installment buying  
honor a bill  
immigration inspector  
labor  
license  
incorporated company  
Executive Vice-President  
Certificate of Incorporation  
investment bank  
antitrust legislation



ordinary (equity) shares  
overheads  
property  
quoted company  
retail price index (RPI)  
share  
share premium  
shareholder  
shareholders' equity  
stock  
take on, engage  
trade union  
unit trusts  
visible trade

common stock  
overhead  
real estate  
listed company  
consumer price index (CPI)  
stock  
paid-in surplus  
stockholder  
stockholders' equity  
inventory  
hire, employ  
labour union  
mutual funds  
merchandise trade

#### General words

aeroplane  
apologise  
autumn  
biscuits  
boot (of a car)  
centre  
certainly  
chemist  
chemist's shop  
chips  
collect luggage  
crisps  
cupboard  
curriculum vitae  
dialling  
dialling code  
Directory Enquiries  
driving licence  
engaged (*about a telephone line*)  
ex-directory  
film  
fine  
first floor

airplane  
apologize  
fall  
cookies  
trunk  
center  
sure  
druggist  
drugstore, pharmacy  
french fries  
pick up baggage  
potato chips  
closet  
resume  
dialing  
area code  
Information  
driver's license  
busy  
unlisted  
movie  
great  
second floor

flat  
garden  
holiday  
ill  
jacket, waistcoat  
lift  
lorry  
luggage  
motorway  
not to be available  
nought/0 (in a telephone number)  
ordinary  
Pardon?  
pavement  
personal call  
petrol  
post  
postcode  
practise v.  
queue/to queue  
railway  
repair  
return (ticket)  
reverse/transferred charge call  
rise n.  
rubbish  
shop  
single (ticket)  
sweets  
steward/stewardess  
(telephone) directory  
theatre  
timetable  
toilet  
  
travelling, travelled, traveller  
trousers  
underground

apartment  
yard  
vacation  
sick  
vest  
elevator  
truck  
baggage  
highway  
to be tied up  
zero  
regular  
Pardon me?  
sidewalk  
person-to-person call  
gas, gasoline  
mail  
zipcode  
practice  
line/to stand in line  
railroad  
fix  
roundtrip  
collect call  
raise  
garbage, trash  
store  
one-way  
candy  
flight attendant  
telephone/phone book  
theater  
schedule  
bathroom (in a house)  
rest room (in a public place)  
traveling, traveled, traveler  
pants  
subway

## Appendix 3 Phrases from Business Correspondence

### Enquiries Opening

- 1 We are a joint-stock company based in ...
- 2 Our company is a subsidiary of ... and we specialise in ...
- 3 We are one of the main producers of ... and we are interested in ...
- 4 We were given your name by ...
- 5 You were recommended to us by...
- 6 We were advised by ... that you were interested in supplying ...
- 7 The British Embassy in ... told us you were looking for an agent in ... to represent you.
- 8 We were impressed by ... that were displayed on your stand at this year's... Exhibition held in ...
- 9 Our associates in the ... speak highly of your ... and we would like to have more information about them.

### Asking for catalogues, price-lists, prospectuses

- 1 Could you please send your current catalogue and price-list for ...?
- 2 We are particularly interested in ...
- 3 Would you let us have your brochure for ..., and supply details of ...?
- 4 We would appreciate your sending us an up-to-date price-list for ...

### Запросы Начало письма

- Мы — акционерное общество в ...
- Наша компания является филиалом ..., мы специализируемся ...
- Мы — одни из основных производителей ... и мы интересуемся ...
- Вашу фирму нам назвали ...
- Вас рекомендовали нам ...
- Нам сообщили ..., что вы хотели бы поставить ...
- Английское посольство в ... сообщило нам, что вы ищите агента, который бы представлял вас в ...
- На нас произвели впечатление ..., которые были выставлены на вашем стенде на ... выставке, проходившей в этом году в ...
- Наши партнеры в ... очень высокого мнения о ваших ... и мы хотели бы получить о них дополнительную информацию.

### Просьба выслать каталоги, прайс-листы и проспекты

- Просим выслать ваш последний каталог и прайс-лист на ...
- Нас особенно интересует ...
- Пришлите нам, пожалуйста, вашу брошюру по ..., а также информацию о ...
- Будем вам очень признательны, если вы пришлете нам последний прайс-лист на ...

5 Please send us any information you can supply, marking the letter "For the attention of ...".

### Asking for details

- 1 We would like to know more about ... which you offered ...
- 2 Could you please give me more information about ...
- 3 We would appreciate more details about ... which you are advertising ...

### Asking for samples and demonstrations

- 1 When replying, could you please enclose ...?
- 2 We would appreciate it if you could send some samples of ... so that we can examine ...
- 3 We would like to discuss the problem of ... before deciding which model suits us. We would be grateful if you could arrange for one of your representatives to call on us within the next few weeks.

### Suggesting terms, methods of payment, discounts

- 1 We usually deal on a 30 % trade discount basis with an additional quantity discount for orders over ... units.
- 2 We intend to place a substantial order, and would therefore like to know what quantity discounts you allow?
- 3 Could you let us know if you allow cash or trade discounts?
- 4 As a rule our suppliers allow us to settle by monthly statements and

Направьте нам всю имеющуюся информацию, указав в начале письма «Для ...»

### Просьба направить дополнительную информацию

Мы бы хотели узнать более подробно о ..., которые вы предлагаете ...

Сообщите, пожалуйста, все дополнительные сведения о ...

Будем вам благодарны за всю дополнительную информацию о., которые вы рекламируете ...

### Просьба выслать образцы и провести демонстрацию

Когда вы будете направлять нам ответ, просим приложить ...

Будем вам благодарны, если вы пришлете нам образцы ..., чтобы мы могли посмотреть ...

Мы бы хотели обсудить ... перед тем, как решить, какая модель нам подходит. Будем вам благодарны, если ваш представитель придет к нам в ближайшее время.

### Предложение условий поставки, платежа и скидки

Обычно мы даем 30%-ную торговую скидку и скидку за количество, если заказ превышает ... единиц.

Мы планируем разместить большой заказ, поэтому мы хотели бы узнать, какую скидку за количество вы можете предложить.

Просим сообщить, даете ли вы скидки при оплате без кредита, а также торговые скидки.

Как правило, наши поставщики предоставляют нам право платить

we can offer the usual references if necessary.

5 We would also like to point out that we usually settle our accounts on a documents against acceptance basis with payment by 30-day bill of exchange.

#### *Closing*

1 Thank you for your attention. We hope to hear from you in the near future.

2 We would be grateful for an early reply.

3 Finally, we would like to point out that delivery before ... is essential and hope that you can offer us that guarantee.

4 If the concessions we have asked for could be met, we would place a substantial order.

5 Prompt delivery would be necessary as we have a fast turnover. We would therefore need your assurance that you could meet all delivery dates.

6 If the product is satisfactory, we will place further orders with you in the future.

7 If the prices quoted are competitive, and the quality is up to standard, we will order on a regular basis.

#### *Replies and quotations*

##### *Opening*

1 Thank you for your enquiry of June 6<sup>th</sup> 2004 in which you asked about ...

2 We would like to thank you for your enquiry of ... and we are

по ежемесячным счетам и если необходимо, мы можем сообщить, кто може подтвердить нашу кредитоспособность. Мы также хотели бы подчеркнуть, что обычно мы рассчитываемся на условиях «документы против акцепта» простым векселем с оплатой через 30 дней.

#### *Окончание письма*

Благодарим вас за внимание. Надеемся получить ответ от вас в ближайшем будущем.

Будем вам благодарны за ваш быстрый ответ.

И наконец, мы хотели бы сказать, что для нас крайне важно, чтобы товар был поставлен до ... и мы надеемся, что вы можете гарантировать поставку в эти сроки. Если вы можете пойти на уступку, о которой мы просили, мы сделаем вам большой заказ.

Нам необходимо, чтобы товар был поставлен в самые короткие сроки, так как у нас очень быстрый оборот товаров. Поэтому нам нужна ваша гарантия, что вы поставите товар в срок.

Если товар нас устроит, мы разместим у вас новые заказы.

Если названные вами цены будут конкурентоспособными, и качество товара будет на уровне, мы будем размещать у вас заказы на регулярной основе.

#### *Ответы и предложения*

##### *Начало письма*

Благодарим вас за запрос от 6 июня 2004г., в котором вы спрашиваете о...

Мы хотели бы поблагодарить вас за запрос ... и рады сообщить вам,

pleased to tell you that we would be able to supply you with ...

3 We were pleased to learn from your letter of ... that you were impressed with ...

4 Thank you for your letter of ... which we received this morning.

#### *Confirming that you can help*

1 We have a wide selection of ... and we hope they will appeal to the market you specified.

2 Our factory would have no problem in turning out ... units you asked for in your enquiry.

3 We can supply from stock and will have no trouble in meeting your delivery date.

4 We are pleased to say that we will be able to deliver ... you require.

5 We can offer door-to-door delivery.

#### *Encouraging your customer*

1 We think you have made an excellent choice in selecting this line, and once you have seen the samples we are sure you will agree that it is unique.

2 Once you have seen ... in operation we know you will be impressed by its trouble-free performance.

3 We can assure you that ... is one of the most outstanding machines on the market today, and our confidence in it is supported by our five-year guarantee.

что мы сможем поставить вам ...

Мы были рады узнать из вашего письма от ..., что на вас произвел впечатление ...

Благодарим вас за письмо от ..., которое мы получили сегодня утром.

#### *Подтверждение, что вы можете быть полезны*

Мы имеем широкий ассортимент ... и надеемся, что они понравятся вашим покупателям.

Конечно, наш завод сможет изготовить ..., указанное в вашем запросе.

Мы можем поставить товар со склада и мы спокойно уложимся в нужные вам сроки.

Мы рады сообщить, что сможем поставить нужные вам ...

Можем предложить поставку «от дверей до дверей».

#### *Желание поддержать и заинтересовать заказчика*

Считаем, что вы сделали прекрасный выбор, остановившись на этой модели, и мы уверены, что, когда вы увидите образцы, вы согласитесь, что она уникальна.

После того как вы увидите ... в эксплуатации, мы уверены, вы будете приятно удивлены его прекрасной работой.

Завяем вас, что ... является сегодня одной из самых лучших машин на рынке; это подтверждает и наша гарантия, выдаваемая на пять лет.

### *Suggesting alternatives*

1 The model has now been improved, ... has been replaced by ..., which is lighter, more durable and stronger.

2 We have now produced an amazing substitute, which has the same ..., but is much less than the previous cost. The samples enclosed will convince you that ...

3 We regret to say that we no longer produce the type of ... you refer to, but we can offer ...

### *Enclosures*

1 Please find enclosed our current catalogue and price-list quoting cif prices Stockholm. The units you referred to in your letter are featured on pp.31—34 under catalogue numbers E32-E37. When ordering could you please quote these numbers? The samples you asked for will follow by separate post.

2 We have sent you our summer catalogue which unfortunately is only printed in Russian. However, we have enclosed an English translation for the relevant pages (40—47) and hope this will prove helpful.

3 We have enclosed all the details for ...

### *Prices*

1 The net price of ... is ..., to which must be added VAT at ... %, making a gross price of ...

### *Предложение альтернатив*

Сейчас эта модель модернизируется, вместо нее мы можем предложить ..., имеющую меньший вес, большую мощность и более длительный срок эксплуатации.

Мы сделали прекрасную замену (этой модели); у нее такой же ..., но ее цена намного меньше. Приложенные образцы покажут, что ...

К сожалению, мы должны сообщить, что мы больше не производим ..., о котором вы говорите, но мы можем предложить ...

### *Приложения*

Прилагаем наш последний каталог и прайс-лист с ценами сиф Стокгольм. Товар, который вы указываете в вашем письме, показан в каталоге на с. 31—34 под номерами E32-E37. Когда вы будете делать заказ, просим указывать эти номера. Образцы, которые вы просили выслать, будут направлены вам отдельно.

Мы направили вам наш летний каталог, который, к сожалению, напечатан только на русском языке, но мы приложили английский перевод нужных вам страниц (с. 40—47) и надеемся, что это вам поможет.

Мы приложили полную информацию о ...

### *Цены*

Цена на ... за вычетом всех скидок составляет ..., к ней нужно прибавить ... % НДС, т.е. окончательная цена будет ...

2 We can quote you a gross price, inclusive of delivery charges, of ... per item. These goods are exempt from VAT.

3 We can offer you a price of ..., firm 21 days, after which the price will be subject to an increase of 5%.

4 The prices quoted are c&f Oslo.

### *Discounts*

1 We allow a 3 % discount for payment within one month.

2 The net price of ... is ..., less 10 % discount for quantities up to 100 and 15 % discount for quantities over 100.

3 We do not normally give discounts to private customers but because of your long association with our company we will allow you 20 % off the retail price.

### *Terms of payment*

1 Payment by banker's draft / by irrevocable letter of credit/ by bill of exchange is requested.

2 Payment for initial orders should be made by sight drafts, payable at ... Bank, cash against documents.

3 If you would send us your personal cheque for the amount quoted, we will then send the article by registered mail.

### *Terms of delivery*

1 We are pleased to say that we can deliver in ... at the latest.

Мы можем назвать нашу полную цену с учетом расходов по доставке, это — ... за единицу. Этот товар не облагается НДС.

Можем предложить цену в ..., срок действия этого предложения — 21 день, затем цена может быть увеличена на 5 %. Это цена каф Осло.

### *Скидки*

Мы даем 3%-ную скидку, если товар оплачивается в пределах одного месяца.

Цена с учетом скидок составляет. Если заказ менее 100 единиц, мы даем дополнительную 10 %-ную скидку; если заказ более 100 единиц, дается скидка в 15 %.

Обычно мы не даем скидок частным покупателям, но так как мы давно сотрудничаем с вашей фирмой, мы дадим вам 20 %-ную скидку с розничной цены.

### *Условия платежа*

Просим произвести платеж банковской траттой/ по безотзывному аккредитиву/ векселем.

Платеж по первым заказам должен производиться траттами с немедленной оплатой в ... банке на условиях «оплата против документов».

Если вы направите нам ваш личный чек на указанную сумму, мы вышлем вам товар заказной почтой.

### *Условия поставки*

Мы рады сообщить вам, что можем поставить товар не позднее ...

2 As there are regular sailings from ... to ..., we are sure that the consignment will reach you well within the time you specified.

3 We have the materials in stock and will ship them immediately we receive your order.

4. As there is a heavy demand at this time of year for ..., you will have to allow at least six weeks for delivery.

#### *Closing.*

1. Once again we would like to thank you for writing to us and if you have any queries please do not hesitate to contact us.

2 Please write to us again if you have any questions, or call us at the above telephone number.

3 We hope to hear from you soon, and can assure you that your order will be dealt with promptly.

#### *Credit*

##### *Asking for credit*

1 We are writing to ask if it would be possible for us to have credit facilities in the form of payment by 60-day bill of exchange.

2 Thank you for your catalogue and letter. As there was no indication of your credit terms could you let us know if you would allow us to settle on monthly statements?

3 We appreciate your answering our enquiry so promptly. As we pointed out in our letter to you, our suppliers usually allow us open account facilities with quarterly statements, and we hope that this

Так как суда регулярно выходят из ... в ..., мы уверены, что груз придет к вам в указанные вами сроки.

Этот товар имеется у нас на складе и мы направим вам его как только получим ваш заказ.

Так как в это время года обычно бывает большой спрос на ..., дайте нам для поставки товара минимум шесть месяцев.

#### *Окончание письма*

Мы хотели бы поблагодарить вас еще раз за то, что вы обратились к нам, и, если у вас будут еще вопросы, обязательно свяжитесь с нами.

Если у вас будут вопросы, пишите нам или звоните по указанному выше номеру.

Надеемся, что вы свяжетесь с нами в ближайшее время, и заверяем вас, что мы сразу же займемся вашим заказом.

#### *Кредитные формы расчета Просьба о кредитных формах расчетов*

Просим сообщить, можем ли мы получить кредитные условия расчетов в виде платежа чеками со сроком оплаты 60 дней.

Мы получили ваше письмо и каталог. Так как вы ничего не говорите о кредитных формах расчетов, просим сообщить, могли ли бы мы рассчитывать с вами по ежемесячным счетам.

Мы благодарны, что вы ответили на наш запрос так быстро. Как мы указывали в нашем письме, наши поставщики обычно соглашаются с оплатой по открытому счету на основе ежеквартальных счетов;

method of payment will be acceptable to you as well.

#### *More grounds*

1. As we have been dealing with you for more than a year we feel that you know us well enough to grant our request.

2 We believe we have established our reliability with you over the past six months and would now like to settle accounts on a quarterly basis.

3 During the past few months of our transactions we have always settled promptly, and therefore we feel we can ask for better credit facilities from you.

4 We are a well-established firm and can offer references if necessary.

5 We can certainly pay on the due dates, but if you would like confirmation concerning our credit-worthiness then please contact any of the following who will act as our referees: ...

6. We deal with most of our suppliers on a quarterly statement basis and you may contact any of those listed below for a reference.

#### *Closing*

1 We hope you will consider our request favourably and look forward to your reply.

2 Please follow up the references we have submitted. We look forward to your confirmation that payment by 30-day bill of exchange is acceptable.

надеемся, что такая форма будет приемлема и для вас.

#### *Дополнительные доводы*

Так как мы ведем дела с вами уже более года, мы считаем, что вы уже достаточно хорошо нас знаете и можете удовлетворить нашу просьбу.

Полагаем, что за эти шесть месяцев вы уже убедились в нашей надежности, и теперь мы бы хотели рассчитывать поквартально.

В течение последних нескольких месяцев мы всегда оплачивали счета немедленно. Теперь, нам кажется, мы могли бы просить у вас кредитные формы расчета.

Мы уже хорошо себя зарекомендовали и, если необходимо, можем представить рекомендации. Конечно, мы можем платить в срок, но если вы хотите получить подтверждение о нашей кредитоспособности, просим связаться с любым из наших гарантов, указанных ниже.

Мы рассчитываемся с нашими поставщиками на основе ежеквартальных счетов и вы можете спросить их об этом.

#### *Окончание письма*

Надеемся, что вы положительно решите этот вопрос и ждем вашего ответа.

Пожалуйста, обратитесь к лицам, которых мы назвали. Ожидаем вашего подтверждения, что вы принимаете оплату чеком со сроком 30 дней.

3 As soon as we receive your confirmation that you will allow the open account facilities we have asked for, we will send our next order.

*Replying to requests for credit (agreeing to credit)*

1 As we have been trading for over a year references will not be necessary and you may clear your accounts by 30-day bill of exchange which will be sent to ... Bank (address), with shipping documents for your acceptance.

2 We are pleased to inform you that the credit facilities you asked for are acceptable, and knowing the reputation of your company there will be no need for us to contact any referees. Just to confirm what has been agreed — settlement will be made against monthly statements. We look forward to receiving your next order.

3 We have now received the necessary references and are pleased to say that from your next order payment can be made on a quarterly basis against statements.

*Refusing credit*

1 Thank you for your letter of 9 November in which you asked to be put on open account terms. Unfortunately, we never allow credit facilities to customers until they have traded with us for over a year. We really are sorry that we cannot be more helpful in this case.

Как только мы получим ваше подтверждение, что вы согласны с оплатой на открытый счет, о чем мы вас просили, мы направим вам следующий заказ.

*Положительный ответ на просьбу разрешить кредитные формы расчета*

Так как мы ведем дела с вами уже более года, мы думаем, рекомендации нам не нужны. Вы можете рассчитываться с нами чеками со сроком оплаты 30 дней. Чеки необходимо направлять в ... банк (адрес), отгрузочные документы против вашего акцепта.

Мы рады сообщить вам, что можем принять кредитные формы расчета, о которых вы просите. Так как мы хорошо знаем вашу компанию, нам не нужно обращаться за рекомендациями. Просим просто подтвердить нашу договоренность — оплата по ежемесячным счетам. Ждем ваших новых заказов.

Мы получили рекомендации о кредитоспособности вашей фирмы и рады сообщить, что начиная со следующего заказа мы согласны чтобы вы платили ежеквартально по нашим счетам.

*Отказ разрешить кредитные формы расчета*

Благодарим за письмо от 9 ноября, в котором вы просили чтобы мы согласились с платежом на открытый счет. К сожалению, мы не идем на кредитные формы расчетов с покупателями ранее, чем через год нашего сотрудничества. Извините, но

2 We regret that we are unable to offer open account terms to customers as our products are competitively priced and with small profit margin it is uneconomical to allow credit facilities.

3 We are sorry that we cannot offer credit facilities of any kind at present owing to rising inflation. However, perhaps if things settle in future we may be able to reconsider your request.

*Negotiating*

1 I regret that we cannot offer you credit as long as three months, since this would be uneconomical for us. However, we are prepared to offer you settlement against monthly statements. Perhaps, you will let us know if this would be acceptable.

2 Though we do not usually offer credit facilities, we would be prepared to consider partial credit. In this case you would pay half your invoices on a cash basis, and the rest by 30-day bill of exchange. If this arrangement suits you, please contact us.

*Reply while waiting for references*

1 Thank you for your letter in which you asked for credit facilities. At present we are writing to the referees you mentioned and will let you know as soon as we hear from them.

2 In reply to your fax message of 8 June, we will consider your request to pay

в данном случае мы не можем пойти вам на встречу.

К сожалению, мы не можем предложить вам такую форму расчета, как платеж на открытый счет. Цены на наш товар очень невысоки, мы имеем очень небольшую прибыль и поэтому никак не можем согласиться с кредитными формами расчета. К сожалению, мы не можем предложить вам кредитные формы расчетов из-за растущей инфляции. Но, если ситуация изменится в будущем, мы рассмотрим вашу просьбу.

*Обсуждение вопроса*

К сожалению, мы не можем предложить вам кредитных форм, так как это очень невыгодно для нас. Но мы можем согласиться, чтобы вы платили по ежемесячным счетам. Сообщите, приемлемо ли это для вас.

Хотя обычно мы не идем на кредитные формы, мы готовы пойти на частично кредитные условия. В этом случае вы оплачиваете половину счетов сразу, а остальные — по чеку со сроком в 30 дней. Если вас это устраивает, свяжитесь с нами.

*Промежуточный ответ до получения рекомендаций*

Мы получили ваше письмо, в котором вы просите предоставить вам кредитные формы расчета. В настоящее время мы связываемся с лицами, которых вы рекомендовали, и как только получим от них ответ, мы сообщим вам.

В ответ на ваш факс от 8 июня сообщаем, что рассмотрим вашу

by 30-day bill of exchange and will contact you as soon as we have your references and reach a decision.

### *Orders Opening*

1. Please find enclosed our Order No. ...for ...
2. Thank you for your reply of ... regarding ... Enclosed you will find our official order (No. ...) for ...

### *Confirming the terms of payment*

- 1 We would like to confirm that payment is to be made by irrevocable letter of credit which we have already applied to the bank for.
- 2 Once we have received your advice, we will send a banker's draft to ...
- 3 As agreed you will draw on us at 30 days, documents against acceptance, with the documents being sent to our bank at ...
- 4 ... and we agreed that payments would be made against quarterly statements.

### *Delivery*

- 1 It is essential that the goods are delivered before ...
- 2 Delivery before ... is a firm condition of this order, and we reserve the right to refuse to accept the goods delivered after that time.

просьбу о платежах в виде чеков со сроком в 30 дней. Мы свяжемся с вами, когда получим рекомендации указанных вами лиц и примем решение.

### *Заказы Начало письма*

При этом направляем вам наш заказ № ... на ...  
Благодарим вас за ответ от ... касательно ... При этом направляем наш официальный заказ (№ ...) на

### *Подтверждение условий платежа*

Мы хотели бы подтвердить, что платеж будет произведен по безотзывному аккредитиву, за получением которого мы уже обратились в наш банк.  
Как только мы получим ваше сообщение, мы направим в ... нашу банковскую тратту.  
Как мы с вами договорились, вы выпишите тратту на нас с оплатой через 30 дней, «документы против акцепта», причем документы должны быть направлены в наш банк в ...  
... и мы согласились, что платежи будут производиться по ежеквартальным счетам.

### *Поставка*

Необходимо, чтобы товар был поставлен до ...  
Бесспорным условием данного заказа является поставка товара до ...; мы оставляем за собой право отказаться от товара, поставленного позже этого срока.

3 Please remember that only air freight will suit us, as we need the goods urgently.

4 We advise delivery by road to avoid constant handling of this fragile consignment.

### *Packing*

1 Each piece of crockery is to be individually wrapped in thick paper, packed in straw, and shipped in wooden crates marked properly.

2 The carpets should be wrapped in thick grease-proof paper which is reinforced at both ends to avoid wear by friction.

3 The machines must be well greased with all movable parts secured before being loaded into cases.

### *Closing*

1 We hope that this will be the first of many orders we will be placing with you.

2 We will submit further orders, if this one is completed to our satisfaction.

3 We look forward to receiving your advice/shipment/ acknowledgement/ confirmation.

### *Payment Invoices*

1 Please find enclosed our invoice No ... for USD ... The goods you ordered have already been

Обратите внимание, что нам подходит только доставка самолетом, так как товар нам нужен срочно.

Мы советуем поставить товар автотранспортом, чтобы избежать нескольких перевалок этого хрупкого товара.

### *Упаковка*

Каждый предмет посуды должен быть завернут отдельно в плотную бумагу, положен в деревянные ящики со стружкой, ящики должны быть правильно промаркированы.

Ковры должны быть завернуты в плотную пергаментную бумагу, на обоих концах упаковка должна быть особенно плотной, чтобы она не порвалась из-за трения.

До упаковки в ящики станки должны быть обильно смазаны, все подвижные части должны быть закреплены.

### *Конец письма*

Надеемся, что это только первый из многих заказов, которые вы разместите у нас.

Мы будем делать заказы и в будущем, если нам понравится, как будет выполнен этот заказ.

С нетерпением ждем получения вашего сообщения/вашего товара/вашего подтверждения.

### *Платеж Счета*

При этом направляем вам счет № ... на сумму ... ам. долл. Товар, который вы заказывали, уже



despatched to you, carriage forward, and you should receive them within the next few days.

2 The enclosed invoice (No ...) for ... is for 10 desks at ... each less 33 per cent trade discount. We look forward to receiving your remittance and will then send the desks on.

3 Our invoice No ... for ... net is attached. We look forward to receiving your cheque from which you may deduct 3 per cent cash discount if payment is made within seven days.

#### *Pro-forma invoices*

1 The enclosed pro-forma No ... for USD ... is for your order No ... which is now packed and awaiting despatch. As soon as we receive your cheque we will send the goods which will reach you within a few days.

2 We are sending the enclosed pro-forma (No ...) for ... for the consignment of ... you ordered on approval. We would appreciate your returning the balance of unsold ... by the end of May as agreed.

3 Pro-forma invoice No ... is for your order No ..., in confirmation of your quotation. The total of USD ... includes cost, insurance, and freight.

#### *Advice of payment*

1 We have pleasure in enclosing our cheque/bank draft for USD ... in

отпущен; стоимость перевозки подлежит уплате получателем. Вы должны получить товар в ближайшие дни.

Прилагаем счет (№ ...) на сумму ... за 10 письменных столов по цене ... за единицу, минус торговая скидка 33 %. Ждем от вас перевода данной суммы, затем мы отправим вам столы.

Прилагаем наш счет № ... на сумму ... за вычетом всех скидок. Ждем получения вашего чека, из суммы которого вы можете вычесть 3 %, если платеж будет сделан в течение семи дней.

#### *Счета-проформы*

Приложенный счет-проформа № на сумму ... ам. долл. относится к заказу № ..., товар уже упакован и ждет отправки. Он будет отправлен, как только мы получим ваш чек, и вы получите товар в течение нескольких дней.

Направляем вам счет-проформу (№ ...) на сумму ... за ..., который вы заказали с правом покупки или отказа по вашему усмотрению. В соответствии с нашей договоренностью просим вернуть нам не проданные до конца мая ....

Счет-проформа № ... относится к вашему заказу № ... как подтверждение согласованной цены. Общая сумма ... ам. долл. включает стоимость, страхование и фрахт.

#### *Сообщение о платеже*

Прилагаем наш чек/банковскую тратту на сумму ... ам. долл. для

payment of your invoice/statement No ... dated ...

2 We have instructed our bank, today, to transfer USD ... to your account in payment of your 31 May statement.

3 We have drawn a postal cheque for ... in payment of your invoice No ... dated ... This can be cashed at any Post Office, or paid into your account.

4 Thank you for your prompt delivery. Please find enclosed our draft for USD ... drawn on ... Bank. Could you please acknowledge receipt?

5 We have pleasure in enclosing our bank draft for ... as payment on pro-forma invoice No ... Please advise us when the goods will be shipped and are likely to reach Moscow.

6 You will be pleased to hear that we have accepted your bill and now have the documents. We shall collect the consignment as soon as it arrives in Moscow and honour your draft at maturity.

7 Our bank informs us that they now have the shipping documents, and will be transferring the proceeds of our letter of credit to your account.

#### *Acknowledgement of payment*

1 Thank you for your cheque/draft/ transfer in payment of our invoice/statement No ... dated ...

2 Our bank advised us today that your transfer of ... was credited to

оплаты вашего счета/отчета № ... от ...

Сегодня мы дали указание нашему банку перевести на ваш счет сумму ... ам. долл. для оплаты вашего счета от 31 мая.

Мы выписали чек для оплаты вашего счета № ... от ... на сумму ... по почтовой системе. Чек может быть оплачен в любом почтовом отделении наличными или переводом на ваш счет.

Благодарим за быструю поставку товара. Прилагаем нашу тратту на сумму ... ам. долл., выписанную на ... банк. Просим подтвердить получение.

Прилагаем нашу банковскую тратту на сумму ... для оплаты счета-проформы № ... Просим сообщить, когда товар будет отпущен и когда он должен прибыть в Москву.

Надеемся, вы будете рады узнать, что мы акцептовали ваш счет и получили документы. Мы заберем груз, как только он прибывает в Москву. Тратта будет оплачена точно в срок.

Наш банк сообщил, что им получены отгрузочные документы и что он переводит нужную сумму с нашего аккредитива на ваш счет.

#### *Подтверждение получения платежа*

Мы получили ваш чек/ тратту/ перевод для оплаты нашего счета/отчета № ... от ...

Наш банк сообщил сегодня, что ваш перевод на сумму ... поступил



our account. Thank you for paying so promptly, and we hope to hear from you again soon.

3 Thank you for sending your draft for invoice No ... so promptly. We hope you like the consignment and look forward to your next order.

4 We received an advice from our bank this morning that your transfer for invoice No ... has been credited to our account. We would like to thank you, and ask you to contact us if you need anything else in ..., or any information about ...

5. Our bank informed us today that you accepted our bill (No ...) and the documents have been handed to you. We are sure you will be pleased with the consignment.

6 ... Bank in ... have told us that the proceeds of your letter of credit have been credited to our account. Thank you for your custom and we hope you will write to us again. We are enclosing our summer catalogue which we are sure will interest you.

*Delayed payment (asking for more time to pay)*

1 We are sorry that we were not able to clear our July account.

2 We regret we were unable to send a cheque to settle our account for the last quarter.

3 The dock strike which has been in operation for the past six weeks has made it impossible to ship our products, and as our customers have not been able to pay us, we have not been able to clear our own suppliers' accounts yet.

на наш счет. Благодарим за такую быструю оплату и надеемся, что вы снова обратитесь к нам в ближайшем будущем.

Благодарим вас за то, что вы так быстро направили тратту для оплаты счета № ... Надеемся, что вам понравился товар и ждем вашего следующего заказа.

Сегодня утром мы получили сообщение от банка, что на наш счет поступил ваш перевод по счету № ... Благодарим вас и просим обращаться к нам, если вам нужно будет еще что-либо в ... или какие-либо данные о ...

Сегодня наш банк сообщил, что вы акцептовали наш счет (№...) и что вам были переданы документы. Мы уверены, что вы будете довольны товаром.

... банк сообщил нам, что на наш счет поступила определенная сумма с вашего аккредитива. Благодарим вас за вашу пунктуальность и надеемся, что вы и в будущем будете к нам обращаться. Прилагаем каталог «Лето» и мы уверены, он вас заинтересует.

*Задержка платежа (просьба отсрочить платеж)*

К сожалению, мы не можем оплатить июльский счет.

К сожалению, мы не можем послать вам чек для оплаты счета за последний квартал.

Из-за забастовки в порту в последние шесть недель мы не смогли отгрузить товар; и так как наши покупатели не могли заплатить нам, мы не можем пока рассчитаться с нашими поставщиками.

4 Once the strike has been settled, which should be within the next few days, we will be able to clear the balance.

5 A warehouse flood destroyed the majority of the components that were to be fitted into ... We are waiting for our insurance company to settle our claim so that we can renew our stock and pay our suppliers.

6 As soon as the insurance company sends us compensation we will settle the account. We expect this to be within the next two weeks.

7 We were not able to settle the account because of the bankruptcy of one of our main customers, who we hoped would have cleared his balance with us. The debt was considerable and its loss has made it difficult for us to pay our suppliers.

8 We will try to clear your invoice within the next few weeks. Meanwhile the enclosed cheque for USD ... is part payment on account.

*Replying to requests for more time*

1 Thank you for your letter concerning the outstanding balance on your account. We sympathise with the problem you have had in clearing the balance and are willing to extend the credit for another six weeks. Would you please confirm that the credit will be settled then?

Как только забастовка закончится, а это очевидно произойдет в ближайшие несколько дней, мы сможем заплатить вам остальную сумму.

В результате затопления нашего склада было повреждено большинство деталей, которые должны были быть установлены на ... Сейчас мы ждем, когда страховая компания выплатит требуемую нами сумму с тем, чтобы мы могли восстановить запасы на складе и заплатить нашим поставщикам.

Как только страховая компания выплатит нам компенсацию за убытки, мы сразу оплатим счет. Думаем, это будет в ближайшие две недели.

Мы не смогли оплатить счет из-за банкротства одного из наших главных покупателей, который, как мы надеялись, должен был рассчитаться с нами. Его задолженность довольно значительна и из-за непоступления этой суммы нам трудно рассчитаться с нашими поставщиками.

Мы постараемся оплатить ваш счет в ближайшие несколько недель. Сейчас же мы посылаем вам чек на ... ам. долл. в качестве частичного платежа.

*Ответ на просьбу дать отсрочку*

Благодарим за ваше письмо касательно не оплаченной вами суммы. Мы понимаем ваши трудности, возникшие с оплатой, и мы можем отсрочить платеж еще на шесть недель. Просим подтвердить, что затем вы произведете оплату.

2 We were sorry to hear about the difficulties you have been experiencing in getting components to complete orders from other suppliers, and realise that without sales it is difficult to settle outstanding accounts. Therefore your account has been extended another month, but we will have to insist on payment by the end of July.

3 With reference to your e-mail message of ... in which you explained why the outstanding invoice No ... has not been cleared, we understand the problems you have been facing in the current recession. However, it was in consideration of the present economic climate that we allowed you a two-month period to settle, and while we would like to offer you more time to clear the balance, our own financial position makes this impossible. Therefore we must ask you to settle the account within the next fortnight.

4 Thank you for writing and letting us know why the May account is still outstanding. Unfortunately, we cannot extend the credit any longer as we allowed considerable discounts in lieu of a prompt payment. Nevertheless, in view of the difficulties you have been having with your two major customers in clearing their accounts, we are prepared to compromise and suggest that you clear half the outstanding balance immediately by sending a cheque for ... and clear the remainder by the end of next month. We look forward to your remittance and confirmation that the balance of the account will

Мы очень расстроились, узнав о ваших трудностях с закупкой деталей от других поставщиков для выполнения заказов. Мы понимаем, что без продаж вашей готовой продукции вам трудно оплачивать счета. Поэтому мы решили отсрочить ваш счет еще на месяц, но мы вынуждены настоятельно просить вас сделать платеж до конца июля.

Мы получили ваше сообщение по электронной почте от ..., в котором вы объясняете, почему счет № ... до сих пор не оплачен. Понимаем ваши трудности из-за сложной экономической ситуации. Но именно из-за такой ситуации мы согласились дать вам два месяца для оплаты счетов. Мы бы очень хотели дать вам еще некоторое время для оплаты оставшейся суммы, но наше собственное финансовое положение не позволяет нам этого сделать. Поэтому мы вынуждены просить вас оплатить счет в ближайшие две недели.

Благодарим за ваше сообщение о причинах неоплаты майского счета. К сожалению мы не можем дать вам отсрочку, так как мы дали вам большую скидку, в обмен на ваш немедленный платеж. Однако, принимая во внимание ваши трудности из-за неполучения платежей от двух основных покупателей, мы готовы пойти на компромисс и предложить, чтобы вы оплатили половину суммы сейчас, выслав нам чек на сумму ..., а оставшуюся сумму просим оплатить до конца следующего месяца. Ждем вашего платежа и подтверждения, что оставшаяся сумма будет оплачена в ...

be cleared in ...

5 We regret to hear about the strike which has held up production in your plant for the past few weeks and can understand why you need more time to clear your account with us. Nevertheless, when we allowed open account terms, we emphasised this was only on the condition that balances were cleared promptly on due dates as credit facilities put a strain on our own cash flow situation. Because of this we cannot extend the credit by another two months. However, because of your previous custom with us we are quite willing to allow you to clear half the balance, viz. USD ... by sending us a sight draft, see enclosed B/E No ..., and clear the outstanding amount by accepting the enclosed draft, B/E No ....., drawn at 30 days. We look forward to receiving your acceptance and confirmation.

#### *Requests for payment*

1 We are writing concerning the outstanding October account for USD ..., a copy of which is enclosed and which should have been cleared last month. Please let us know why the balance has not been paid.

2 We think you may have overlooked invoice No ... for USD ... (see copy) which was due last month. Please could you let us have your cheque to clear the

Мы с сожалением узнали о забастовке, из-за которой в последние несколько недель производство на вашем заводе было приостановлено. Мы понимаем, почему вам нужно еще какое-то время для оплаты наших счетов. Но, когда мы соглашались на оплату по открытому счету, мы подчеркивали, что делаем это только при условии, что все платежи будут делаться точно в установленные сроки, так как любые отсрочки создают для нас трудности с наличностью. Поэтому мы не можем дать вам отсрочку еще на два месяца. Однако, учитывая наши хорошие отношения, мы можем разрешить вам оплатить половину суммы, т. е. ... ам. долл., траттой немедленно (см. приложенный чек № ...), а остальную сумму просим оплатить акцептом приложенной траттой (см. чек № ...) через 30 дней. Ждем вашего акцепта и подтверждения.

#### *Просьба срочно произвести платеж*

Мы обращаемся к вам в связи с тем, что счет за октябрь на сумму ... ам. долл. до сих пор не оплачен. Прилагаем копию счета, который должен был быть оплачен в прошлом месяце. Сообщите причину неоплаты.

Мы полагаем, что вы просто забыли о нашем счете № ... на сумму ... ам. долл. (см. приложенную копию), который нужно было оплатить в прошлом

amount? If, however, you have already sent a remittance, then please disregard this letter.

#### *Second requests*

1 We wrote to you on 3 March concerning our January statement which is still outstanding. Enclosed you will find a copy of the statement and our letter.

2 This is the second letter we have sent you with regard to your March account which has not been cleared. Our first letter dated 21 April, asked why the account had not been paid, and you will see from the enclosed that ...

3 As we have traded for some time, we have not pressed for payment. However, we must now insist that either you settle the account or offer a reasonable explanation for not doing so.

#### *Third requests or final demands*

1 We have written you two letters on 22 September and 19 October, and have sent copies of the outstanding invoices with them, but have not received either a reply or remittance.

2 When we arranged terms, we offered you payment against monthly statements, yet it has been three months since you wrote promising the account would be cleared. We now assume that you have no intention of clearing the balance.

3 We were disappointed that you

месяце. Просим прислать чек на сумму счета. Если вы уже произвели платеж, данное письмо силы не имеет.

#### *Второе напоминание*

3 марта мы писали вам по вопросу нашего январского счета, который до сих пор не оплачен. Прилагаем копию счета и письма.

Направляем вам уже второе письмо по вопросу вашего марта-овского счета, который до сих пор не оплачен. В нашем первом письме от 21 апреля мы спрашивали, почему счет не оплачен, и вы увидите из приложения, что ...

Так как мы сотрудничаем уже достаточное время, мы не слишком жестко настаивали на вашем платеже. Однако, в настоящее время мы вынуждены настаивать, чтобы вы оплатили счет немедленно, либо дали объяснение.

#### *Третье напоминание или последнее требование*

22 сентября и 19 октября мы послали вам два письма, а также копии неоплаченных счетов, но до сих пор не получили ни платежа, ни ответа.

Когда мы оговаривали условия, мы предлагали платеж по ежемесячным отчетам; однако прошло уже три месяца после того как вы письменно обещали оплатить наш счет. У нас создалось впечатление, что вы не хотите платить вовсе.

Мы очень сожалеем, что вы

did not bother to reply to either of our letters asking you to clear your account; and you have left us no alternative but to take legal action.

4 We are giving you a further seven days to send your remittance after which the matter will be dealt with by our solicitors.

#### *Complaints and adjustments Opening*

1 We would like to inform you ...

2 We are writing to complain about ...

3 This is the third time this mistake has occurred and we are far from satisfied with the service you offer.

4 Unless you can fulfil our orders efficiently in the future we will have to consider other sources of supply.

5 Please ensure that this sort of problem does not arise again.

6 There appears to be an error in the invoice.

7 The mistake must be corrected as soon as possible.

8 There seems to be some misunderstanding regarding terms of discount. Discount is deducted from net prices, not c. i. f. prices.

9 The mistake could not have originated here, and must be connected with the despatch of the goods.

#### *Explaining the problem*

1 Could you tell your despatch department to take special care when addressing our consignments?

2 Could you ask your accounts

даже не ответили ни на одно из писем, в которых мы просили вас произвести платеж, и нам не остается ничего другого, как передать дело в суд.

Даем вам еще семь дней для того, чтобы вы отправили перевод, после чего этим делом займутся наши юристы.

#### *Претензии и их урегулирование Начало письма*

Мы хотим сообщить вам ...

Сообщаем вам, что мы недовольны ...

Такая ошибка происходит уже третий раз и мы очень недовольны вашей работой.

Если вы не можете качественно выполнять наши заказы, мы обратимся к другим поставщикам.

Постарайтесь, чтобы таких проблем больше не возникало.

Нам кажется, что в счете имеется ошибка.

Ошибка должна быть исправлена как можно скорее.

Очевидно, возникло какое-то недопонимание в отношении скидки. Она должна вычитаться из нетто-цены, а не из цены сиф.

Не может быть, чтобы ошибка произошла у нас, должно быть она возникла, когда товар был в пути.

#### *Объяснение проблемы*

Просим сообщить вашему транспортному отделу, что они должны быть более внимательны, когда указывают адрес отгружаемого товара.

Просим обратиться к вашему

department to check our code carefully in future? Our account number is ..., and they have been sending us statements coded ...

3 We think the reason that wrong sizes have been sent to us is because we are ordering in metric sizes, and you are sending us sizes measured in feet and inches. We would appreciate your looking into this.

#### *Suggesting a solution*

1 If we send you a debit note for USD ... and deduct it from our next statement that should put the matter right.

2 The best solution would be for us to return the wrong articles to you, postage and packing forward.

3 Rather than send a credit note, you could send six replacements which would probably be easier than adjusting our accounts.

#### *Replying to letters of complaint*

1 We are replying to your e-mail message of 10 March in which you told us that ...

2 We would like to thank you for informing us of our accounting error in your letter of the 7<sup>th</sup> June.

3 While we cannot give you an explanation at present, we can promise you that we are looking into the matter and will write to you again shortly.

4 As we are sending out orders promptly, we think these delays may have something to do with the haulage contractors and we

финансовому отделу с просьбой правильно указывать коды. Наш код ..., а они направляют нам счета, указав код ...

Считаем, что причина, по которой нам были отгружены неправильные размеры, заключается в том, что мы делали заказ в метрической системе, а вы отправили нам товар в футах и дюймах. Разберитесь, пожалуйста, с этим вопросом.

#### *Предложение решения*

Если мы направим вам дебетовое авизо на сумму ... ам. долл. и вычтем эту сумму из нашего счета, то мы полагаем, ошибка будет исправлена.

Лучшим решением для нас будет возврат товара, присланного нам по ошибке, почтовые расходы и упаковка должны быть оплачены вами.

Вместо кредитового авизо, вышлите нам шесть единиц взамен, считаем, это лучше, чем делать возврат суммы.

#### *Ответ на письма-рекламации*

Данное письмо является ответом на ваше сообщение по электронной почте от 10 марта, в котором вы пишете, что ...

Благодарим вас за сообщение от 7 июня о нашей ошибке в счете.

Хотя пока мы не можем дать вам никакого объяснения случившемуся, мы обещаем во всем разобраться и свяжемся с вами в самое ближайшее время.

Так как мы выполняем сейчас все наши заказы в предельно сжатые сроки, мы думаем, задержки произошли по вине

are making investigations at the moment.

5 Would you please return samples of the items you are dissatisfied with, and we will send them to our factory in ... for tests.

6 The mistake was due to a fault in one of our machines, which has now been corrected.

7 There appears to have been some confusion in our addressing system, but this has been adjusted.

8 It is unusual for this type of error to arise, but the problem has now been dealt with.

9 We have now checked our accounts and find that we have indeed been sending you the wrong statement due to a confusion in names and addresses. The computer has been reprogrammed and there should be no more difficulties. Please contact us again if any similar situation arises, and once more thank you for pointing out the error.

10 The reason for the weakness in the units you complained about was due to a faulty manufacturing process in production. This is being corrected at the moment and we are sure you will be completely satisfied with the replacement units we will be sending you in the next few weeks.

11 The paintwork on the bodies of the cars became discoloured because of a chemical imbalance in the paint used in spraying

экспедиторско-транспортной фирмы. Мы занимаемся сейчас этим вопросом.

Просим вернуть образцы изделий, которые вам не понравились, и мы направим их на наш завод в ... для испытаний.

Ошибка произошла из-за небольшого дефекта в одной из машин. Дефект сейчас уже устранен.

Очевидно, произошло какое-то недоразумение при адресовке грузов, но сейчас все это исправлено.

Очень странно, что произошла такая ошибка. Мы уже занимаемся этим вопросом.

Мы проверили наши счета и видим, что действительно отправили счет с ошибками из-за путаницы в названиях и в адресах. Мы внесли необходимые изменения в программу компьютера и считаем, что больше такого не будет. Если будут снова подобные проблемы, сразу свяжитесь с нами. Еще раз благодарим, что сообщили о нашей ошибке.

Причина снижения прочности в наших ..., на что вы жалуетесь, связана с некоторым нарушением технологии производства. Сейчас мы это устраним и мы уверены, что ..., которые мы направляем вам взамен в ближайшие несколько недель, не вызовут у вас никаких нареканий.

Краска кузовов автомашин потускнела из-за нарушения химического состава краски, которая использовалась при

vehicles. We have already contacted our own suppliers and are waiting for their reply. Meanwhile we are taking these models out of production and calling in all those that have been supplied.

12 The material you complained about has now been withdrawn. Its fault was in the weave of the cloth and this was due to a programming error in the weaving machines themselves. This has been corrected and replacement materials are now being sent on to you.

13 We have closely compared the articles you returned with our samples and can see no difference between them, and in this case we are not willing to either substitute the articles or offer a discount.

14 Our engineer has examined the machine you complained about and in his report tells us that the machine has not been maintained properly. If you look at the instruction booklet on maintenance that we sent you, you will see that it is essential to take care of ...

15 Our factory has now inspected the stereo you returned last week, and they inform us that it has been used with the wrong speakers. We can repair the machine, but you will have to pay for the repairs as misuse of the unit is not included under our guarantee.

16 In closing we would like to apologize for the inconvenience, and also point out that this type of fault rarely occurs in ...

распылении. Мы уже связались с нашими поставщиками и ждем их ответа. Пока же мы сняли эти модели с производства и отзываем все поставленные ранее.

Материал, по качеству которого у вас были претензии, нами сейчас изъят. Дефекты возникли в процессе прядения из-за компьютерной ошибки в самих прядильных машинах. Сейчас мы все исправили и направляем вам взамен новый материал.

Мы тщательно сравнили то, что вы вернули нам, с образцами и не видим никакой разницы между ними. В данном случае мы бы не хотели посылать вам замену или предлагать скидку.

Наш инженер тщательно посмотрел станок, которые у вас вызывает претензии, и в своем заключении указал, что он неправильно эксплуатировался. Если вы посмотрите в Инструкции по эксплуатации, вы увидите что необходимо следить за ...

Наши специалисты проверили стереоустановку, которую вы вернули нам, и сообщили, что она она использовалась не с теми динамиками. Мы можем починить установку, но вы должны будете оплатить ремонт, так как гарантия не распространяется на такие нарушения со стороны пользователя.

В заключение мы хотели бы принести свои извинения за причиненные вам неудобства и сказать, что такие дефекты редко возникают в ...

17 The replacement of the faulty articles are on their way to you and you should receive them within the week. We are sure that you will be satisfied with them and there will be no repetition of the faults. Thank you for your patience in this matter, and we look forward to doing business with you again.

Товар, который мы отправляем взамен дефектного, уже находится в пути и вы получите его в течение недели. Мы уверены, что вы будете им довольны и что такого больше никогда не повторится. Благодарим вас за проявленное терпение и надеемся на дальнейшее сотрудничество.

## Appendix 4 Abbreviations in Business Correspondence

a/c	account	счет
a. m.	( <i>Lat. ante meridiem</i> )	до полудня
a/s	after sight	после предъявления
av	average	средний
awb	air waybill	авианакладная
bal	balance	остаток
bc	bank clearing	банковский клиринг
B/E	bill of exchange	вексель, чек, тратта
B/L (blading)	bill of lading	коносамент
bs	balance sheet	баланс
c	cent; currency	цент; валюта
c/a	current account;	текущий счет;
	credit account	счет по кредиту
cad	cash-against-documents	средства против акцепта
Cat.	catalogue	каталог
c&f	cost and freight	стоимость и фрахт
cd	certificate of deposit	депозитный сертификат
cert	certificate	сертификат
c. f.	carriage forward	за перевозку не уплачено, стоимость
		перевозки подлежит уплате
		получателем
		стоимость, страхование и фрахт
cif	cost, insurance	
	(and) freight	
C/N	credit note	кредитовое авизо
co	cash order	предъявительская тратта
cod	cash on delivery	оплата при доставке
corp	corporation	корпорация
contd.	continued	с продолжением
c. p.	carriage paid	перевозка оплачена
cy	currency	валюта
d	penny; denaril	пенс
	dated	датированный
d/a	documents against	
	acceptance	документы против акцепта
dely	delivery	доставка, поставка
dis	discount; at a discount	скидка, со скидкой
div	dividend	дивиденд (ы)
D/N	debit note	дебетовое авизо
d/o	delivery order	заказ на поставку
d/p	documents against	документы против платежа
	payment	
d/s	...days sight	через ... дней

dy	delivery	доставка, поставка
€	euro	евро
E.&O. E.	errors and omissions are	ошибки и пропуски не
	excepted	допускаются
EC	Eurocheque	еврочек
e. g.	( <i>Lat. exempli gratia</i> )	например
	for example	
enc.	enclosure	приложение
etc.	( <i>Fr. etcetera</i> ) and	
	so on and	и так далее
	so forth	
EU	European Union	Европейский Союз
exch	exchange	обмен; биржа
fob	free on board	фоб, свободно на борт
f. o. r.	free on rail	франко рельсы, франко
		железная дорога
fya	for your attention	вашему вниманию
fyi	for your information	для вашего сведения
h	hundred	сотня
inc.	incorporated	акционерный, имеющий статус
		акционерного общества
inst.	instant	текущего месяца
jr	junior	младший
l/c	letter of credit	аккредитив
ltd	limited	с ограниченной ответствен-
		ностью об акционерных
		обществах)
max	maximum	максимум
min	minimum	минимум
mo	money order	денежный перевод
Mr		господин
Mrs		госпожа
MS	motorship	судно
MT	mail transfer	почтовый перевод
MV	motorvessel	судно
nc	no charge	без оплаты
nd	no date; not dated	без даты
No	number	номер
o/a	on account	в счет причитающейся
		суммы; в частичное погашение
		причитающейся суммы
o/d	overdraft;	овердрафт;
	overdrawn	остаток счета превышен
o/s	on sale;	на продаже
	out of stock	нет в запасе

pin	personal identification number	персональный номер
pl	price list	прайс-лист
plc	public limited company	открытое акционерное общество
p. p.	pages	страницы
pm	premium	премия; вознаграждение
p. p.	(Lat.) per pro	по поручению
PR	public relations	связь с общественностью
prem	premium	премия; вознаграждение
p. t. o.	please turn over	переверните страницу; см. на обороте
pur	purchase	покупка
qtr	quarter	квартал
quot	quotation	предложение
Re	(Lat. in re) concerning	касательно
Ref.	reference	ссылка; при ссылке указывать следующее
SS	steamship	судно
sr	senior	старший
tel	telephone	номер телефона
TT	telegraphic transfer	телеграфный перевод
ult.	(Lat.) ultimo	прошлого месяца
USD	American dollar	доллар США
VAT	value added tax	налог на добавленную стоимость
vip	very important person	важная персона
viz.	(Lat.) videlicet	то есть, а именно
VP	vice-president	вице-президент
y	year	год
z	zero	ноль

*Учебник*

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**Редактор Г.А. Клебче**

**Оригинал-макет Н.В. Спасской**

**Оформление художника А.В. Лебедева**

Лицензия серия ИД № 03562 от 19.12.2000 г.

Подписано в печать 01.12.2003. Формат 60x88 1/16

Усл. печ. л. 24,0. Тираж 30 000 экз. (1-й завод — 5000). Заказ № 5190

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Отпечатано во ФГУП ИПК «Ульяновский Дом печати»

432980, г. Ульяновск, ул. Гончарова, 14





## Учебная литература для вузов

### АНГЛИЙСКИЙ ЯЗЫК

С.А. Шевелева  
Учебник для вузов. 560 с.

(Гриф Министерства образования  
Российской Федерации)

Учебник предназначен для студентов неязыковых вузов, начинающих изучение английского языка, а также для самостоятельного изучения английского языка.

Учебник состоит из трех частей: Вводного курса, Основного курса и приложений. В *Вводном курсе* изложены правила чтения букв и буквосочетаний, правила ударения в словах и предложениях. Здесь же дано большое количество разнообразных упражнений на закрепление этих правил. Упражнения Вводного курса записаны на аудиокассету.

Работа над ударением в словах и над интонацией в предложениях продолжается и в *Основном курсе* учебника. В уроках 1—18 основное внимание уделяется грамматике и лексике. Грамматические правила изложены ясно и кратко и сопровождаются упражнениями на закрепление этих правил.

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