



**ODESSA INSTITUTE OF TRADE AND ECONOMICS OF
KYIV NATIONAL UNIVERSITY OF TRADE
AND ECONOMICS**

FIRST STEPS
IN BUSINESS ENGLISH FOR ECONOMISTS
COURSEBOOK OF ENGLISH



**Odesa
2017**

**ОДЕСЬКИЙ ТОРГОВЕЛЬНО-ЕКОНОМІЧНИЙ ІНСТИТУТ
КИЇВСЬКОГО НАЦІОНАЛЬНОГО ТОРГОВЕЛЬНО-
ЕКОНОМІЧНОГО УНІВЕРСИТЕТУ**

**ПЕРШІ КРОКИ
В ДІЛОВОМУ АНГЛІЙСЬКОМУ
ДЛЯ ЕКОНОМІСТІВ**

*Навчальний посібник
для студентів економічних спеціальностей*

**Одеса
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Підручник “First steps in business English for economists” призначено для студентів молодших курсів, які опановують економічні спеціальності, а також для тих, хто бажає набутти знання з англійської мови професійного спрямування. В підручнику надана загальноекономічна лексика, основні поняття й терміни економіки і бізнесу та лексичні вправи для їх опрацювання, пропонуються автентичні фахові тексти та завдання до них, окреслено професійні теми для обговорення. Представлено граматичний матеріал згідно з вимогами Програми з англійської мови для професійного спілкування для студентів I курсу. У додатку вміщено приклади модульних контрольних робіт, ключи для самостійної перевірки знань студентів, список часто вживаних аббревіатур, таблиця неправильних дієслів та зведена таблиця часів англійської мови.

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**Керівник авторського колективу – зав.кафедри професор –
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Матеріал підручника розподіляється між авторами
таким чином:

- Unit 1.** Career choices – Н.Б. Беньковська
- Unit 2.** Financial professions – Н.Б. Беньковська
- Unit 3.** Work organization and employees' responsibilities –
С.В. Боднар
- Unit 4.** Financial institutions – С.В. Боднар
- Unit 5.** Business telephoning – С.В. Боднар
- Unit 6.** Business trips – Т.В. Глушко, Н.С. Мушинська
- Unit 7.** Business Etiquette for international communication –
І.Ю. Стрельникова, Н.С. Мушинська
- Unit 8.** Business and Environment – С.В. Боднар
- Unit 9.** The Role of Information Technology in Business –
С.В. Боднар, Н.С. Мушинська
- Unit 10.** Placing in a job – Н.Б. Беньковська, С.В. Боднар
- Unit 11** Business Correspondence – Н.С. Мушинська
- Unit 12.** Economics and Economy – Т.В. Глушко
- Unit 13.** Ukraine and its Economy – І.Ю. Стрельникова
- Unit 14.** Globalization in Business – С.В. Боднар

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FOREWORD

The main aim of teaching Business English as an academic subject is to introduce this discipline in general and the language used in business contexts in particular to students. Business English course is targeted at developing the students' professional language competences, enabling them to function effectively in culturally diverse academic and professional environments.

The contents of the manual meet the requirements of the ESP Curriculum worked out by the Ministry of Education and Science of Ukraine. The manual can be of use for the first-year students who are going to obtain BBA Degree and for the practicing teachers of English who specialize in Business English. The contents of the textbook are sorted out with regard to the peculiarities of the economic faculties of non-linguistic tertiary educational institutions.

The material is organized on thematic principle, covering the following topic areas: «Career choices, Work organization and employees' responsibilities, Financial Institutions, Business Telephoning, Business Trips, Business Etiquette, Business and Environment, The Role of Information Technology in Business, Placing in a job, Business Correspondence, Economics and Economy, Ukraine and its economy, Globalization in business». Each unit provides a vocabulary section, embracing words and clichés widely used in connection with a theme, exercises aimed at actualization of this vocabulary, a number of authentic texts accompanied by comprehension exercises and grammar material according to the ESP Syllabus of the first-year studying. Each grammar part includes theoretical material and a complex of exercises of various types. At the back of the book there are some supplement materials: samples of module testing, answer key so that you can check your answers, frequently used Business English abbreviations, table of irregular verbs, table of English tenses, written patterns of business communication

This manual is recommended to be used both at practical Business English classes and in self-study activity. However, it is desirable to do speech exercises in the classroom, where the process of communication is realized between the teacher and the students as well as between the students themselves. It is connected with the specific character of these exercises which are aimed at developing students' practical skills. We wish you good luck in working with this manual.

ПЕРЕДМОВА

Мета навчального посібника “Перші кроки в діловому англійському для економістів” полягає у формуванні англійської комунікативної компетентності студентів економічних спеціальностей в сфері професійного спілкування та в набутті соціокультурних знань щодо введення ділової комунікації. Посібник створено згідно з вимогами Програми з англійської мови для професійного спілкування і орієнтовано на кредитно-модульну систему навчання, що відповідає вимогам Болонського процесу. Книгу адресовано студентам молодших курсів, які опановують економічні спеціальності, а також тим, хто бажає вдосконалити свої знання з англійської мови професійного спрямування. Може використовуватися з I курсу навчання в усіх групах, де студенти досягли середнього рівня володіння загальною англійською мовою (B1).

Посібник представлено за тематичним принципом. Охоплено такі фахові теми першого курсу, як: «Вибір професії, Організація роботи та обов’язки робітників, Фінансові установи, Ділове телефонування, Ділова подорож, Діловий етикет, Бізнес та навколишнє середовище, Роль сучасних інформаційних технологій в бізнесі, Працевлаштування, Ділове листування, Економіка та економічні системи, Україна та її економіка, Глобалізація бізнесу». До кожної теми підібрано автентичні фахові тексти з розробленими до них завданнями, що висвітлюють різні аспекти англійського ділового спілкування, і соціокультурні коментарі; представлено англо-український словник фахової лексики, виокремлено синонімічні терміни, сталі вирази, похідні слова та часто вживані аббревіатури. Представлено граматичний матеріал згідно з вимогами Програми з англійської мови для професійного спілкування для I курсу. Кожна граматична тема охоплює теоретичний матеріал та практичну частину для відпрацювання сформованих граматичних навичок. У додатку вміщено приклади модульних контрольних робіт, ключі для самостійної перевірки знань студентів, список часто вживаних аббревіатур, таблиця неправильних дієслів, зведена таблиця часів англійської мови, сталі конструкції (штампи) писемної форми ділової комунікації.

Зазначимо, що посібник можна використовувати, як під час аудиторних, так і під час позааудиторних занять.

Бажаємо успіхів!

UNIT 1

CAREER CHOICES: THE UNIVERSITY I AM STUDYING AT

“The great aim of education is not knowledge but action”
(Herbert Spenser – an English philosopher)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. First-year student = freshman	першокурсник
2. junior students ['dʒuːniə]	студенти молодших курсів
3. senior students ['siːniə]	студенти старших курсів
4. to introduce	представляти
5. higher educational establishment [ˈhaɪə edʒuˈkeɪʃ(ə)nəl iˈstæblɪʃmənt]	вищий навчальний заклад
6. international trade	міжнародна торгівля
7. state university	державний університет
8. public institution	державна установа
9. to be situated in	розташований
10. to be founded [ˈfaʊndɪd]	заснований
11. to be reorganized into	реорганізований
12. to train	готувати когось
13. government [ˈɡʌv(ə)nəmənt]	уряд
14. non-governmental organizations	неурядові організації
15. abroad [əˈbrɔːd]	за кордоном
16. to include	включати

Career choices: the University I am studying at

17. accounting [ə'kauntɪŋ]	бухгалтерський облік
18. honoured ['ɒnəd] teachers	заслужені вчителі
19. associate [ə'səʊ.jiət] professor	доцент
20. senior lecturer ['si:nɪə 'lektʃ(ə)rə]	старший викладач
21. science ['saɪəns]	наука
22. doctor of sciences ['saɪənsɪs]	доктор наук
23. useful	корисний
24. full-time department	стаціонар
25. correspondence department	заочне відділення
26. to last	тривати
27. degree	ступінь
28. Junior Specialist ['dʒu:njə] Bachelor ['bæʃ(ə)lə], (BBA) Bachelor of Business Administration Master,(MBA) Master of Business Administration	Молодший спеціаліст Бакалавр Бакалавр з управління бізнесом Магістр Магістр з управління бізнесом
29. department	кафедра
30. to graduate from	закінчувати учбовий заклад
31. to consist of	складатись з
32. gym [dʒɪm]	спортзал
33. weight room [weɪt rum]	тренажерний зал
34. canteen	їдальня
35. snack bar	буфет
36. hostel	гуртожиток
37. access ['ækses]	доступ
38. to take place	відбуватися
39. church [tʃɜ:ʃ]	церква
40. developing	той, що розвивається
41. ahead [ə'hed]	попереду
42. scholarship ['skɒləʃɪp]	стипендія
43. scientific society [,saɪən'tɪfɪk sə'saɪəti]	наукове товариство

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44. discussion club [di'skʌʃ(ə)n klʌb]	дискусійний клуб
45. to choose	обирати
46. applied economics [ə'plaɪd i:kə'nɒmiks]	прикладна економіка
47. to follow smb's way	слідувати по шляху когось
48. competition	змагання
49. to be proud of [praʊd]	пишатися
50. Motherland	Батьківщина

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

A clever **freshman**, a Ukrainian freshman, an English freshman, a freshman from this **higher educational establishment**, Odessa higher educational establishment, Ukrainian higher educational establishment, I teach freshmen at Odessa higher educational establishment.

To introduce freshmen, to introduce a higher educational establishment, to introduce my University; a famous **state University**, an economic state University, a **scientific** state University, a scientific work, a scientific establishment, a scientific University, a scientific **society**, a University society, a city society, I work at the University scientific society.

Honoured teachers from Odessa state University, honoured teachers from a scientific society, honoured teachers from Odessa higher educational establishment; **junior students** from this state University, junior students from Odessa higher educational establishment, junior students and **senior students** from Odessa higher educational establishment. Junior students and senior students study at Odessa higher educational establishment and honoured teachers teach them.

Senior lecturers and **doctors of sciences**, doctors of sciences teach senior students, senior lecturers teach freshmen, senior students study well. Senior students know all honoured teachers and doctors of sciences at this higher educational establishment.

Scholarship in a higher educational establishment, scholarship for junior students, scholarship for senior students, to get scholarship at state University.

Task: translate

1. Представляти (доктора наук/ почесного вчителя/ молодшого студента)	
2. Наукова (робота/ заклад/ товариство)	
3. Старші (лектори/ студенти/ вчителя)	
4. Стипендія в (університеті/ у вищому навчальному закладі/ в державному інституті)	

Bachelor of Science, Bachelors from this state University, Bachelors study at this higher educational establishment, Bachelors learn **applied economics**, a new subject – applied economics, to be good at applied economics, Bachelors and Masters of Business Administration study applied economics.

To **choose** a higher educational establishment, to choose a scientific society, to choose to sing in a group, to take part in an English society, freshmen often take part in this work.

To choose a **discussion club**, to go to a discussion club, to take part in the work of the discussion club, a University **church**, a small church, a beautiful church, a church choir. Junior and senior students go to church near this higher educational establishment.

A **developing** higher educational establishment, a developing state University, a developing scientific society, a developing institute of **international trade**, the office of international trade, to learn a new subject – “International trade”. Senior students learn the subject – international trade at a new developing higher educational establishment.

Task: translate

1. Обирати (вищий навчальний заклад/ наукове товариство/ першокурсників)	
2. (Вчити/ знати/ обирати) прикладну економіку	

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3. Міжнародна (торгівля/ робота/ торговельний університет)	
4. (Обирати/ вступати/ брати участь) дискусійний клуб	

II. Translate the following word-combinations into the English language.

1) Представляти вищий навчальний заклад, 2) представляти наукове товариство, 3) міжнародна торгівля, 4) державна установа, 5) розумний першокурсник/ студент старших курсів, 6) давати корисні знання/стипендію, 6) програма включає, 7) готувати фахівців з фінансів, 8) брати участь, 9) прикладна економіка, 10) вища математика, 11) фінансово-обліковий факультет, 12) обліково-економічний, 13) науковий гурток, 14) слідувати по шляху когось, 15) державний торговельно-економічний інститут, 16) навчальний заклад, який розвивається, 17) студентська церква, 18) вибирати новий предмет, 19) отримувати ступінь бакалавра, 20) заслужені вчителі.

III. Match two parts to combine the word-combinations, translate them.

1. scientific	a) economics
2. physical	b) society
3. applied	c) education
4. non-governmental	d) students
5. full-time	e) organization
6. weight	f) hostel
7. students'	g) teachers
8. honoured	h) room

IV. In each line choose one word that doesn't belong to the group:

- 1) Honoured teachers, associate professors, senior lecturers, freshmen;
- 2) canteen, church, applied economics, hostel;
- 3) finance, accounting, management, physical training;
- 4) higher educational establishment, church, state university, public institution;
- 5) Junior specialist, Doctor of sciences, Bachelor, Master student.

READING



I. Read the text and translate it.

Dear reader, let me introduce my Institute. I am a first year student (a freshman). The higher educational establishment I am studying at is in Ukraine, my Motherland. It is called Odesa Institute of Trade and Economics of Kyiv National University of Trade and Economics. It is a public institution. The Institute is situated in Inglesi Street № 6. This street is very beautiful and green.

The birthplace of Odesa Institute of Trade and Economics is Odesa. This educational establishment was founded in 1945 as an economic technical school. Then it was reorganized into a college. In 2005 it became Odesa Institute of Finance. In 2016 the government changed its name. Now it is Odesa Institute of Trade and Economics and it is included into Kyiv National University of Trade and Economics.

The Institute trains specialists in management, finance and international economics for state and regional governmental organizations, trade and economic missions abroad, business and non-governmental organizations. The academic program includes economics, finance, accounting, management, computer knowledge as well as languages, philosophy, literature and physical training. The lectures begin at 8.30 and finish at 12.50.

In the Institute there are many honoured teachers: professors, doctors of sciences, associate professors, senior lecturers who give a lot of useful knowledge to the students. Students study at a full-time department and a correspondence department. The full course of studying lasts 5 years. The students can get the diploma of Junior Specialist, Bachelor or Master.

There are two faculties at the Institute: Financial and Economic Faculty and Accounting and Economic Faculty. There are seven departments. After graduating from the Institute you will become Bachelor or Master of Finance, Economics, Management or Accounting and you can work in different spheres.

The Institute consists of a 5-storey educational complex and a 2-storey building, where a gym and a weight room, a great hall with 400 seats, a canteen and a snack bar are situated. There is a students' hostel near it. Young people from other places live there. There are basketball and volleyball courts, a sports

Unit 1

ground, a large free library, computer classes with free access to Internet. There are many large halls where lectures and seminars take place. Near the building there is a students' church. The Institute is a modern, progressive and developing establishment with a lot of perspectives ahead.

As a first-year student I like all activities and competitions which take place in the Institute. There are different sport sections, a scientific society, a dancing group, a discussion club and others. I would like to take part in all of them. But I have to choose because I must study first of all. I want to be good at all subjects and get scholarship. There are many new subjects such as Political Economy, Higher Mathematics, the History of National Economy, Applied Economics and others. I am not sorry that I entered this institute. I am proud of it. All members of my family are economists and I am following their way. I will do everything to become a good specialist too.

II. Say if the sentences below are true or false. Correct the false statements.

- 1) Odesa Institute of Trade and Economics is situated in Levitana street.
- 2) The Institute was founded in 1945.
- 3) The Institute trains specialists in management, finance and international economics.
- 4) In the Institute only the full-time students study.
- 5) There are ten departments in the Institute.
- 6) There is no Department of Economics in it.
- 7) There are two faculties in the Institute.
- 8) After graduating students can work in the Treasure and in the banking system.
- 9) The Institute has a little bar and a restaurant.
- 10) The Institute is a very old establishment with more than 100 years of history.

III. Answer the following questions.

- 1) What is the name of the Institute you are studying at?
- 2) What specialists does the Institute train?
- 3) How many faculties are there in the Institute?
- 4) How many departments are there in the Institute?
- 5) What professions can students get after graduating from the Institute?

- 6) What teachers work at the Institute?
- 7) What does the Institute consist of?
- 8) Where do the students from the other places live?
- 9) Where can students go in for sports?
- 10) How can you characterize your Institute?

IV. Translate.

1) Я – студент економічного інституту. 2) Я – на кафедрі прикладної економіки. 3) Мій інститут – великий, красивий і сучасний. 4) В інституті є спортивний комплекс, лекційні зали, лабораторії та бібліотека. 5) Мої батьки – економісти. 6) Мій друг – фінансист. 7) Моя сестра – бухгалтер. 8) Вона добрий спеціаліст. 9) Я – студент молодшого курсу. 10) Вони – старші викладачі. 11) Я хочу навчати студентів в інституті. 12) Мені подобається дискусійний клуб. 13) Я вчу нові предмети: прикладну економіку, історію національної економіки, облік та інші предмети. 14) В інституті багато доцентів, професорів, докторів наук та старших викладачів, всі вони – заслужені люди. 15) Це наш торговельно-економічний інститут. 15) Я пишаюся своїм інститутом.

V. Make up and write down your own sentences about the Institute using the new words (not less than 5 sentences). Read them in class.

VI. Answer the questions about yourself.

- 1) Are you a student or a teacher?
- 2) Are you a senior student or a junior student?
- 3) Are you a freshman?
- 4) Are you a doctor of sciences or a first year student?
- 5) Are you in a higher educational establishment or at school?
- 6) Are you a full-time or part-time student?
- 7) What is the name of your University?
- 8) What is the name of your faculty?
- 9) What are the subjects which you learn?
- 10) Are you proud of your institute?

VII. Make up a mini-dialogue about your institute. Dramatize it in class.

VIII. Retell the text about your Institute.

Unit 1

IX. a) Read the following word combinations and sentences and translate them in your native language.

1. Dear freshman	
2. to introduce the freshmen	
3. to introduce the senior lecturers	
4. The senior lecturers are introducing the freshmen.	
5. international institution	
6. to take part in the work of international institution	
7. The institution was founded in 2000.	
8. to be in the scientific society	
9. to tell about doctors of sciences	
10. to introduce doctors of sciences	
11. a scientific degree	
12. to get a scientific degree in this higher educational establishment	
13. to study abroad	
14. to work abroad	
15. to tell about non-governmental organizations which are abroad	
16. a great territory of this non-governmental organization	
17. a public institution	
18. a public institution abroad	
19. to choose a university abroad	
20. to choose a developing higher educational establishment	
21. This higher educational establishment was founded in 2016.	
22. to train Bachelors	
23. to study for Bachelor degree in the best state University	
24. the discussion club	
25. to take part in the work of the discussion club	

26. a useful way	
27. a big scholarship	
28. to follow father's way	
29. I follow my parents' way.	
30. I want to study in this higher educational establishment to follow my parents' way.	

b) Read the following word combinations and sentences and translate them in English.

	1. Шановний доктор наук
	2. представити старших викладачів
	3. представити доцентів
	4. доктор наук пише вам
	5. корисна інформація
	6. бути заснованим
	7. урядова організація
	8. неурядова організація
	9. розповісти про наукове товариство
	10. любити свій навчальний заклад
	11. ми беремо участь в хорі
	12. плани вищого навчального закладу
	13. слідувати цим шлях
	14. гордитися навчальним закладом
	15. розповісти о докторих наук цього закладу
	16. територія вищого навчального закладу
	17. обирати заклад
	18. обирати доктора наук
	19. молодший ступінь
	20. мати доступ до комп'ютера
	21. навчатися на стаціонарі
	22. включати в програму
	23. включити в заняття
	24. розпочати роботу дискусійного клубу
	25. поїздка за кордон

Unit 1

	26. навчання за кордоном
	27. територія церкви
	28. доступ до міжнародних документів
	29. представити докторів наук та почесних вчителів
	30. отримувати стипендію

GRAMMAR REFERENCE

/To Be / Pronounces / Question Words/

TO BE (PRESENT SIMPLE TENSE)

(бути, перебувати, знаходитися, розташовуватися, існувати)

Стверджувальна форма

Структура		Приклади
I	am	I am right.
He She It	is	He is a businessman. She is married. It is winter now.
We You They	are	We are at work. You are my students. They are happy.

Запитальна форма

Загальні запитання

Структура		Приклади
Am	I	— Am I right? — Yes, I am.
Is	he she it	— Is he a businessman? — Yes, he is. — Is she married? — Yes, she is. — Is it winter now? — Yes, it is.
Are	we you they	— Are we late? — Yes, we are. — Are you my students? — Yes, you are.

Спеціальні запитання

Структура			Приклади
Where What How old What colour Why How far Who	am	I?	Where am I?
	is	he? she? it?	What is he? How old is she? What colour is it?
		we? you? they?	Why are we here? How far are you? Who are they?

Заперечна форма

Структура		Приклади
I	am not	I am not right. (= I'm not).
He She It	is not	He is not a businessman. (= He isn't). She is not married. (= She isn't). It is not winter now. (= It isn't).
We You They	are not	We are not at work. (= We aren't). You are not my students. (= You aren't). They are not happy. (= They aren't).

PRONOUNS

Особові займенники:

		Відмінок	
Число	Особа	Називний	Об'єктний
Однина	перша	I (я)	me (мені, мене)
	друга	you (ти)	you (тобі, тебе)
	третя	he / she / it (він, вона, воно)	him/her/it(його, її, йому, їй)
	перша	we (ми)	us (нас, нам)
Множина	перша	we (ми)	us (нас, нам)
	друга	you (ви)	you (вас, вам)
	третя	they (вони)	them (їх, їм)

Присвійні займенники:

my, mine – мій, моє

your / yours – твій, ваш

his, his / her, hers / its – його / її / цього

our, ours – наш

their, theirs – їх

Unit 1

Особові займенники	Присвійні займенники	
	Прилягаючі	Абсолютні
I (я)	my (мій, моя, моє, мої)	mine
he (він)	his (його)	his
she (вона)	her (її)	hers
it (воно)	its (його, її)	its
we (ми)	our (наш, наша, наше, наші)	ours
you (ви)	your (ваш, ваша, ваше, ваші)	yours
they (вони)	their (їх)	theirs

Вказівні займенники:

this, that – цей, ця

these, those – ці

such – такий

same – такий самий

Зворотні займенники:

myself – я (сам),

yourself – ти (сам)

himself / herself / itself – він / вона / воно (сам)

ourselves – ми (самі)

yourselves - ви (самі)

themselves – вони (самі)

QUESTION WORDS

Питальне слово	Використання	Приклад
What <i>Що</i>	дізнатись якусь інформацію про щось	What is your name? <i>Як тебе звати?</i>
	попросити повторити або підтвердити	What? I can't hear you. <i>Що? Я не чую тебе.</i>
What...for <i>Нащо</i>	запитати про причину, нащо	What do you do that for? <i>Нащо ти це робиш?</i>
When <i>Коли</i>	запитання про час	When does he come? <i>Коли він приходить?</i>
Where <i>Де</i>	запитання про місцезнаходження	Where do they live? <i>Де вони живуть?</i>
Which <i>Який, яка, яке, які</i>	запитання про вибір чогось	Which colour do you want? <i>Який колір ти хочеш?</i>

Who <i>Хто</i>	запитання про людину чи людей як суб'єкта дії	Who opens the door? <i>Хто відчиняє двері?</i>
Whom <i>Кого</i>	запитання про людину чи людей як об'єкта дії	Whom do you see? <i>Кого ти бачиш?</i>
Whose <i>Чий, чия, чий</i>	запитання про приналежність чогось до когось	Whose are these keys? <i>Чий це ключі?</i> Whose turn is it? <i>Чия зараз зміна?</i>
Why <i>Чому</i>	запитання про причину чогось	Why do you say that? <i>Чому ти це сказав?</i>
Why don't <i>Чому не</i>	при висловлюванні припущень	Why don't I help you? <i>Чому б я тобі не допоміг?</i>
How <i>Як</i>	запитання про спосіб дії	How does this work? <i>Як це працює?</i>
	запитання про умови чогось чи якість	How is your exam? <i>Як твій екзамен?</i>
How + прик- метник/ прислівник	запитання про ступінь, відстань, мурі чогось та ін.	приклади нижче
How far <i>Як далеко</i>	відстань	How far is Pattaya from Bangkok? <i>Як далеко Паттайя знаходиться від Бангкоку?</i>
How long <i>Як довго</i>	довжину (часу чи простору)	How long does it take? <i>Скільки це займає часу?</i>
How many <i>Скільки</i>	кількість (обчислювані іменники)	How many cars are there? <i>Скільки тут машин?</i>
How much <i>Скільки</i>	кількість (необчислювані іменники)	How much money do you have? <i>Скільки грошей у тебе є?</i>
How old <i>Скільки</i>	вік	How old are you? <i>Скільки тобі років?</i>

TASKS

1. Fill in the blanks with the proper form of the verb to be.

1) I ... a student. I ... at the Institute. 2) I ... from Ukraine.
I ... Ukrainian. 3) My friend ... a student too. He ... in the hos-
tel now. 3) The other students ... in the library. 4) We ... not at
home, we ... at the classes. 5) He ... at the bank. He ... a banker.

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6) She ... in the office. She ... a manager. 7) You ... near the institute of trade and economics now. 8) The students ... in the institute of trade and economics. 9) The senior teacher ... in the corridor. 10) The honoured professor ... in his room.

2. Fill in the blanks with the proper form of the verb to be.

1. What ...your name? – My name ... Helen Frank. 2. What your address? – My address ... 175 Grand Central Parkway. 3. What ... your phone number? – My phone number 718-1930. 4. Where ... you from? – I... from New York. 5. I ... a student. 6. My father ... not a teacher, he ... a scientist. 7. ... your aunt a doctor? – Yes, she 8. ... they at home? – No, they ... not at home, they ... at work. 9. My brother ... a worker. He ... at work. 10. ... you an engineer? – Yes, I 11. your sister a scientist? – No, She ... not a scientist, she ... a student. 12..... your brother at school? – Yes, he 13. ... your sister at school? – No, she ... not at school. 14. My sister ... at home. 15. ...this your computer? – Yes, it 16. She ... a manager. 17. This ... my office. 18. My uncle ...an office worker. 19. He ... at work. 20. Helen ... an accountant. She ... not a student. She ... at work now.

3. Make the sentences negative: to be (am, is, are) +not.

1) I ...at home. 2) She ... in the Institute of trade and economics now. 3) We ... in the classroom. 4) They ... at the lecture. 5) I ... with my friends now. 6) She ... in the hostel now. 7) They ...with the parents. 8) We in the institute building. 9) He ...in the city centre. 10) You ... at the department of applied economy.

4. Ask the general questions.

1) I am in the hostel. 2) We are near the institute building. 3) They are students of Odessa institute of trade and economics. 4) He is a freshman. 5) She is a senior student. 6) We are future financiers. 7) You are an excellent student. 8) She is a clever student. 9) They are on the top floor of the Institute. 10) The building is modern and new.

5. Ask the special questions.

1. This senior teacher is *forty years old*. (How old)
2. She is *at school* now. (Where)
3. They are *students of Odessa Institute of trade and economics* (What)
4. I am *in the park*. (Where)

5. His name is *Nick*. (What)
6. He's a *student*. (What)
7. This freshman is *seventeen*. (How old)
8. His name is *Ed Smith*. (What)
9. It is a *French* book. (What book).
10. The building is *brown*. (What colour)

6. Translate into English using the verb "to be".

a) 1. Як вас звати? – Мене звати Анна. 2. Яка ваша адреса? – Моя адреса: Оксфорд Стріт, 45. 3. Звідки ви родом? (... приїхала?) – Я – з Лондона. 4. Хто він (на фотографії)? – Це мій батько. 5. Як його звати? – Його звуть Джон. 6. Де він? – Він в Лондоні. 7. Я – Мері, а це – Нік. Він мій брат. Йому 28 років, а мені 37 років. Ми з Одеси. 8. Я – в інституті. 9. Мій брат – економіст, а не інженер. 10. Моя сестра на роботі. 11. Він студент. 12. Ви студент? – Ні, я економіст. 13. Моя сестра вдома. 14. Ми не в будівлі інституту. Ми на вулиці. 15. Мій брат – учений. Він в офісі. 16. Мама вдома? – Ні, вона на роботі. 17. Ваш брат вчений? – Ні, він старший викладач. 18. Ваша сестра – вчителька? – Ні, вона вчена. 19. Твій друг на роботі? – Ні, він вдома. 20. Твій двоюрідний брат бакалавр? – Так. – Він вдома? – Ні, він у вищому навчальному закладі. 21. Мій дідусь – вчений. Він дуже розумний. 22. Моя дочка – вчителька. Вона – розумна і серйозна.

b) 1. Мене звати Марк. Я – старший викладач університету. 2. Мені 38 років. Я – фінансист. 3. Я – українка. Я – з Києва. 4. Я – почесний професор. А це – старший викладач. 5. Моє улюблене місце в інституті – це бібліотека. 6. Я перебуваю у вищому навчальному закладі. 7. Мій улюблений предмет – англійська мова. 8. Мій друг – програміст. Він – не в вищому навчальному закладі, він – у фірмі. 9. Моя сестра – бухгалтер. Вона – в державному закладі. 10. Ми завжди зайняті, але ми дуже щасливі разом. 11. Хто це? – Це мій старший викладач. 12. Який предмет це? – Це прикладна економіка. 13. Яка кафедра це? – Це кафедра англійської мови. 14. Що це? – Це церква біля інституту. 15. Чому ви тут? – Ми – в бібліотеці. 16. Це їдальня? – Так. Це гарна їдальня. 17. Це ваш гуртожиток? – Ні, це гуртожиток іноземних студентів. 18. Де ваша кафедра? – Моя кафедра на першому по-

версі. 19. Де спортзал? – Спортзал знаходиться на другому поверсі. 20. Де буфет? – Буфет знаходиться біля їдальні.

7. Transform the sentences. There is an example at the beginning.

Example. The book is on the table.

A: Is the book on the table?

B: No, the book is not on the table.

1. The first-year student is in the class.
2. The hostel is near the church.
3. The weight room is in the gym.
4. The snack bar is on the ground floor.
5. The correspondence department is near the hall.
6. The state university is in Kyiv.
7. The doctor of sciences is in the class.
8. The senior lecturer is in the canteen.
9. The scientific society is in the institute.
10. Her son is a Bachelor.

8. Insert in each blank the form of pronouns which you consider correct (I-me; we-us; you-you; he-him; she-her; it-it; they-them).

1. He is a first-year student. Show (he) ... a hostel.
2. They are our senior teachers. Say thanks to (they)
3. We are Bachelors. Give (we) ... the diplomas, please.
4. This is (she) ...book.
5. We have a concert today. I invite (you)
6. It is a foreign department. I see (it)
7. We are in the library. We like (it)
8. She is a good teacher. We like (she)
9. It is our government. Ask (it) ...about this.
10. It is a public institution. I like (it)

9. Replace the personal pronouns with possessive pronouns.

1. This hostel is (you) ____ .
2. The book is (I) ____ .
3. The department is (we) ____ .
4. The weight room is (she) ____ .
5. Mark and Clara are in the gym. This gym is (they) ____ .
6. The department is (he) ____ .
7. The first-year students are (she) ____ friends.

8. There is a church in our garden. The church is (we) ____.
9. This canteen is (we) ____.
10. This isn't my teacher. He's (you) ____.

10. Choose the correct form of pronouns in brackets.

1. What colour is (her/hers) institute?
2. They are in (their/them/ theirs) office.
3. Look at (me/ mine/my) hostel.
4. These scientific books are (her/hers).
5. Do you like (you/your/yours) new weight room?
6. (Theirs/Their/Them) work is difficult.
7. It is not (you/your/yours) desk, it is (me/ mine/my).
8. (We/Our/Ours) department is the best.
9. (Their/Theirs/Them) students are foreigners.
10. He is (us/our/ours) associate professor.

11. Translate into English using personal and possessive pronouns in the appropriate form.

1. Ці книги не ваші, вони – наші.
2. Хто це? – Це наш старший викладач.
3. Це його словник. А де ваш?
4. Мій підручник з прикладної економіки – на стільці, а його – на парті.
5. Наш інститут знаходиться біля вашого офісу.
6. Його друг першокурсник зараз в нашому заочному відділені.
7. Їхня їдальня знаходиться в інституті.
8. Її батько – доцент в нашому інституті.
9. Наші викладачі – на кафедрі.
10. Ваш спортивний зал – зручний.

12. Fill in the blanks with an appropriate question-word.

1. _____ do you live? – I live in Paris.
2. _____ is that man? – He is my senior teacher.
3. _____ do you go to the higher educational establishment?
– By bus.
4. _____ do the banks open? – At nine o'clock.
5. _____ are you wearing that uniform? – Because I work
in a big firm.

13. Transform the sentences below. There are three examples.

Example. Look at the blue car over there. Where is it?

*Look at the blue car over there. What colour is the car over there?
Look at the blue car over there. What is there?*

1. The teachers are in the department.
2. The canteen is in the institute.
3. Her father is an honoured teacher.
4. The higher educational establishment is in Kyiv.
5. Our friends are at university.
6. There are lots of flowers in the church.
7. These students are from our state institute.
8. Our teachers are senior lecturers.
9. The hostel is over there.
10. The freshmen are in the weight room now.

14. Make up your own sentences with the verb “to be” (5 sentences).

THERE IS / ARE

«є, знаходиться»

Зворот *there is (there are)* повідомляє про наявність у визначеному місці особи (осіб) чи предмету (предметів), ще невідомих співрозмовнику.

В українській мові речення у таких випадках, як правило, розпочинається з обставини місця чи часу: *На столі книга. В класі студенти.*

В англійській мові такі речення розпочинаються із звороту *there is/are*, за яким слідує іменник зі словами, що до нього відносяться, а потім обставина місця чи часу. Дієслово *to be* узгоджується з іменником, що прямує за ним: *There is a book, some pencil and a pen on the table.*

There are some pencils, a book and a pen on the table.

У питальній формі дієслово *to be* в необхідній формі ставиться попереду *there*: *Is there a library at your institute? Are there any students here?*

Заперечна форма звороту *there is* утворюється за допомогою заперечної частки *not*, яка ставиться безпосередньо після дієслова *to be*. При цьому після частки *not* зчислювальний іменник в однині вживається з неозначеним артиклем, а зчислювальний іменник у множині чи незчислювальний – вживається з *any*.

e.g. There isn't a book in my bag. There aren't any books in the desk.

TASKS

1. Put “there is” or “there are” in the gaps.

- 1) London is an old city. many ancient buildings.
2) Look! ... a photo of George in the newspaper. 3) Excuse me, ... a restaurant near here? 4) five members of the family.
5) We can take any photos. ... a film in the camera. 6) How many students in the class? 7) Where can we sit? – Choose any place. many chairs in the room. 8) a bus from the city centre to the airport? 9) Look! ... an accident in the road. 10) a football match on TV.

2. Make up sentences.

Example, (days/a week) – There are seven days in a week.

- 1) (states/the USA), 2) (players/a rugby team), 3) (planets/the solar system), 4) (teacher/in a class), 5) (letters/ the English alphabet), 6) (days/September), 7) (the sun/in the sky), 8) (the President/in the country).

3. Make up questions.

Example, (any lecturers?) – Are there any lecturers in the classroom?

- 1) (any books), 2) (any man), 3) (any money), 4) (any clothes), 5) (a key), 6) (a swimming pool), 7) (a woman), 8) (a sport centre), 9) (seven days a week), 10) (higher educational establishment).

4. Translate.

- 1) У цьому журналі є багато цікавих економічних статей.
2) В нашому місті багато вищих навчальних закладів.
3) У цьому інституті є заочне відділення. 4) У цьому інституті багато докторів наук. 5) На кафедрі немає професорів.
6) Скільки старших викладачів в цьому навчальному закладі? Там є 10 старших викладачів. 7) Скільки студентів в аудиторії? – Двадцять студентів. 8) Поруч з гуртожитком є парк. 9) На цій вулиці знаходиться церква. 10) У цьому місті є дві неурядові організації.

5. Make up your own 6 sentences with the constructions “there is / there are”.

UNIT 2. FINANCIAL PROFESSIONS

“The employer generally gets the employees he deserves”
**(John Paul Getty – an American industrialist who founded
 the Getty Oil Company)**



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Financial [faɪˈnæŋʃ(ə)l] profession	Фінансова професія
2. staff [stɑːf]	персонал
3. to include	включати в себе
4. foreign [ˈfɔːrɪn]	іноземний
5. General Manager	Головний менеджер
6. Sales Manager	Менеджер з продажу
7. Finance and Administration Manager	Менеджер з фінансів та адміністрування
8. Marketing Manager	Менеджер з маркетингу
9. Customer Service Manager	Менеджер з обслуговування клієнтів
10. Product Development Manager	Менеджер з розвитку продукту
11. Training Manager	Менеджер з навчання
12. Financial Controller	Фінансист-контролер
13. Financial Journalist	Фінансовий журналіст
14. Sales Representative	Торговий представник
15. Auctioneer [ɔːkʃəˈniːə]	акціонер
16. Dealer	дилер
17. special knowledge	спеціальні знання
18. experience	досвід
19. planning	планування
20. investment	інвестування

21. accounting	облік; бухгалтерська справа
22. to supervise	керувати; бути начальником
23. employee [ˌɪmˈplɔɪː]	співробітник; працівник
24. to represent	представляти
25. customer [ˈkʌstəmə]	споживач; покупець
26. client [ˈklaɪənt]	клієнт
27. objective	мета
28. relationship	відносини
29. budgeting [ˈbʌdʒɪtɪŋ]	складання бюджету; бюджетування
30. skills	навички; вміння
31. department	відділ
32. to direct [dɪˈrɛkt]	керувати
33. to initiate [ɪˈnɪʃɪeɪt]	вносити ініціативу
34. advertising [ˈædvərtaɪzɪŋ]	реклама
35. banking	банківська справа
36. to communicate	спілкуватись
37. successful [səkˈsesf(ə)l]	успішний
38. competition	конкуренція
39. distributor	дистриб'ютор
40. to introduce	вводити; представляти
41. procedure [prəˈsiːdʒə]	процедура
42. confidential [ˌkɒnfɪˈden(t)ʃ(ə)l]	конфіденційний
43. transaction	операція; транзакція
44. ability	здатність
45. to predict	прогнозувати
46. antique [ænˈtiːk]	античний
47. foreign currency [ˈfɔrɪn ˈkʌrənsɪ]	іноземна валюта
48. responsibility	відповідальність
49. commercial [kəˈmɜːʃ(ə)l]	комерційний
50. to conduct [kənˈdʌkt]	проводити

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language; b) Make up as many word combinations and sentences as you can with the material given in bold type.

Financial institute; financial company; financial establishment, financial controller. There are many financial professions. Bank **transactions**, foreign transactions, financial transactions. The institute trains specialists in financial transactions.

Special knowledge about bank transactions; knowledge about higher educational establishment, knowledge about governmental organizations. I have knowledge in management. My **objective**, financial objective, bank objective, the General Manager's objective, the accountant's objective. The objective of this higher educational establishment is to teach students

A rich **auctioneer**, a foreign auctioneer, a Ukrainian auctioneer, an auctioneer has special knowledge about old things. A British financial **journalist**, an honoured journalist, a foreign journalist. A foreign journalist writes about international banks.

A **successful** financial journalist; a successful financial controller, a successful doctor of sciences; a successful auctioneer. Successful financial journalists work at the international firms.

Task: translate

1. Фінансовий (інститут/ заклад/ компанія)	
2. Знання про (державний заклад/ банківські операції/ урядові організації)	
3. (Почесний/ зарубіжний/ фінансовий) журналіст	
4. Успішний (акціонер/ старший викладач/ доктор наук)	

A regular **customer**, to introduce a customer, to choose the best customer. An American **Customer Service Manager**; a successful customer service manager. A customer service manager works with customers.

A new **Sales representative**; a British sales representative; a foreign sales representative. This sales representative has very good knowledge of his profession. Useful **experience**, experience of a financial controller; experience of a sales representative. This customer service manager and that sales representative have good experience.

Foreign **currency**, to introduce new foreign currency, international currency, to choose currency. In this financial establishment you can exchange currency. A **finance and administration manager** of the bank; a successful finance and administration manager; a finance and administration manager with experience. This finance and administration manager works with currency.

A developing **staff**, the staff of the **commercial** bank; the staff of the commercial firm; I would like to introduce our staff. The **General Manager**, to introduce the **General Manager**, to train the General Manager, to follow the way of the General Manager. The General manager introduces his staff.

An easy **procedure**; a difficult procedure; an international procedure, a government procedure. A bank transaction is a difficult procedure for many people. **An advertising** company; advertising experience, advertising knowledge, **to advertise** a foreign product; to advertise a new higher educational establishment. An advertising manager advertises a new product.

To direct a company; **to direct** a department; the director of the firm. The director of the financial establishment has an experienced staff. **An accounting** department; an accounting faculty, accounting knowledge, accounting experience. I work in the accounting department, I am an accountant. Useful **skills**, developing skills, skills in management, skills in advertising. Good accountants have experience and skills in bank transactions.

Task: translate

1. (Корисний/ важливий/ фінансовий) досвід	
2. (Іноземна/ міжнародна/ нова) валюта	
3. Рекламна (компанія/ менеджер/ досвід)	
4. Вміння (в рекламному бізнесі/ в керуванні компанією/ в банківській справі)	

II. Translate the following word-combinations into the English language.

1) Фінансова професія; 2) корисна професія; 3) іноземні корисні продукти, 4) готувати менеджера з обслуговування клієнтів; 5) іноземний торговий представник; 6) знання реклами, 7) знання і вміння менеджера з фінансів та адміністрування, 8) знання банківських операцій, 9) іноземний фінансист-контролер; 10) успішний фінансист-контролер, 11) успішний акціонер; 12) велика конкуренція; 13) іноземна конкуренція, 14) керувати компанією, 15) керувати персоналом з досвідом, 16) знання планування і бюджетування, 17) іноземна валюта,

18) американська валюта, 19) конфіденційні банківські операції з іноземною валютою, 20) конфіденційна процедура.

III. Match two parts to combine the word-combinations. Translate them.

1. analyze	a) information
2. foreign	b) furniture
3. customer	c) manager
4. provide	d) data
5. training	e) service
6. marketing	f) department
7. sales	g) currency
8. antique	h) representative

IV. In each line choose one word that doesn't belong to the group:

1. General Manager, transaction, Finance and Administration Manager, Sales Representative.
2. Client, customer, employee, buyer.
3. Employee, staff, worker, customer.
4. Commercial, trade, sales, staff.
5. Procedure, foreign currency, finance, money.



READING

I. Read the text and translate it.

FINANCIAL PROFESSIONS

In the world of business each company, firm, bank, fund has its own staff which includes people with special knowledge, skills and experience in the field of finance, planning, investments, accounting, banking. Let's read about some financial professions in business nowadays.

General Manager – supervises and controls the company's employees. He develops relations with customers, makes sales contracts, problem analysis and solutions. He represents the company at meetings and conferences; makes audits.

Sales Manager – manages the sales staff of the company and firm's sales operations, supervises sales activity, plans sales objectives, develops a positive relationship between the company and its clients.

Finance and Administration Manager – must have strong accounting experience which includes budgeting, analyzing and

developing Management Information Systems. He must have management skills.

Marketing Manager – managers marketing department. He plans, directs and does all marketing activities. He initiates advertising strategy and advertising programs. He is responsible for creative work and media plans.

Customer Service Manager – finds customers, organizes and supervises the work of Customer Service. He gives help and advice for customers. He makes solutions for all conflict situations. He communicates with customers over the phone, by email, letter and face to face. He writes reports, analyzes the customer service.

Product Development Manager – develops branded products for the company. He chooses variants for the successful competition of the brand. He makes business development strategy.

Training Manager – trains future workers, develops and supervises training courses for distributors, directors, staff, etc. Learns the experience of training practice in other countries with the objective to introduce and develop the best ideas in Ukraine.

Financial Controller – develops accounting policies and procedures. Supervises and controls confidential and complex transactions. Makes auditing. Analyzes data, gives recommendations to senior management for better work of the company.

Financial Journalist – works in three main fields: newspapers, radio and television. His job is to understand what's going on in the financial world and explain it as quickly and correctly as possible. Economic journalist doesn't just report today's news. He must have the ability to predict future events, too.

Auctioneer – regularly sells famous paintings which cost millions of dollars, famous houses, antique furniture, etc. This person must be calm, have a quick mind and a strong voice.

Dealer – works for companies which buy and sell foreign currencies or such products as: oil or steel. They work in large dealing rooms and do most of their business over the phone and on computer. Their work has great pressure and responsibility.

Sales Representative – makes coordination of commercial activities. Conducts talks with customers. Searches new customer groups, learns what they want and understands what they need.

He finds new business contacts. He must have sales skills and experience in this field.

II. Say if the sentences below are true or false. Correct the false statements.

1. General Manager supervises and controls the company's employees.
2. Sales Manager develops a positive relationship between the company and its clients.
3. Finance and Administration Manager must not have general management skills.
4. Marketing Manager initiates advertising strategy and promotional programs.
5. Marketing Manager is not responsible for creative work.
6. Customer Service Manager provides help for customers.
7. Product Development Manager provides business development strategy.
8. Training Manager supervises training courses for only distributors.
9. Auctioneer regularly sells famous paintings.
10. Sales Representative conducts talks with customers.

III. Answer the following questions.

1. What does the General Manager provide?
2. Who manages the sales staff of the company?
3. What skills must Finance and Administration Manager have?
4. What does Marketing Manager manage?
5. Who does Customer Service Manager work with?
6. What courses does Training Manager supervise?
7. Why does Financial Controller provide recommendations to senior management?
8. What fields does Financial Journalist work?
9. What does Auctioneer regularly sell?
10. Who works for companies which buy and sell foreign currencies?

IV. Translate into English.

1. Головний менеджер контролює співробітників компанії.
2. Менеджер з продажу управляє персоналом компанії, розвиває позитивні відносини між компанією та її клієнтами.

3. Менеджер з фінансів та адміністрування повинен мати загальні управлінські навички.
4. Менеджер з маркетингу планує маркетингові заходи компанії.
5. Менеджер з обслуговування клієнтів організовує і контролює роботу з обслуговування клієнтів.
6. Менеджер з розвитку продукту розробляє фірмові продукти для компанії.
7. Менеджер з навчання навчає майбутніх працівників, розробляє і контролює навчальні курси для дистриб'юторів, директорів, співробітників.
8. Фінансовий контролер керує і контролює конфіденційні і складні операції.
9. Фінансовий журналіст працює в трьох основних сферах: газети, радіо і телебачення.
10. Аукціоніст продає відомі картини, будинки, антикварні меблі, які коштують мільйони доларів.
11. Дилер працює в компанії, яка купує і продає іноземну валюту.
12. Торговий представник знаходить нові можливості для бізнесу.

V. Make up and write down your own sentences about the Financial Professions using the new words (not less than 5 sentences). Read them in class.

VI. Make up a mini-dialogue about financial professions. Dramatize it in class.

VII. Retell the text about the Financial Professions. (Choose not less than 3 professions).

VIII. Read the following word combinations and translate them in your native language.

1. Useful financial professions	
2. Financial professions include Sales Manager and Sales Representative.	
3. to control the company`s employees	
4. to develop relations with customers	
5. to make sales contracts	

Unit 2

6. to have special knowledge	
7. accounting experience	
8. marketing department	
9. useful skills	
10. to initiate advertising	
11. a successful customer	
12. a successful competition	
13. to writes financial reports	
14. conflict financial situations	
15. a business development strategy	
16. international transactions	
17. senior management	
18. to choose foreign currency	
19. to buy and sell foreign currency	
20. to do business with an international financial establishment over the phone	
21. to conduct talks with customers	
22. to find new business opportunities	

b) Read the following word combinations and translate them in English.

	1. Фінансові професії
	2. фінансовий менеджер
	3. фінансовий журналіст
	4. фінансист-контролер
	5. успішний менеджер з продажу
	6. успішний персонал
	7. включати в себе знання обліку
	8. досвід в плануванні
	9. досвід в бухгалтерській справі
	10. представляти головного менеджера
	11. представляти корисного співробітника

	12. співробітник вищого навчального закладу
	13. реклама продуктів
	14. міжнародний досвід реклами
	15. навички реклами
	16. навички обліку
	17. довга процедура
	18. процедура у банку
	19. банківська операція
	20. операція з іноземною валютою
	21. міжнародна валюта
	22. успішна конкуренція

GRAMMAR REFERENCE**/PRESENT SIMPLE (INDEFINITE) TENSE/**
(теперішній простий час)**Стверджувальна форма**

I We You They	work
He She It	work S

Заперечна форма

I We You They	Don't	work
He She It	Doesn't	work

Запитальна форма**Загальні запитання**

Do	I We You They	work
----	------------------------	------

Does	He She It	work
------	-----------------	------

Спеціальні запитання

<i>Питальні слова</i> What/what kind How Where	Do	I We You They	work
When Why How much/ how many	Does	He She It	work

Питання до підмету

Who / What	goes	to work?
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Typical time expressions used with Present Simple

Usually (зазвичай), always (завжди), never (ніколи), often (часто), seldom (рідко), rarely (рідко), sometimes (іноді), twice a day (два рази в день), whenever I can (коли я можу), every day (кожен день), every time (кожен раз)

TASKS

1. Open the brackets using Present Simple.

1) I (to work) at the institute. 2) You (to work) at the international bank. 3) He (to go) to the Institute every day. 4) My working day (to begin) at 7 o'clock. 5) I (to get up) at 6 o'clock. 6) It (to take) me 15 minutes to get there. 7) At half past 8 we (to have) lectures. 8) This accountant (to work) at the bank. 9) This doctor of sciences (to work) at the higher educational establishment. 10) She (to leave) home at 8 o'clock. 11) The CEO (to begin) his work at 7 o'clock. 12) She (to teach) me English. 13) He (to train) us. 14) It (to take) him one hour to get here. 15) She (to speak) English.

2. Write down these verbs in singular and translate them into your native language.

1) Read, 2) choose, 3) watch, 4) train, 5) introduce, 6) have, 7) do, 8) include, 9) buy, 10) sell, 11) go, 13) teach, 14) count, 15) save.

3. Put the correct verbs in the sentences. Mind their correct grammar forms.

Create, close, cost, cost, go, have, like, meet, open, work, teach, train, speak.

- 1) She ... 4 foreign languages.
- 2) Steve ...with the customers.
- 3) We usually ... dinner at 4 o'clock.
- 4) ... films. I often ... to the cinema.
- 5) The Advertising Manager ... advertisements.
- 6) In Britain banks ... at 9.30.
- 7) The City Museum .. at 5 o'clock every evening.
- 8) Food is expensive. It ... a lot of money.
- 9) Shoes are expensive. They ... a lot of money.
- 10) Tine is a teacher. She ... mathematics to junior students.
- 11) Your job is very interesting. You ... a lot of people.
- 12) Peter ... new staff in the office.

4. Write down the following sentences in the negative forms.

- 1) I exchange currency.
- 2) Jack speaks with the customers.
- 3) You know the answer.
- 4) She works very hard.
- 5) They do the same things every day.
- 6) She likes her specialty.
- 7) This work includes many things.
- 8) This senior lecturer teaches freshmen mathematics.
- 9) I work at Odessa trade and economics institute.
- 10) We often take part in the institute meetings.

5. Choose the correct verb and put it in the negative form in the sentence: cost, drive, appoint, know, see, sell, smoke, wear, support, communicate.

For example, 1) I don't run the company.

- 2) They ... newspapers in this shop.
- 3) She has a car but she ... very often.
- 4) I work with people but I ... the staff for any positions.
- 5) The CEO the policy of the subsidiary company.
- 6) It is a cheap hotel. It ... much to stay there.
- 7) He likes customers but he with them very often.
- 8) I ... much about financial professions.
- 9) She is an employee of our company but she ... a uniform.
- 10) He lives near our parent company but we ... him very often.

6. Write down 5 affirmative sentences and 5 negative sentences.

7. Put general questions to the sentences.

1) I work hard at the marketing department. 2) I support the policy of the company. 3) She heads the firm. 4) We know Customer Service Manager. 5) We like our financial profession. 6) He knows economics very well. 7) He wants to be a cashier. 8) She works at the planning economic department. 9) They work as financiers. 10) She has good skills and experience in economic work.

8. Put special questions.

- 1) I live in London. – Where ...
- 2) I see the CEO every day. – How often ...
- 3) I have business meetings in the parent company every day. – Where ...
- 4) She usually supports his plans. – What ...
- 5) He goes to the foreign bank a lot. – How often ...
- 6) I go to work by bus. – How ...
- 7) I work at the Institute of trade and economics. – Where ...
- 8) She appoints the assistants. – Whom ...
- 9) They learn High mathematics. – What subjects ...
- 10) The doctor of sciences teaches many new subjects. – What ...

9. Answer the questions.

1) Do you work or study? 2) Do you work at the international office? 3) Do you appoint the staff? 4) Do you meet foreign delegations? 5) Does your CEO speak English? 6) Does your accountant speak English? 7) Do you have special knowledge about finance? 8) Do you prefer selling or buying goods? 9) Does Training Manager help you in training for a new position? 10) Do you run the company or do you direct the higher educational establishment?

10. Write down your own questions (not less than 5).

11. Translate the sentences into English.

1) Я завжди приходжу на роботу о 9 годині, а мій брат приходить о 10 годині. Він працює в рекламному бюро. 2) Покупці часто відвідують цей супермаркет. 3) Мої друзі приїжджають з Англії. 4) Я працюю в фірмі. Він працює в офісі. Вона працює в банку. Вони працюють на пошті. 5) Вони не працюють. Вони вчаться. 6) Де вони вчаться? – Я не знаю. 7) Він завжди допомагає людям. 8) Де ти живеш? – Я живу в Одесі. 9) Коли у тебе відпустка? – В січні.

10) Доктор наук працює в університеті. Він – вчений.
 11) Увечері вона не працює. Вона відпочиває. 12) Він вивчає вищу математику. 13) Студенти молодших та старших курсів ходять на заняття щодня. 14) У неділю вони не ходять в інститут. 15) Він створює рекламу і продає її. 16) Її друзі – касири. Вони працюють в банку. 17) Студенти навчаються в торговельно-економічному інституті. Вони багато читають та пишуть. 18) Ви спілкуєтесь по-англійськи? – Так, я знаю англійську мову добре. 19) Ми викладаємо вищу математику кожен день. 20) Ми читаємо багато книг з економіки.

WORDS: SOME / ANY / NO

Some	- in positive sentences 1) with plural countable nouns (<i>e.g. books, workers, companies, days</i>) 2) with uncountable nouns (<i>e.g. water, money, advice, oil, equipment, staff, information</i>)	1) We have some questions. 2) There's some coffee on the table.
Some	- in offers and requests	Would you like some tea and some biscuits?
Any	- in negative sentences and questions 1) with plural countable nouns 2) with uncountable nouns	1) We don't use any computers here. 2) There isn't any information about the flight. 3) Do you have any details of the meeting?
Any	- in positive sentences	Anyone can tell you about it
No= not any	- in negative meaning 1) with plural countable nouns 2) with uncountable nouns	1) There aren't any computers here. 2) There is no cheese in the fridge.

TASKS

1. Complete the sentences with some, any, no:

1. Do you have _____ change? 2. Let's buy _____ stamps.
 3. This bank doesn't have _____ money. 4. I'm so sorry but there aren't _____ cheese left. I must go to the shops. 5. Do you know _____ famous people? 6. Our manager doesn't speak

foreign languages. 7. Look! I have bought _____ nice books. 8. Thank you, but I don't want _____ help from you. 9. Would you like _____ tea after meal? 10. There is _____ salt in your soup.

2. Match the beginnings and ends together.

- | | |
|---|------------------------------------|
| A. I finished the work without | 1. any rain. |
| B. I was tired,
so I went to bed without | 2. some rain. |
| C. I'm going to do | 3. any work
in the garden. ... |
| D. In July we had | 4. some work
in the house. |
| E. In August we hardly have | 5. any supper. |
| F. She never does | 6. some supper. ... |
| G. You're hungry. I'll make you | 7. any help |

3. Choose the best word for each sentence.

1. Over there, I can see a house, a lake and _____ **any/some** trees. 2. Are there _____ **any/some** banana trees in Scotland? 3. There aren't _____ **any/some** messages for me. 4. Is there _____ **any/some** coffee left? 5. I've just made _____ **any/some** mistakes. 6. Can I get you _____ **any/some** food? 7. Are there _____ **any/some** good Indian restaurants in Oxford? 8. I'd like _____ **any/some** sandwiches, please. 9. I wonder if there's _____ **any/some** chicken left, could you put it in the freezer, please. 10. My friend didn't make _____ **any/some** reports.

4. Use word someone in the exercise and complete the definitions with the words: unfriendly, dishonest, impatient, unsatisfied, unefficient, inconsiderate.

e.g. Someone who is bad-mannered is impolite.

Someone who ...

- ... doesn't tell the truth is _____ .
- ... wants to do things in a hurry and finish quickly is _____ .
- ... doesn't like other people and doesn't want to talk is _____ .
- ... works slowly and doesn't do their job well is _____ .
- ... doesn't think about other people's needs or wishes is _____ .
- ... isn't happy with the way things happened is _____

UNIT 3.
WORK ORGANIZATION AND RESPONSIBILITIES

“Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work”

(Steve Jobs – an American entrepreneur, businessman, inventor and designer)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Managing Director = President	головний керівник
2. CEO (Chief Executive Officer)	президент, генеральний директор (компанії тощо)
3. to be responsible for	відповідати за
4. to run the company	керувати компанією
5. to be in charge of	керувати
6. to be accountable to	бути підзвітним
7. Board	правління
8. Executive [ɪgˈzekjʊtɪv] Department	виконавчий відділ
9. Production Department	відділ виробництва
10. Marketing Department	відділ маркетингу
11. Human Resources Department = Personnel [pɜːs(ə)ˈnel] Department	відділ кадрів, управління кадрами
12. Sales Department	відділ збуту
13. Finance Department	фінансовий відділ
14. Management Services Department	адміністрація управління
15. Research and Development Department (R&D)	відділ досліджень і розвитку
16. to assist	сприяти, допомагати

Unit 3

17. to support [sə'pɔ:t]	підтримувати
18. parent company	материнська компанія
19. subsidiary [səb'sɪdɪ(ə)rɪ] company	дочірня компанія
20. subordinate [sə'bɔ:d(ə)nət]	підлеглий
21. Forecast, Supply & Transport Supervisor	інспектор з постачання і перевезення
22. Business Information Analyst	аналітик бізнес – інформації
23. Treasurer ['trez(ə)rə]	касир, казначей
24. Merchandiser ['mɜ:ʃ(ə)ndaɪzə]	продавець
25. Estate [ɪs'teɪ] Agent	агент з продажу нерухомості
26. Commodity [kə'mɒdətɪ] Trader	продавець товарів споживання
27. to appoint	призначати
28. to head	очолювати
29. workforce	робоча сила
30. shareholders	акціонери

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

To follow the way of **Managing Director**, to introduce Managing Director, honoured Managing Director; **Chief Executive Officer** of this company, to communicate with Chief Executive Officer, to choose Chief Executive Officer. Dear friends, I want to introduce Chief Executive Officer and Managing Director.

To be responsible for this department, to be responsible for the staff, to be responsible for this higher educational establishment. Chief Executive Officer is responsible for the work of our company. **To be accountable to** the CEO, to be accountable to Managing Director, to be accountable to the head of the department, This employee is accountable to Managing Director, he is responsible for bank transactions.

To run the international **company**, to run the accounting department, CEO runs the company; **Board** of Directors, Board of managers, Board is responsible for the work of the company and for the person who runs the company.

To support the staff, to support the senior lecturers, to support Chief Executive Officer. The staff supports Chief Executive Officer. To represent **Human Resources Department**, to train members of Human Resources Department, the objectives of Human Resources Department; Human Resources Department supports the policy of the company.

Task: translate

1. Керівник (компанії/ вищого навчального закладу/ відділу)	
2. Керувати (міжнародною компанією/ робітниками/ кафедрою)	
3. Підтримувати (персонал/ керівника/ вчених)	
4. Бути відповідальним за (відділ кадрів/ персонал/ відділ фінансів)	

To assist doctor of sciences, to assist the Chief Executive Officer, to assist a foreign department. The Managing Director assists the Board of Directors to run the company. To work at **Research and Development Department**, to represent Research and Development Department, to run Research and Development Department; This doctor of sciences assists the staff of Research and Development Department.

A successful **merchandiser**, a merchandiser of clothes, to introduce this merchandiser. The merchandiser sells goods. **Treasurer** with experience, Treasurer with special knowledge, successful Treasurer. Treasurer works with much money. To communicate with **Training Manager**, to introduce the Training Manager, Training Manager has experience.

Subordinate of the Managing Director, subordinate of the Treasurer, This subordinate has an objective, The subordinate follows the way of his Director. Developing **parent** company, successful parent company, Parent company is situated in Kiev, parent company was founded 2 years ago. A developing **subsidiary** company, a successful subsidiary company, to reorganize a subsidiary company. The parent company and the subsidiary company work successfully.

Task: translate

1. Допомогати (керівнику/ відділу кадрів/ доктору наук)	
2. (Керувати/ працювати в/ представляти) відділ досліджень і розвитку	
3. (Успішна/ відома/ міжнародна) материнська компанія	
4. (Розвивати/ засновувати/ представляти) дочірню компанію	

II. Translate the following word-combinations into the English language.

1) Головний керівник цієї фірми, 2) бути відповідальним за роботу компанії, 3) підтримувати персонал, 4) представляти відділ кадрів, 5) керувати компанією, 6) допомагати іноземному відділу, 7) успішна материнська компанія, 8) успішна дочірня компанія, 9) спілкуватися з менеджером по персоналу, 10) спілкуватися з підлеглим, 11) підтримувати правління, 12) успішний генеральний директор компанії, 13) продавець з досвідом, 14) представляти (знайомити) скарбничого, 15) керувати відділом продажу, 16) готувати бухгалтерів, 17) слідувати шляхом президента компанії, 18) керувати відділом кадрів, 19) бути підзвітним Президенту компанії, 20) бути підзвітним членам правління.

III. Match two parts to combine the word-combination.

1. Research and Development	a) Officer
2. Chief Executive	b) Directors
3. Training	c) Department
4. Board of	d) currency
5. to run	e) Controller
6. foreign	f) Agent
7. Financial	g) the company
8. Estate	h) Manager

IV. In each line choose one word that doesn't belong to the group:

1. Training Manager, Finance & Administration Manager, Sales Manager, Research and Development Department;
2. to be in charge of, to direct, to run, to support;
3. Human Resources Department, Estate Agent, Marketing Department, Executive Department;
4. Chief Executive Officer, to head, subordinate, Managing Director;
5. Subordinates, shareholders, Research and Development Department, workforce.



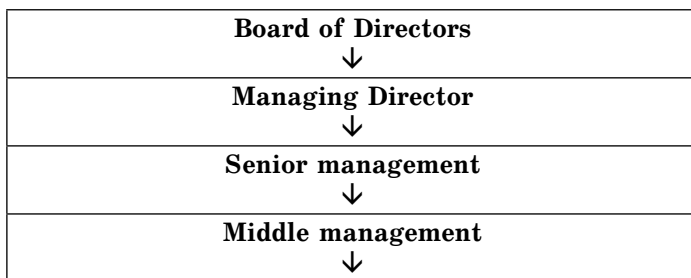
READING

I. Read the text and translate it.

Text A. Company structure

Most organizations have a pyramidal structure, with one person or a group of people at the top, and there are many people below them at each level. All the people in the organization know what decisions they are able to make, who their CEO is (to whom they report), and who their subordinates are (to whom they can give instructions).

Company structure and department titles can be different from company to company. Most companies are made up of three groups of people: the shareholders (who provide the capital), the management and the workforce. The management structure of a typical company is shown in this organization chart.



At the top of the company there is the Board of Directors, headed by the President. The Board is responsible for policy decisions and strategy. It will usually appoint Managing Director

or Chief Executive Officer, who has responsibility for business running. Senior managers or company officers head the departments in the company, which may include the following: Marketing, Finance, Public Relations, Production, Sales, Information Technology or IT, Research and Development (R&D), Human Resources departments. Such organizations have a functional structure. This means, for example, that the production and marketing departments cannot take financial decisions without consulting the finance department. Some people in an organization have staff who help them: for example, there is an Assistant to the Marketing Manager.

Larger organizations are often divided into departments, each department has its own functional sections.

People at lower levels are unable to make important decisions; they have to pass on responsibility to their boss. For example, a product manager with an idea has to report this idea to the Chief Manager who is responsible for some market segment and for a geographical region, or he can report to the Chief Manager responsible for the traditional functions of finance, sales and production.

There are also temporary groups or teams that are responsible for the project, but they stop working together when they finish this project successfully. Teams are often not very good for decision-making, and they have the risk of relational problems. In fact they need a leader, who can run the work.

Text B. Organizational structure of Merlion

I'd like to introduce to you the organizational structure of company Merlion. The Managing Director is Mr. Monton, he is responsible for running the company and is accountable to the Board. Four executive departments assist him. They are: the Human Resources department, which is responsible for the staff, their training and development; the Finance Department which is responsible for finance and accounting; the Management Services Department, the head of which is in charge of rationalization in the company; and finally the R&D Department – research and development – which works closely with five regions on a new product development.

So this brings me on to the regions. Directly under the Managing Director, there are five Regional Managers. Each of them is re-

sponsible for the day-to-day management of a territory – these are geographical parts: North, South, East, West and Central Regions.

Two sections – Marketing and Technical Services support them. They are organized on the basis with section leaders accountable to the Regional Managers. They work closely with the regions on the marketing and technical side.

Now, in addition to the parent company, Merlion has three subsidiaries, namely Merlion Spain, Germany and Japan. The subsidiaries report to the Export Sales Department, which is accountable to the Board.

II. Say if the sentences below are true or false. Correct the false statements.

1) Company structure and department titles are similar in any company. 2) Most companies are made up of four groups of people. 3) At the top of the company there is a Finance specialist. 4) Chief Executive Officer has all responsibility for business running. 5) Senior managers head the departments. 6) In company Merlion the Managing Director, Mr. Monton, is responsible for running the company and is accountable to the Board. 7) Under the Managing Director, there are five Regional Managers. 8) Regional Managers work closely with the regions on the marketing and technical side. 9) Merlion has five subsidiaries. 10) The subsidiaries report to Human Resources department.

III. Complete the sentences inserting the word from the text.

- 1) Company structure and department titles can ____ from company to company.
- 2) Most companies are made up of ____ groups of people.
- 3) At the top of the company there is the ____.
- 4) The Board is responsible for _____ and strategy.
- 5) The Board will usually appoint a Managing Director or ____ .

IV. Find synonyms from the text to the underlined words.

- 1) Company structure and department titles can differ from company to company.
- 2) The Board usually appoints Managing Director or Chief Executive Officer, who has overall responsibility for doing business.
- 3) Senior managers or company officers are in charge of various departments.

- 4) They are responsible for every day management of the company.
- 5) The subsidiaries give an account to the Export Sales Department.

V. Answer the questions.

- 1) How many groups of people are most companies made up of?
- 2) Who is at the top of company?
- 3) Who heads the Board of Directors?
- 4) What is the Board of the company responsible for?
- 5) Who usually appoints Managing Director?
- 6) What departments of the company do you know?
- 7) What department is responsible for money operations?
- 8) What department is responsible for work with people?
- 9) Do Production and Marketing Departments take financial decisions themselves?
- 10) What are the temporary groups of the staff?

VI. Match two parts of the table.

1) Production Department	a) is the highest executive body of the company responsible for its functioning
2) Marketing Department	b) is in charge of manufacturing the goods that the company sells
3) Research and development department	c) recruits the personnel and trains them
4) Executive Body	d) is responsible for financing
5) Personnel Department	e) makes research of the new product development
6) Finance Department	f) is responsible for selling the company's products
7) Sales Sector or Department	g) makes marketing research, often is responsible for advertising the company's products

VII. Learn the most common verbs for describing structure and company organization and then write a description of the organization chart of any company you know.

Consist of, contain, include, to be made up of, to be divided into, to be in charge of, to be responsible for, to support, to assist, to be accountable to.

e.g. The company consists of five main departments. The marketing department is made up of three units. The sales de-

partment is divided into two sections. The marketing department is in charge of the sales force. The marketing department is responsible for advertising, sales promotions and market research. The five department heads are accountable to the Managing Director.

VIII. Complete the sentences with the following words: accountable, is responsible, under, report, parent, is accountable, are accountable, is in charge, is assisted, are supported.

- 1) The Managing Director _____ to the Board.
- 2) The Managing Director _____ for running the company.
- 3) The Managing Director _____ by four executive departments.
- 4) _____ the Managing Director, there are five regional divisions.
- 5) Each Regional Manager _____ of a territory.
- 6) The five regions _____ by two other sections – Marketing and Technical Services.
- 7) The Section Leaders _____ to the Regional Managers.
- 8) In addition to the _____ company, Merlion has three subsidiaries: Merlion Spain, Germany and Japan.
- 9) The subsidiaries _____ to the Export Sales Department.
- 10) The Export Sales Department is _____ to the Board.

IX. Complete the sentences with a correct preposition.

- 1) I'm in charge _____ IT Services.
- 2) I'm responsible _____ recruitment.
- 3) I report _____ the Human Resources Director.
- 4) I am accountable _____ the Board of Directors.
- 5) I studied _____ my degree at Edinburgh University.
- 6) This department was reorganized _____ two sections.
- 7) This higher educational establishment consists _____ ten departments.
- 8) I am proud _____ my Research and development department.

X. Circle the odd word in each horizontal group.

- | | | | |
|------------|-----------|----------|------------|
| 1) firm | company | society | subsidiary |
| 2) salary | manager | engineer | employee |
| 3) finance | producing | planning | marketing |
| 4) chief | manager | customer | treasurer |
| 5) plant | firm | patent | factory |

XI. Match the following definitions to the groups of three words that you identified above.

- a) manufacturing sites _____
- b) stages in the manufacturing process _____
- c) people who work in a company _____
- d) types of business organization _____
- e) different departments in a company _____

XII. Match each of the words that you circled with the following definitions.

- 1) _____ payment for work, usually monthly.
- 2) _____ monetary support for an enterprise.
- 3) _____ an organization or club with members who share similar interests.
- 4) _____ a document that gives the exclusive right to make or sell a new product.
- 5) _____ a person who buys goods or services.

XIII. Translate the following sentences into English.

1) Президент – це головна людина в компанії. 2) Кожна компанія має різні відділи: фінансовий відділ, виробничий відділ, відділ маркетингу, транспортний відділ, відділ кадрів та інші. 3) Віце-президент – відповідальний за роботу науково-дослідного відділу. Він доповідає о результатах директорові. 4) Увесь персонал відділу звітує своєму начальникові про роботу. 5) Менеджер відділу продаж зараз знаходиться в кабінеті керівника. 6) Хто відповідальний за керування компанією? 7) Головний бухгалтер зараз працює з паперами, він – зайнятий. 8) Це – велика міжнародна компанія, вона має різні підрозділи в інших країнах. 9) Керівник зараз розмовляє з менеджером по кадрах. 10) Керівник викликає до себе менеджера, відповідального за міжнародні операції.

XIV. Make up and write down your own 5 sentences about the company structure. Read them in class.

XV. Make up a mini-dialogue about a company structure. Dramatize it in class.

XVI. Tell about the common company structure of any firm.

XVII. Read the following word combinations and translate them in your native language.

	1. Managing Director
	2. Successful Chief Executive Officer
	3. Experienced Merchandiser
	4. Treasurer with great skills
	5. Board of Directors
	6. successful shareholders
	7. to support shareholders
	8. To follow the way of this successful Managing Director
	9. to assist in Human Resources Department
	10. to run Human Resources Department
	11. to run Research and Development Department
	12. This doctor of sciences works at Research and Development Department.
	13. a subordinate of the Treasurer
	14. a subordinate of the Managing Director
	15. a developing parent company
	16. a developing subsidiary company
	17. The parent company and the subsidiary company support the international work.
	18. Board of Directors is responsible for the employees of the staff.
	19. The merchandiser is accountable to the head of the department.
	20. The senior lecturer is accountable to the head of the department.

Unit 3

	21. Sales Department is responsible for selling goods.
	22. Production department is responsible for producing goods.

b) Read the following word combinations and translate them in English.

1. Головний керівник	
2. Головний керівник відповідає за роботу вищого навчального закладу	
3. успішний Генеральний директор компанії	
4. керувати успішною компанією	
5. керувати материнською компанією	
6. керувати відділом кадрів	
7. корисний відділ кадрів	
8. фінансовий відділ та відділ збуту	
9. відділ збуту та відділ виробництва	
10. допомагати роботі відділу кадрів	
11. підтримувати відділ виробництва	
12. підтримувати генерального директора	
13. обирати казначея та продавця-торговця	
14. обирати дочірню компанію	
15. Я працюю в дочірній компанії	
16. дочірня та материнська компанії	
17. бути відповідальним за відділ кадрів	
18. Генеральний директор відповідальний за роботу всього персоналу	
19. підлеглий з досвідом та навичками	

20. підлеглий зі знаннями бухгалтерії	
21. Підлеглий відповідальний за цю роботу.	
22. Правління директорів відповідальне за роботу генерального директора.	

GRAMMAR REFERENCE
/PRESENT CONTINUOUS TENSE/
(теперішній тривалий час)

Subject + to be (am / is / are) + Verb + ing

Стверджувальна форма

I	Am	working
We You They	Are	working
He She It	Is	working

Заперечна форма

I	Am not	working
We You They	Are not	working
He She It	Is not	working

Запитальна форма

Загальні запитання

Am	I	Working?
Are	We You They	Working?
Is	He She It	Working?

Спеціальні запитання

What/what kind How Where	am	I	Working?
	are	We You They	Working?
When Why How much/ how many	Is	He She It	Working?

Запитання до підмету

Who (What) is + основне дієслово + ing? (Who is working?)

Present Continuous is used with such words as:

At present (в даний час), **at the moment** (на даний момент), **now** (зараз), **today** (сьогодні), **currently** (в даний час), **at this time** (в цей час), **at this period of time** (в цей період часу)

TASKS

1. Open the brackets.

1. I (to wait) for the General Manager. 2. Listen! Advertising Manager (to speak) over the telephone. 3. Don't go into the room. The Sales Manager (to speak) with the customers now. 4. The man who (to stand) near the blackboard is a senior lecturer. 5. What are these people doing? – They (to exchange) foreign currency. 6. Listen! The telephone (to ring). 7. Where is freshman John Brown? He (to have) his English lesson. 8. They are busy now. They (to discuss) important questions. 9. Where are the senior students? – They (to work) in the library now. 10. The Training Manager is at work, he (to communicate) with the staff now.

2. Choose the necessary verbs and put them in the sentences in the correct grammar form.

Build, come, count, speak, meet, stand, exchange, teach.

- Listen! Pat ... over the phone.
- They ... a new hotel in the city centre at the moment.
- Look! Somebody ... foreign currency in the bank.
- You ... on my foot. – Oh, I am sorry.
- Hurry up! The bus
- Where are you? – I am in the office. I ... a foreign delegation.

- 7) Where is Bob? – He money with the accountant.
- 8) She ... junior students now.

3. Write down your own affirmative sentences in Present Continuous (not less than 5).

4. Write down the following sentences in the negative forms.

1) The Training Manager is communicating with the staff now. 2) He is doing useful work. 3) The senior lecturer is teaching his junior students. 4) The doctor of sciences is making a report now. 5) Sales Representative is advertising the goods. 6) The General Manager is speaking with the customers. 7) He is introducing the Product Development Manager. 8) These employees are working now. 9) He is coming to the Sales department now. 10) The Advertising Manager is making his new advertising campaign.

5. Write down your own 5 negative sentences in Present Continuous.

6. Ask general questions.

1. You are meeting foreign representatives in the office. 2. I am going with you to the Sales Representative. 3. A senior lecturer is teaching high math. 4. A senior student is sitting at the lecture. 5. The doctors of sciences are writing scientific reports. 6. They are working in the international bank now. 7. The Training Manager is working with the staff. 8. The freshman is going to the hostel. 9. The customers are sitting in the room. 10. The junior students are eating in the canteen.

7. Ask special questions.

- 1) I am doing my work. – What ...
- 2) He is investing money into some business now. – When ...
- 3) She is studying for an economist. – What ...
- 4) We are going to the library. – Where ...
- 5) I am sitting at the lecture. – Where ...
- 6) I am meeting a foreign representative now. – When ...
- 7) They are speaking with the Sales Manager. – Who ...
- 8) The freshman is going to the institute now. – When ...

8. Answer the questions.

1. Are you sitting in the classroom or in the foreign office?
2. Are looking at the blackboard or at the wall?

3. Are you writing notes or dictation?
4. Are you thinking about the bank transactions or about currency exchange?
5. Who is calling to you now?
6. Who is sitting in your room?
7. What are your colleagues doing?
8. Is your assistant speaking or counting money?
9. Is the senior lecturer reading English or Ukrainian books?
10. What are you doing now?
11. Are you taking an exam or doing exercises?
12. What exercises are you doing now?

9. Write down your own questions in Present Continuous (not less than 5).

10. Translate the sentences into English.

1) Я зараз відвідую збори дискусійного клубу. 2) Я зараз вивчаю новий предмет: вищу математику. 3) Першокурсники сидять на уроці. 4) Вони слухають лектора. 5) Ви працюєте сьогодні вдома. 6) Я йду в спортивний комплекс. 7) Він йде в гуртожиток. 8) Старший викладач йде на кафедру. 9) Вони роблять домашнє завдання. 10) Він обмінює валюту зараз. 11) Вона купує валюту в банку. 12) Я не пишу наукову статтю зараз. 13) Я не розмовляю по телефону. 14) Ми не рахуємо гроші зараз. 15) Ми не йдемо зараз у вищий навчальний заклад. 15) Вони не читають в бібліотеці зараз. 16) Він не продає свою машину зараз. 17) Ми йдемо в державну установу зараз? 18) Ви розмовляєте з торговим представником? 19) Вони представляють іноземних студентів? 20. Покупець обирає товар?

Construction: “TO BE GOING TO” – збиратись щось зробити

I	am	going to
He, She, it	is	going to
We, You, They	are	going to

TASKS

1. Open the brackets and put the construction “to be going to”.

1) They (to be going) to assist doctors of sciences. 2. The merchandiser (to be going) to sell goods. 3. You (to be going) to contact the foreigners. 4. The CEO (to be going) to introduce

the Training Manager to the staff. 5) The factory (to be going) to close. 6) I (to be going) to make a presentation. 7) I (to be going) to translate the report about international trade. 8) The parent company (to be going) to support a subsidiary company. 9) A developing company (to be going) to produce new goods. 10) We (to be going) to represent Research and Development Department at the conference.

2. Translate.

1. Я збираюсь готувати доповідь про міжнародні організації. 2. Ми збираємось зустріти іноземців в нашому вищому навчальному закладі. 3. Керівник збирється підписати важні папери. 4. Вони збираються створити свій рекламний сайт. 5. Вони збираються розмовляти з роботодавцем. 6. Ми збираємось рекламувати ці товари. 7. Вона збирається вивчати французьку мову. 8. Я не збираюсь перекладати цю статтю. 9. Вони збираються обирати казначея. 10. Вони збираються підтримувати відділ виробництва.

UNIT 4 FINANCIAL INSTITUTIONS



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Financial Institutions	Фінансові установи
2. Depository institution [di'pɒzɪt(ə)n]	Депозитна установа (фінансова установа, яка має право приймати вклади)
3. Contractual institution [kən'træktʃuəl]	Договірна установа
4. Investment institution	Інвестиційна установа (фінансова установа, що вкладає кошти в цінні папери інших компаній і приймає активну участь в управлінні і розвитку компаній, в які вкладені кошти)
5. Federal Reserve System	Федеральна резервна система
6. Savings bank	Ощадна каса
7. Merchant bank	Торговельний банк
8. Retail bank	роздрібний банк (рітейловий)
9. Insurance Company [m'juər(ə)ns] to insure [in'ʃʊə]	страхова компанія страхувати
10. Pension fund ['penʃən]	Пенсійний фонд
11. Trust company [trʌst]	Трастова компанія
12. brokerage firms ['bræk(ə)ndʒ]	Брокерська фірма
13. credit union	кредитова спілка, союз кредитної взаємодопомоги
14. long-term	довгостроковий
15. short-term	короткостроковий
16. loan [ləʊn]	кредит, позика
17. to make loans	одержати позику

18. to manage customers' accounts	вести рахунок клієнтів у банку
19. to manage	управляти, керувати
20. securities [sɪ'kjuərətɪz] (pl.)	цінні папери
21. promotion of securities	просування цінних паперів
22. mortgage ['mɔːɡɪdʒ]	застава; іпотека
23. credit instrument	кредитний інструмент (документ, який служить підтвердженням кредитування і дає своєму власникові право вимагати зазначену суму з певної особи, наприклад, боргова розписка, вексель, чек, облигація)
24. credit card	кредитна картка (пластикова картка з ім'ям, підписом, кодовим номером власника, що дозволяє купувати товари та послуги в кредит; по кожній картці встановлено граничну суму платежів)
25. debit card	дебетова картка (платіжна) (картка дає можливість здійснювати безготівкові покупки товарів і послуг за допомогою електронних платіжних терміналів)
26. to look after	піклуватися
27. monetary ['mʌnɪtəri] policy	грошова політика
28. to issue ['ɪʃjuː]	випускати, пускати в обіг (гроші)
29. to accumulate [ə'kjuːmjələnt]	накопичувати, збирати
30. savings	заощадження
31. to deal with (dealt – dealt)	мати справу з
32. to offer	пропонувати
33. to accept [ək'sept]	приймати
34. commodity [kə'mɒdɪti]	предмет споживання, товар, продукт
35. to provide	забезпечувати
36. banking	банківська справа
37. agent ['eɪdʒ(ə)nt] for stock	довірена особа, що розпоряджається акціями

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38. trustee [trv'sti:]	особа, яка розпоряджається майном на засадах довірчої власності; довірчий власник
39. property ['prɒpəti]	власність, майно
40. casualty ['kæʒʊəlti]	нещасний випадок
41. mergers and acquisitions [ˈmɜːdʒəz ənd æwɪ'zi(ə)nz]	комплекс банківських послуг з придбання компаній
42. income	дохід
43. employment	робота, служба, працевлаштування
44. support [sə'pɔ:t]	підтримка
45. monthly payments	щомісячна оплата
46. to administer	мати право управління
47. source [sɔ:s]	джерело
48. service ['sɜːvis]	послуга
49. savings account	ощадний рахунок
50. benefit	користь, вигода

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

Odesa **financial institutions**, governmental financial institutions, non-governmental financial institutions, to introduce new financial institutions. This is CEO of governmental financial institution. Ukrainian **savings bank**, developing savings bank, access to this savings bank, to work as an accountant in the savings bank

A **merchant bank**, an international merchant bank, a developing merchant bank, to work as a treasurer in the merchant bank. A foreign **retail bank**, to choose this retail bank, staff of the retail bank, employees of the retail bank. Merchant banks, retail banks, savings banks are financial institutions.

A big **insurance company**, a successful insurance company, transactions of the insurance company, to represent insurance company. An insurance company is a financial institution too. Ukrainian **pension fund**, an international pension fund, responsibility of the pension fund, employees of the pension fund. Pension fund is a governmental institution.

Task: translate

1. Фінансові (установи/ компанії / фонди)	
2. Страхова (компанія / установа / операція)	
3. (Обирати/ працювати/ розвивати) роздрібний банк	
4. (Представляти/ працювати/ керувати) пенсійним фондом	

A **long-term** contract, a long-term work, long-term responsibilities; a **short-term** credit, a short-term work, a short-term business trip. A short-term **loan**, a long-term loan, a big loan, to make a loan, to give a loan, a loan in the merchant bank, a loan in the retail bank. Many **securities**, financial securities, to trade the securities, to sell the securities, to buy the securities. This is a securities market.

To deal with securities, to deal with loans, to deal with short-term credits.

Banks deal with money, currency, securities, loans. Many **commodities**, foreign commodities, to sell new commodities, to choose commodities, to include commodities into the list. The sales representative always deals with new commodities. **To offer** help, to offer new commodities, to offer securities, to offer a long-term credit. The sales manager offers new commodities to the customers.

Task: translate

1. Довгостроковий (контракт / обов'язки / кредит)	
2. (Покупати/ продавати/ торгувати) цінні папери	
3. Пропонувати (цінні папери/ товари/ довгостроковий кредит)	
4. Мати справу з (цінними паперами/ зі страховою компанією/ з пенсійним фондом)	

II. Translate the following word-combinations into the English language.

1) Фінансові установи, 2) торговий банк, 3) роздрібний банк, 4) державна фінансова установа, 5) купувати цінні папери, 6) надавати довгострокові кредити, 6) довгострокові

обов'язки включають, 7) готувати цінні папери для продажу, 8) пропонувати позику, 9) одержати позику, 10) позику в роздрібному банку, 11) фінансово-економічна установа, 12) мати справу з валютою, 13) мати справу з цінними паперами, 14) мати справу з іноземними представниками, 15) іноземні товари, 16) обирати нові товари, 17) пропонувати нові товари, 18) успішна страхова компанія, 19) персонал страхової компанії, 20) заслужені працівники страхової компанії.

III. Match two parts to combine the word-combinations, translate them.

1. trust	a) firm
2. brokerage	b) fund
3. pension	c) union
4. depository	d) bank
5. credit	e) system
6. savings	f) securities
7. Federal reserve	g) institution
8. promotion of	h) company

IV. In each line choose one word that doesn't belong to the group:

- 1) Merchant bank, Insurance Company, Savings bank, Retail bank;
- 2) Depository institution, Investment institution, public institution, Contractual institution;
- 3) to manage, to direct, to administer, to support;
- 4) commodities, goods, currency, things;
- 5) pension fund, insurance company, brokerage firm, higher educational establishment.

READING



I. Read the text and translate it.

FINANCIAL INSTITUTIONS

Financial institutions are institutions that provide financial services or advice for their clients. Financial institutions include government institutions, such as central banks, and private companies, such as banks, financial associations and financial markets.

Financial institutions are the following:

- national savings banks;
- commercial banks;
- investment banks;
- merchant banks;
- retail banks;
- insurance companies;
- pension funds;
- trust companies.

There are three main types of financial institutions:

1) ***Depository institutions*** – deposit-taking institutions that accept and manage deposits and make loans, including banks, building societies, credit unions, trust companies, and mortgage loan companies;

2) ***Contractual institutions*** – insurance companies and pension funds;

3) ***Investment institutions*** – investment banks, brokerage firms.

Main banks in every country are central banks. Central banks (the national Bank (Ukraine), the bank of England (UK) or the Federal Reserve System (the Fed) (US) look after the government's finance and monetary policy, act as bankers for the governmental and commercial banks and are responsible for issuing banknotes.

Saving banks are institutions which accumulate savings in small accounts. They are useful sources of credit for businesses. Saving banks invest their funds in long-term credit instruments.

Commercial banks deal with the public. They offer different services: accepting deposits, making loans, managing customers' accounts. They give short-term loans to business.

Investment banks are firms that control the issue of the new securities. They assist companies that deal with mergers and acquisitions and provide services such as market making, trading of securities, currencies and commodities. The two main lines of business in investment banking are called «the sell side» and «the buy side». The «sell side» includes trading securities for cash or the promotion of securities. The «buy side» includes providing the advice to institutions that buy investment services.

Merchant banks are institutions that don't deal with public. They provide services for companies. They specialize in raising capital for industry.

Retail banks are the institutions that provide services to individual consumers, rather than to companies, corporations or other banks. They offer services that include savings and transactional accounts, mortgages, personal loans, debit cards and credit cards.

Insurance Companies include life insurance, property insurance and casualty insurance companies. Life insurance companies receive funds that insure people against death. Property and casualty insurance companies insure car owners and home owners against crimes with their property.

Pension Funds are institutions that provide income for senior people. They collect a sum of money during an employee's employment years, and from this money they support pensioners in the form of periodic monthly payments.

Trust companies are financial institutions which administer funds or property for the benefit of others. They serve as trustees for property or agents for stocks. They manage business in the interests of others.

II. Say if the sentences below are true or false. Correct the false statements.

- 1) All financial institutions are only governmental.
- 2) Financial institutions include: national savings banks, commercial banks, insurance companies, investment banks and others.
- 3) There are four main types of financial institutions.
- 4) Deposit-taking institutions accept and manage deposits and make loans.
- 5) Not in every country main banks are central banks.
- 6) Central banks look after the government's finance and monetary policy.
- 7) Saving banks invest their funds in long-term credit instruments.
- 8) Commercial banks deal only with big enterprises.
- 9) Investment banks provide services such as market making, trading of securities, currencies and commodities.
- 10) Pension Funds deal with junior people.

III. Complete the sentences inserting the word from the text.

- 1) Financial institutions are institutions that provide _____ or advice for their clients.
- 2) Financial institutions include _____ institutions and private companies.
- 3) There are three main types of financial institutions: depository institutions, contractual institutions and _____
- 4) Central banks are responsible for _____ banknotes.
- 5) Insurance companies include _____ insurance and _____ insurance.

IV. Answer the following questions.

- 1) What are financial institutions?
- 2) What do financial institutions include?
- 3) What kinds of financial institutions do you know?
- 4) What three types of financial institutions do you know?
- 5) What is the name of the main banks in every country?
- 6) What is the central bank in Ukraine?
- 7) What are saving banks?
- 8) Who do commercial banks deal with?
- 9) What do investment banks control?
- 10) What banks don't deal with public?
- 11) What banks provide services to individual consumers?
- 12) What do insurance companies insure?
- 13) What do pension funds provide for senior people?
- 14) What financial institutions administer funds or property for the benefit of others?

V. Match the words on the left with the correct definition on the right.

1) financial institution	a) institutions which accumulate savings in small accounts
2) insurance	b) institution that provides financial services or advice for its clients
3) saving banks	c) regular payment made by the government to senior people

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4) pension	d) arrangement in which you pay money to a company, and they pay money to you if something bad happens to you.
5) commodities	e) a plastic card issued by a bank, giving a person the rights to buy goods or services on credit
6) credit card	f) something that is sold for money: goods, products.

VI. Make up and write down your own sentences about financial institutions using the new words (not less than 5 sentences). Read them in class.

VII. Make up a mini-dialogue about financial institutions in Ukraine. Dramatize it in class.

VIII. Retell the text about financial institutions.

IX. a) Read the following word combinations and sentences and translate them in your native language.

1. Financial institutions	
2. developing financial institutions	
3. to work as an accountant in the developing financial institution	
4. a merchant bank	
5. to work as a treasurer in the merchant bank	
6. a big insurance company	
7. transactions of the foreign insurance company	
8. an international pension fund	
9. the CEO of the pension fund	
10. a long-term contract with foreign partners	
11. a long-term loan from the international bank	
12. financial securities	
13. Our bank sells securities	
14. to deal with securities	

15. Many banks deal with currency.	
16. different commodities	
17. The sales representative always deals with new commodities.	
18. to offer new commodities	
19. The advertising manager offered his help to the new employee.	
20. a governmental savings bank	
21. to introduce new services of the saving bank	
22. to offer new services to the foreign partners	
23. Commercial banks deal only with enterprises.	
24. Commercial banks buy and sell currency.	
25. to provide services to individual consumers	
26. The sales manager provides services to customers.	
27. to support an insurance company	
28. Pension funds support senior people.	
29. Responsibilities of the employees of the pension fund.	
30. Many people have savings in the retail banks or saving banks.	

b) Read the following word combinations and sentences and translate them in English.

	1. Фінансові установи
	2. державні фінансові установи
	3. недержавні фінансові установи
	4. працювати у фінансових установах
	5. працювати в торговому банку

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	6. працювати в роздрібному банку
	7. мати рахунок в комерційному банку
	8. взяти позику в ощадному банку
	9. пропонувати позику в торговому банку
	10. надати позику в роздрібному банку
	11. успішна страхова компанія
	12. працювати головним менеджером в страховій компанії
	13. досвід персоналу страхової компанії
	14. страхувати цінні папери
	15. купувати цінні папери
	16. продавати цінні папери
	17. пропонувати нові товари
	18 пропонувати нові послуги
	19. послуги рекламного менеджера
	20. мати справу з іноземними представниками
	21. мати справу з валютою та цінними паперами
	22. надавати довгострокові кредити
	23. обирати короткостроковий кредит
	24. обирати нові послуги
	25. забезпечувати послугу
	26. забезпечувати банківські операції
	27. підтримувати персонал
	28. підтримувати клієнтів торгового банку
	29. Уряд підтримує пенсійний фонд.
	30. Споживачі обирають нові товари.

X. Prepare a short talk on the following questions, using words and word-combinations on the given topic.

1. What is the role of financial institutions?
2. What kinds of financial institutions do you know?
3. What types of banks do you know? Who are their customers?
4. What financial institutions are the most popular in Ukraine?

GRAMMAR REFERENCE

NOUNS

(Singular and Plural)

(ІМЕННИКИ: однина / множина)

Іменники в англійській мові мають дві форми: однину (Singular) та множину (Plural).

1. Якщо іменник вживається в однині, то в нього немає закінчення. Для утворення іменника в множині необхідно просто додати закінчення *-s (-es)*:

Noun + -s (-es):

a teacher – teachers
a student – students

2. До іменників, що закінчуються на *-s, -ss, -x, -sh, -ch, -tch* додається закінчення *-es*:

a bus – buses
a box – boxes
a brush – brushes
a watch – watches

3. Якщо іменник закінчується на *-y*, а перед цією літерою йде приголосна, то додається закінчення *-es*, а *-y* змінюється на *-i*: $Y \rightarrow IES$

a university – universities
a company – companies
a commodity – commodities

4. Якщо іменник закінчується на *-y*, а перед цією літерою йде голосна, то додається закінчення *-s*:

a day – days
a key- keys

5. У деяких іменників, що закінчуються на *-f* та *-fe*, літера *-f* змінюється на *-v*, а до закінчення додається *-es*, що вимовляється як *[z]*: $F \rightarrow VE$

a life – lives

a shelf – shelves

6. Якщо іменник закінчується на -o, то додається закінчення -es у множині: O → OES

a hero – heroes

a potato – potatoes

7. Деякі іменники є виключенням з правил: їхня множина утворюється не за допомогою додавання закінчення, а за допомогою зміни кореневої голосної або додавання спеціального закінчення. Ці іменники треба запам'ятати:

a man – men

a woman – women

a foot – feet

a tooth – teeth

a goose – geese

a mouse – mice

a louse – lice

an ox – oxen

a child – children

a person – people

8. Деякі іменники є латинського чи грецького походження. Вони мають власні закінчення. Їх треба запам'ятати.

Group 1

analysis – analyses

axis – axes

basis – bases

crisis – crises

diagnosis – diagnoses

hypothesis – hypotheses

thesis – theses

Group 2

alumnus – alumni

apparatus – apparatus

focus – foci, focuses

nucleus – nuclei

stimulus – stimuli

Group 3

criterion – criteria

phenomenon – phenomena

Група 1

аналіз – аналізи

вісь – осі

базис, основа – основи

криза – кризи

діагноз – діагнози

гіпотеза – гіпотези

тезис, дисертація – тези, дисертації

Група 2

випускник, колишній

студент – випускники

апарат – апарати

фокус – фокуси

ядро – ядра

стимул – стимули

Група 3

критерій – критерії

феномен – феномени

Group 4

addendum – addenda
bacterium – bacteria
curriculum – curricula

datum – data
medium – media

memorandum –
memoranda
millennium – millennia

Group 5

alumna – alumnae
formula – formulae

Group 6

appendix – appendices
matrix – matrices

Група 4

додаток – додатки
бактерія – бактерії
програма (навчання) –
програми (навчання)
дане – дані
засіб, засіб (зв'язку) –
засоби
меморандум –
меморандуми
тисячоліття – тисячоліття

Група 5

випускниця – випускниці
формула – формули

Група 6

додаток – додатки
матриця, форма –
матриці, форми

9. Форма множини деяких іменників збігається з формою однини:

a sheep (*вівця*) – sheep (*вівці*)
a deer (*олень*) – deer (*олени*)
a swine (*свиня*) – swine (*свині, лісові кабани*)
a means (*засіб*) – means (*засоби*)
a series – two series (*два ряди*)
a species (*вид*) – different species (*різні види*)
a headquarters (*штаб*) – headquarters (*штаби*)

10. Деякі іменники вживаються лише в множині (ARE):

trousers – *штани*
scissors – *ножиці*
goods – *речі, товари*
shorts – *шорти*
spectacles, glasses – *окуляри, скельця*
clothes – *одяг*
scales – *ваги*
savings – *збереження*
contents – *зміст*
arms – *зброя*
police – *поліція*
people – *люди*

11. Деякі іменники вживаються лише в однині (IS):

knowledge – *знання*

luggage – *багаж*

advice – *порада*

money – *гроші*

information – *інформація*

furniture – *меблі*

athletics – *атлетика*

news – *новини*

time – *час*

progress – *прогрес*

mathematics, physics, phonetics (*науки*)

love, hatred, friendship, fear (*незлічені іменники*)

cheese, butter, sausage, bread, tea, coffee (*їжа, напої*)

12. В складних іменниках закінчення додається до головного слова:

a schoolboy – schoolboys

a housewife – housewives

brother-in-law – brothers-in-law

a custom-house – custom-houses

a hotel-keeper – hotel-keepers

a freshman – freshmen

13. Деякі іменники (групи людей) можуть вживатися в однині, і в множині. Коли вони розуміється: як єдине ціле, або як група, що складається з певної кількості членів спільноти:

Government, staff, team, family, audience, committee, army, board, company, crowd, group, management, media, press, public, union.

For example, The government (they) want to reduce taxes. The staff (they) are not happy with their new working conditions. The company are doing well at the moment.

OR

The government wants to reduce taxes. The staff is not happy with their new working conditions. The company is doing well at the moment.

TASKS

1. Make the plural form of the nouns.

University, teacher, lecturer, library, day, play, man, freshman, establishment, government, department, degree, woman, child, gym, society, manager, representative, customer, life, half, mouse, text-book, passer-by, ability, responsibility, city, company, source, tooth, foot, sheep, son-in-law, salesman

2. Make the singular form of the nouns.

Professions – , institutions – , representatives – , mice – , shelves – , canteens – knives – , women – , cities – , churches – , parties – , freshmen – , geese – , feet – , sheep – , lecturers – , hosts – , plays – , families – , employees – , teeth – , children – .

3. Open the brackets.

1) Your financial profession (to be) very useful. 2) These banks (to be) foreign. 3) The employees (to be) hard-working. 4) What (to be) the news? 5) The money (to be) mine. 6) The information (to be) useful. 7) His clothes (to be) new. 8) The trousers (to be) long. 9) There (to be) many people there. 10) These people (to be) clever. 11) Her goods (to be) useful. 12) Her savings (to be) in the bank. 13) Applied economics (to be) an interesting subject. 14) Time (to be) money. 15) The police (to be) near his house. 16) Mothers-in-law (to be) in the room. 17) Four deer (to be) near the pond. 18) Money (to be) on the table. 19) My knowledge (to be) little. 20) The advice (to be) ... clever.

4. Change the sentences into plural.

1. This man is at work. 2. The senior student is at University. 3. The freshman is in the library. 4. This is a new establishment. 5. This child is at school. 6. The sheep is white. 7. The foot is ill. 8. The woman is beautiful. 9. The tooth is bad. 10. The goose is near my house.

5. Translate into English.

1) Професія менеджера – корисна. 2) Українські люди – добрі. 3) Порада – хороша. 4) Товари – нові. 5) Ці міста знаходяться в Україні. 6) Керівники – в кімнаті. 7) Головний менеджер – в офісі. 8) Першокурсники – в бібліотеці. 9) Діти – на вулиці. 10) Поліція – в місті. 11) Гроші – в гаманці. 13) Час – гроші. 14) Знання – необхідні в будь-якій роботі. 15) Новини – актуальні. 16) Відомості – нові. 17) Люди знахо-

Unit 4

дяться в місті. 18) Одяг – іноземний. 19) Гуртожиток – новий.
20) Цей вищий навчальний заклад – в Одесі.

6. Read the text and choose the correct variant of the noun.

Every *year/years* the company publishes its annual *account/accounts* in a report for the *shareholder/shareholders*. The main *detail/details* are in the financial report. This contains *information/informations* about *sale/sales*, *cost/costs* and *profit/profits*. It also shows *money / moneys* that the company got or spent. It writes about any *debt/debts* or *cash/cashes* that the company has. All this *data/datas* is presented in the financial documents.

7. Write a short paragraph including the following nouns used either in the singular or in the plural as necessary.

people	office	establishment	profit	work	staff
conditions	information	money	problem	colleague	
report					

8. Each pair of words contains one countable and one uncountable noun. Write a/an or some before each word.

- | | |
|----------------------|----------------------|
| 1. _____ customer | _____ knowledge |
| 2. _____ experience | _____ hotel |
| 3. _____ furniture | _____ office |
| 4. _____ job | _____ work |
| 5. _____ institution | _____ advice |
| 6. _____ e-mail | _____ correspondence |
| 7. _____ money | _____ dollar |
| 8. _____ information | _____ fact |
| 9. _____ week | _____ time |

9. Underline the mistakes in the following sentences. Correct them.

1. - Hello. I would like some informations about your goods.
- Certainly. How can I help you?
2. - How much moneys did you get for your work?
- I got five dollar.
3. - I asked my bank manager for an advice.
- What did he say?
- He told me to get more knowledges.
4. - Please can I change these money? I need some coin for the telephone.
- With pleasure.

10. In each space write either is, or are, or is/are (if both are possible).

1. Senior managers _____ doing everything possible to improve profits.
2. The management _____ doing everything possible to improve profits.
3. Our Production Director _____ very busy at the factory.
4. The credit union _____ very concerned about situation at the bank.
5. The staff _____ working very well together.
6. The team members _____ working very well together.
7. The police _____ doing the work well.
8. The knowledge _____ useful.
9. The government _____ making new projects now.
10. The money _____ in the foreign bank.

POSSESSIVE CASE OF THE NOUNS (ПРИСВІЙНИЙ ВІДМІНОК ІМЕННИКІВ)

Як правило, тільки іменники, які означають назви людей і тварин, можуть мати форму присвійного відмінка.

Форма присвійного відмінка однини утворюється додаванням закінчення -'s (тобто апострофа і букви s; вимовляється [s], [z], або [iz]) до форми загального відмінка однини (Загальний відмінок: *my sister Kate*).

Присвійний відмінок: *my sister's book; Kate's brother*

Якщо іменник у загальному відмінку однини закінчується на -s [s], -ss [s], -x [ks], то у присвійному відмінку на письмі додається тільки апостроф, а при вимовлянні – закінчення [iz]: *Dickens' novels*

Закінчення -'s вимовляється:

- 1) як [s] після глухих приголосних:
Jack's penknife, Kate's pencil, the cat's tail
- 2) як [z] після дзвінких приголосних і голосних:
the doctor's son, Jane's sister
- 3) як [iz] після звуків [s], [z]
actress's roles; George's bag

Форма присвійного відмінка множини утворюється додаванням (на письмі) тільки апострофа (') після закінчення множини -s або -es .

My sisters' friends (друзі моїх сестер), the workers' newspaper (робітнича газета), the teachers' room (учительська).

Іменники, які утворюють множину не додаванням закінчення -(e)s , а іншим способом мають у присвійному відмінку множини закінчення -'s , яке додається до форми множини: *children's books* (дитячі книжки, книжки для дітей): *International Women's Day* (Міжнародний жіночий день).

Присвійний відмінок звичайно означає належність або особисті стосунки; іменник у присвійному відмінку є означенням до другого іменника і на відміну від української мови завжди стоїть перед означуваним іменником: *Jack's clothes are too big for him* (одяг Джека).

She is my sister's friend, not mine (подруга моєї сестри).

Якщо перед іменником стоїть означення, то закінчення присвійного відмінка додається тільки до останнього слова (звичайно іменника):

Professor Parker's son (Син професора Паркера).

My friend Boris's brother (Брат мого друга Бориса).

До складних іменників апостроф і "S" чи тільки апостроф додається до останнього слова: *My mother-in-law's birthday* (день народження свекрові),

Her father-in-laws' houses (дома її свекрів).

З іменників, що означають неживі предмети, у присвійному відмінку можуть вживатися такі:

1) Іменники, що означають поняття часу, відстані, вартості (*minute, hour, year, day, week, month, mile, moment* та ін.).

We'll have two week's holidays in winter.

There is a moment's silence.

This is a today's newspaper.

2) Збірні іменники: *party, company, union, army, government, family* та ін.

The Ukrainian government's proposals on disarmament are welcomed by all peace-loving people.

3) Іменники, що означають судна, літаки, автомашини (*ship, boat, vessel* (судно), *car, plane* та ін.).

Our boat's crew consists of three men.

What is the car's number?

Значення присвійного відмінка іноді може бути передане сполученням прийменника *of* з іменником у загальному відмінку.

What is the name of the man who works at this office?

Іменники, які означають назви неживих предметів, формують форму присвійного відмінка за допомогою прийменника – *OF*:

The leg of the table, the page of the book, the door of the car.

TASKS

1. Change the word combinations into the Possessive case.

1) The bag of our senior lecturer, 2) the hostel of the students, 3) the address of the freshman, 4) the documents of the accountant, 5) the books of the women, 6) the tasks of the senior students, 7) the life of businessmen, 8) the house of the sales manager, 9) the flats of the employees, 10) the letters of the scientist.

2. Rewrite these sentences using 's, s', or just an apostrophe (').

1. This bicycle is for a sportsman. - This is a sportsman's bicycle.
2. This pen belongs to the teacher.
3. He describes the career of the scientist.
4. That's a job for an advertising manager.
5. These books belong to the junior students.
6. This is a club for women.
7. It's a school for girls.
8. This is the degree for graduates.
9. This certificate belongs to James.
10. That paper belongs to Doris.

3. Put the Possessive Case with (') or with "of".

1. the camera/ General Manager
2. the paper/ the Sales Representative the top/ the page
3. the employees/ Advertising Manager
4. the pages/ the newspaper

5. the money/ the accountant the name/ your wife the name/
this street

6. the name/ the Finance and Administration Manager

7. the result/ the football match

8. the car/ Financial Journalist the work/ the employee

4. Answer the questions using the words in brackets in the Possessive Case.

1. Whose document is this? (Mr. Brown) 2. Whose money is that? (her employee) 3. Whose work is this? (the scientist) 4. Whose notebooks are these? (the freshmen). 5. Whose letter is that? (Sales Manager) 6. Whose coffee is this? (the CEO) 7. Whose papers are those? (Advertising Manager) 8. Whose books are these? (the senior lecturer).

5. Choose the correct words.

1. We were exhausted by *three hours'* / *three hour's* drive.

2. Are you buying the medical products *at the chemist's* / *the chemists'* now?

3. Their party of *girls* / *girls' party* was ended by policemen.

4. This is my *sister's-in-law* / *sister-in-law's* parrot.

5. *The price of win* / *win's price* is always high.

6. Choose the correct form.

1. ... was amazing! I am happy for them.

a) Paola's and Frank's wedding

b) Paola and Frank's wedding

c) Paola and Frank' wedding

1. ... is very comfortable and easy-to-operate.

a) Mary's car

b) Mary' car

c) car of the Mary

2. Linda is ... now. Do you want me to call her?

a) at Paul's

b) at Paul'

c) at Pauls'

3. Mike is....

a) my classmates' brother

b) my classmate's brother

c) my classmates's brother

4. ... is very old. It was build by Sir Christopher Wren.

- a) St. Pauls's Cathedral
- b) St. Paul's Cathedral
- c) St. Pauls' Cathedral

7. Translate into English.

1) Ручка двері, 2) лист керівника, 3) документи генерального менеджера, 4) звук дзвінка, 5) двері машини, 6) студентські роки, 7) вчорашня газета, 8) робота фінансового журналіста, 9) друзі Чарльза, 10) результат спортивного матчу, 11) ніжка столу, 12) брат друга, 13) сестра бабусі, 14) ім'я менеджера з продажу, 15) сторінки газети, 16) відпочинок працівників, 17) роман Ільфа і Петрова, 18) діти Мері і Пітера, 19) чоловіча робота, 20) досвід працівника.

8. Write down your own examples with the Possessive Case (5 for living beings and 5 for non-living beings).

UNIT 5. BUSINESS TELEPHONING

“A business telephone system is a multiline telephone system typically used in business environments”



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Telephoning	телефонні переговори
2. to communicate over the phone = to speak over (on) the telephone	спілкуватися по телефону
3. to conduct	проводити (перемовини)
4. to create	створювати
5. impression	враження
6. a ring	дзвінок
7. to ring = to call = to make a call	дзвонити
8. greeting	привітання
9. to include	включати
10. to lower	понижати
11. a phone receiver	телефонна трубка
12. to hold on (held-held)	чекати (на лінії), не вішати трубку
13. to pick up = to answer	відповідати (по телефону)
14. to call back	передзвонити
15. to put through = to get through	з'єднатися, зв'язуватися
16. to cut off (cut-cut)	роз'єднати
17. to put on (put-put)	попросити підійти до телефону
18. to hang up (hung-hung)	повішати трубку
19. get off the phone (got-got)	закінчити дзвінок
20. to transfer a call	перевести дзвінок
21. a caller	той, хто дзвонить
22. to announce	об'являти
23. a phone message	телефонне повідомлення

24. to be sure of	бути впевненим
25. a return phone call	зворотній телефонний дзвінок
26. to reach	досягати
27. available	доступний
28. a telephone book (directory)	телефонний довідник
29. a telephone booth (box phone)	телефон-автомат
30. a general call	загальний виклик
31. an emergency call	екстрений виклик
32. a local call	місцевий виклик
33. a personal call	виклик конкретної особи
34. a long-distance call	міжміський виклик
35. to book (to order) a call	замовити дзвінок
36. to answer a call	відповісти на дзвінок
37. to dial	набирати номер
38. to misdial	неправильно набрати номер
39. the line is free	лінія вільна
40. the line is engaged (busy)	лінія зайнята
41. to leave (to give) a message	передавати що-небудь
42. to put down (to write down) a telephone number	записати номер телефону
43. to speak louder (spoke-spoken)	розмовляти голосніше
44. voicemail	голосова пошта
45. telephone receiver	телефонна трубка
46. touch pad	сенсорна панель
47. display	екран
48. button	кнопка
49. Thanks for calling	Дякую, що зателефонували
50. Have a nice day	Доброго Вам дня

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

To speak on the telephone, to speak on the local telephone, to speak quickly on the telephone, I plan to speak on the telephone with the General Manager. **To conduct** a business talk, to conduct a business meeting, to conduct a lesson. The senior lecturer is conducting an English lesson.

To create a business plan, to create a good book, to create a message, The Advertising manager is creating a new advertising strategy. A good **impression**, a positive impression, a negative impression, the caller must create a good impression on the phone.

To give a ring, to answer a local ring, the second ring on the telephone, The General Manager is having a local ring on the telephone now. **To book** a ring; to book a local call, to book a **long-distance call**. Let me book a long-distance call to New York.

Task: translate

1. Проводити (перемови/ зустріч/ урок)	
2. Створювати (бізнес-план/ телефонне повідомлення/ добре враження)	
замовити (дзвінок/ розмову по телефону/ доставку)	
3. Міжміський виклик (важливий/ зворотній/ екстрений)	
4. Замовити (дзвінок/ зворотній телефонний дзвінок/ місцевий виклик)	

Friendly **greeting**, polite greeting, greeting on the phone, Let's listen to the greeting on the phone. **To transfer a call**, to transfer a call to a local office, don't transfer a call to me. The telephone operator can transfer this call with greeting to CEO.

To announce a meeting, to announce a call, to announce a long-distance call, the CEO is announcing the honoured managers. A polite **caller**, a friendly caller, to ask the caller for the name, to introduce the caller, to announce the caller.

To take a **phone message**, to leave a phone message, to create a new phone message. This phone message is from the British caller.

To put down the phone message, to read the phone message, where is my phone message? **An emergency call**, an emergency call from CEO, to announce an emergency call. The assistant usually puts down emergency calls.

Task: translate

1. Привітання (доброзичливе/ ввічливе/ швидко)	
2. Перевести (місцевий дзвінок/ міжнародний дзвінок/ важливий дзвінок)	
3. Об'являти (дзвінок/ зустріч/ лекцію)	
4. Записати (номер телефону/ повідомлення/ ім'я старшого викладача/ вченого)	

To dial a number, to dial a wrong number, to dial a right number, to misdial, Excuse me, I dialed a wrong number. **To get a return phone call**, to answer a return phone call. You have a return phone call from the local office.

To be sure, to be sure of the call, to be sure of the phone message, I am sure, he is sure, they are sure. We are sure that we dialed the right number. **To speak louder**, to speak louder with the Sales Representative, to speak louder with the customers. I am sure that you can speak louder.

To include the information, to include all phone calls, to include skills and experience, I am sure that this is a return phone call from Mexico which includes important information.

Task: translate

1. Набирати (незнайомий номер/ місцевий номер/ важливий номер)	
2. Бути впевненим у (своїх враженнях/ у своєму повідомленні/ в тому, хто дзвонить)	
3. Включати (інформацію/ дзвінок/ обов'язки)	
4. зворотній телефонний дзвінок (отримати/ відповісти/ з'єднати/ прийняти)	

II. Match the right and the left columns.

1) Long-distance	a) the message
2) personal	b) call
3) put down	c) engaged
4) the line is	d) message
5) telephone	e) call
6) a phone	f) through
7) to get	g) over the phone
8) to communicate	h) booth

III. In each line choose one word that doesn't belong to the group.

1. To ring, to call, to make a call, to announce.
2. To put through, to cut off, to communicate, to hold on.
3. A general call, an emergency call, a long-distance call, a telephone booth.
4. The line is busy, the line is free, the line is engaged, the number is wrong.
5. To speak on the phone, to transfer a call, to communicate on the phone, to talk on the phone.

IV. Find synonyms to the following words and word combinations.

1) To telephone	
2) to write down	
3) to communicate	
4) to book a call	
5) to be busy (about line)	
6) to put through	
7) a telephone book	
8) a telephone booth	
9) to leave a message	

V. Translate the following word-combinations into the English language.

- 1) Спілкуватися по телефону – спілкуватися по телефону з директором – спілкуватися по телефону з директором підприємства,
- 2) проводити перемови – проводити ділові перемови – проводити ділові перемови з іноземними партнерами,
- 3) створювати враження – створювати гарне враження – створювати гарне враження щодо своїх вмінь,

- 4) доброзичливе привітання – доброзичливе привітання керівнику відділу – доброзичливе привітання всім робітникам підприємства,
- 5) відповісти на місцевий дзвінок – відповісти на між-міський дзвінок – відповісти швидко на міжнародний дзвінок,
- 6) прийняти телефонне повідомлення – прийняти теле-фонне повідомлення від іноземного партнера – прийня-ти телефонне повідомлення від телефонного оператора,
- 7) познайомитися з тим, хто дзвонить – познайомитися з робітниками – познайомитися з іноземними партнера-ми по телефону,
- 8) записати телефонне повідомлення – записати телефон-не повідомлення від фінансового директора – записати телефонне повідомлення від бухгалтера,
- 9) включити інформацію – включити імена тих, хто дзвонив, у список – включити новий матеріал у лек-цію старшого викладача,
- 10) набрати номер телефону – набрати неправильний но-мер телефону – набрати номер телефону відділу кадрів.

READING



I. Read and translate the text «Telephone speech etiq-quette».

Communicating over the phone is an important part of conducting business for many people. If you want to create a good first impression you should:

- Try to answer the phone on the second ring.
- Answer with a friendly greeting. (Example – “Good Af-ternoon, IMT Customer Service, this is Sherrie. How may I help you?”).
- Smile – over the phone.
- Ask the caller for their name, even if their name is not necessary for the call, showing the caller you have taken an in-terest in him. You may write down his name use it later on in the conversation.
- Speak clearly and slowly. Never talk with anything in your mouth, including gum.
- Lower your voice if you normally speak loudly.

- Keep the phone receiver two-finger widths away from your mouth.

If you want the caller to wait you can say such phrases: “Would you mind holding on while I get your file?”, “Can you please hold on while I see if Mr. Jones is available?”

Transferring a caller:

- If the caller needs to speak to another person, transfer the caller directly to that person, not to the operator.

- When transferring a caller, tell him who he is being transferred to, and announce the caller to the person you are transferring to.

When taking a phone message for someone, be sure to include the following information:

- Caller’s name and company name,
- Date and time of call,
- What the call is about,
- If the caller wants a return phone call,
- Phone number at which the caller can be reached.

Last actions:

- Before hanging up, be sure that you have answered all the caller’s questions.

- Always end with a pleasant phrase: «Have a nice day» or «It was nice speaking with you».

- Let the caller hang up first. This shows the caller that you aren’t in a hurry to get off the phone with them.

II. Say if the sentences are true or false according to the text. Correct the false statements.

- 1) To create a good first impression you should answer the phone on the first ring.
- 2) Answer on the phone without a greeting.
- 3) Smile – over the phone.
- 4) Speak loudly on the phone.
- 5) If you want the caller to wait you can say such phrase: “Would you mind holding on while I get your file?”
- 6) If the caller needs to speak to another person, transfer the caller directly to the operator.
- 7) When taking a phone message for someone, don’t ask his name.

- 8) Always end the conversation with a pleasant phrase:
«Have a nice day».
- 9) You should hang up first.
- 10) Finishing the conversation, show the caller that you are in a hurry and you want to run away from him.

III. Answer the questions on the text.

- 1) What is an important part of conducting business for many people?
- 2) What should you do if you want to create a good first impression on the telephone?
- 3) What phrases should you say if you want the caller to wait?
- 4) What should you do if the caller wants to speak to another person but you have taken the phone receiver?
- 5) What should you do when taking a phone message for someone?
- 6) What should you do before hanging up?

IV. Make the following sentences from the text negative.

1. Communicating over the phone is an important part of conducting business.
2. I want to create a good first impression.
3. They put down all the information.
4. I am putting you through.
5. He transferred a call.

V. Make a general question and 2 special questions to the following sentences.

1. I am speaking on the phone now.
2. He is sure of his plan.
3. The caller needs to speak to another person.
4. She always speaks clearly and slowly.
5. I called yesterday at this time.

VI. Read the following telephone dialogues, underline the phrases which are typical of a business talk.

A: Good morning. VTS. Which department, please?

B: I'd like to speak to Carmen Diaz in Human Resources, please.

A: Thank you. Hold on.

C: Hello. Human Resources.

B: Hello. Is that Carmen Diaz?

C: Speaking.

B: Yes. I'm phoning about your advert in Careers Now. Could you send me an application form, please?

C: Certainly. Can I take some details? Could you give me your name and address, please?

B: Yes. Sure. It's Christophe Boiteaud, which is B-O-I-T-E-A-U-D. And my address is...

VII. Read the telephone talk, choose one of two phrases typical of business telephoning.

Dave: Hi, John. Dave here.

John: Oh, hello, Dave. *How are things / How are you?*

Dave: Fine, thanks. Listen, just a *quick word / quick question*.

John: Go ahead.

Dave: *Do you think you could give me / let me have* the fax number for Computer company? I can't get through to them. Their phone's always *engaged / busy*.

John: *I've got it here / it is right in front of me*. It's 020 7756 4237.

Dave: Sorry, *I didn't hear / catch the last part*. Did you say 4227?

John: No, it's 4237.

Dave: OK. Thanks. Bye.

John: *No problem / Don't mention it*. Bye.

VIII. Divide phrases into two columns: 1) the phrases used by the caller, 2) the phrases used by the call receiver. Make up a dialogue with these phrases.

- Could I speak to Laurie Thomson, please?
- I'll put you through.
- I'm calling about...
- I'm afraid there's no answer. Can I take a message?
- Could you ask him / her to call me back?
- Yes, this is Ernesto Badia from KMV.
- Who's calling, please?
- Can you hold on?
- Could you tell her / him that I rang?
- Could you tell me what it's about?

IX. Fill in the gaps with the necessary phrases. Learn and dramatize the dialogue.

1. A Hello. Andrea, please?

B she's not here at the moment. Can I ... a... ?

A Yes, please. Jacques from Intec. ... you her that I won't be able to ... the training course on Saturday. She back if there's a problem. I'm 091 498 0001.

B OK. Bye.

2. A Hello, ...

B Hello. Is that Jane? This is Peter.

A Oh, How are you?

B Fine. I am calling about ...

A Oh, sorry. I haven't spoken with my boss about it yet. Would you like to ...later?

B, thanks.

3. A Hello, is that Jane?

B No. Jane ... Can I

A Yes. This is ... from.... Could you ask her ...

B Yes. Sure. Good bye.

X. Translate the sentences into English.

1) Спілкування по телефону – це важлива частина бізнесу. 2) Якщо хочете створити гарне враження, ви повинні відповідати дружелюбно. 3) Запитайте того, хто дзвонить, його ім'я. 4) Говорите чітко і повільно. 5) Не розмовляйте, якщо у вас в роті щось є. 6) Зачекайте на лінії, поки я знайду вашу папку. 7) Запитайте ім'я людини і назву його компанії. 8) Запишіть дату дзвінка. 9) Запишіть номер телефону. 10) Закінчіть розмову фразою «Доброго вам дня. Дякую за дзвінок».

XI. a) Get acquainted with the following phrases. Use them while making up your own telephone talk.

1. Could I speak to...	Можна поговорити з...
2. I'd like to speak to...	Я би хотів поговорити з...
3. How can I help you?	Чим я можу допомогти?
4. Which company are you calling from?	З якої компанії Ви телефонуєте?
5. One moment, please.	Почекайте одну хвилинку.
6. I'm afraid he / she is busy now.	Боюсь, він (вона) зайнята зараз.

7. Would you like to leave a message?	Залиште, будь ласка, повідомлення.
8. Would you like to call back later?	Передзвонить, будь ласка, пізніше.
9. I am calling about...	Я телефоную з приводу...
10. Who's calling, please?	Хто дзвонить, перепрошую.
11. Can I take a message?	Я можу передати повідомлення?
12. Let me add some information	Дозвольте додати деяку інформацію
13. The reason I'm calling is...	Я дзвоню з приводу
14. Could I confirm your contact details?	Можна підтвердити вашу контакту інформацію?
15. Would you let us know your decision as soon as possible?	Повідомте про ваше рішення якомога швидше.

b) Read the description of the business situation, make up a dialogue (a telephone talk) using the phases given above.

1) Студент 1: Ви отримуєте дзвінок Вашому колезі, Лорі Томпсону. Лорі зараз немає в офісі. Дайте відповідь на телефонний дзвінок та скажіть, щоб Лорі передзвонить.

Студент 2: Ви маєте намір влаштуватися на роботу в рекламну компанію «Локлін Плс». Зателефонуйте туди та запитайте Лорі Томпсона.

2) Студент 1: Ви – Лорі Томпсон. Зателефонуйте людині, яка дзвонила за рекламним оголошенням. Запропонуйте переслати бланк для заповнення та проінформуйте, що строк виконання – 2 тижні.

Студент 2: За деякий час після вашого дзвінка до «Локлін Плс» Лорі Томпсон передзвонює вам. Запитайте в нього, як ви можете влаштуватися на роботу та коли треба заповнити всі документи.

XII. Make up your own dialogues (telephone talks) on such topics: a) an appointment of the business meeting, b) a cancellation of the business meeting, c) changing the date and the place of the business meeting.

XIII. a) Read the following word combinations and sentences and translate them in your native language.

1. To speak on the telephone	
2. to speak on the local telephone	

3. to conduct a business talk	
4. to create a good impression	
5. to give a ring	
6. to book a long-distance	
7. friendly greeting	
8. to transfer a call to a local office	
9. to announce a long-distance call	
10. to take a phone message	
11. to put down the phone message	
12. to dial a wrong number	
13. to have a return phone call from the local office	
14. to be sure of the call	
15. to include the information	
16. I am sure that this is a local call.	
17. The line is engaged.	
18. The line is free.	
19. Hold on, please. I am sorry, I offer you to call back.	
20. Could I speak to the employer?	
21. I'd like to speak to the manager.	
22. I'm afraid the employer is busy now.	
23. Would you like to leave a message?	
24. I am calling about employment.	
25. I am putting you through.	
26. Would you like to call back later?	
27. Which company are you calling from?	
28. Leave your message, please.	
29. Have a nice day.	
30. Thanks for calling.	

b) Read the following word combinations and sentences and translate them into English.

	1. Вибачте, хто це говорить? Слухаю.
	2. Почекайте на лінії.
	3. Лінія – зайнята.
	4. Скажіть, будь-ласка, чи можу я поговорити з директором?
	5. Він зайнятий. Почекайте на лінії.
	6. Доброго дня. Чим можу допомогти?
	7. Почекайте, зараз подивлюся, чи директор вільний.
	8. Мені хотілося поговорити з ...
	9. Одну хвилинку, будь-ласка.
	10. Залиште повідомлення, будь-ласка.
	11. Я можу передати повідомлення?
	12. Лінія – вільна, говорить.
	13. До побачення, доброго вам дня.
	14. Я подзвоню вам після обіду.
	15. Було дуже приємно поговорити з вами.
	16. Ви можете передзвонити.
	17. З'єднаю вас.
	18. Не вішайте трубку.
	19. Відповідайте на дзвінок.
	20. З якої компанії Ви телефонуєте?
	21. Набирайте номер правильно.
	22. Говоріть голосніше.
	23. Роз'єднаю вас.
	24. Переведіть дзвінок в мій офіс.
	25. Я впевнений, що це міжміський виклик.

	26. Він впевнений, що це місцевий виклик.
	27. Ви набрали невірний номер.
	28. Запишіть номер телефону.
	29. Де телефон-автомат?
	30. Дякую, що подзвонили. Доброго Вам дня.

XIV. Tell about the telephone speech etiquette.

GRAMMAR REFERENCE
PAST SIMPLE (INDEFINITE) TENSE
(минулий неозначений час)

Стверджувальна форма

I We You They	II form of the verb (went) work + ED
He She It	

Заперечна форма

I We You They	Didn't	I form of the verb (work)
He She It		

Запитальна форма
Загальні запитання

Did	I We You They He She It	I form of the verb (work)
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Спеціальні запитання

Question words: What / what kind Where When Why How How much/ How many Which Whose Whom	Did	I We You They He She It	I form of the verb (work) ?
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Запитання до підмету

WHO / WHAT	II form of the verb?
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Typical time expressions used with the Past Simple Tense:

Yesterday (вчора), **the day before yesterday** (позавчора), **ago** (2 days ago) (два дні назад), **last (week)** (минулого тижня), **previous** (попередній)

TASKS

1. Open the brackets.

1) I (to study) at the institute last year. 2) You (to work) there last month. 3) My father (to work) at the bank 5 years ago. 4) My mother (to work) at the post office last year. 5) He (to train) the staff 2 years ago. 6) I (to count) the currency. 7) She (to communicate) with the customers. 8) He (to enter) the University 3 years ago. 9) This junior student (to finish) his test earlier than the others. 10) The man (to misdial) a call.

2. Change the sentences from Present into Past.

For example, He works in the office. – He **worked** in the office.

1) They communicate on the phone every day. – Yesterday ...
 2) They always work in the morning. – Yesterday they
 3) We usually conduct our lessons at 9 o'clock. – We 4) They announce the news early. – They ... 5) I listen to the foreign radio sometimes. – I 6) Our staff live in Odessa. – Our staff
 7) We always support you. – We ... 8) We assist our partners. – We ... 9) Tom lowers his voice in the office. – Tom ... 10) The high math lesson finishes at 10 o'clock. – The lesson ...

3. Choose the necessary verbs and put them in the sentences in the Past Simple: announce, transfer, enjoy, finish, conduct, open, dial, rain, create, start, stay, want, watch, include.

1) Yesterday evening I ... TV. 2) I ... about the business meeting yesterday. 3) Bernard ... a new business plan. 4) The concert last night ... at 7.30 yesterday evening. 5) The speech ... greeting of the General Manager. 6) When I was a child, I ... to be a businessman. 7) The General Manager ... the talks with the foreign firm about cooperation on the trade market. 8) We ... our holiday last year. We ... at a good hotel. 9) Today the weather is nice but yesterday it 10) It was hot in the room, so I ... the window. 11) The weather was good yesterday, so we ... our friends to walk with them. 12) The secretary a call to the CEO's office.

4. Translate the sentences into English.

1) Мої іноземні партнери жили в Лондоні в минулому році. 2) Він навчався в торговельно-економічному інституті. 3) Вони ходили на заняття вранці. 4) Менеджер з продажу невірно набрав номер міжнародного офіса. 5) Генеральний директор працював з ранку до ночі. 6) Вони залишилися в урядовому закладі. 7) Казначей рахував гроші фірми вчора. 8) Вони спілкувалися по телефону вчора. 9) Торговий представник відповів на дзвінок. 10) Керівник замовив міжміський виклик.

5. Write down 5 affirmative sentences in Past Simple.

6. Make the sentences negative.

1) I started the meeting. 2) I announced the advertising. 3) We studied at Odessa higher educational establishment. 4) They lowered the voices in the library. 5) The senior students wanted to go to Lviv for practice. 6) The international meeting finished. 7) I communicated with Sales Representative yesterday. 8) They went to the seminar. 9) The senior teachers conducted the scientific conference. 10) The Customer Service Manager worked with the customers the day before yesterday.

7. Translate the sentences into English.

1) Ми не дивилися програму про цей вищий навчальний заклад. 2) Вони не спілкувалися по телефону. 3) Ви не зробили зворотній дзвінок. 4) Іноземні партнери не приїхали. 5) Студенти не пішли в бібліотеку. 6) Вони не вчилися у

державному закладі в минулому році. 7) Ми не залишали телефонне повідомлення голосовою поштою. 8) Керівник не відвідував нас. 9) Я не чув запитання. 10) Вони не купували нові книги з реклами.

8. Write down your own negative sentences (not less than 5) in Past Simple.

9. Put general questions.

1) I studied at this higher educational establishment two years ago. 2) He finished communication on the phone 3 minutes ago. 3) The staff watched the programme about the changes in the economic situation of the country yesterday. 4) He put down the phone message. 5) I dialed the wrong number. 6) She had three local calls that day. 7) They had a return call yesterday. 8) The freshmen worked hard last semester. 9) The letter included the greeting. 10) The senior students wanted to communicate with the doctors of sciences.

10. Translate the sentences into English.

1) Ви ходили на заняття в минулому семестрі? 2) Ви зустрічали делегацію іноземних партнерів? 3) Ви робили доповідь про іноземний університет? 4) Вони писали контрольну роботу? 5) Вони розмовляли з керівником навчального закладу? 6) Ви жили в гуртожитку? 7) Телефонний оператор перевів дзвінок в мій офіс? 8) Ви набрали невірний номер? 9) Ви вивчили англійську мову? 10) Він створив бізнес план?

11. Write down your own general questions (not less than 5) in Past Simple.

12. Put special questions.

1) *I worked at the international plant. – Where...*

2) *He studied at the trade and economic institute. – Where...*

3) *Harry arrived at the trade and economic institute late. – When...*

4) *She visited her senior lecturer. – Whom ...*

5) *The foreign meeting finished late. – When ...*

6) *The freshman returned home early because he didn't have classes. – Why ...*

7) *The staff had telephoning with foreign dealers. – What dealers ...*

8) *The international call finished at 2 o'clock. – When ...*

- 9) The thing cost a lot of money. – How much ...
10) I included this topic into the lesson. – What ...

13. Translate the sentences into English.

1) Де вони жили? 2) Коли вони прийшли? 3) Коли вони здали іспит? 4) Як вони вчилися в минулому році? 5) Скільки грошей вони заплатили за книги? 6) Де він бачив доктора наук? 7) Чому він купив цю річ? 8) Кого він зустрів на засіданні дискусійного клубу? 9) Чому він зателефонував до іноземних партнерів? 10) Коли він перевів дзвінок в офіс шефа?

14. Put questions to the subject. Start with the word “Who (What)”.

1) The employees went home late. 2) She sold her car. 3) We bought some useful books. 4) The Customer Service Manager communicated with the customers. 5) The customers exchanged the currency. 6) They started their own business. 7) The business went well. 8) The machine worked badly. 9) The lesson lasted long. 10) The topic included some new information.

15. Write down your own 5 questions to the subject in Past Simple.

16. Translate the sentences into English (questions to the subject).

1) Хто дзвонив вчора? 2) Хто записав номер телефону цього працівника? 3) Хто працював в цьому навчальному закладі два роки тому? 4) Хто передав повідомлення? 5) Хто оголосив про збори у директора? 6) Хто відповів на телефонний дзвінок? 7) Хто проводив телефонні переговори з Англією вчора? 8) Хто розмовляв по телефону з Японією місяць тому? 9) Хто створив гарне враження про нашу компанію? 10) Хто передзвонив до вищого навчального закладу Польщі?

17. Answer the questions.

- 1) Did you work or study yesterday?
2) Did you finish all work last week?
3) Did you announce about the meeting yesterday?
4) Did you speak English yesterday?
5) Did your foreign partners speak English on the phone?
6) Did the chief manager speak with you about the world economic problems yesterday?
7) Did you exchange currency at the bank yesterday?

- 8) Did you go to the international office last Monday?
Where did you go?
9) Did your foreign partner leave you a message yesterday?
10) Did you speak on the phone yesterday? Who did you
speak on the phone with?

18. Write down the second form of the irregular verbs and learn them. Translate them.

Get – , eat – , go – , have – ,
sell – , buy – , pay – , make – ,
give – , take – , see – , hear – know –
stand – , understand – , do – ,
tell – , put – think – , speak – ,
come –

19. Put the sentences with irregular verbs into the Past Simple Tense.

1) I make a report. 2) I go to the international meetings.
3) He eats vegetables every day. 4) She buys computers for her
firm. 5) I take lessons. 6) They get telephone messages every
day. 7) We understand the senior lecturer. 8) The students stand
up when the teacher comes. 9) I see my progress. 10) I speak
English with my foreign friends.

20. Write down your own 5 sentences with the irregular verbs.

TO BE (WAS / WERE) IN PAST SIMPLE (БУВ / БУЛИ)

Стверджувальна форма

I He She It	was
We You They	were

Заперечна форма

I He She It	was not (wasn't)	at work
We You They	were not (weren't)	

**Запитальна форма
Загальні запитання**

Was	I He She It	at work?
Were	We You They	

Спеціальні запитання

Вопрос. Слова What/what kind How Where When Why How much/ how many	was	I He She It	at work ?
	were	We You They	

Запитання до підмету

WHO – кто WHAT – что	Was at work?
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TASKS

1. Open the brackets.

1) I (to be) at work yesterday. I (to be) busy. 2) We (to be) at the classes last week. 3) They (to be) hungry when they came to the canteen. 4) You (to be) angry when the students didn't learn the material. 5) All the senior students thought that he (to be) the cleverest student in the group. 6) The employer (to be) a successful man. 7) The hostel (to be) very old and dirty. 8) The building (to be) modern and beautiful. 9) The people (to be) real

professionals in their business. 10) The senior lectures (to be) satisfied with the answers of the students.

2. Put the verb "to be" in the Past Simple Tense.

1) Where..... the senior students yesterday? 2) When ... the senior students at the classes? 3) What ... Mr. Bush last year? 4) Why ... the line engaged 5 minutes ago? 5) When ...the line free? 6) Why ... she sure of her idea yesterday? 7) ...he at business meeting last Monday? 8) They ... available on the phone last weekend. 9) It ... a personal call yesterday. 10) I ... a junior teacher last year.

3. Write down your own affirmative sentences with the verb "to be" in the Past Simple Tense (not less than 5).

4. Write down the following sentences in the negative forms.

1) I was an employee of the trade international enterprise last year. 2) He was a Training Manager last year. 3) He was successful. 4) She was an experienced employee. 5) She was hard-working. 6) He was a real professional in his business. 7) They were Sales Representatives. 8) They were good specialists in finance. 9) Our staff was very friendly and united. 10) This was a diploma of MBA.

5. Write down your own negative sentences with the verb "to be" in the Past Simple Tense (not less than 5).

6. Put general questions to the sentences.

1) Our company was developing. 2) The enterprise was well-equipped. 3) The canteen was clean and new. 4) The doctors of science were very respected people. 5) This trade company was in London. 6) They were educated people. 7) We were at the lectures last week. 8) You were in the public institution the day before yesterday. 9) The customers were in the shop. 10) The employer was on business trip last month.

7. Put special questions.

1) I was in Great Britain last year. – Where... 2) He was at the international meeting last weekend. – When... 3) She was busy exchanging currency an hour ago. – When .. 4) The General Manager was good at making contracts. – Who... 5) The auctioneer was good at selling things. – Who... 6) The staff were hard-working people. – What kind of people ...7) The advertis-

ing manager was serious. – Who ... 8) The dealer was sure of his words. – Who ... 9) The head of the office was successful with the negotiations. – What ... 10) The employee was responsible for meeting a foreign delegation. – What?

8. Write down your own questions with the verb “to be” in the Past Simple Tense (not less than 5).

9. Translate the sentences into English.

1) Я був зайнятий. 2) Я був в торговельно-економічному інституті вчора. 3) Я не був на засіданні позавчора. 4) Ми були на діловій зустрічі з іноземними партнерами. 5) Ми не були на телефонних переговорах. 6) Вони були з покупцями. 7) Вони не були в урядовій організації. 8) Ви були серйозні на лекції. 9) Ви не були відповідальні за зустріч іноземних студентів. 10) Він був з генеральним менеджером. 11) Він не був у Лондоні. 12) Вона була на кафедрі. 13) Це не був місцевий виклик по телефону. 14) Це був кстрений виклик. 15) Хто був на цьому підприємстві? 16) Де він був позавчора? 17) Коли вона була на заводі? 18) Чому вони були зайняті вчора? 19) Скільки було грошей в банку вчора? 20) Скільки бухгалтерів було в цьому вищому навчальному закладі?

**10. a) Translate the given mini-dialogue into English.
b) Make up your own mini-dialogue (or monologue) using only “to be” in the Past Simple Tense.**

A: Привіт, я був на засіданні дискусійного клубу вчора.

B: Привіт, а я не був там, тому що я був зайнятий. Я був на лекції доктора наук з Англії. Лекція була за темою прикладної економіки. Лекція була дуже корисна і цікава. Багато студентів молодших і старших курсів було там.

A: Тобі пощастило. Наше засідання було не таким цікавим. Було багато недисциплінованих студентів, і був великий шум в аудиторії. Це засідання було найгіршим в історії всіх засідань.

UNIT 6. BUSINESS TRIP

“He who lives sees much. He who travels sees more”
(Arab proverb)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations

<i>English</i>	<i>Ukrainian</i>
1. Business trip	ділова подорож
2. travelling = journey ['dʒɜːnɪ]	подорож
3. to travel by air, rail, road, sea	подорожувати повітрям, залізничним/ автомобільним/ морським транспортом
4. traveller	мандрівник
5. travel destination	місце призначення подорожі
6. travel services	туристичні послуги
7. to fly (flew – flown)	літати
8. flight	політ
9. a plane	літак
10. a train	поїзд
11. a liner = ship	пасажирський пароплав
12. an appointment	зустріч (ділова)
13. to arrange	організувати
14. luggage	багаж
15. safety	безпека
2. to produce	показати, пред'явити
3. to be interested to know	поцікавитися
4. to be obliged	бути зобов'язаним
5. purpose	мета
6. polite	ввічливий
7. customs officer	митний офіцер
8. to check	перевіряти

9. to be liable to duty	підлягати оподаткуванню
10. duty free	те, що не підлягає оподаткуванню, безмитний
11. to go through the customs	пройти митний огляд
12. customs regulations	митні правила
13. to come to an end	наблизитися до кінця
14. to be tired of	втомлюватися від чого-небудь
15. I am looking forward to	Я тішуся, я передчуваю
16. a double room	кімната на двох
17. a single room	кімната на одного
18. an outside room	кімната з вікнами на вулицю
19. an inside room	кімната з вікнами на подвір'я
20. quiet	тихий
21. loud	громкий
22. to take / engage a room	зняти кімнату / номер
23. to prepare	підготувати
24. to send	надсилати
25. the charge includes	у вартість увіходить
26. a receptionist	адміністратор (у готелі)
27. to book accommodation	замовляти кімнату в готелі
28. to attend	відвідувати
29. to disturb	турбувати
30. noise	шум, гамір
31. to pay in advance	платити наперед
32. to put down	записати
33. a ticket office	квиткова каса
34. a single / one-way ticket	квиток в один кінець
35. a return ticket	зворотній квиток
36. a return ticket / a round trip ticket	квиток туди й назад
37. a through train	прямий поїзд
38. to change	пересідати
39. carriage/coach	вагон
40. compartment	купе
41. to miss the train	пропустити поїзд
42. to catch the train	успіти на поїзд
43. speed	швидкість
44. to reach the place of destination	дістатися місця призначення
45. to check visas	перевірити візи
46. to apply for a visa	звертатися за візою
47. to cancel a visa	скасувати візу
48. to deny smb. a visa	відмовити у візі

Unit 6

49. to fill in	заповнити (бланк, тощо)
50. to have a visa-free regime	мати безвізовий режим
51. to take off	злітати, відправлятися
52. to land	приземлятися
53. a boarding card	посадочний талон
54. a delay	відстрочка, затримка
54. a rent	орендна плата, рента
55. to rent a car	орендувати автомобіль
56. a rate	тариф, норма
57. a gate	ворота, вхід, стійка (в аеропорту)
58. valuable	цінний, дорогий

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

A visa abroad, a student visa, a tourist visa, to check a visa, to apply for a visa, to cancel a visa, to deny a visa; **customs** / **custom-house**, custom-house officer, customs official (inspector, agent), to go through the customs, customs regulations; **duty** free goods, duty free trade, to be liable to duty; to **prepare** a business trip, to prepare a tourist visa, to prepare customs declaration, to prepare a visa-free regime; a **receptionist** at the foreign hotel, a successful receptionist, an important receptionist, the receptionist is preparing a room for the client.

Task: translate

1. Митниця/ працівники митниці/ пройти митний огляд/ митні правила	
2. Віза/ студентська віза/ звертатися по візу/ туристична віза/ скасувати візу/ відмовити у візі/ перевірити візу	
3. Не підлягати оподаткуванню/ підлягати оподаткуванню	
4. Готувати візу закордон/ готувати документи для таможні/ готувати іноземну валюту	

To check the goods; to check the liner, to check the passengers, to check the currency; **to take / engage/ book** a room, a double room, a single room, an outside room, an inside room; a **ticket** office, a single / one-way **ticket**, a return **ticket**, a round trip **ticket**; a ship **delay**, a train delay, a plane delay, a delay because of preparing the documents for the business trip, one-hour delay, **to disturb** the passengers, to disturb the staff, to disturb the custom officer, don't disturb.

Task: translate

1. Перевіряти пасажирський лайнер/ перевіряти пасажирів/ перевіряти квитки	
2. Зняти кімнату (на двох/ на одного/ з вікнами на вулицю/ з вікнами на подвір'я)	
3. Квиток туди й назад/ квиток в один кінець/ зворотній квиток/ квиткова каса	
4. Турбувати пасажирів/ турбувати керівника/ турбувати адміністратора	

To catch a train, to catch a high-speed train, to catch a train to a foreign country, to catch a plane, to catch a plane to England; **to miss a train**, to miss a comfortable train, to miss an international train, to miss a plane, to miss a bus; **to put down** the address, to put down the telephone number, to put down the number of the bus, I am putting down the number of duty free goods.

To pay in advance for the ticket, to pay in advance for a visa abroad, to pay in advance for an international phone call, to pay in advance for a single room in the hotel. I paid in advance for the double room in a 5-star hotel in France.

1. Успіти на поїзд/ успіти на літак/ успіти на міжнародний автобус	
2. Пропустити поїзд/ пропустити літак/ пропустити заняття у вищому навчальному закладі	

3. Записати корисну інформацію/ записати номер телефону/ записати кількість товарів	
4. Заплатити наперед за квіток на літак/ заплатити наперед за кімнату на двох/ заплатити наперед за візу закордон.	

II. Translate the following word-combinations into the English language.

1) Ділова подорож, 2) квіток в один бік, 3) заплатити наперед, 4) не турбувати, 5) студентська віза, 6) пропустити поїзд, 7) затримка на таможні, 8) записати корисну інформацію, 9) успіти на літак, 10) квиткова каса, 11) перевіряти квитки, 12) пересісти на інший поїзд, 13) готувати візу закордон, 14) готувати квитки в обидва боки, 15) скасувати візу, 16) підлягати оподаткуванню, 17) безмитні товари, 18) працівники митниці, 19) пропустити заняття у вищому навчальному закладі, 20) проходити таможню.

III. Match the right and left parts to have correct word-combinations.

1) To cancel	a) free goods
2) to pay	b) a visa
3) duty	c) duty
4) to catch	d) in advance
5) to be liable to	e) regulations
6) to go through	f) ticket
7) customs	g) a train
8) a round trip	h) the customs

IV. In each line choose one word that doesn't belong to the group.

1. A train, a plane, customs, a liner;
2. A double room, a receptionist, a single room, an outside room;
3. A student visa, a tourist visa, a business visa, a declaration;
4. To take off, to land, a boarding card, to change the train.

READING



I. Read the text and translate it.

BUSINESS TRIP

Business trips are an important part of doing business. Employees of different countries usually go on business trips. Companies can organise such trips both in and outside the country. And there are many reasons to go on a business trip: to sign contracts, to discuss terms of payment or transportation of goods, to have international language tests, to consult with foreign specialists, to improve one's professional skills, to provide support. Representatives of the different companies usually make telephone calls in advance in order to meet. A business trip can be a long term or a short term one. In any case, it must be carefully planned. After the trip, an employee usually gives a full financial accounting of the trip to his boss. Business trips are important because they contribute to the company's business relationships and help the company to become successful in the competitive world market.

Modern people can travel by air, by rail, by sea or by road. All means of travel have their advantages and disadvantages. And people choose one according to their plans and preferences.

Of course, travelling by air is the fastest and the most convenient way, but it is the most expensive way too.

Travelling by train is slower than by plane, but it has its advantages. You can see much more interesting places of the country you are travelling through. Modern trains have very comfortable seats. There are also sleeping cars and dining cars which make even the longest journey enjoyable. Speed, comfort and safety are the main advantages of trains and planes. That is why many people prefer them to all other means.

Travelling by sea is very popular. Large ships and small river boats can visit foreign countries and different places of interest in their own country.

Travelling by car is also very convenient. You needn't book tour tickets. You needn't carry heavy suitcases. You can stop wherever you wish, and spend there as much time as you like.

When travelling abroad people go to the customs for an examination of their luggage. As a rule personal belongings may

be brought in duty-free. In some cases the custom inspector may ask you to open your bag for inspection.

Business today is international, and business people often have to travel. On a business trip people meet colleagues and business partners from different countries. They can have cultural difficulties, because different cultures do things differently! Management styles also differ from country to country. It's often useful when doing business in a foreign land to get some advice on questions of international business.

II. Say if the following statements are true (T) or false (F). Correct the false statements.

- 1) Business trips are an important part of doing business.
- 2) Employees of different countries never go on business trips.
- 3) Companies organise business trips only outside the country.
- 4) There is only one reason to go on a business trip.
- 5) Modern people can travel by air, by rail, by sea or by road.
- 6) Travelling by air is the fastest and the most convenient way.
- 7) Travelling by sea is not very popular.
- 8) You need tour tickets to travel by car.
- 9) When travelling abroad people go to the financial institution for an examination of their luggage.
- 10) On a business trip people meet colleagues and business partners from different countries.

III. Answer the following questions to the text.

- a. What are the reasons to go on a business trip?
- b. Is it important to make arrangements before the trip?
- c. What kind of arrangements should you do before the business trip?
- d. What types of business trips can you name?
- e. What does an employee do after the business trip?
- f. Why is it interesting to have a business trip? What can the travellers do except business affairs?
- g. How can modern people travel?
- h. What is the fastest and the most convenient way of travelling?

- i. What are advantages and disadvantages of travelling by train?
- j. What type of travelling is very popular?
- k. Is travelling by car very convenient?
- l. What is it useful to do when doing business in a foreign land?

IV. Complete the sentences according to the text.

- m. Employees of different countries usually go on ...
- n. And there are as many reasons to go on a business trip as there are places to go ...
- o. A business trip can be a long term or ...
- p. After the trip, an employee usually gives ...
- q. These trips are important because they contribute to ... and help ...
- r. Modern people can travel by ...
- s. Travelling by train is ...
- t. On a business trip people might ...
- u. It's often useful when doing business in a foreign land to ...

V. Make a general question to the following sentences.

- v. Business trips are just part of doing business.
- w. And there are as many reasons to go on a business trip as there are places to go.
- x. The business trips are important.
- y. Travelling by sea is very popular.
- z. Travelling by car is also very convenient.
- aa. Business today is international, and business people often have to travel.

VI. Translate the following phrases into your native language.

- ab. I'd like an aisle seat, please.
- ac. I'd like to sit next to my colleague.
- ad. I only have one bag to check in.
- ae. I'd like to book a hire car for three days.
- af. Do I need an international driving license?
- ag. How would you like to pay?
- ah. Do you take credit cards?
- ai. Are you paying by cheque / credit / debit card?
- aj. A single to Munich, please. Do I need to reserve a seat?

Unit 6

- ak. Is the seat reservation included in the price of the ticket?
al. Do you have a double room for two nights?
am. A non-smoking room please, with a bath and a balcony.
an. We need your credit card number to hold the reservation.
ao. I'm calling from room 21. The TV doesn't work.
ap. The bed hasn't been made. I'd like to change my room.
aq. I don't have any cash on me. That's OK. You can pay by credit card.

VII. Match the words and definitions:

1. departure lounge	a) bags that do not go in the passenger cabin
2. delay	b) area where passengers wait
3. cabin	c) connected
4. valuables	d) slow down or cause to be late
5. checked baggage	e) security area where you get on the plane
6. attached	f) things that you own that cost a lot of money
7. gate	g) get on a plane, train or boat
8. board	h) area in the plane where the passengers sit
9. destination	i) a place which is set for the end of a journey or to which something is sent.
10. insurance	j) a place to live; room, flat, house, hotel room
11. accommodation	k) money paid regularly for the use of a room, building, piece of land, etc.
12. rent	l) the price asked or paid for goods or services.
13. currency exchange	m) a charge or payment fixed according to a standard scale
14. charge	n) agreement by contract to pay money esp. in case of a misfortune (such as illness, death or accident)
15. rate	o) the process of changing an amount of one currency for an equal value of another

VIII. Read and learn words and phrases:

customs / custom-house	митниця
custom-house officer	працівник митниці
customs official (inspector, agent)	митник
customs regulations	митні правила
observe customs regulations	дотримуватися митних правил
break customs regulations	порушувати митні правила
customs inspection / customs examination	митний огляд
customs declaration (entry)	митна декларація
customs duty	митний збір / мито
excise duty	акцизний збір
customs limits (restrictions)	митні обмеження
fall (come) under restrictions	попадати під обмеження
levy duties (on)	обкладати митом
duty-free / tax-free / tax-exempt / tax less	той, що не обкладається митом або податком
duty-free quota list	список предметів, дозволених до безмитного везу
prohibited articles list	список товарів, ввіз або вивіз яких заборонений
subject to duty / liable to duty customable	той, що обкладається митом належний митному оподаткуванню
declaration form	декларація
international insurance certificate	міжнародне страхове свідоцтво
health certificate	довідка про здоров'я
entry visa	віза на в'їзд у країну
exit visa	віза на виїзд із країни
transit visa	транзитна віза

*IX. Read and translate text B.***CUSTOMS**

Customs is an authority or agency in a country responsible for collecting customs duties and for controlling the flow of goods including animals, transports, personal effects and dangerous things in and out of a country. Depending on local legislation and regulations, the import or export of some goods may be restricted or forbidden, and the customs agency enforces these rules. The customs authority may be different from the **immigration authority**, which monitors persons who leave or enter the country, checking for appropriate documentation.

A **customs duty** is a tariff or tax on the importation (usually) or exportation (unusually) of goods.

Customs procedures for arriving passengers at many international airports have Red and Green Channels. Passengers with goods to declare (carrying goods above the permitted customs limits or carrying prohibited things) should go through the Red Channel. Passengers with nothing to declare (carrying goods within the customs limits only and not carrying prohibited things) can go through the Green Channel. Canada and the United States do not officially operate a red and green channel system.

Airports within the EU also have a Blue Channel. The blue EU arrivals channel is little different from the green one. People also have nothing to declare, but you are still subject to random stop checks. You can be stopped by a custom officer suddenly to be sure that you keep to custom rules and you really don't bring any prohibited goods.

As the EU is a customs union, travellers between EU countries do not have to pay customs duties. They have to pay VAT and Excise duties only if the goods are sold later in this country, but these duties will be collected after the process of selling, not at the border. Passengers arriving from other EU countries should go through the Blue Channel, where the custom officers check them for prohibited or restricted goods. In addition, there are limitations on different tobacco and alcohol products which the tourists import from other EU member countries.

There are luggage tickets for the passengers' bags. The luggage tickets for checked-in luggage in the EU countries are green-edged so they may be identified. The custom policy says

if you go into a special Channel, you have a legal responsibility for all your actions.

X. Answer the questions to the text.

1) What is customs? 2) Who is responsible for collecting customs duties? 3) What things are prohibited to bring into the country? 4) What does the immigration authority do? 5) What is a customs duty? 6) What are customs proceedings? 7) How many channels are there in many international airports? 8) Who goes to the Red channel at the airport? 9) Who goes to the Green channel at the airport? 10) Do Canada and the United States have a red and green channel system? 11) What is a Blue channel? 12) Do travelers between EU countries have to pay customs duties? 13) What do the custom officers put on the travellers' luggage when they check it in? 14) When do you have a legal responsibility for all your actions in the airport?

XI. Match phrases with proper translation, learn them.

1. Help me fill in the customs declaration form, please.	a. У мене є речі тільки для власного користування.
2. Where can I go through luggage control?	b. Хто збирає мито?
3. Have you any luggage besides this?	c. Я тут тільки проїздом.
4. I have only things for personal use.	d. Будь ласка, допоможіть заповнити бланк митної декларації.
5. Shall I submit... for inspection?	e. Мета моєї поїздки... (ділова, туризм, особиста).
6. It is allowed (not allowed).	f. Дозволяється (не дозволяється).
7. Are these things liable to duty?	g. Чи ці речі обкладаються митом?
8. Who is responsible for collecting duties?	h. Ваш паспорт дійсний до...
9. Your passport is valid until...	i. Де я можу пройти огляд багажу?

10. How long are you going to stay in this country?	ж. Скільки часу ви будете знаходитись у цій країні?
11. I am only passing through the country.	к. Чи є у Вас крім цього ще багаж?
12. I am here on a business visit only.	л. Я хочу подовжити візу.
13. The purpose of my trip is... (business, tourism, personal)	м. Чи треба мені пред'являти ... для огляду?
14. I want my visa extended.	н. У мене суто ділова подорож.

XII. Look through the following sample of a customs declaration. Think of the way you can fill it in. Write your information in block capital letters

SAMPLE Customs Declaration

Each arriving traveller or responsible family member must provide the following information (only ONE written declaration per family is required):

1. Family Name.....
 2. First (Given) Name.....
 3. Middle Initial(s)//.....
 4. BirthDate(day/mo/yr).....
 5. Airline/Flight No. Or Vessel Name or Vehicle License No
 6. Number of Family Members travelling with You.....
 6. (a) Country or Citizenship.....
 7. (b) Country of Residence.....
 8. (a) U.S. Address (Street Number /Hotel/Mailing Address in U.S.).....
 9. (b) U. S. Address (City)
 10. (c) U.S. Address (State).....
 11. Countries visited on this trip prior to U.S. arrival
 12. The purpose of my (our) trip is or was Business.....
Personal.....
- (Check one or both boxes, if applicable)

13. I am (We are) bringing fruits, plants, metals, food, soil, birds, snails, other live animals, wildlife products
Yes-No.....

farm products; or, have been on a farm or ranch outside the U.S.....

14. I am (We are) carrying currency or monetary instruments over \$ 10.000 U.S., or foreign equivalentYes-No

15. I have (We have) commercial merchandise U.S. or foreign (Check one box only)Yes-No.....

16. The total value of all goods, including commercial merchandise, I/we purchased or acquired abroad and am/are bringing to the U.S. is:(U.S. Dollars)

SIGN BELOW AFTER YOU READ NOTICE ON REVERSE

I have read the notice on the reverse and have made a truthful declaration.

.....

Signature Date (day/month/year).

Communicative practice

XIII. Read the dialogues given below and act them out. Study the words for better understanding.

1. exchange desk (the bureau de change) (n) – пункт обміну
2. certificate – довідка
3. cash a cheque – обмінювати чек на гроші; отримувати гроші за чеком
4. rate of exchange – курс обміну
5. notice board – дошка оголошень
6. cash – готівка
7. identification – документ, який посвідчує особу
8. traveller's cheques – туристичні чеки (обмінюються на гроші, або приймаються без обміну в магазині, ресторані)
9. be (in) valid – бути не (дійсним)
10. signature – підпис.

At the Customs

Dialogue 1

Traveller: Excuse me, how can I decide if I must go through the red or the green channel?

1st Customs Official: If you have goods to declare, you go through the red channel. If you don't have any goods to declare, you go through the green one.

T.: How do I know if I have goods to declare?

1st O: Well, madam, look at this notice.

T.: Oh, I can't understand it very well.

1st O: If you come here for less than six months, and you don't have more alcohol or tobacco than it is allowed, you go through the green channel.

T.: Oh, I have some alcohol.

1st O: How much have you got?

T.: A bottle of brandy. And I've got two hundred cigarettes.

1st O: That's all right. You're allowed one bottle and two hundred cigarettes. Do you have any expensive presents, things for other people? You have to declare anything which cost over ten pounds.

T.: Well, yes, I have a watch which costs more than ten pounds in English money.

1st O: Then go through the red channel. And my colleague may wish to look inside your luggage.

T.: I see. Thank you.

Dialogue 2

(Traveller goes into the red channel and meets the Customs official).

2nd O: Are these two bags with you, madam?

T.: Yes, and they are mine.

2nd O: Do you have any alcohol or tobacco more than it is allowed?

T.: No, I just have this bottle of brandy and these cigarettes.

2nd O: You're allowed a bottle of alcohol and 200 cigarettes. That's all right. Do you have any things which you want to leave in the United Kingdom?

T.: This watch. It costs fifteen pounds.

2nd O: Do you have any evidence of the cost – a bill which shows what you paid for it?

T.: Yes, I have the bill. Here it is.

2nd O: Thank you. I'll have a look in your luggage. Would you please open the bag? Thank you. And I'll let you know in a moment the duty you must pay on the watch.

T.: Thank you very much.

XIV . Put the phrases from the dialogue into the correct order.

1. - Hello...! I haven't seen you for ages. You are the picture of health! You are so sunburnt and fresh. Where were you?
2. - Really? It's great. As for me I have never been on such a voyage. How did you like it?
3. - Oh, it was wonderful. We booked a first-class cabin on the "Chajka" a very comfortable steamer. We had a nice 2-berth cabin with air-conditioning and conveniences.
4. - Oh! I have been on holiday cruise. I sailed from Odesa to Turkey.
5. - Great! Next summer I'll spend my holiday in the same way.
6. - Hallo ...!
7. - 15 days.

XV. Read these proverbs, give their Ukrainian equivalents. Explain what they mean.

1. He that travels far knows much.
2. Poor man's luggage is always light.
3. Every departure has an arrival.
4. The more in hast, the less in speed.

XIV. The role-play "At the travel agency."

Task: One of the students is a travel agent, the other – the customer, who needs advice and full information about the trip.

He wants to know everything:

- the total price of the trip,
- the places and sights they are visiting,
- the length of the trip,
- the type of accommodation,
- the method of payment.

The travel agent wants to attract the client, he gives:

- full information about different travel routes,
- describes their advantages and disadvantages,
- the hotels to stay in,
- the facilities of the hotels,
- shows guide-books about the places to visit.

XVII. Read the following word combinations and sentences and translate them in your native language or in English language.

1. Чи є у Вас крім цього ще багаж?	
2. Я хочу продовжити візу.	
3. Чи треба мені пред'являти всі документи для огляду?	
4. Я турист.	
5. Я у відпустці.	
6. У мене суто ділова поїздка	
7.	I'm visiting my relatives.
8.	I am coming through.
9.	This is my first visit.
10. Ваш паспорт дійсний до...	
11. Де я можу пройти огляд багажу?	
12.	Here is my transit pass.
13.	May I have another customs form?
14.	Please help me to fill in this form.
15. Підлягати оподаткуванню	
16. Мені нема чого декларувати.	
17. Дістатися місця призначення	
18. Чи ці речі обкладаються митом?	
19.	This is for my personal use.
20.	I have only personal belongings.
21.	Must I pay a duty on it?
22.	May I bring this in?
23.	This is a misunderstanding.
24.	I need legal help.
25.	That's all right! You may pass on.
26. Список предметів, дозволених до безмитного ввозу	
27.	Car with reserved seats
28. Дотримуватися митних правил	
29. Замовляти кімнату в готелі	
30.	I am looking forward to

GRAMMAR REFERENCE
FUTURE SIMPLE (INDEFINITE) TENSE

(майбутній неозначений час)

Subject + will + I form of the verb

Стверджувальна форма

I We He She It You They	Will work
--	-----------------------

Заперечна форма

I We He She It You They	Will not (won't)	work
--	-------------------------	-------------

Запитальна форма

Загальні запитання

Will	I We He She It You They	Work?
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Спеціальні питання

Вопрос. Слова What/what kind How Where When Why How much/ how many	will	I We He She It You They	Work?
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Питання до підмета

WHO – кто, (WHAT) – что (Who will go?)	Will + глагол ? (Who will study?)
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Typical time expressions used with Future Simple

Tomorrow (завтра), the day after tomorrow (післязавтра), next day/week/month/year (наступний день, тиждень, місяць, рік), the following day (наступний день)

TASKS

1. Open the brackets and put Future Simple Tense.

1) He (to be) here soon. 2) The work (to be) ready tomorrow. 3) They (to be) at the station in 30 minutes. 4) I (to know) the results of environmental protection tomorrow. 5) I (to be) twenty years old next year. 6) I (to become) CEO. 7) We (to remember) you. 8) They (to sell) their goods next month. 9) I (to buy) a new car next year. 10) The enterprise (to begin) to work next week.

2. Write your sentences with the given words in the Future Simple.

1) The girl/ pass the exam. 2) Jack / have business correspondence with foreign partners. 3) She /make pictures of her friends. 4) The weather / be nice tomorrow. 5) He/become a good accountant. 6) The students /do their tasks in High Math in time. 8) The Financial Controller/ come to the office. 9) Human Resources Manager /find new employees. 10) This company /cooperate with the other enterprises.

3. Put the given sentences in the negative form.

1) You'll sleep. 2) I'll forget. 3) It will happen. 4) You'll find it. 5) He'll sell the goods. 6) They'll buy the machines. 7) The country will develop the relations. 8) The Sales Manager will sign the contract. 9) He'll begin his work. 10) He'll be responsible for the operations.

4. Put general questions.

1) She will make a long-distance call tomorrow. 2) They will make a new deal with the English partners. 3) I'll go to the higher educational establishment. 4) This man will be the head of the foreign company. 5) They will create the best image. 6) The employees will work hard. 7) They will report to the Managing Director or to the Head of the Sales Department.

- 8) He will invest money. 9) They'll find the contact with the staff.
10) This PR manager will bring new ideas.

5. Put special questions.

- 1) The scientist will take part in the conference. – Where...
- 2) John will offer you a great deal. – Who...
- 3) The company will buy new equipment. – What ...
- 4) He'll report to CEO about the circumstances. – Whom ...
- 5) He'll be responsible for the work of the department. – Who ...
- 6) The employer will sign up the papers. – What ...
- 7) It will be the duty of the Treasurer. – Whose duty ...
- 8) He'll supervise the day-to-day running of the company. – What...

6. Translate the sentences into English.

- 1) У наступному році мені буде 25 років.
- 2) Митник приїде завтра.
- 3) Вони будуть перевіряти ваш багаж.
- 4) Він стане бухгалтером.
- 5) Робітники добре напишуть резюме.
- 6) Іспити почнуться наступного тижня.
- 7) Ми побачимося завтра в нашому вищому навчальному закладі.
- 8) Він буде відповідальний за цей відділ.
- 9) Керівник підпише папери завтра.
- 10) Вони створять свій сайт.
- 11) Роботодавець не прийде сьогодні.
- 12) Покупці покинуть цей магазин скоро.
- 13) Працівники отримають зарплату завтра.
- 14) Він буде керувати цим підприємством.
- 15) Вони не будуть пропонувати укласти угоду.

7. Write down your own sentences in Future Simple (3 – affirmative, 3- negative, 4 – interrogative (one general question, one question to the subject, two special questions)).

CONDITIONAL SENTENCES (TYPE I)

(Умовні речення – Перший тип)

Підрядне речення (If-clause)	Головне речення (Main clause)
Present Simple If+підмет+присудок (дієслово + (es)) If you work, If you study hard, If he goes	Future Simple (Will + основне дієслово) you'll earn money. you will make great progress in English He will take documents.

1. Complete the following sentences:

1. I will not miss the train if 2. If she books a ticket
3. If my mother is a stewardess 4. If I have money about me
5. If we have spare time 6. If it is warm tomorrow
7. 10) If I do all these exercises, _____. 8. We will join this voyage if
9. If I come to University early, _____. 10. If she learns how to make an advertisement, _____. 11. If he does all the exercises, _____
12. They will become professional economists if _____. 13. He will start his own business if _____.
14. The CEO will sign the documents if _____. 15. They will get MBA diploma if _____ ,

2. Open the brackets and put the correct form of the verb according to the model.

Model: If he leaves at twelve, he (will) catch the train.

— If he leaves at twelve, he will catch the train.

1. If he (to be) attentive, he will not miss the train'.
2. She will buy the ticket for a plane if she (to have) money with her.
3. If I receive any news about our voyage I (will) let you know.
4. If I (to know) the schedule of the trains, I will ring you up.

3. Put the following sentences according to the model:

Model: He is not so quick; he misses the train.

— If he is quick, he will not miss the train.

1. He is busy; he does not go to reserve a ticket for the ship.
2. The girl does not know the schedule; she misses the bus.
3. He breaks his bicycle; he does not go to the country.
4. I am tired; I run around too much.
5. We speak on the topic "Travelling" badly; we have no practice in English.
6. He is not attentive; he gets to the railway station in time.

4. Put in the verbs given in brackets in the correct form:

- 1) If the certificate is not sent in time, the business community _____ (penalize).
- 2) If it _____ (not/ be) cold, they will not lit the fire.
- 3) I _____ (give) John your message if I will see him today.
- 4) Those plants _____ (not grow) if you don't water them.
- 5) I will buy that bag if it _____ (be) cheaper.
- 6) If she _____ (open) the letter, she will be surprised.

5. Open the brackets.

1. Nowadays travelling by air is (fast) and (convenient) way of travelling.
2. He had an invitation from one of the(big) British firms.
3. So on Wednesday morning he got up(early) than usual as he had to catch an early morning train to Edinburg.
4. This bus was as.....as (convenient) any other bus.
5. Trains don't go so.....as (fast) planes do.

6. Translate into English:

1. Якщо я дізнаюся його адресу, я йому напишу.
2. Якщо вони складуть усі екзамени вчасно, то вони поїдуть в літній мовний табір.
3. Працівники отримують стипендію, якщо підуть в банк.
4. Якщо погода буде хороша, ми поїдимо відпочивати на море.
5. Якщо у тебе буде вільний час, я зайду до тебе.
6. Вони куплять нові товари, якщо у них будуть гроші.
7. Директор проведе збори, якщо у нього буде інформація.
8. Якщо ви зробите все домашнє завдання, ви будете добре знати новий матеріал.
9. Якщо ви отримаєте візу, то поїдете на відпочинок.
10. Я подзвоню тобі, якщо ти напишеш номер телефона.
11. Він розповість про міжнародну торгівлю, якщо буде знати матеріал.
12. Вони куплять нові товари, якщо в них будуть гроші.

7. Make up your own sentences using this rule (5 sentences).

DEGREES OF COMPARISON

(Ступені порівняння)

В англійській мові якісні прикметники мають три ступені порівняння: **звичайний** (the Positive Degree), **вищий** (the Comparative Degree) і **найвищий** (the Superlative degree).

Утворення ступенів порівняння прикметників

Форма звичайного ступеня прикметника не має якогось спеціального закінчення: *wide, pleasant, difficult*.

Форми вищого і найвищого ступенів можуть бути простими (вони утворюються за допомогою закінчень) і складними (вони утворюються за допомогою службових слів).

Прості форми вищого і найвищого ступенів утворюються додаванням закінчень **-er** (для вищого ступеня) і **-est [ist]** (для найвищого ступеня) до форми звичайного ступеня прикметника. Перед прикметниками у найвищому ступені стоїть означений артикль.

Звичайний ступінь	Вищий ступінь	Найвищий ступінь
cold	colder	(the) coldest

При утворенні простих форм вищого і найвищого ступенів слід додержувати таких правил:

1) Односкладові прикметники, які закінчуються на одну приголосну з попереднім коротким голосним звуком, подвоюють у написанні кінцеву приголосну у вищому і найвищому ступенях:

big – bigger – (the) biggest

hot – hotter – (the) hottest

У всіх інших випадках подвоєння не відбувається:

sweet – sweeter – (the) sweetest

cool – cooler – (the) coolest

2) Прикметники, які закінчуються на букву -у з попередньою приголосною, у вищому і найвищому ступенях змінюють у на і:

easy – easier – (the) easiest

happy – happier – (the) happiest

Якщо кінцевій букві -у передє голосна, то цієї зміни не відбувається:

gay – gayer – (the) gayest

3) Прикметники, які закінчуються у звичайному ступені на німе -е, опускають його у вищому і найвищому ступенях:

large – larger – (the) largest

white – whiter – (the) whitest

4) У прикметників *strong*, *young* і *long* перед закінченнями вищого і найвищого ступенів вимовляється звук [g]:

long – longer – (the) longest

strong – stronger – (the) strongest

young – younger – (the) youngest

У прикметників, які закінчуються на букви -r, -re, перед закінченнями вищого і найвищого ступенів вимовляється звук [r]:

clear – clearer – (the) clearest

pure – purer – (the) purest

Прості форми вищого і найвищого ступенів мають такі прикметники:

1) усі односкладові прикметники;

2) двоскладові прикметники, які закінчуються на **-y, -er, -le, -ow**:

happy – happier – (the) happiest
clever – cleverer – (the) cleverest
simple – simpler – (the) simplest
narrow – narrower – (the) narrowest

Складні форми вищого і найвищого ступенів утворюються додаванням службових слів **more** і **(the) most** до звичайного ступеня прикметника.

Звичайний ступінь	Вищий ступінь	Найвищий ступінь
useful beautiful	more useful more beautiful	(the) most useful (the) most beautiful

Складні форми вищого і найвищого ступенів утворюють такі прикметники:

1) усі багатоскладові (ті, що мають більш як два склади) прикметники:

beautiful – more beautiful – (the most) beautiful

2) двоскладові прикметники, які не закінчуються на **-y, -er, -le, -ow** і мають наголос на першому складі:

careless – more careless – (the) most careless
useful – more useful – (the) most useful

Усі інші двоскладові прикметники можуть утворювати складні форми поряд з простими.

3) усі прикметники, які збігаються за формою з дієприкметником теперішнього або минулого часу (тобто закінчуються на **-ing** та **-ed**):

loving – more loving – (the) most loving
pleased – more pleased – (the) most pleased
tired – more tired – (the) most tired

Деякі прикметники утворюють вищий і найвищий ступені порівняння не за загальними правилами, наприклад:

Звичайний ступінь	Вищий ступінь	Найвищий ступінь
good	better	(the) best
хороший	кращий	найкращий
bad	worse	(the) worst
поганий	гірший	найгірший.

Unit 6

little	less	(the) least
менський	менший	найменший

Деякі прислівники мають по дві форми вищого і найвищого ступенів, які різні за своїм значенням.

Звичайний ступінь	Вищий ступінь	Найвищий ступінь
old — старий	1) older — більш старий, старіший; старший (за ...) 2) elder — старший (у сім'ї)	1) the oldest — самий старий, старший, найстаріший 2) (the) eldest — самий старший у сім'ї
late — пізній	1) later — більш пізній 2) latter — останній з двох (по порядку)	1) (the) latest — самий пізній, останній (за часом) 2) (the) last — самий останній (по порядку); минулий
Far — далекий, дальній	1) farther — більш дальній (далекий) (про відстань) 2) further (а) більш дальній (далекий) (про відстань); (б) дальший, наступний (по порядку)	1) (the) farthest — самий дальній (далекий) 2) (the) furthest — самий далекий

TASKS

1. Make comparative and superlative degrees.

1) Hot, 2) successful, 3) small, 4) short, 5) loud, 6) cold, 7) interesting, 8) little, 9) good, 10) old, 11) honoured, 12) available, 13) useful, 14) happy, 15) responsible, 16) powerful, 17) dangerous, 18) fast, 19) fat, 20) far.

2. Open the brackets and put the correct form of degrees of comparison.

1) This cake is (delicious). 2) This country is (big) than that country. 3) This river is the (long) river in the world. 4) What is the name of the (high) mountain in the world? 5) What is (large): the USA or Africa? 6) This girl is the (beautiful) of all in our class.

3. Put the necessary degree of comparison in the gap.

bad		The worst
dirty		The dirtiest
	older	The oldest
weak	weaker	
horrible		The most horrible
wonderful	More wonderful	
silly	sillier	
big	bigger	

4. Translate the words and put the correct form of degrees of comparison.

1) великий – більше – найбільший, 2) маленький – менше – найменший, 3) поганий – гірше – найгірший, 4) високий – вище – найвищий, 5) красивий – гарніше – найкрасивіший, 6) гарячий – більш гарячий – самий гарячий, 7) небезпечний – більш небезпечний – найнебезпечніший, 8) корисний – більш корисний – найкорисніший, 9) сильний (потужний) – сильніший – найсильніший, 10) успішний – більш успішний – найуспішніший.

5. Translate.

A. 1) Наш директор – найрозумніша людина в компанії. 2) Ця фінансова установа – сама успішна. 2) Наші працівники – успішні люди. 3) Наш персонал – розумніший, ніж ваш персонал. 4) Ці покупці – найкращі. 5) Ці вчителі – заслужені. 6) Ця нова страхова компанія – краща, ніж стара. 7) Ця будівля – найгірша в місті. 8) Цей торговий банк – найдаліший. 9) Цей старший викладач – найстаріший в інституті. 10) Цей вчений – найцікавіша людина в цьому навчальному закладі.

B. 1) Цей пенсійний фонд – надійний. А той пенсійний фонд – більш надійний. 2) Мої працівники – досвідчені люди. А працівники мого батька – більш досвідчені. 3) Цей працівник – наймолодший в нашій компанії. 4) Ці ощадні банки – найкращі в Україні. 5) Наша країна – найкрасивіша. 6) Ця робота – найкраща. 7) Ці діти – найменші в групі. 8) Ці цінні папери – найдорожчі. 9) Робота менеджера з реклами – важлива. 10) Ці товари – корисні. 11) Це майно – важливіше, ніж майно, яке знаходиться на підприємстві. 12) Цей вчений – найвідоміший в інституті.

7. Write down 6 your own examples of adjectives in degrees of comparison.

UNIT 7. BUSINESS ETIQUETTE FOR INTERNATIONAL COMMUNICATION

“To do business worldwide it isn’t enough just to understand and apply a universal business model. You also have to understand the culture of the people you are dealing with”

B. Tomalin (specialist in international communication) and
M. Nicks (writer).



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Business etiquette [ˈetɪkət]	діловий етикет
2. polite (politeness)	ввічливий (ввічливість)
3. relationship [rɪleɪʃ(ə)nʃɪp]	взаємовідносини, стосунки
4. to respond	відповідати
5. to improve [imˈpruːv]	поліпшувати, покращувати
6. environment [mˈvaɪənmənt]	середовище, оточення
7. formal / informal	офіційний/неофіційний, неформальний
8. to avoid	уникати
9. rude	грубий
10. respect	поважати
11. bad language/ manners	лихослів'я, погані манери
12. survey [ˈsɜːveɪ]	огляд, анкетування, опитування
13. reason	причина; підстава
14. to include	містити, включати, охоплювати
15. to distract	відволікати, збивати з пантелику
16. research	дослідження

17. to encourage [ɪnˈkʌrɪdʒ]	підбадьорювати, підтримувати, спонукати
18. to believe	вважати, вірити
19. courtesy [ˈkɜːtəsi]	ввічливість, чемність, люб'язність
20. stuffy	душний; нецікавий
21. to invest money	вкладати кошти
22. impact	вплив
23. acceptable	підходящий
24. impression	враження, вплив
25. to influence	впливати
26. success [səkˈses]	успіх
27. failure [ˈfeɪljə]	невдача, неуспіх, провал
28. vice versa [vaɪsə veːsə]	навпаки
29. mutual [ˈmjuːʃʊəl]	взаємний, спільний
30. trust	довіра
31. effectively [ɪˈfektɪvli]	ефективно
32. opinion	думка, погляд
33. to express	виражати, відображати
34. to apply [əˈplaɪ]	звертатися з проханням, просити
35. arrogant	гордовитий
36. hierarchy [ˈhaɪərəʊki]	ієрархія
37. to consider	думати, вважати
38. to cooperate	співробітничати
39. attitude	відношення
40. to prosper	процвітати
41. selfish	егоїстичний
42. undisciplined	недисциплінований
43. appropriate	відповідний, підходящий
44. to promote	просувати, підвищувати в чині або званні; сприяти
45. trait	характерна риса; особливість
46. honesty [ˈɒnɪsti]	чесність
47. to refer	стосуватися
48. to allow [əˈlaʊ]	дозволяти
49. passionate	пристрасний, палкий
50. self-confident	самовпевнений

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

To make contacts, to keep/stay in contact with, to come into contact with; **to improve** the working environment, to improve relationships, to improve English, to improve higher educational establishment.

To arrive in time, to arrive late, to arrive at a decision, to arrive at the state University; **to avoid** bad language, to avoid bad manners, to avoid Chief Executive Officer, to avoid Board of Directors; to answer **a call**, to respond to a call, to make a call, to give a call, to get a long-distance call.

Task: translate

1. (Налагодити/ підтримувати/ увійти у) контакт	
2. Покращити (робоче середовище/ стосунки/ знання англійської мови)	
3. Прийти (пізно/ вчасно, до рішення)	
4. Уникати (поганих манер/ лихослів'я/ ситуації)	
5. (Відповісти/ зробити/ отримати) дзвінок	

1) Restore the letters of the words:

Impr-ve, env-ronment, to avo-d, r-spond, dec-sion .

2) Write down the words having only the first and the last letters:

E- - - - -t, i- - - -e, a- - -d, d- - - - -n, r- - - - -d.

To distract people, to distract attention, to distract attention of the Managing Director, to distract attention of the senior lecturer, to attract attention, to attract the staff, to attract the employer, to attract the junior students.

To forget **good manners**, to introduce good manners, to support good manners, to be proud of good manners, to improve manners, to be bad-mannered at work, the reason for bad manners, to avoid bad manners.

To encourage people, to encourage the careful thought, to encourage polite manners, to encourage employees, encouraging news; to **turn off** mobile phones, to turn off the light, to turn on the TV, to turn on the radio.

Task: translate

1. Відвернути (увагу/ людей), привернути увагу	
2. (Забути/ проявити/ покращити) манери	
3. Підтримувати (людей, думки, вчених), підбадьорюючі новини	
4. Вимкнути (телефон/ світло), ввімкнути телевізор	

1) Restore the letters of the words:

Distra-t, attent-on, bad-man-ered, enc-urage, d-scourage,
t-rn on.

2) Write down the words having only the first and the last letters:

A - - - - - n, r - - - - n, d - - - - - e, t - - n.

To be polite, to be impolite, to show politeness; to develop **mutual** trust, to develop mutual understanding, to develop mutual friendship, to have a mutual friend; to keep to **rules**, to follow standard rules, to use rules, useful rules, key rules; to use the appropriate **business etiquette**. A proper business etiquette allows to show respect for the workers. A business etiquette has a great impact.

Task: translate

1. Бути ввічливим (неввічливим), проявити ввічливість	
2. Розвивати взаємну довіру (взаємну дружбу), мати взаємного друга	
3. Правила (стандартні, ключові), (вживати, дотримуватись) правил	
4. Діловий етикет (дозволяє проявляти повагу до робітників/ має значний вплив/ привертає увагу)	

1) Restore the letters of the words:

Impol-te, mut-al, appl-, appropri-ate, etiq-ette, impa-t .

2) Write down the words having only the first and the last letters:

A - - - - - e, e - - - - e, a - - - y , m - - - - l, p - - - r.

II. Match the right and the left columns.

1) to encourage	the mobile phone
2) to distract	impact
3) to improve	workers
4) to turn off	people
5) to develop	rules
6) to avoid	the working environment
7) to apply	mutual trust
8) a dramatic	bad manners

III. In each line choose one word that doesn't belong to the group.

- 1) rude, stuffy, bad-mannered, impolite;
- 2) courtesy, politeness, etiquette, impact;
- 3) communicate, answer, reply, respond;
- 4) regularly, commonly, rarely, often.

IV. Find synonyms to the following words and word combinations.

1. To respond	
2. to make new contacts	
3. to distract	
4. to turn off	
5. to improve	
6. to avoid	
7. stuffy	
8. courtesy	
9. bad-mannered	

V. Translate the following word-combinations into the English language.

1) Налагодити контакти – налагодити контакти та взаємовідносини на роботі – налагодити контакти та взаємовідносини з діловими партнерами на роботі,

2) покращити робоче середовище – покращити робоче середовище та стосунки – покращити робоче середовище та стосунки за допомогою добрих манер та етикету,

3) прийти вчасно – прийти вчасно на зустріч – прийти вчасно на зустріч з співробітниками,

4) уникнення поганих манер та лихослів'я – уникнення поганих манер та лихослів'я може мати значний вплив – уникнення поганих манер та лихослів'я може мати значний вплив на покращення стосунків на роботі,

5) відповідний діловий етикет – відповідний діловий етикет та добрі манери – відповідний діловий етикет дозволяє проявляти повагу до робітників,

6) діловий етикет – діловий етикет спонукає людей – діловий етикет спонукає людей бути ввічливим та вимикати телефони,

7) дотримування правил – дотримування стандартних правил ввічливості – дотримування стандартних правил ввічливості показує повагу до інших,

9) відповідати на дзвінок – відповідати на дзвінок під час зустрічі – відповідати на дзвінок під час зустрічі означає, що зустріч не важлива,

10) вимкнення телефону – вимкнення телефону не відволікає увагу людей – вимкнення телефону не відволікає увагу людей під час ділової зустрічі.

READING



I. Read and translate text A. Good and bad manners at a workplace.

Etiquette is the name we give to the rules being polite in a social group. Business etiquette is important for people who often have to make new contacts and build relationships in their work. Politeness can also help to improve the working environment for people in the same office. Some cultures and situations are formal, which means that we have to follow rules; other cultures and situations are more informal.

Most office workers say they are rude or bad-mannered at work. Two out of three workers regularly arrive late for meetings, most ignore emails and three out of four use a bad language. In a survey of 1,000 workers, two-thirds say that pressure of work is the reason for their bad manners.

Other common examples of bad office etiquette include ignoring colleagues and answering mobile phone calls during meetings. Using mobile phones in meetings is impolite and distracts others. If you respond to a call when speaking to somebody or during a meeting, it means that the phone call is more important than the person or a meeting.

It is easy for people to forget their manners in the working environment, which is often very informal and very busy. Work-

ers can forget a proper etiquette such as introducing people at meetings, and this is often bad for working relationships.

Psychologist Dr Colin Gill believes that people are not as polite as they were twenty years ago. He said: 'Courtesy is no longer something that is so much respected in our society.' People think it is 'stuffy to be polite or formal.'

Now some organisations are actually investing money in training their junior managers to be polite. They encourage people to arrive on time for meetings, turn off mobile phones and avoid bad language. Avoiding bad manners at work is such a simple thing to do, and it can have a dramatic impact on improving your working environment and your relationships with others.

Read and translate text B. How to be polite?

In the business world, it is people that influence your success or failure. If you feel comfortable around someone and vice versa, better communication and mutual trust will develop. Business etiquette helps you to present yourself effectively.

There are different opinions about what is polite or impolite. Different cultures express politeness in different ways. Even in the same country, there may be different views about what are good manners or bad manners. But the same rules apply everywhere. Politeness is about showing respect for others. It means thinking about other people's feelings.

In formal situations, we follow standard rules for politeness. In business, we are usually polite when we make new contacts, meet customers or people from other companies. Politeness is often linked to status. We are usually more polite to people above us in the organizational hierarchy. In today's working environment, most managers show respect for their workers. They might say, 'We really need to send the report as soon as possible. Could you please do it today?' If you consider other people's feelings, they are usually more willing to work hard, to help and to cooperate.

There are some key rules upon which good business etiquette is built. Your manners and attitude will speak about you. Your relationship is unlikely to prosper with selfish and undisciplined people. Appropriate business etiquette promotes positive traits.

A reputation and honesty are of great importance. Your character refers to what you as an individual bring to the business

table. Proper business etiquette allows you to use your positive qualities. For example, try to be passionate and not emotional or self-confident without being arrogant. Be diplomatic! Business etiquette encourages the careful thought of the interests of others and choosing acceptable forms of expression.

Appearance is one of the most important things. Dressing appropriately, standing and sitting in the right place at the right time, looking presentable are all elements in making a good impression. Business etiquette teaches you how to suitably present yourself and what to avoid.

For the international business person business, etiquette acts as a key. It locks the doors of poor communication and misunderstandings and opens doors to successful business relationships.

II. Say if the sentences are true or false according to the text. Correct the false statements.

- 1) Bad manners help to improve the working environment for people in the office.
- 2) Using mobile phones in meetings is very polite for workers.
- 3) Now people are more polite than they were twenty years ago.
- 4) Proper etiquette includes ignoring colleagues and answering mobile phone calls during meetings.
- 5) Many companies encourage people to avoid bad manners at work.
- 6) Avoiding bad manners at work is a difficult thing to do.
- 7) We should follow standard rules for politeness in business.
- 8) Most managers don't show respect for their workers.
- 9) With proper business etiquette you can use your best qualities.
- 10) Business etiquette shows you how to present yourself and avoid bad manners.

III. Answer the questions on the text.

1. What is etiquette?
2. What reason do office workers give for their bad manners?

3. What can help to improve the working environment for people in the same office?
4. What do common examples of bad office etiquette include?
5. Is it easy for people to forget their manners in the working environment?
6. Are people today more polite than they were 20 years ago?
7. What influences your success or failure?
8. How does politeness mean?
9. What are some key rules upon which good business etiquette is built?
10. What does etiquette open in business?
11. Are business people in your country easy-going or more formal? What do they usually wear to work?
12. Do most business people in your country have a long lunch at a restaurant or do they eat a quick sandwich?

IV. Make the following sentences from the text negative.

1. Politeness helps to improve the working environment.
2. They encourage people to arrive on time for meetings.
3. Your manners and attitude will speak about you.
4. Proper business etiquette allows you to use your positive qualities.
5. Business etiquette opened doors to successful business relationships.

V. Make a general question and 2 special questions to the following sentences.

1. Many companies invested money in training their junior managers to be polite.
2. Appropriate business etiquette promotes positive traits.
3. Politeness means thinking about other people's feelings.
4. Politeness is often linked to status.
5. There are some key rules upon of good business etiquette.

VI. Complete the following sentences with the words from the box.

Feelings, improve, respond, investing, etiquette, courtesy, respect, hierarchy, rules, status

1. _____ is the name we give to the rules being polite in a social group.
1. Politeness can also help to _____ the working environment for people in the same office.
2. It is impolite to _____ to a call when speaking to somebody or during a meeting.
3. Politeness is showing _____ for others.
4. It means speaking about other people's _____.
5. In formal situations, it is a good idea to follow standard _____ when making new contracts.
6. Politeness is often linked to _____.
7. We are more polite to people who are above us in the organizational _____.
8. Now some organisations are _____ money in training their junior managers to be polite.
9. _____ is no longer something that is so much respected in our society.

VII. Read the following dialogues, underline the phrases which are typical of the business talk. Make your own conversation.

- Good morning. Can I introduce my colleague? This is Jane Duncan.

- Pleased to meet you. How are you?
- I am fine, thanks.
- Would you like to join us for lunch this evening?
- That would be very nice. Thank you!
- You are welcome.
 - Is it OK to park in front of the office?
 - I am sorry, it isn't allowed. You can use the car park at the back.
 - Thank you very much for your help.
 - That's all right.
- Would you like some coffee?
- Do you have any tea?
- Yes we do. Do you take milk or lemon with sugar?
- No thanks.
- Can I have a soft drink?
- Yes of course. We have some orange juice.

VIII. Match the polite phrases 1-6 with the replies a-f.

1. Can I introduce my business partner? This is John Smith.	a) No problem. You're welcome.
2. I'm really sorry about my mistake.	b) That would be very nice. Thank you!
3. Thanks very much for your help.	c) That's all right. Don't worry about it.
4. Would you like to join us for lunch?	d) I'm glad you enjoyed it.
5. Is it OK to park here?	e) Pleased to meet you.
6. Thanks for a very nice lunch.	f) I'm sorry. It isn't allowed.

IX. Choose the most appropriate words in italics.

1. *Can I* / *I want to* see the photo?
2. *Do you want that I* / *Can I* help you with your bags?
3. *Could I* / *Let me* borrow your magazine to read?
4. *Could you* / *Would you like* to sit down?
5. *Would I* / *Could I* have some more milk, please?
6. *You could* / *Could you* open the door for me, please?
7. *Can you* / *Please* give me your phone number?

X. How could you refuse these offers and requests politely, without using the word 'no'? Discuss your ideas with a partner.

1. Can I phone you at 10 o'clock tonight?
2. Would you like to try some of our national dishes?
3. Could you give me your report today, please?
4. Let me show you around our factory.
5. Could you tell me about the history of your town?
6. Do you want a lift to the airport?

XI. Work in small groups. Take turns to role-play the following situations.

1. A business partner from the UK comes to visit you in your office. Introduce your colleagues.
2. Invite your visitor to a concert this evening.
3. You are the visitor. You want to make inquiries in the office.
4. Your colleague helped you to prepare the conference room for a meeting. Say thank you.
5. You spill coffee on a document that your colleague is reading. Apologize.

6. You are a visitor from abroad. Your business partner takes you to the airport to catch your flight home. Say thank you.

XII. Translate the sentences into English.

1) Ввічливість допомагає налагодити контакти та взаємовідносини на роботі. 2) Якщо ви відповідаєте на дзвінок під час зустрічі, це означає, що зустріч не важлива для вас. 3) Компанії підтримують ввічливість людей. 4) Діловий етикет має великий вплив на покращення взаємовідносин між працівниками. 5) Якщо ви дотримуетесь стандартних правил ввічливості, ви проявляєте повагу до інших людей. 6) Телефонні дзвінки відволікають увагу людей під час ділової зустрічі. 7) Якщо ви поважаєте почуття інших людей, вони будуть більш відкриті для співпраці. 8) Діловий етикет розвиває взаємну довіру. 9) Зовнішній вигляд та добрі манери впливають на перше враження від зустрічі. 10) Діловий етикет дає можливість вигідно представити себе.

XIII. a) Get acquainted with the following phrases and replies.

1. Can I introduce my colleague? This is Jane.	Pleased to meet you.
2. Can I help you?	Yes, I'm looking for Mr. Jones.
3. I am really sorry, but Mr Jones isn't available, he's at the meeting now.	That's all right. Don't worry about it.
4. Let me carry your bags for you.	Thanks. That's very kind of you.
5. Thank you very much for all your help.	No problem. You are welcome.
6. Can we meet tomorrow?	I'm afraid, I am busy tomorrow.
7. Would you like to join us for lunch?	That would be very nice. Thank you.
8. Could you give me some directions, please?	I'm sorry. I don't know this place well.
9. Is it OK to park in front of the office?	I'm sorry. It isn't allowed.
10. Would you like a coffee?	No, thanks, I prefer tea.
11. Could I have some water, please?	Yes, of course.
12. Do you want a lift to the airport?	Thanks, but I'll take a taxi.

b) Read the description of the business situations, make up dialogues using the phases given above.

- 1) You are a visitor to the company. You want to know if you can find Mr. Jones.
- 2) Your business partner from Germany visits you. Suggest some drinks.
- 3) Invite your friend for dinner next evening.
- 4) Ask your business partner for help to prepare a room for the meeting.
- 5) Your business partner meets you at the airport. Greet him and thank him.

XIV. Make up your own dialogues on such topics: a) visiting the office, b) inviting business partners for lunch, c) asking for help.

XV. a) Read the following word combinations and sentences and translate them in your native language.

1. To improve the working environment	
2. to follow standard rules	
3. to invest money	
4. to create a good impression	
5. to ignore emails	
6. to make an impact	
7. to avoid bad manners	
8. to encourage employees	
9. to show respect for the CEO	
10. to train advertising managers	
11. to turn off the phone	
12. to make new contacts	
13. to distract people	
14. to respond to a call	
15. to arrive in time	
16. to arrive at the business meeting with foreign partners	
17. to forget about proper etiquette	
18. to have an impact on the manners	
19. to develop mutual trust	
20. to dress appropriately	

21. to consider other people's feelings	
22. I'm afraid I'm busy now.	
23. Would you like to join us for lunch?	
24. It isn't allowed.	
25. It's stuffy in the library.	

b) Read the following word combinations and sentences and translate them into English.

	1. Можна познайомити вас з співробітниками?
	2. Дуже приємно познайомитись з вами.
	3. Дозвольте вам допомогти?
	4. Скажіть, будь-ласка, де я можу знайти головного менеджера?
	5. Вибачте, але він зайнятий на зустрічі.
	6. Ви бажаєте приєднатися до нас на ланч?
	7. З великим задоволенням.
	8. Ми можемо зустрітися для ділової бесіди?
	9. Звичайно, завтра в мене є вільний час.
	10. На жаль, ви не можете поставити машину перед офісом.
	11. Дозвольте показати вам місто.
	12. Ви бажаєте каву або чай?
	13. Вас можна доставити в аеропорт?
	14. Не хвилюйтесь, я візьму таксі.
	15. Вибачте за помилку.
	16. Все гаразд, звертайтеся до нас.
	17. Скажіть, будь-ласка, як знайти дорогу в компанію?

	18. Вибачте, але я не дуже добре знаю місто.
	19. Прибути на зустріч з іноземними партнерами вчасно.
	20. Я можу відповісти на дзвінок.

XVI. Business etiquette in other countries. Read the following information about business etiquette in such cities as Sydney, London and New York.

Sydney We in Sydney are very easy-going and relaxed about rules. But we work hard. We start work pretty early in the morning. Breakfast meetings are common, starting at 8am. And we like to start meetings on time – so it's important not to be late! We're generally very informal. Men often wear a jacket and tie during office hours. But we prefer informal clothes when the weather's hot. For lunch, we usually go out for a sandwich. What do we talk about? Well – it isn't difficult to talk to Australians – we're very friendly people. But it helps a lot if you can talk about sport.

London Most people that I know don't like to start work early. We hate breakfast meetings! People are always in a hurry – so being on time for meetings is important. People think the British are very formal. But things are changing. I think we're quite informal nowadays. Some men still wear formal business suits – but a lot of people come to work in casual clothes. Lunch is often a quick sandwich and a coffee. After work, we like to go to the pub with colleagues. At the pub you can talk about anything you like!

New York Life in New York is fast and dynamic. Some people say that we're rude. I don't mean to be rude – I just don't have much time for being polite! Work starts early in the morning – breakfast meetings start at 7am – don't be late! Most people dress in suits for business – it's important to look smart. A lot of people eat at their desk at lunchtime. But if we go to a restaurant, we talk business right through lunch. We don't talk about the food. People are very competitive and work always comes first!

XVII. Complete the table according to the text above.

	Sydney	London	New York
Breakfast meetings	common – 8 am		
Punctuality		important	
Dress			
Lunch			
What do people talk about outside work?			Business

XVIII. Retell the text about Business Etiquette.

GRAMMAR REFERENCE
PAST CONTINUOUS TENSE
(минулий тривалий час)

Subject + to be (was / were) + I form of the verb + ing
Стверджувальна форма

I	WAS	working
We You They	WERE	working
He She It	WAS	working

Заперечна форма

I	was not	working
We You They	were not	working
He She It	was not	working

Запитальна форма

Загальні запитання

Was	I	Working?
Were	We You They	Working?
Was	He She It	Working?

Спеціальні запитання

What/what kind How Where	was	I	Working?
	were	We You They	Working?
When / Why How much/ how many	was	He She It	Working?

Запитання до підмету

Who (What) was + основний глагол + ing? (Who was working?)

Typical time expressions used with Past Continuous Tense

Вживається зі словами: **from ... (5 o'clock) to ... (6 o'clock)** (з ... до); **at that time** (у той час); **at ... (6) o'clock sharp** (рівно в 6 годин); **at that moment** (в той момент); **all day long** (увесь день); **all that period** (весь цей період)

TASKS

1. Open the brackets and put Past Continuous Tense.

1) I (to read) about business etiquette from 9 to 5 o'clock yesterday. 2) The accountant (to work) at the merchant bank at that moment yesterday. 3) The training manager (to go) to the enterprise when he saw the employees. 4) A good management consultant (to work) with the clients at that moment. 5) They (to sit) on the board of directors from 7 to 8 yesterday. 6) He (to make a report) on the banking transactions when the phone rang. 7) We (to have) monthly payments when the treasurer phoned. 8) The merchandiser (to work) all day yesterday. 9) The chief accountant (to count) money when the CEO entered the room. 10) The sales representative (to leave) for a business trip at 5 o'clock yesterday. 11) The marketing manager (to learn) English at 3 o'clock yesterday. 12) The doctor of sciences in Philology (to teach) me English at that time. 13) He (to train) us in the sport hall at 6 o'clock yesterday. 14) The freshmen (to read) books on economy when the senior lecturer called them. 15) She (to speak) English with the foreign partners when the Managing Director phoned.

2. Make the sentences negative.

1) I was making a report at that time. 2) The treasurer was counting money. 3) The CEO was writing the answer to the in-

surance company. 4) The advertising agent was working very hard. 5) The freshmen were doing homework in English. 6) The merchandiser was counting the profit. 7) The junior student was learning Higher Math at that time. 8) The doctor of science was teaching us mathematics at that time. 9) I was studying at the higher educational establishment – the Institute of trade and economics at that period of time. 10) We were taking part in the business lunch at that time.

3. Open the brackets and say what was going on at that time when: “My friend saw you”.

1. When my friend saw me, I (look for) necessary information in the Internet. 2. When my friend saw me, I (meet) the foreigners. 3. When my friend saw me, I (sit) at the scientific conference. 4. When my friend saw me, I (go) to the insurance company. 5. When my friend saw me, I (learn) English. 6. When my friend saw me, I (get) my monthly payments. 7. When my friend saw me, I (buy) a book about the future of our society. 8. When my friend saw me, I (read) a book in applied economics.

4. Ask the general questions.

1) I was working hard. 2) The employees were coming to the enterprise. 3) She was worrying about her salary. 4) The junior students were reading a new material on business etiquette. 5) The senior students were preparing for the Bachelor exam. 6) PR manager was learning the advertising strategies at the time. 7) The advertising agent was going to the courses of cashiers when he met the Managing Director. 8) She was working at the planning economic department at that time. 9) The employees were working at a new financial project. 10) That man was protecting the society from danger at that period of time.

5. Ask the special questions.

- 1) I was living in London at that time last year. – Where...
- 2) I was making loans at the retail bank when you came. – What...
- 3) I was trying to get an access to this savings bank when the friend called. – What
- 4) She was preparing for studies at 4 o'clock yesterday. – When ...
- 5) The CEO was going to the international firm when I saw him. – Where ...

- 6) The training manager was going to work by taxi when the accident happened. – How ...
- 7) I was speaking with my foreign friend about polite manners at the business meetings when the connection broke off. – Who...
- 8) She was living at the hostel when she was on holiday. – Where...
- 9) The freshmen were learning Higher mathematics yesterday at 10 o'clock. – What subject ...
- 10) He was learning the rules of business etiquette when the employee of the insurance company met him. – Where ...

6. Translate into English.

1. Вона не відповідала на дзвінки під час зустрічі. 2. Наш менеджер не розмовляв з співробітниками під час зустрічі вчора. 3. Він розповідав про діловий етикет вчора під час обіду. 4. Співробітники слухали уважно розповідь про діловий етикет вчора під час ланчу. 5. Працівник розмовляв по телефону під час зустрічі. 6. Менеджер з тренування персоналу навчав всіх працівників діловому етикету вчора з 2 до 4. 7. Наш менеджер писав доповідь на наукову конференцію вчора весь день. 8. Він спілкувався зі своїми колегами з 1 до 2. 8. Ми розсилали запрошення на обід вчора весь день. 9. Представники компанії зустрічалися з іноземними партнерами вчора з 4 до 6. 10. Я читала про правила ввічливості на роботі весь день позавчора.

7. Make up your own sentences using Past Continuous Tense (4- affirmative, 3- interrogative, 3 – negative).

FUTURE CONTINUOUS TENSE

(майбутній тривалий час)

Subject + will + be + I form of the verb + ing

Стверджувальна форма

I	WILL + BE + work + ing
We	
You	
They	
He	
She	
It	

Заперечна форма

I We You They He She It	WILL NOT BE (WON'T) BE	Work +ing
---	-------------------------------	-----------

Запитальна форма

Загальні запитання

WILL	I We You They He She It	BE WORK+ ING?
------	---	---------------

Спеціальні запитання

What/what kind How Where When / Why How much/ how many	WILL	I We You They He She It	BE +Work+ing?
---	------	---	---------------

Запитання до підмету

Who (What) WILL BE + основне дієслово + ing? (Who will be working?)
--

Typical time expressions used with

Future Continuous Tense

Вживається зі словами: **from ... (5 o'clock) to ... (6 o'clock) tomorrow** (з .. до завтра); **at this time tomorrow** (у той час завтра); **at ... (6) o'clock sharp tomorrow** (рівно в 6 годин завтра); **all day tomorrow** (увесь день завтра); **for some time** (протягом деякого часу).

TASKS**1. Open the brackets and put Future Continuous Tense**

1) I (to meet) my business partners tomorrow morning. 2) He (to speak) with her tomorrow from 10 to 11. 3) The company (to build) this house for 6 months. 4) Tomorrow at this time I (to exchange) currency at the exchange office. 5) We (to count) goods at the customs tomorrow. 6) My sister (to learn) English at 3 o'clock tomorrow. 7) You (to create) a plan at this time tomorrow. 8) The employers (to receive) money in the bank at 2 o'clock tomorrow. 9) We (to sign) the treaty on Monday at 10 o'clock. 10) They (to take part) in this conference tomorrow at 3 o'clock.

2. Make the sentences negative.

1) I will be playing basketball at this time tomorrow. 2) Jack will be buying necessary goods. 3) You will be writing the answer in the office tomorrow at 3 o'clock. 4) She will be working very hard. 5) They will be doing homework. 6) She will be counting her profit. 7) She will be learning Higher Math. 8) He will be teaching us mathematics at this time tomorrow. 9) I will be working in the library at this period of time. 10) We will be taking part in the Institute meeting tomorrow at 5 o'clock.

3. Ask the general questions.

1) I will be working hard. 2) I will be playing tennis. 3) She will be playing cards. 4) We will be reading a new book. 5) We will be preparing for the exam. 6) He will be learning economics at this time tomorrow. 7) He will be going to the courses of cashiers. 8) She will be working at the planning economic department at 5 o'clock tomorrow. 9) They will be working at the financial project for two weeks. 10) She will be going to the insurance company at 9 o'clock.

4. Ask the special questions.

- 1) I will be living in London at this time next year. – Where...
- 2) I will be watching TV when you come. – What...
- 3) I will be having lunch when the friend calls. – What ..
- 4) She will be preparing for studies at 4 o'clock tomorrow. – When ...
- 5) He will be going to the cinema at this time tomorrow. – Where ...

- 6) I will be going to work by bus at this time. – How ...
- 7) I will be speaking with CEO when the conference finishes. – Who...
- 8) She will be living at the hostel when she is on holiday. – Where...
- 9) They will be learning Higher mathematics tomorrow at 10 o'clock. – What subject ...
- 10) He will be walking in the park when I take children for a walk. – Where ...

5. Translate into English.

1. Вони будуть довго розмовляти з роботодавцем завтра.
2. Я буду робити доклад пів години завтра, а весь персонал буде слухати.
3. Весь вечір вони будуть налагоджувати контакти з іноземцями.
4. Він буде слухати новини про міжнародну торгівлю весь ранок завтра.
5. Вони будуть обговорювати весь вечір, як зовнішній вигляд та добрі манери впливають на перше враження від зустрічі.
6. Представники компанії будуть готуватися до важливої зустрічі весь ранок.
7. З 5 до 6 годин вони будуть відповідати на дзвінки покупців.
8. З 3 до 4 я не працюватиму завтра. Я буду спілкуватися з журналістами.
9. Мої друзі будуть укладати контракт і підписувати договір завтра ввечері.
10. Я буду готувати доповідь в цей час про міжнародні організації.
11. Касир буде отримувати гроші завтра в банку з 3 до 4 годин.

6. Make up your own sentences using Future Continuous Tense (4- affirmative, 3- interrogative, 3 – negative).

UNIT 8. BUSINESS AND ENVIRONMENT

“If you really think the economy is more important than the environment, try holding your breath whilst you count your money”

Dr. Guy McPherson (an American internationally recognized speaker, scientist, professor of natural resources and ecology)



BUSINESS ENVIRONMENT

Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Environment [ɪnˈvaɪə(ə)nmənt]	Навколишнє середовище
2. environmental problems	проблеми навколишнього середовища
3. to protect	захищати
4. protection	захист
5. to destroy	знищувати
6. hole	дира
7. layer [ˈleɪə]	пласт, прошарок
8. to cause [kɔːz]	викликати
9. cancer [ˈkænsə]	рак (хвороба)
10. warming [ˈwɔːmɪŋ]	потепління
11. to increase	збільшувати
12. blanket	ковдра
13. heat [hiːt]	жара
14. to escape = to avoid	уникати
15. enterprise [ˈentəpraɪz]	підприємство
16. harmful	шкідливий
17. to breathe [briːð]	дихати
18. to reduce	скорочувати
19. pollution	забруднення
20. to pollute	забруднювати

21. petrol	бензин
22. instead of [ɪn'sted]	замість
23. water vapour	водяна пара
24. path	стежка
25. bicycle [ˈbaɪsɪkl]	велосипед
26. wastes	відходи
27. to threaten [ˈθret(ə)n]	загрожувати
28. poison [ˈpɔɪz(ə)n]	отрута
29. poisonous	отруйний
30. acid [ˈæsɪd]	кислотний
31. rubbish [ˈrʌbɪʃ]	сміття
32. consumer [kən'sju:mə]	споживач
33. society [sə'saɪəti]	суспільство
34. impact	вплив
35. to be aware of	бути проінформованим про
36. to recycle [ˌri:'saɪk(ə)l]	переробляти
37. oxygen [ˈɒksɪdʒən]	кисень
38. lungs [lʌŋz]	легені
39. to renew	поновлювати
renewable [rɪ'nju:əbl]	поновлюваний
40. available	наявний, доступний, прийнятний
41. amount [ə'maʊnt]	кількість
42. urban [ˈz:b(ə)n] problems	міські проблеми
43. population	населення
44. appear [ə'pi(ə)]	з'являтися
45. disappear [disə'pi(ə)]	зникати
46. unemployment [ˌʌnɪm'plɔɪmənt]	безробіття
47. actions	дії
48. noise	шум
49. eco-friendly products	екологічні продукти
50. environmental management	управління навколишнім середовищем

EXPLANATION

Green products = Eco-friendly products - “products that do not harm the environment whether in their production, use or disposal”. For example, Energy Saving TVs, Solar Water Heaters, Solar Panel Charging Cases, Eco-Friendly Phone Apps.

Environmental management – offers research on use and conservation of natural resources, protection of habitats and control of hazards

An **Environmental Management System (EMS)** is a set of processes and practices that enable an organization to reduce its environmental impacts and increase its operating efficiency.

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

A clean **environment**, a peaceful environment, a harmful environment, environment protection institution, environment protection establishment, environmental problems, to look after the environment, this text is about our environment.

To **pollute** the environment, to pollute the nature, to pollute the air, Look! This enterprise is polluting the air. To **destroy** the society, to destroy the environment, to destroy the Earth, to destroy the paths. Harmful information destroys our mind.

To **increase** responsibilities, to increase impact, to increase impression, I'd like to increase my experience.

A great **enterprise**, a new enterprise, a useful enterprise, a successful enterprise, to provide enterprise with eco-friendly materials, to destroy the enterprise, to describe the enterprise. Let me introduce my enterprise. They want to include our enterprise into their international enterprise.

Task: translate into English.

1. (Мирне / шкідливе / екологічно чисте) навколишнє середовище	
2. Руйнувати (підприємство / агентство / установу)	
3. Збільшувати (вплив / відповідальність / враження)	
4. (Шкідливе / успішне / корисне) підприємство	

Harmful gases, harmful skills, harmful experience, harmful heat. Harmful gases destroy the atmosphere. **Wastes** in the enterprise, harmful wastes, environmental wastes. There are a lot of harmful wastes in the streets.

Pollution of the environment, pollution of the enterprise, pollution of the plant, traffic pollution in some cities. The CEO is telling about the pollution of the environment. To **avoid** pollution, to avoid heat, to avoid responsibility, to avoid warming. I'd like to avoid responsibility about the pollution of the environment.

Instead of water, instead of heat, instead of warming, instead of experience, instead of skills. I am making a report instead of you at the international conference.

Task: translate into English.

1. Шкідливі (гази / підприємства / знання / дії)	
2. Забруднення (природи / підприємства / навколишнього середовища/ гуртожитка)	
3. Уникати (забруднення / спеки / впливу/ шкідливих газів)	
4. Замість (спеки / холоду / потепління/ забруднення)	

To recycle things, to recycle wastes, to recycle rubbish. The plant is recycling paper and plastic. **To cause** cancer, to cause heat, to cause warming, to cause environment pollution. Harmful gases in the atmosphere causes pollution.

To escape danger, to escape heat, to escape bad experience, to escape communication with the employer. I would like to escape meeting with the CEO today. Much **poison**, little poison, poison in food, poison in water, poisonous air, poisonous wastes, poisonous rubbish, poisonous gases from factories. Poisonous gases from factories make the air harmful for people.

A clever **consumer**, a successful consumer, a consumer with good knowledge of goods, to communicate with the consumer. The consumer is coming to our office.

Task: translate into English.

1. Переробляти (відходи / сміття / папір/ шкідливі речовини)	
2. Викликати (рак / потепління / спеку/ забруднення)	

3. Уникати (небезпеки / спеки / шкідливого досвіду/ відповідальності)	
4. Отруйні (гази / відходи)	

II. Translate the following word-combinations into the English language.

1) Мирне довкілля, 2) забруднювати навколишнє середовище, 3) руйнувати навколишнє середовище, 4) руйнувати дороги, 5) збільшувати кількість працівників, 6) збільшувати вплив, 7) забруднення повітря, 8) забруднення води в річках, 9) замість чистої води, 10) замість стежок, 11) замість відходів, 12) викликати потепління, 13) викликати забруднення, 14) уникати небезпеки, 15) уникати відповідальності, 16) отруєна вода в річці, 17) отруйні тварини, 18) переробляти сміття, 19) переробляти відходи, 20) переробляти шкідливі речовини.

III. Match.

1) потепління	a) harmful wastes
2) уникати	b) warming
3) навколишнє середовище	c) poisonous gases
4) шкідливі відходи	d) escape
5) замість води	e) enterprise
6) підприємство	f) destroy nature
7) отруйні гази	g) instead of water
8) знищувати природу	h) environment

IV. In each line choose one word that doesn't belong to the group:

1. To destroy, to cause, cancer, to reduce.
2. Society, people, population, oxygen.
3. Warming, heat, cooling, lungs.
4. Enterprise, plant, hole, factory.
5. Consumer, manufacturer, blanket, client.

READING



I. Read and translate the following text.

BUSINESS AND ENVIRONMENT

We are facing some world environmental problems today.

1. **Ozone layer.** Ozone layer is important because it stops ultraviolet radiation from the sun. Many enterprises and factories

destroy ozone and make a very big hole in the ozone layer. This means that too much ultraviolet radiation now enters the Earth and it can cause cancer.

2. Global warming (or the greenhouse effect). Carbon dioxide (CO₂) in the air has increased a lot, it comes from burning oil, coal and wood. This has formed a “blanket” around the Earth. The heat from the sun cannot escape and so the temperature is rising. (This means that the climate is changing to the worse).

3. Air Pollution. Industrial enterprises and many of the things they make, like cars, put a lot of harmful gases into the air. So it's very important for us to clean up the air we all breathe. To reduce traffic pollution in some cities, for example, you cannot drive your car on some days. In other places people use electronic cars and buses, solar cars. Some cities now have special bicycle paths. Some car companies make smaller cars because they use less petrol. Pollution, such as smoke in the air, can be reduced if companies use trains instead of road transport.

4. Water Pollution. Factories are polluting our rivers and lakes with dangerous chemicals. Oil tankers are releasing oil into our oceans. Tons and tons of industrial and domestic waste come into our seas. And these dangerous wastes threaten sea life. Many kinds of fish and sea plants die.

5. Acid rains. Poisonous gases come from factories and cars. These gases mix with water vapour in the air and make it acidic. Then the acid falls back to earth with rain or snow. Acid rain is very harmful to everything on our planet.

6. Rubbish. A lot of rubbish that we throw away every day can't be recycled. Plastic, metals and chemicals will not disappear for hundreds of years. We must avoid using harmful material. Companies have to be aware of the impact of harmful things on the environment, the natural world around us. Many companies use packaging (boxes, bottles) which they can recycle in the future. In this way people can save money, energy and natural resources.

7. Fewer trees. All over the world people cut down millions of trees. As a result many types of animals and plants are dying. Trees are very important because they help to produce oxygen and control the climate. The forests are called “the lungs” of the planet.

8. Natural resources are not renewable. Coal, gas, oil, metals and minerals will finish one day. Other resources take a long time to grow, such as trees, or they are not always available, such as water. We have to reduce the amount of resources and energy that we use. We also have to find alternative ways to make energy. We can use the sun, the wind, the sea and the heat of the Earth.

9. Urban Problems. There is a tendency towards increase of population in the cities. That's why many problems appear, as a result of this, for example: many kinds of public transport which pollutes the air, unemployment, poor housing, water pollution, a lot of rubbish, noise etc. The problems of ecological imbalance in big cities are very important and they can cause a chaos if people don't take any actions.

II. Say if the following statements are true (T) or false (F). Correct the false statements.

- 1) Ozone is important because it stops ultraviolet radiation from the sun.
- 2) There are no environmental problems in the world.
- 3) Industrial enterprises put a lot of harmful gases into the air.
- 4) There are no special bicycle paths in the cities.
- 5) The wastes which are in the sea threaten sea life.
- 6) Poisonous gases come from factories and cars.
- 7) The companies never use packaging (boxes, bottles) which can be recycled.
- 8) All over the world people don't cut down millions of trees.
- 9) We can use the sun, the wind, the sea and the heat of the Earth in our life.
- 10) The problems of ecological imbalance in big cities are not important and we must not do anything with them.

III. Complete the sentences inserting the word from the text.

- 1) We are facing some world _____ today.
- 2) The heat from the sun cannot _____ and so the temperature is rising.
- 3) To reduce _____ in some cities, for example, you cannot drive your car on certain days.

- 4) _____ gases come from factories and cars and do harm to the nature.
- 5) All over the world people _____ millions of trees.

IV. Find synonyms from the text to the underlined words.

- 1) Many enterprises and factories ruin ozone and make a very big hole in the ozone layer.
- 2) We must escape using harmful material.
- 3) Companies need to understand the impact of harmful material on the environment.
- 4) We have to make smaller the amount of resources and energy that we use.
- 5) Acid rain is not useful to everything on our planet.

V. Answer the questions.

1. What ecological problems can you name?
2. Why is ozone layer important?
3. What puts a lot of harmful gases into the air?
4. Why do some car companies make smaller cars?
5. What do some governments do to reduce traffic pollution in the cities?
6. What is polluting our rivers and lakes with dangerous chemicals?
7. Where do poisonous gases come from?
8. Is acid rain harmful or useful to everything on our planet?
9. What kinds of rubbish do people throw away every day?
10. Why are trees important on the earth? What happens to the trees now?
11. What natural resources can finish one day?
12. What problems appear as a result of increase of population in the cities?

VI. As consumers become concerned about the environment, more and more companies produce “environmentally-friendly” products. Read the sentences below and match each one to the company that you think made it.

a) cosmetics firm, b) car manufacturer, c) fast food chain, d) sport footwear firm.

1) We refill for all our bottles again. 2) All our packaging is made of useful materials. 3) When you’ve finished with our

products bring them back, we recycle them. 4) Our latest model is much less polluting.

VII. Complete the sentences below with the words from the box.

suitable	manufacturing	consultant	advertising
responsibility	recycle	protect	

e.g. This product is not suitable for use inside the home.

1. We are going to discuss the ----- strategy of selling green useful products at the meeting this afternoon.
2. The best way to reduce the environmental impact of business operations is helping companies to take greater ----- for managing the resources that they use.
3. When designing packaging that can be recycled, it is necessary to use the service ----- who can recommend the best ways to do this.
4. Although selling green products can help to ----- the environment, it must also be useful for the company.
5. The scientific analyses shows that consumers would like to see more companies that make the products that they can ----- in the future to protect the environment.
6. ----- industries produce the highest levels of air pollution.

VIII. Translate the following sentences into English.

1) Проблеми навколишнього середовища – дуже актуальні сьогодні. 2) Люди знають про такі глобальні проблеми навколишнього середовища, як: глобальне потепління, кислотні дощі, вирубка лісів, забруднення повітря, озоновий шар та інші. 3) Вчені описують багато екологічних проблем, які з'являються з кожным днем. 4) Багато промислових підприємств забруднюють повітря, яким ми дихаємо. 5) Люди дихають отруєним повітрям. 6) Забруднення природи – це наша загальна проблема. 7) В Україні є підприємства, які переробляють відходи. 8) Люди повинні усвідомлювати проблеми навколишнього середовища і захищати природу.

IX. Make up and write down your own sentences about the environmental problems (not less than 5 sentences). Read them in class.

X. Make up a mini-dialogue about environmental problems. Dramatize it in class.

XI. Tell about the environmental problems.

What is the problem of: 1) ozone layer, 2) global warming, 3) air pollution, 4) water pollution, 5) acid rains, 6) rubbish, 7) fewer trees, 8) natural resources are not renewable, 9) urban problems.

XII. a) Read the following word combinations and sentences and translate them in your native language.

1. Business and environment	
2. Environmental problems	
3. To pollute the environment	
4. To destroy the environment	
5. Harmful gases can pollute and destroy our environment.	
6. To breathe harmful gases	
7. To describe new enterprises	
8. Let me describe global warming.	
9. To increase impression	
10. The enterprise increases power	
11. Harmful wastes	
12. To cause warming	
13. Pollution of the nature	
14. Pollution of the sea	
15. To avoid pollution	
16. To avoid heat	
17. They want to avoid risks	
18. Much petrol in the car	
19. This is a consumer. He is buying petrol for his car at the petrol station.	
20. Let me introduce this consumer.	
21. The territory of the enterprise	
22. Petrol-producing enterprise	
23. Instead of petrol	
24. Instead of heat	

Unit 8

25. The experience of this enterprise	
26. To cut down trees	
27. To recycle wastes	
28. To recycle rubbish	
29. To escape danger	
30. Not to destroy the environment	

b) Read the following word combinations and sentences and translate them in English.

	1. Природа і навколишнє середовище
	2. Проблеми навколишнього середовища
	3. Забруднення навколишнього середовища
	4. Руйнувати навколишнє середовище (природу) – вирубати дерева
	5. Руйнувати суспільство
	6. Збільшувати вплив
	7. Збільшувати відповідальність
	8. Уникати спеки
	9. Уникати забруднення
	10. Потепління в природі
	11. Викликати потепління
	12. Глобальне потепління
	13. Бензин замість води
	14. Жара замість холоду
	15. Переробляти відходи
	16. Переробляти сміття
	17. Знання про забруднення навколишнього середовища
	18. Забруднене повітря
	19. Дихати забрудненим повітрям
	20. Промислові підприємства
	21. Шкідливі гази з промислових підприємств
	22. Шкідливі відходи
	23. Забруднення води

	24. Забруднення повітря
	25. Використовувати бензин
	26. Мати багато бензину
	27. Кислотний дощ
	28. Знання про кислотні дощі в природі
	29. Знання про отруйні гази
	30. Читати про отруйні речовини на підприємстві

GRAMMAR REFERENCE
PRESENT PERFECT TENSE
(теперішній доконаний час)

Стверджувальна форма

Subject + have / has + 3 form of the verb

I We You They	Have + 3 form of the verb (worked / written)
He She It	Has + 3 form of the verb (worked / written)

Заперечна форма

I We You They	Have not (haven't)	+ 3 form of the verb
He She It	Has not (hasn't)	+ 3 form of the verb

Запитальна форма
Загальні запитання

Have	I We You They	+ 3 form of the verb
Has	He She It	+ 3 form of the verb

Спеціальні запитання

What/what kind How Where When Why	have	I We You They	+ 3 form of the verb
How much/ how many	has	He She It	+ 3 form of the verb

Питання до підмету

WHO, WHAT + HAS	3 form of the verb?
наприклад, Who has written? What has worked?	

Вживається зі словами:

JUST – тільки що ALREADY – вже EVER – коли-небудь NEVER – ніколи YET – ще ні LATELY – останнім часом RECENTLY – нещодавно	SINCE – з тих пір FOR – протягом THIS year – в цьому році This month – в цьому місяці This day – в цей день This week – на цьому тижні TODAY – сьогодні
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TASKS

1. Open the brackets and put the verbs in Present Perfect Tense.

1) I (to study) at the higher educational establishment recently. 2) You (to work) in the advertising office there this month. 3) The accountant already (to work) at the bank. 4) The sales representative just (to come back) from the post office. 5) The trainee manager (to train) us since 2015. 6) The government just (to introduce) the programme on the environmental protection. 7) The CEO just (to close) the meeting with the foreign partners. 8) The General Manager already (to write) the report about the environmental protection. 9) The employees just (to finish) their work. 10) The sales manager just (to sell) the goods.

2. Put the irregular verbs in the 3rd form. Translate them. Learn them.

1) sell, 2) buy, 3) pay, 4) tell, 5) speak, 6) have, 7) do, 8) think, 9) take, 10) give, 11) go, 13) get, 14) write, 15) understand, 16) know, 17) bring, 18) make, 19) run, 20) come.

3. Say these sentences in English in Present Perfect Tense.

- 1) Я купив. 2) Я заплатив. 3) Я зробив. 4) Я взяв.
- 5) Я дав. 6) Я пішов. 7) Я отримав. 8) Я прийшов. 9) Я зрозумів. 10) Я знав. 11) Я написав. 12) Я приніс. 13) Я пробіг.
- 14) Я поговорив. 15) Я продав.

4. Change the sentences from Present Simple into Present Perfect.

For example, He **works** in the office. – He **has worked** in the office recently.

- 1) They build enterprises every year. – They just ...
- 2) They always protect the nature. – This month theyat the meeting.
- 3) We usually go to the currency office to exchange the money. – This week we
- 4) Students usually graduate from the higher educational establishment in June. – This year they ...
- 5) I listen to the programme about the environmental protection. – I already
- 6) Our enterprise has its office in Odessa. – Our enterprisesince 2011.
- 7) It often rains in autumn. – It just...
- 8) We reduce the staff. – We already...
- 9) The junior students read the texts about warming. – The junior students ...already.
- 10) The scientific society finishes its work at 10 o'clock. – The scientific society just....

5. Write down your own 5 affirmative sentences in Present Perfect.

6. Translate the sentences into English.

- 1) Я тільки що зробив доповідь про захист навколишнього середовища.
- 2) Я вже прийшов в міжнародний офіс.
- 3) Головний менеджер вже написав доповідь про це успішне підприємство.
- 4) Я вже купив книгу з фінансів.
- 5) Вони вже побудували гуртожиток.
- 6) Вони вже вступили до вищого навчального закладу.
- 7) Старшокурсники щойно здали іспит з бухгалтерського обліку.
- 8) Першокурсники щойно читали текст про суспільство споживачів.
- 9) Підприємство щойно переробило відходи.
- 10) Він тільки що прочитав в газеті про глобальне потепління.

7. Put the given sentences in the negative form.

- 1) The CEO has started the meeting.
- 2) The doctors of sciences have watched the programme about global warming.
- 3) The harmful gases in the air have caused cancer.
- 4) The gov-

ernment has increased the taxes. 5) The senior students have gone to practice to a big enterprise. 6) The international meeting has finished. 7) I have spoken to the Advertising Manager. 8) The employees have gone to work. 9) The senior teachers have given the lecture to the students. 10) The consumer has bought new goods.

8. Write down your own 5 negative sentences in Present Perfect Tense.

9. Translate the sentences into English.

1) Ми не дивилися передачу про глобальне потепління цього тижня. 2) Вони ще не читали рекламу. 3) Підприємство ще не переробило відходи. 4) Першокурсники ще не вчили предмет «бухгалтерський облік». 5) Студенти не ходили на підприємство сьогодні. 6) Іноземні делегації не були тут з 2010. 7) Першокурсники ще не читали цю книгу з історії економіки. 8) Головний менеджер не відвідував працівників сьогодні. 9) Бухгалтер ще не рахував гроші. 10) Споживачі ще не купили нові товари.

10. Put general questions.

1) I have studied here. 2) He has finished state university this year. 3) They have watched a programme about environmental protection. 4) It has rained. 5) I have met a new foreign delegation. 6) The senior lecturer has had three classes this day. 7) They have had a new lecturer – doctor of sciences on economy this year. 8) They have worked hard this semester. 9) It has snowed much this winter. 10) The junior students have had a break after hard work.

11. Translate the sentences into English.

1) Ви ходили на заняття з іноземної мови сьогодні? 2) Ви вже зустріли делегацію іноземних студентів? 3) Ви вже зробили доповідь про іноземний університет? 4) Вони вже написали роботу про захист навколишнього середовища? 5) Вони вже поспілкувалися з торговим представником? 6) Він вже став бухгалтером? 7) Студенти-старшокурсники здали іспит добре? 8) Ви вже взяли книги з прикладної економіки в бібліотеці? 9) Ви вивчили англійську мову? 10) Він вже зустрів споживачів?

12. Put special questions.

- 1) I have worked at the recycling plant. – Where...
- 2) He has studied at Trade and Economic Institute. – Where...
- 3) Harry has already arrived at the Institute. – Where...
- 4) She has gone to this enterprise. – Where ...
- 5) The junior students have passed the exam with success. – How well ...
- 6) The senior students have increased their knowledge. – What ...
- 7) They have introduced a new doctor of science. – What doctor of science ...
- 8) We have had three classes today. – How many classes ...
- 9) The thing has cost a lot of money. – How much ...
- 10) I have seen the CEO in the corridor. – Whom ...

13. Put questions to the subject. Start with the words “Who / What”.

1) We have gone to the enterprise early. 2) She has sold her car. 3) We have bought two useful books. 4) They have bought petrol. 5) The consumers have had new goods. 6) They have already started their own business. 7) The business has gone well. 8) The machine has worked badly. 9) The lesson on advertising has been interesting and useful. 10) He has become the chief manager.

14. Write down your own questions in Present Perfect (not less than 5).

15. Put different types of questions to the given sentences (not less than 4).

- 1) The CEO has just written the report about the work of the staff.
- 2) We have already been to this international enterprise.
- 3) The Training Manager has met CEO in the corridor of the enterprise.

16. Translate the sentences into English.

1) Де студенти вчилися в цьому році? 2) Навіщо вони прийшли? 3) Як вони здали іспит? 4) Що вони прочитали замість цього підручника? 5) Скільки грошей вони заплатили за книги? 6) Де він бачив доктора наук? 7) Чому споживач купив

цю річ? 8) Кого він зустрів на засіданні дискусійного клубу? 9) Хто працював на цьому підприємстві? 10) Хто закінчив школу в цьому році? 11) Хто став бухгалтером? 12) Хто отримав роботу менеджера з навчання персоналу? 13) Хто почав свою справу? 14) Що працювало в цій установі? 15) Що зруйнувало підприємство?

17. Answer the questions in pairs.

1) Have you come to classes early today? 2) Have you done your homework? 3) Have you brought your English copybook with you? 4) Have you rested well? 5) Have you passed your exams well? 6) Have you got a scholarship? 7) Has your friend got scholarship? 8) Has your friend learned English today? 9) What have you done at the lesson? 10) Where have you met your friend? 11) Have you protected the nature this year? 12) Whom have you called on the phone today? 13) What have you bought today? 14) What have you learned today?

18. Make up your own dialogue in Present Perfect about your studying at the institute. For example, start with such sentences:

- Hello, Mike. I am glad to see you. Have you entered any higher educational establishment this year?

- Oh, hello, Jane. Yes, I have entered a higher educational establishment. I have entered What about you? Have you entered Odessa trade and economic institute?

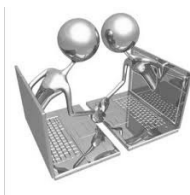
UNIT 9.

THE ROLE OF INFORMATION TECHNOLOGY IN BUSINESS

*Technology is supposed to make our lives easier,
allowing us to do things more quickly and efficiently*

James Surowiecki

(an American journalist who writes about business
and finance)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Information technology	інформаційні технології
2. software	програмне забезпечення
3. hardware	апаратне забезпечення
4. imagination	уява, винахідливість
5. rapid ['ræpid]	швидкий
6. to develop	розвиватися
7. development	розвиток
8. unprecedented [ʌn'presɪd(ə)ntɪd] changes	безпрецедентні зміни
9. convenient	зручний, підходящий
10. to share	розділяти, ділитися
11. power ['paʊə]	сила, влада
12. powerful	сильний, потужний
13. crime	злочин
14. become (became – become)	ставати
15. to change	змінювати, міняти
16. human	людина
17. to appear [ə'piə]	з'являтися
18. calculation	підрахунки
19. lifestyle	стиль життя
20. search engine ['endʒɪn]	пошукова система
21. take pictures	робити фото

22. to fight – fought – fought	боротися
23. to feel – felt – felt	почувати себе
24. to worry ['wʌŋ]	хвилювати(ся),
25. to make friends	потоваришувати
26. influence	вплив
27. health	здоров'є
28. dangerous	небезпечний, ризикований
29. to mean – meant – meant	означати
30. daily life	щоденне життя
31. to realize ['rɪəlaɪz]	уявляти собі; розуміти чітко
32. century ['senʃ(ə)ɪ]	століття
33. prediction	проорокування, прогноз, попередження
34. to carry on (doing)	продовжувати (щось робити)
35. free	безкоштовний
36. user	користувач
37. laptop (computer)	переносний комп'ютер
38. desktop (computer)	настільний комп'ютер
39. PC = personal computer	персональний комп'ютер
40. keyboard	клавіатура

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

Information technology, modern information technology, to protect information technology. The text is about information technology. **Rapid** information technology, rapid computer, rapid mail. All people want to have rapid Internet at home.

Powerful information technology, powerful enterprise, powerful government, powerful world, powerful governmental organizations. **Development of** information technology, life development, development of enterprise. We often read about rapid development of modern information technology.

Software and **hardware**, new software and old hardware, useful software and hardware, to buy modern software and hardware for the computer.

Task: translate

1. (Сучасні / швидкі / потужні) інформаційні технології	
2. Швидка (інформація / технологія / життя)	
3. Потужне (підприємство / завод / технологія)	
4. Розвиток (підприємства / життя / уяви)	

A convenient place, a convenient road, a convenient path. There are convenient places in our institute: a convenient snack bar and a convenient library. 20th **century**, 21st century, our century, peaceful century, to describe this century. This century is very rapid.

To appear in this century, to appear in the enterprise, to appear on the Earth, Let me appear in this higher educational establishment. **To share** things, to share responsibility, to share knowledge, to share experience, let me share your work.

To change the world, to change the environment, to change currency, The CEO changes the staff. **Dangerous** world, dangerous road, dangerous path, dangerous century, don't appear in this dangerous place.

Task: translate

1. Зручне (місце/ стежка/ дорога)	
2. (Минуле / теперішнє / майбутнє) століття	
3. З'являтися (на землі / у вищому навчальний закладі / на підприємстві)	
4. Розподіляти (роботу / обов'язки), ділитися досвідом	

Modern **lifestyle**, rapid lifestyle, to share friend's lifestyle, to describe the lifestyle of freshmen. **To take pictures**, to take pictures of this convenient place, to take pictures of this enterprise, to take pictures of the successful employer, let me take your picture.

Good **health**, health of the society, to describe freshmen's health, what is your health? **To worry** about health, to worry about environmental problems, to worry about pollution, to worry about non-governmental organizations, Don't worry, be happy!

To carry on studying, to carry on working in this higher educational establishment, to carry on doing scientific work.
Free goods, free tickets, free music on the website, to carry on listening to music on the free website.

Task: translate

1. Стиль життя (зручний / швидкий / сучасний)	
2. Фотографуватися (зі споживачами / з роботодавцем / з персоналом)	
3. Здоров'є (першокурсників / суспільства / керівника)	
4. Хвилюватися (про підприємство / про здоров'є / про навколишнє середовище / про землю).	

II. Translate the following word-combinations into the English language.

1) Сучасні інформаційні технології, 2) швидкий розвиток, 3) розвиток життя, 4) потужні урядові організації, 5) зручна дорога, 6) наше століття, 7) з'являтися на підприємстві, 8) сучасний стиль життя, 9) розподіляти ідеї, 10) представити сучасні технології, 11) сфотографувати сучасне підприємство, 12) становитися роботодавцем, 13) мирне століття, 14) розподіляти обов'язки, 15) хвилюватися о нових технологіях, 16) хвилюватися про здоров'є, 17) здоров'є суспільства, 18) щоденне життя, 19) щоденна праця, 20) фотографувати заслужених вчителів і докторів наук.

III. Match the right and left parts to have correct word-combinations.

1) information	development
2) rapid	information
3) to share	technology
4) to carry on	programmers
5) software	life
6) mobile	pictures
7) to take	working
8) daily	phones

IV. In each line choose one word that doesn't belong to the group.

1. Information technology, Internet, mobile phones, health.
2. Society, humans, enterprise, people.
3. Rapid, quick, fast, useful.
4. Enterprise, plant, software, factory.
5. To appear, development, to feel, to fight.

READING



I. Read and translate the following text.

INFORMATION TECHNOLOGY

It is hard to imagine the modern world without information technology. At home, at work, and at play, mobile phones, e-mails, and computers have become the part of daily life.

Computer is the most important thing in our lives. Some people say that they have never used a computer, but they really use computers every day – they just do not realize it. There are computers in so many things: cars, televisions, radios, washing machines, etc.

The word 'computer' used to mean a person, not a machine. In the nineteenth century, the people who did the calculations and wrote the books were called computers. Nowadays, software programmers have even 'taught' computers to do many different things which need imagination, e.g. write music, play chess.

The rapid development of modern technology has brought us unprecedented changes in the world. Modern technology makes life convenient. It changed our lifestyle and the way we live. With modern technology we can work harder, longer and we can carry on working when we get home.

The Internet is a great way for people all over the world to share their information and ideas. Before the Internet, information about the world came from places like newspapers, TV programs, and books. The companies that made the newspapers, books, and programs controlled the information that people could get. Of course, those companies are still very powerful, but the Internet is getting more and more powerful, and nobody controls it. People can find information for themselves from places all over the world. The same is true for music. If you are a band and

want to make and sell music, you do not need a music company. You can put the music on your own website and people can pay to copy it. Millions of people around the world use the Internet to give information about themselves, and to read about other people and make friends. They do this on websites like MySpace. Most information on the Internet is free. For many people the first place to look is the Wikipedia website.

The Internet is still young and it is still growing fast. It has already changed our world in a lot of different ways, and the changes will continue. Although the Internet can make problems in some ways, it can also bring people around the world closer together, and make them more powerful. Millions of people make business using the Internet.

Today, you can make calls and send texts with the help of mobile phones. You can do a lot of other things with mobile phones too. Nearly all phones now have a camera, and you can take pictures, listen to music, play computer games, and go on the Internet. Modern phones small and beautiful – and for many people, it's important to have the newest and best one. Mobile phones have changed the lives of people all over the world. In the past, you could only phone friends and family when they were at home, but now they can be in any place when you speak to them. Many people who travel alone feel safer with a mobile phone.

Mobile phones can also help the police to fight crime. Every time somebody makes a call on a mobile phone, the phone company keeps information about the time and place of the call. The police can sometimes get this information about calls from the phone companies if it helps them with a serious crime.

Still there are some problems with mobile phones, too. Some people worry that phones have a bad influence on people's health, and they are unhappy that more and more young children are using them. Mobile phones also make the roads more dangerous, because people use them while they are driving.

II. Say if the sentences are true or false. Correct the false statements.

1. It is easy to imagine the modern world without information technology.
2. Some people say that they have never used a computer.

3. The word ‘computer’ used to mean a machine in the past.
4. The people who did the calculations and wrote the books were called computers.
5. Modern technology makes life difficult.
6. The Internet is a great way for people all over the world.
7. People can find different information in the Internet.
8. Today you can make calls and send texts with the help of computer games.
9. Modern phones are big and heavy.
10. There are some problems with mobile phones.

III. Answer the questions to the text.

1. Is it hard or easy to imagine the modern world without information technology?
2. Where can we find computers?
3. What did the word “computer” mean in the nineteenth century?
4. Why is the Internet a great way for people all over the world?
5. What information can we find in the Internet?
6. Is the Internet growing fast or slow?
7. What actions can we do with the mobile phones?
8. Why do people feel safer with a mobile phone?
9. How can mobile phones help the police?
10. Are there any problems with mobile phones?

IV. Is information technology important in your life? How often do you...

- send e-mails?
- look for information on the Internet?
- take photos with a mobile phone?
- listen to music on an MP3 player?
- play computer games?

V. Fill in the gaps with these words.

advertise	blogs	eBay	free	Google
MySpace	Napster	pixel		search
Wikipedia				

1. A program that helps you to find information on the Web is called a _____ engine. The best known is _____ , which is used a billion times a day.

2. You can buy or sell almost anything on the _____ website.

3. Companies who wanted to _____ on the Million Dollar Homepage paid one dollar for each _____ .

4. When _____ first started, people could visit it to get free music.

5. The singer Lily Allen put her songs on _____ , and thousands of people listened to them. A lot of people write _____ on this website, telling everyone what they are doing.

6. There is information about more than 6 million subjects on the _____ website, and it is all _____ .

VI. Match the terms 1-16 to their definitions a-p.

1	Internet Service Provider (ISP)		9	Online	
2	Search engine		10	Download	
3	ISDN		11	Upgrade	
4	Bookmark		12	Browser	
5	Hyperlink		13	Homepage	
6	Spam		14	Intranet	
7	Newsgroup		15	Freeware	
8	Keyword		16	Virus	

- a) an internet application for an internal company network
- b) a high-speed telephone connection
- c) bring up to date
- d) add to a list of favourite website addresses which you keep for easy access
- e) junk e-mail
- f) damaging software instructions that enter your computer secretly and can change or destroy information on it
- g) a link from an e-mail to a web page, accessed by clicking on it
- h) a virtual location where people can talk and read about a subject of common interest
- i) a company which gives you an account and access to the internet
- j) tool which helps you find things on the Web
- k) what you enter in a search engine
- l) when you are connected
- m) copy information to your computer from another

- n) a program like Internet Explorer which allows your computer to download documents from the World Wide Web
- o) the first page on a website
- p) software you don't pay for.

VII. Match the following halves of the sentences.

- 1. The first mobile phones were very heavy and expensive, ...
 - 2. It's difficult to write long text messages, ...
 - 3. Farmers in Bangladesh use mobile phones ...
 - 4. Every time someone makes a call on a mobile phone ...
 - 5. Mobile phones can make the roads more dangerous ...
 - 6. By the year 2015, there will probably be ...
- a) the phone company keeps information about the call.
 - b) about 4 billion mobile phone users in the world.
 - c) but they were popular with rich young business people.
 - d) because some people use them while they are driving.
 - e) to find the best price for their food.
 - f) so people use letters and numbers to make them shorter.

VII. How do you feel about computers and information technology? Complete some of these sentences.

- 1. For me, the *best* / *worst* thing about computers is _____.
- 2. I *like* / *prefer* not to use a computer when _____.
- 3. The *best* / *worst* thing about mobile phones is _____.
- 4. I think that buying things on the Internet is a *good* / *bad* idea because _
- 5. I think that learning how to use information technology *is* / *is not* important because _____.

IX. Talk to an older person about information technology and how life has changed since they were young. Then write some sentences in a table like.

NOW	IN THE PAST
We can watch cinema anytime on DVD	They watched TV and went to the cinema, but they didn't have DVDs

Write about some of these subjects:

- Using computers, calculators, and other information technology at school
- Listening to music and playing games
- Using the telephones, and sending messages and e-mails to friends

X. Make the following sentences negative.

1. Computer is the most important thing in our lives.
2. At present more than 33 million people use Internet.
3. Millions of people make business using the Internet.
4. The computer can search information around the Net.
5. In 1984 the Internet began to develop into the form we know it today.

XI. Make general and special questions to the following sentences.

1. The word 'computer' means a machine.
2. Modern technology makes life convenient.
3. It changed our lifestyle.
4. Internet is still growing fast.
5. Some people say many good things about Internet.

XII. a) Read the following word combinations and sentences and translate them in your native language.

1. Information technology	
2. It is hard to imagine	
3. modern world	
4. a part of daily life	
5. an important century	
6. rapid development	
7. to change lifestyle	
8. a powerful enterprise	
9. to have imagination	
10. to appear rapidly	
11. to do calculations	
12. to write calculations	
13. powerful companies	
14. to make important calls via Internet	
15. to fight crime	
16. a bad influence on people's health	
17. to take pictures of the environment	
18. serious crimes	
19. to feel safe	
20. a foreign technology	
21. a convenient place	
22. a peaceful century	

23. to share responsibility	
24. to share friend's lifestyle	
25. to get these goods free	
26. health of the society	
27. to worry about health	
28. to worry about environment	
29. development of the enterprise	
30. New subjects appear in this higher educational establishment every year.	

b) Read the following word combinations and sentences and translate them in English.

	1. Інформаційні технології
	2. Розвивати інформаційні технології
	3. Швидкий розвиток технологій
	4. Інформаційні технології розвивають суспільство
	5. Розвиток підприємства
	6. описувати швидкий розвиток
	7. сильний уряд
	8. розділяти думки
	9. розділяти відповідальність
	10. ставати економістом
	11. з'являтися у вищому закладі освіти
	12. хвилюватися за здоров'є
	13. хвилюватися о проблемах суспільства
	14. описувати здоров'я
	15. щоденне життя
	16. дозволь описати моє щоденне життя
	17. з'являтися на підприємстві
	18. боротися зі злочином
	19. боротися із забрудненням
	20. потоваришувати з робітником
	21. поганий вплив на здоров'я

	22. сучасний стиль життя
	23. дзвонити рідним
	24. дзвонити роботодавцю
	25. двадцять перше століття
	26. століття науки
	27. робити фото
	28. потужні урядові організації
	29. уряд хвилюється
	30. представити сучасні технології

XIII. Retell the text about Information technology.

GRAMMAR REFERENCE

PAST PERFECT TENSE

(минулий доконаний час)

Стверджувальна форма

/Subject + had + 3 form of the verb/

I We You They He She It	Had + worked / written
---	-------------------------------

Заперечна форма

I We You They He She It	Had not (hadn't)	+ 3 form of the verb
---	-------------------------	----------------------

Запитальна форма

Загальні запитання

Had	I We You They He She It	+ 3 form of the verb?
------------	---	-----------------------

Спеціальні запитання

<i>Питальні слова</i> What/what kind How Where When Why How much/ how many	HAD	I We You They He She It	+ 3 form of the verb
---	------------	---	-------------------------

Запитання до підмету

WHO – кто / WHAT – что + HAD + 3 form of the verb? наприклад, Who had written? What had worked?

Вживається з прийменником “BY”, який вказує, що “до певного часу дія завершилася” (by 5 o'clock).

TASKS

1. Open the brackets and put the verbs in Past Perfect Tense.

1) The foreign delegation didn't stay here for a long time. They (to go) to another country. 2) The CEO wasn't at the international enterprise at that time. He (to conclude a contract and to leave) earlier. 3. The photos of the enterprise were very old. The General manager (to take pictures) of it before he became the head of the staff. 4. The advertising manager was not in the office. He (to leave) for England. 5. The Sales Representative couldn't wait to get to the business meeting with foreign partners. He (never to be) there before. 6. There was nobody on the platform. The train (to leave) 20 minutes before. 7. We didn't find any lecturers in the higher educational establishment. Everybody (go out). 8. The staff carried on working. They already (to return) from lunch.

2. Put the given sentences in the negative form.

1) He had taken pictures of all the foreign guests by 6 o'clock. 2) The staff had gone to lunch when we came. 3) The customers had bought all new mobile phones by 3 o'clock. 4) The doctors of sciences had returned to the department by this time. 5) The CEO had finished his report when the employees came in.

6) The PR manager had arranged the meeting with the representatives of the press and with the consumers by the end of the day. 7) The representatives of the government had prepared the press conference by 5 o'clock. 8) The scientist had introduced his new computer technology to the world by the beginning of the 21 century. 9) The recycling enterprise had closed by September. 10) The accountant had prepared all the papers by the end of the day.

3. Put general questions.

1) He had gone to the bank by the time you came. 2) She had done her important calculations by the time you called. 3) They had finished the report by the time the Chief Manager came. 4) The freshman had spent all his pocket money by the first of December. 5) The senior students had left the higher educational establishment by the time you came. 6) They had become experienced accountants by the time the foreign organization invited them to work. 7) The senior teacher had already checked up all the tests when the commission came. 8) The Treasurer had signed all the papers when his assistant came. 9) The employee had shared all the CEO's ideas before he became the General Manager himself. 10) The daily life of the freshmen had changed by the New Year.

4. Answer the questions in pairs.

For example, Why didn't you go to the shop? (to buy) – I had bought all useful goods before.

- 1) Why didn't you listen to the economic prognosis on the radio? (to hear before)
- 2) Why didn't you see the shareholders when you came to Odesa? (to see them before)
- 3) Why didn't you tell the Managing Director my new address? (to forget)
- 4) Why didn't you learn about the procedure of currency exchange in this bank? (to lose an interest to it)
- 5) Why didn't you develop this idea? (to develop another idea)
- 6) Why didn't the scientist introduce his new technology to the public? (to find a mistake in his calculations)
- 7) Why didn't you consult the adviser about some work? (to find a job)

- 8) What did the Financial Journalist write in the newspaper about the foreign delegation? (to return to the Motherland)
- 9) What did you know about your cousin's son? (to enter state University in Odesa)
- 10) What did the CEO hear about his employee's health? (to become better).

5. Translate the sentences into English.

1) Менеджер з навчання знайшов годинник, який він загубив нещодавно. 2) Він хвилювався про здоров'я, бо до цього дня він відчував себе погано. 3) Коли я написав звіт про охорону навколишнього середовища, я вийшов з офісу. 4) Коли покупець прийшов до магазину, весь персонал вже пішов. 5) Я став хорошим бухгалтером, після того як провчився в фінансово-економічному інституті 5 років. 6) Коли я заробив багато грошей, я купив комп'ютер. 7) Всі працівники пішли, після того як написали звіти. 8) Торговий представник сказав, що він уже продав усі товари. 9) Коли першокурсники вийшли з аудиторії, старший викладач знайшов ручку, яку хтось загубив. 10) Коли я з'явився в аудиторії, студенти вже зайняли всі зручні місця.

6. Write down your own sentences in Past Perfect (3 – affirmative, 3 – negative, 4 – interrogative (one general question, one question to the subject, two special questions)).

FUTURE PERFECT TENSE

(майбутній доконаний час)

Стверджувальна форма

/Subject + will + have + 3 form of the verb/

I We You They He She It	Will + have + worked / written
---	--

Заперечна форма

I We You They He She It	Will not + have	+ 3 form of the verb
---	------------------------	-----------------------------

**Запитальна форма
Загальні запитання**

WILL	I We You They He She It	+ have + 3 form of the verb ?
-------------	---	--------------------------------------

Спеціальні запитання

What/what kind How Where When Why How much/ how many	will	I We You They He She It	+ have + 3 form of the verb ?
--	------	---	--------------------------------------

Запитання до підмету

WHO / WHAT	+ will + have + 3 form of the verb?
наприклад, Who will have done it? What will have stopped working by 9 o'clock?	

Вживається з прийменником “BY”, який показує, що “до певного часу дія закінчиться у майбутньому” (by 5 o'clock).

TASKS**1. Open the brackets.**

- 1) I (to translate) the letter by 6 o'clock this afternoon.
- 2) I (to make) the report by morning. 3) He (to learn) the material about environmental protection by tomorrow, if he has time. 4) This work is so difficult, the Sales Manager (to finish)

it by late evening. 5) After you finish this book, you (to learn) new information about software and hardware. 6) By the end of the month the heat (to come) to Ukraine. 7) Our daily life (to change) by the end of the month. 8) The train (to leave) by the time we arrive at the station. 9) All the students (to return) to their higher educational establishments by the beginning of the second semester. 10) These employees (to become) very skillful and experienced by the end of the year.

2. Put the given sentences in the negative form.

1) The senior student will have got a Bachelor degree by June. 2) The staff will have gone home by midnight. 3) The Sales Representative will have done his work by 3 o'clock. 4) The senior lecturers will have returned to the classroom by this time. 5) The CEO will have finished his report when we come in. 6) The freshmen will have passed all their exams by the end of June. 7) This user will have learned these computer programmes by the end of the year. 8) She will have become a Bachelor of Business Administration by summer. 9) The enterprise will have closed by September. 10) The chief accountant will have done all the calculations by the end of the day.

3. Answer the questions, using Future Perfect Tense.

Example, Will you still be busy if I can call you at 6? (to finish) – No, we will have finished by that time.

- 1) Will they still be at the conference on environmental protection tomorrow at 5 o'clock? (go to the enterprise by that time).
- 2) Will the staff discuss the consumers' needs at 2 o'clock? (make a decision).
- 3) Will the user be choosing a new laptop at ten in the morning? (to buy)
- 4) Will the brother still be a freshman next autumn? (to become a second-year student)
- 5) Will the Advertising Manager still remember the work in this company in 5 years? (to forget)
- 6) Will the CEO be at the enterprise on Saturday? (to leave for Scotland to meet with foreign partners)
- 7) Will she be counting money tomorrow morning? (to do all the calculations)

- 8) Will you be speaking about information technology at 11 o'clock tomorrow? (to finish this talk and go to the enterprise).

4. Put 4 different questions to the sentences.

- 1) The Training Manager will have bought a new laptop by Monday.
- 2) The Treasurer will have returned from the business trip by the end of the week.
- 3) The staff will have done all calculations by 7 o'clock.
- 4) The employees will have finished their working day by 6 o'clock.

5. Translate the sentences into English.

1) До завтрашнього дня я закінчу всі підрахунки. 2) Ми зробимо всі фотографії до 3 годин дня. 3) До 20 червня ми здамо всі іспити в нашому вищому навчальному закладі. 4) Вони закінчать проект, присвячений захисту навколишнього середовища, до 1 вересня. 5) Я напишу звіт на той час, коли прийде генеральний директор. 6) Поїзд уже від'їде до того часу, коли делегація прибуде на станцію. 7) Ми купимо нову клавіатуру для нашого настільного комп'ютера до понеділка. 8) Головний менеджер змінить весь персонал до початку осені. 9) Менеджер з реклами зробить нову рекламу комп'ютерів до початку місяця. 10) Менеджер по роботі з клієнтами повернеться з відрядження до дня відкриття нового підприємства.

6. Write down your own sentences in Future Perfect (3 – affirmative, 3 – negative, 4 – interrogative (one general question, one question to the subject, two special questions)).

UNIT 10 PLACING IN A JOB

*“We hire people who want to make
the best things in the world”*

(Steve Jobs)

(A famous American entrepreneur, inventor of the greatest
companies
in the world – Apple and Pixar)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Placing in a job	працевлаштування
2. job hunting = job search	пошуки роботи
3. to apply + for [ə'plai fɔ:]	подавати заяву
4. application [ə plɪ'keɪʃ(ə)n]	заява, прохання;
5. applicant [ˈæplɪk(ə)nt]	кандидат на роботу
6. challenge	проблема, іспит
7. well-paid	добре оплачуваний
8. to encourage [ɪn'kʌrɪdʒ]	підтримувати, заохочувати
9. prosperous [ˈprɒsp(ə)rəs]	успішний, процвітаючий
10. self-evaluation	самооцінка
11. application letter	заява
12. resume CV = Curriculum Vitae [kəˌrɪkjələm ˈvi:tai]	резюме, анкетні дані
13. letter of recommendation=reference	рекомендаційний лист
14. job interview	співбесіда
15. to conduct	проводити
16. to hold a position	займати посаду
17. to dress the part	вдягатися належним чином, до місця
18. outsider	нефахівець

Unit 10

19. on the spot	на місці, одразу
20. to consider an offer	розглядати пропозицію
21. assertive [ə'sɜ:tɪv]	впевнений у собі
22. point of view	точка зору
23. to feel anxious [ˈæŋ(k)jəs]	хвилюватися
24. vacancy [ˈveɪkənsɪ]	вакансія
25. advertisement (= ad)	реклама
26. salary	заробітна плата
27. license [ˈlaɪs(ə)ns]	дозвіл, ліцензія
28. to require [rɪˈkwaɪə]	вимагати
29. to hire [ˈhaɪə]	наймати, брати на роботу
30. accomplishment [əˈkʌmplɪʃmənt]	виконання; досягнення
31. superficial [ˌsju:pəˈfiʃ(ə)l]	поверховий
32. to irritate [ˈɪrɪteɪt]	дратувати
33. attention to pay attention	увага звертати увагу
34. merit [ˈmerɪt]	гідність
35. effort [ˈefət]	зусилля
36. employment	працевлаштування
37. step	крок
38. to have to	повинен
39. to look for	шукати
40. education	освіта
41. necessary [ˈnesɪs(ə)rɪ]	необхідний
42. to identify [aɪˈdentɪfaɪ]	визначати, встановлювати
43. job transfer	переведення (по службі), перехід
44. in order to (to do something)	щоб (зробити щось)
45. purpose = objective	ціль

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

To **apply** for a job, to apply for a place at the enterprise, to apply for a Bachelor degree. A successful **applicant**, an applicant with experience, an applicant with skills and professional knowledge. This applicant applies for a job of an accountant the second time. **An application** to the position of an advertising manager, an application to the position of a treasurer, to write

an application, to send an application. If you want to get this place, write down an application.

To read about **job hunting**, to write a report about job hunting. Job hunting is usually a long process. **To require a resume**, to require calculations, to require knowledge. The employer requires from the candidate good knowledge and experience. To get a **letter of recommendation**, to bring a letter of recommendation, to send a letter of recommendation. The senior lecturer wrote a letter of recommendation to his student. A job **CV**, a scientific CV, a useful CV, an educational CV, a concise CV; to require a CV.

A successful **job interview**, a rapid job interview, to become a candidate for the job interview. The person with MBA degree is going to the job interview. A **prosperous** applicant, a prosperous employee, a prosperous freshman. The prosperous employees will work at the international enterprise. **An assertive** applicant, an assertive employer, an assertive employee. Assertive applicants go to the job interview.

Task: translate

1. Подавати заяву на (роботу/ у вищий навчальний заклад/ на співбесіду)	
2. Кандидат з (досвідом/ знаннями/ вміннями)	
3. Вимагати (рекомендаційний лист/ заяву/ заробітну плату)	
4. Успішний (кандидат/ співробітник/ старший викладач)	

To encourage the candidate, to encourage the applicant, to encourage junior and senior students. The CEO usually encourages his employees. **To hire** new staff, to hire new advertising manager, to hire a new customer service manager. The CEO hires only the employees who have a great experience and good knowledge and gives them a good **salary**. The Treasurer has a high salary.

To conduct the job interview, to conduct the business meeting with foreign partners, to conduct the meeting on the environmental protection. Soon I will become the CEO and conduct the meeting with the representatives of the merchant bank.

To consider an offer of job interview, to consider an offer of job hunting, to consider an offer of hiring a new staff, to consider a prosperous offer. The representatives of the retail bank consider a prosperous offer about the cooperation.

Task: translate

1. Заохочувати (кандидата/ персонал/ робітника)	
2. Наймати (менеджера по рекламі/ менеджера по зв'язкам з суспільством/ доктора наук)	
3. (Отримувати/ давати/ пропонувати) заробітну плату	
4. Розглядати (пропозицію/ резюме/ рекомендаційний лист)	

II. Translate the following word-combinations into the English language.

1) Підтримувати кандидата, 2) підтримувати (заохочувати) першокурсника, 3) висока стипендія і заробітна плата, 4) отримувати високу стипендію і заробітну плату, 5) наймати нефахівця на роботу, 6) наймати новий персонал, 7) хвилюватися на інтерв'ю, 8) проводити інтерв'ю, 9) проводити лекції у вищому навчальному закладі, 10) розглядати пропозицію щодо працевлаштування, 11) розглядати пропозицію роботодавця 12) вимагати резюме, 13) вимагати заяву, 14) вимагати рекомендаційний лист, 15) впевнений у собі кандидат на роботу, 16) впевнений у собі генеральний директор, 17) подавати заяву на роботу, 18) подавати заяву на посаду фінансового контролера, 19) успішні пошуки роботи, 20) проблема працевлаштування.

III. Match two parts to combine the word-combination.

1. letter of	a) anxious
2. to consider	b) hunting
3. to hold	c) the part
4. job	d) letter
5. application	e) of view
6. to feel	f) the position
7. to dress	g) recommendation
8. point	h) an offer

IV. In each line choose one word that doesn't belong to the group:

- 1) Letter of recommendation, application letter, resume, salary;
- 2) employer, employee, vacancy, applicant;
- 3) merit, to consider, to hire, to conduct;
- 4) well-paid, prosperous, superficial, advertisement;
- 5) job interview, vacancy, job hunting, job placing.

READING



I. Read the text and translate it.

SIX STEPS IN JOB SEARCH

If you want to get a job, you will have to invest time and effort preparing yourself for employment.

The salespeople are the people who know the product they are selling inside and out. They know the strong and weak points of the product and can tell others about it. Looking for a job means selling yourself. You are the product. The more facts you know about yourself, the better job you will be able to get. Your prosperous employers would be interested to know about your education, qualifications, skills, interests, and previous job experience. If you don't have accurate information or if you are uncertain about it, you'll produce a poor impression. Your personal information is needed each time you look for a job during your lifetime. If you organize your facts now, you can simply update them as you get more experience. The following steps will help you to gather all necessary information and make the process of job searching much more easily.

1. Self-evaluation
2. Application letter
3. Letter of recommendation
4. Resume (CV)
5. Job interview

The employment process begins with self-evaluation, so start with:

- a) identifying your interests;
- b) evaluating your qualifications.

It will help you to realize what you like and dislike, and what kind of work you really want to do.

An **application letter** is a letter which gives a subjective presentation focusing on what you can offer to meet the employer's needs. Here you can describe your best qualifications, skills and experience.



Job application (Scheme)

**Greeting
(formal)**

Dear Sir / Madam,

**Reason for
writing**

With reference to your advertisement on the ... website, I am interested in applying for the post of...

**Your
background
and
experience**

I am 26 years old and am currently studying for a degree in ... at ... University.

For the last two months / years I have been working as a ... at

I am interested in this job because...

The job itself

I feel that I would be well-suited for this job as I enjoy / have a lot of experience in ...

**Referring to
your CV**

I have attached my CV as a Word document.

You will notice that I ... as well as You will also notice that....

I would be grateful if you would consider my application.

**Final
comments**

You will see from my CV that two people can be contacted as references, one is ... and the other is from

I am available for interview in ... by phone any weekday afternoon, and you can email me or telephone me on the number below.

Close

I look forward to hearing from you soon.

Yours faithfully

A **letter of recommendation** (or reference) is a letter which an applicant has to take from someone who knows him (either personally or professionally: a teacher, a previous employer, a colleague) and who will speak about his positive qualities. An applicant must bring this letter to his future employer.

In the top-hand corner of the letter it should be written the following:

from whom (name, position, address, tel. number).

Lower on the left: to whom (name, position, address).

Date (on the left in American references; on the right in British references).

A letter has the three-part structure: opening, body and conclusion.

1. In the opening give the name of the candidate and the position he is looking for and your relationship to the candidate. Use supportive statements that recommend individuals for awards (e.g. I am pleased to nominate Ann Brown for the Employee of the month award. For the past 16 months Miss Brown served as staff accountant in my division. During this time she distinguished herself by...)

2. In the body of the letter describe the applicant's job and potential, skills and accomplishments.

3. In the conclusion give evaluation of an applicant in relation to others in similar positions (e.g. Mr. Brown is one of the most productive employees. I would rank him in the top 10 percent of all the specialists with whom I've worked. If he decided to return to us, we would be pleased to hire him).

4. Put the signature of the reference writer.

While writing, report only truthful facts, not judgments. Don't use general words. Definite, task-related descriptions are preferable.

Next step is a resume.

HOW TO WRITE A RESUME

No matter what method of job hunting you use, somebody will ask you for a resume. Most companies require a resume before inviting a candidate from the outside. Resumes are sometimes also required in order to receive a job transfer within a company. The purpose of a resume is to help you get a job interview, not a job. Very few people are hired without a personal interview.

A *résumé* or Curriculum Vitae (CV) is a summary of your career history, the skills and experience you have received during the course of it. It presents briefly what education, job ex-

perience, special honours, publications the person got and it includes professional activities (such as conferences), personal information, and perhaps even special interests or hobbies. A CV must be short – no more than two pages. A CV begins with personal details (name, date and place of birth, marital status, contact information). Sometimes after that career objectives are written and the time when the applicant can start the new job.

Some employers consider that a chronological (the standard-type) resume must be used; others tell about an accomplishment resume. A useful resume should include both your experiences and key accomplishments. When you send your resume to a prospective employer, you must write the resume professionally, with special attention to misspellings, typographical errors, and careful spacing. To attract attention, some job seekers print resumes on coloured paper, in a menu-like folder, or on unusual-sized paper. These things work positively and have merit.

II. Say if the sentences below are true or false. Correct the false statements.

1. The salespeople are the people who know the product they are selling just inside.
2. Looking for a job means selling yourself.
3. Your prosperous employers wouldn't be interested to know about your education.
4. Your personal information is needed each time you look for a job.
5. Most companies require a resume before seriously considering a job candidate from the outside.
6. The purpose of a resume is to help you obtain a job.
7. CV is a summary of your career history.
8. A CV begins with professional details.
9. A useful resume should include both your experiences and key accomplishments.
10. To attract attention, some job seekers print resumes on tinted paper.

III. Answer the following questions.

1. Who are the sales people?
2. What does looking for a job mean?
3. What are your prosperous employers interested in?

4. When is personal information needed?
5. What are the main steps in searching the job?
6. What is the purpose of a resume?
7. What are effective resumes?
8. What is the length of effective resumes?
9. What should a useful resume include?
10. How should a resume be written?

IV. Answer the following questions identifying for yourself:

1. What are you looking for: money, power, prestige, growth potential, other motivators?
2. How important are salary, environment, benefits, and job stability?
3. Do you enjoy working with people, information or things?
4. What is your idea of a perfect job, a perfect boss, a perfect colleague?

V. Translate into English.

1. Чим більше фактів ви знаєте про себе, тим краща робота, яку ви зможете отримати. 2. Процес працевлаштування важкий і вимагає багатьох зусиль. 3. Чим точніше ваше резюме, тим більше у вас шансів отримати роботу. 4. Ваш майбутній роботодавець зацікавлений знати про вашу освіту, навички, інтереси та попередній досвід роботи. 5. Мета резюме – отримати запрошення на співбесіду. 6. Резюме має бути стислим, не більше двох сторінок. 7. Для того, щоб привернути увагу роботодавця, деякі кандидати на роботу роздруковують свої резюме на кольоровому папері. 8. Успішне резюме має включати в себе ваш досвід, знання та вміння. 9. Резюме починається з особистих даних (ім'я, дата і місце народження, сімейний стан, контактні дані). 10. Коли ви відправляєте резюме роботодавцю, ви повинні написати свої цілі та звернути увагу на вид резюме.

VI. Make up and write down your own sentences about placing in a job using the new words (not less than 5 sentences). Read them in class.

VII. Tell your fellow students about the resume and how it should be written.

VIII. a) Read the following word combinations and sentences and translate them in your native language.

1. a successful job transfer	
2. a job transfer within a company	
3. to consider an offer of job interview	
4. to encourage the candidate	
5. a prosperous job	
6. to conduct the job interview	
7. to hire the applicant	
8. to consider a resume	
9. the objective of a chronological resume	
10. to receive a job transfer	
11. strong and weak points	
12. previous job experience	
13. to receive accurate information	
14. to get all necessary information	
15. a job search	
16. to make the process of job search successful	
17. to receive a job interview	
18. to pay attention to special interests or hobbies	
19. an assertive applicant	
20. to consider career objectives	
21. a professionally written brief resume	
22. to get a higher education with Bachelor degree	
23. to pay attention to education	
24. in order to consider the resume	
25. to require knowledge of accounting	
26. to require experience and skills	
27. to bring a letter of recommendation	

28. to require an application letter	
29. to encourage the employee	
30. to encourage the applicant	

b) Read the following word combinations/sentence, translate them in English.

	1. Пошук роботи
	2. подавати документи на роботу
	3. проводити зустріч з іноземними партнерами
	4. проводити співбесіду
	5. проводити лекції у вищому навчальному закладі
	6. підтримувати (заохочувати) першокурсника
	7. підтримувати кандидата
	8. вимагати заяву
	9. вимагати рекомендаційний лист
	10. вимагати високу заробітну плату
	11. проблема працевлаштування
	12. працевлаштування на успішне підприємство
	13. приділити увагу кандидату
	14. приділити увагу робітнику
	15. приділити увагу досвіду і знанням
	16. з'явитися на інтерв'ю
	17. Впевнений у собі кандидат з'явився на співбесіду
	18. розглядати пропозицію
	19. розглядати резюме
	20. щоб отримати ступень бакалавра
	21. щоб з'явитися у вищому навчальному закладі
	22. отримати необхідну інформацію

Unit 10

	23. використовувати необхідні знання і досвід
	24. отримати освіти
	25. вища освіта в торговельно-економічному університеті
	26. Успішний кандидат подає заяву на роботу скарбничого.
	27. проводити лекції у цьому закладі
	28. принести рекомендаційний лист
	29. коротке резюме и довгий рекомендаційний лист
	30. Робітник з великим досвідом хоче отримувати високу зарплату.

IX. Read the example of one man's personal details.

Personal details: Mr Peter Voronin, apartment 12, 5 Shevchenko Str., Kharkiv 61072, Ukraine.

Date of birth	9th January, 1969
Place of birth	Kharkiv
Nationality	Ukrainian
Marital status	Married
Children	Daughter Olga, 1993
Occupation	Engineer-programmer
Place of Employment	Company "ENERGO"
Gender (Sex): male/female	Male

Fill in the form about yourself.

Personal Information Sheet

Date _____

Name _____

Permanent Address _____

Tel.Num.: Home _____ Business: _____

Email _____

Emergency Contact Name _____

Relation _____ Contact Phone _____

Nationality _____

Date of birth _____

Place of birth _____

Occupation _____
Place of Employment _____
Gender (Sex): Female _____ Male _____
Marital Status: Single _____ Married _____

Information about family

Parents: _____
Address: _____
Ages (If died, please provide date of death): _____
Siblings (Brother/Sister): M__ F__ Name: _____
Ages: _____
Nephew/Niece Name/Ages: _____
Your signature _____

X. Read the ads of mini-resumes.

Without work experience:

1. Office manager/administrator Lady, 27, education in Economics, English, French, PC, responsible, able to learn, is looking for a job in a foreign company as a manager, secretary, personal assistant (PA) to executive bodies. Tel. 513-2476.

2. Secretary/receptionist, University degree, PC, fluent English, good German, Ukrainian, is looking for the position of receptionist, secretary. Ability to learn. Call Tatiana. Tel. 228-4415.

3. F, 23, 5th-year student of the Economic University is seeking for a job of an accountant. Contact Miss Brown. Tel. 515-1723.

4. Lady, University degree in Finance and Trade, PC. Looking for a job as a Financier, Treasurer. Tel. 416-0985.

With work experience:

1. Office manager/administrator, 23, higher education, English, PC skills, work experience as office manager, hard-working, ability to learn fast, seeks an employment as a secretary, office-manager. Tel. 442-0621, ask Olga.

2. Secretary/receptionist Lady, 22, University degree in management, good English, German, PC skills. Experience as secretary/manager in western and Ukrainian companies. Hard-working, responsible, and a team-worker. Applying for any suitable job. Tel. 417-65-27.

3. Ukrainian, M, 26, University degree in Economics, fluent English, Russian, excellent PC skills, four-year experience

in foreign companies. Looking for a serious job with opportunity to grow. Mobile phone (068)321-4542.

XI. Choose the most appropriate advertisement for you. Use it as a pattern for your own mini-resume and write it.

XII. Read the example of the complete chronological resume.

CHRONOLOGICAL RESUME

Personal details: Mrs Helen Kozak, apartment 12, 5 Shevchenko Str., Kharkiv 61072, Ukraine.

Years of study	Education
2010	Special Programming Training Courses. Certificate
2000	Specialized Training Courses for Professional Technical Engineering Workers at Kharkiv House of Engineering. Certificate
1993-1998	Kharkiv Aviation University. Diploma for Radio Equipment Designing and Manufacture
1983-1993	Kharkiv Secondary School No 100. Certificate
Years of work	Employment
2011-till present	Place of work. ENERGO International Consortium. Position: Engineer-programmer
	Responsibilities: 1. Software development of the group control. 2. Development of computer control devices. 3. Development of computer tests system.
2009-2011	Place of work. ENERGETICH State Small Business. Position- Engineer-programmer
	Responsibilities: 1. Modelling of engine management controllers on personal computers. 2. Development of control electronic devices.
1998-2009	Place of work: Computer Production Association Position: Electronics engineer Responsibilities: 1. Buying electronic equipment for automatic production systems. 2. Testing electronic equipment for automatic control system. 3. Modelling electronic equipment of automatic control system.

Language proficiency	Ukrainian – mother tongue, Russian – reading, writing, speaking. English: reading, writing — with the help of dictionaries
Personal features	Easy to contact and communicate, active, assertive
Additional information	Having driving license, certificate in accounting.
Interests	Swimming, Golf, Reading (detectives), Theatre and Cooking
Health	Excellent; non-smoker.

XIII. Write your own chronological resume.

XIV. Read the example of the application letter.

7797 Melville Road
May10, 2011.
Ms. Greta Boujgh

Dear Ms Bourgh,

Your advertisement in the January 31 issue of the Mariposa Post attracted my attention because I believe that I have the “skills” you are looking for in an administrative assistant. I am familiar with the computer system that you use in your office.

I have recently completed a three-month course at Hamilton College on operation of the Beta computer system. I learned how to apply this technology to speed up letter-writing and report-writing tasks. A workshop on “Writing and Editing with the Beta Processor” gave me experience with other valuable application.

As a result of this training I am able to compose many types of document including financial reports, and presentation slides.

These specislized skills have been valuable in my work for the past eight months as assistant to the chief nutritionist at the University of California campus cafeteria. As my resume indicates, my duties included writing letters, typing finished correspondence and having phone calls.

Because “my skills” are best explained in person, I would appreciate an interview with you. Please phone me any afternoon between 3 and 5 p.m. at (919) 223-56-78 to let me know the day and time most convenient for you.

Sincerely yours,
Mike Brown

Enclosure: resume, diploms.

XV. Write down your own application letter for the position of a Sales Manager in a big international company. Write a letter of at least 100 words.

XVI. Read the example of the letter of recommendation. Employee Letter of recommendation

From: Joe Smith
Main St. Company
123 Main St.
Philadelphia, PA 19103
Joe.Smith@reference.edu
January 4, 2017

To: Mr. Joe Boss
Manager
Acme Company
456 Main St.
Philadelphia, PA 12345

Dear Mr. Boss,

It is my pleasure to recommend Mike Applicant, his performance working as a consultant for Main St. Company proved that he will be a valuable addition to any company.

I have known Mike for two years in my capacity as Assistant Manager at Main St. Company. Mike worked for me on various projects as a consultant, and based on his work, I would rank him as one of the best consultants we have ever had.

Mike became a very necessary person because he presented well-researched and well-written reports to our clients. Mike is highly intelligent and has good analytical and communication skills.

If his work in our company is a good example of how he will do business in yours, I am sure, he will be very useful to your program.

If I can be of any further assistance, or provide you with any further information, please do not hesitate to contact me.

Yours Sincerely,
Joe Smith

XVII. Write down a reference for Mr. Brown who has been working in your company as a manager for 2 years and who is applying for a position of a senior manager in another company. Follow the plan.

Plan

1. Introduce yourself.
2. Point out the aim of your paper.
3. Write the following information:
 - a) How long have you known the applicant?
 - b) In what capacity have you known the applicant? (e.g. professional/ educational supervisor/ voluntary/religious)
 - c) What duties has he fulfilled?
4. Highlight his professional qualities/ his personal qualities.
5. Give your conclusion if you recommend or don't recommend his candidature.
6. Write closing remarks.

XVIII. Read and translate the text about a job interview, name the key phrases, retell the text using these phrases.

JOB INTERVIEW

A job interview is a process in which a potential employee is evaluated by an employer for prospective employment in the company, organization, or firm. A job interview is used to evaluate the candidate. Before the interview there is usually an evaluation of submitted rřsumřs from interested candidates, then selecting a small number of candidates for interviews. The job interview is considered one of the most useful tools for evaluating potential employees.

A typical job interview has a single candidate meeting with people representing the employer; the potential supervisor is usually involved in the interview process.

First of all the interviewer greets an applicant and introduces himself, then tries to make the applicant feel comfortable and only after it he asks questions about the applicant's history, personality, work style and other factors relevant to the job. For example, a common interview question is "What are your strengths and weaknesses?" Interview questions help the

employer to understand if you possess the necessary skills and experience for the job. The questions are according to the job requirements and the future employer asks them in a specific order.

The candidate usually has a chance to ask any questions at the end of the interview. These questions are encouraged because they allow the interviewee to get more information about the job and the company, and they can also demonstrate the candidate's strong interest in them.

After the interview a candidate should send a thank-you letter, expressing his or her appreciation for the opportunity to meet with the company representative. The thank you letter helps the candidate to stay fresh in the interviewer's mind.

Typical interview questions:

- 1) What Are Your Weaknesses?
- 2) Why Should We Hire You?
- 3) Why Do You Want to Work Here?
- 4) What Are Your Goals?
- 5) Why Did You Leave (Or Why Are You Leaving) Your Job?
- 6) When Were You Most Satisfied in Your Job?
- 7) What Can You Do for Us That Other Candidates Can't?
- 8) What Are 3 Positive Things Your Last Boss Would Say About You?
- 9) What are your salary expectations?
- 10) What do you know about our company?

XIX. Study the questions above and plan your possible answers.

XX. Work with a partner. Practice explaining one of the following to a British person.

- 1) Explain where to look for a job in Ukraine. Is it easy or difficult to find a job in this country? What ways of finding a job exist? What documents do you need to submit if you want to apply for a job?
- 2) Explain to your fellow-student how to write a resume.
- 3) Explain what to wear for an interview to create a positive impression on the interviewer.
- 4) What positions can you occupy according to your qualification after graduating from the economic University?

GRAMMAR REFERENCE

MODAL VERBS

(модальні дієслова)

1. Дієслова **can** та **may** мають форми теперішнього і минулого часу (**could** і **might**), дієслова **must**, **ought** і **need** мають тільки одну форму – теперішнього часу

У такому випадку замість них використовують дублюючі конструкції.

Must = have to = to be to – повинен

Can = to be able to – може, здатний

May = to be allowed to – може

2. Модальні дієслова не мають неособистої форми – інфінітиву, герундія і дієприкметника.

3. Модальні дієслова не мають закінчення **-s** в 3-й особі однини:

He can do it. He must do it. He may do it. He ought to do it.

4. Питальна і заперечна форми модальних дієслів в **Present** і **Past Indefinite** утворюються без допоміжного дієслова **to do**. У питальній формі модальне дієслово ставиться перед підметом:

Can you do it? May you do it? Ought she to do it? Must you do it?

5. У заперечній формі частка **not** ставиться відразу ж після модального дієслова. Дієслово **can** і заперечна частка **not** у теперішньому часі пишуться разом: **cannot**.

He cannot do it. Він не може цього зробити.

You may not write here. Тут писати не дозволяється.

6. Модальні дієслова мають такі скорочені заперечні форми: **can't**, **mayn't**, **couldn't**, **mightn't**, **needn't**, **mustn't**.

Can, could – можливість, дозвіл, ймовірність, навичка

– **Can you** go there and help them? (Ти можеш поїхати туди і допомогти їм?)

It **could** be a resume. (Це може бути резюме).

May – дозвіл, невпевненість

– **May I** go? (Можна мені йти?)

He **may** be an applicant. (Він може бути кандидатом).

Might – непевненість

– Job interview **might** be on Monday. (Співбесіда може бути в понеділок)

Must – обов’язковість виконання дії, впевненість

– You **must** listen to it. (Ви мусите послухати це).

They **must** leave now. (Їм вже потрібно йти).

Should – порада, впевненість

– You **should** consult a director. (Вам слід проконсультуватися з директором).

Would – допомога, запит про ймовірність

– **Would** you listen to the message, please? **Would** he be there on time?

(Послухайте повідомлення, будь ласка. Він добереться туди вчасно?)

Ought /ɔ:t/ – виражає моральний обов’язок, бажаність дії, що відноситься до теперішнього і майбутнього часу слід – було б, потрібно, повинен, мусиш. Інфінітив після дієслова **ought** вживається з часткою **to**.

– You **ought to** do it at once. – Вам слід (варто було б, ви повинні) зробити це зараз.

Need – в поєднанні з Infinitive виражає необхідність здійснення дії стосовно теперішнього і майбутнього часу.

Need you go there so soon? – Чи потрібно вам (чи повинні ви) їхати туди так скоро?

TASKS

Modal verb can (could)

1. Read and translate.

1. Our General Manager can work for many hours without a rest.
2. Financial director can give you some good advice.
3. The treasurer of this international company can speak three foreign languages.

4. You can address the employer and ask him about the salary.
5. You can enter this higher educational establishment – Trade and Economics Institute.
6. Can I help you in counting your income?
7. Can I ask you a professional question?
8. He can't be an accountant, he can't add up.

2. Make these sentences (a) interrogative, (b) negative.

Patterns: It can be cold today.

Can it be cold today?

It *cannot* be cold today.

1. Senior High math teacher can speak English quite well.
2. I can type this business letter for you.
3. The third-year student can read books on accounting in English now.
4. They can do the calculations for you today.
5. The applicants can speak English a little.
6. You can pay in any currency, for example, in dollars.
7. You can make a report about global warming.
8. We could offer you a letter of recommendation.

3. Translate into Ukrainian (to be able to).

1. I will be able to go to the accounting department next weekend.
2. I hope, you are able to write a resume.
3. We'll be able to help you in calculating your income next week.
4. She was able to go to a job interview.
5. Will you be able to get to the trade and economics institute in time?

Modal verb may (might)

4. Read and translate.

1. A freshman may go with me to the accounting department.
2. May I send my CV by e-mail?
3. You may ring me up if you need my help.
4. You may come to our international office in an hour.
5. IT director can check our software.
6. This senior student may not take the English book home.

7. An assistant may take little money with her.

8. The CEO may visit Kyiv on the 1st of May.

5. Give short affirmative and negative answers.

1. May a financier come in the CEO's office?

2. May the treasurer go out to have some lunch?

3. May I have an interview with a foreign representative?

4. May I speak to the advertising manager now?

5. May I write a necessary document?

6. May we take this opportunity to congratulate you on your appointment?

6. Use "might" in these sentences.

1. The weather was fine, the students (walk) in the park.

2. If he (answer) the last question more correctly, he (pass).

3. If you (send) CV by post, it (arrive) a week slower.

Modal verb must

7. Read and translate into Ukrainian.

1. Freshmen must work systematically.

2. He must be attentive when he applies the documents.

3. Financier has worked hard all day, he must be tired.

4. The PR manager must be waiting for you already.

5. Must I pay in advance?

6. You must pay extra.

8. Put "must" or "mustn't".

1) You come to a meeting at the Trade and Economics Institute. Some important and necessary questions will be there.

2) You ... wear a seat belt while the plane is taking off. 3) You ... travel on a train without a ticket. 4) You ... ride a motorbike without a helmet. 5) You ... ride a bicycle on a motorway. 6) You ... always lock your car while you are away. 7) You drive at more than 60 km/h in town. 8) You ... throw anything out of the window. 9) You ... never open the door before the train stops. 10) John ... be here. Here is his resume.

9. Complete the sentences with the words: MUST + be, buy, go, go, help, hurry, meet, phone, read, learn.

1) We... to the bank today. We haven't got any money.

2) I I haven't got much time.

3) She's a very interesting person. You her.

- 4) I forgot to phone the sales manager yesterday. I ... him today.
- 5) You to drive. It is very useful.
- 6) This is an excellent book. You it.
- 7) We some food. We've got nothing for dinner.
- 8) I to the post office. I need some stamps.
- 9) I have a big problem. You me.
- 10) You can't always have things immediately. You patient.

Have to

10. Change the following sentences into the negative and interrogative.

1. Students often have to work at the laboratory after classes.
2. Second-year student had to take entrance exams in August.
3. Job seeker will have to come here twice a week.
4. Doctors of science had to spend a lot of money on books.
5. Board of directors had to stay there for a long time.
6. Honoured teachers always have to write many scientific articles.
7. Candidate has to work hard at his handwriting.
8. Financial director has to help his assistant to prepare the report.
9. Some of the freshmen will have to join the institute sports society.
10. She has to check the calculations herself.

11. Fill in the spaces in the following sentences by inserting "must" in present, past or future forms of "have to".

1. The buses were too full, I ... get a taxi.
2. She ... learn the new words regularly.
3. Junior students ... read this necessary book. It's really excellent.
4. Our teacher fell ill and ... leave early.
5. Tell the job seekers that they ... be here by six. I insist on it.

12. Translate the sentences with “Have to (had to/ will have to)”.

1) Йому доведеться написати резюме ще раз. 2) Їй довелося зустрітися з начальником відділу кадрів, щоб написати заяву. 3) Було пізно, нам довелося їхати на метро. 4) Мені доведеться залишитися на роботі до вечора. 5) Колегами довелося їхати на вокзал зустрічати іноземних представників. 6) Студентам довелося повернутися в офіс, щоб заповнити папери для програми з обміну. 7) Мені довелося чекати недовго. 8) Декан повинен покликати всіх студентів. 9) Їй довелося написати заяву про звільнення. 10) Вони повинні будуть зателефонувати до Європейського Союзу і вирішити це питання.

To be to

13. Translate into Ukrainian.

1. I am to make my report on the international trade next week.
2. We were to meet our foreign partners at the station.
3. The future Bachelors are to come for the pre-exam meeting at 3 o'clock.
4. He is to make his report on start-ups at the next seminar.

14. Make these sentences (a) interrogative, (b) negative.

1. I am to return to the trade institute, I have classes there today.
2. The junior students are to come to the institute on Monday at 9 o'clock, they have a meeting with the Dean.
3. He is to take part in the scientific conference. He wants to get a scholarship next semester.
4. We are to conduct this meeting, it is in the plan of our department.

Should, Ought to

15. Translate the sentences.

1. They ought to pay us money for the successful work.
2. We ought to meet and discuss the forms of payment in this merchant bank.
3. He should visit the Head office.
4. It should be a nice day tomorrow.
5. You should be more careful.
6. The honoured teacher taught them to solve such problems, so they ought to know how to do it.

16. Put "can", "may", "must", "should", "ought to", "have to", "be to", "be able to" (or negative forms) and "needn't" in the spaces.

1. If you don't know the meaning of the word you ... use a dictionary.
2. Years ago a first-year student ... speak English well.
3. ... you help me with my resume? Yes, I
4. You ... see the new enterprise on Broadway.
5. The matter ... be discussed in tomorrow's meeting.
6. They ... do all the exercises; it will be useful if they do four of them.
7. Candidate of science is tired. He ... work hard.
8. You ... keep that book. It doesn't belong to you.
9. ... I get a passport?
10. Do I ... to fill a lot of applications?
11. She was feeling unwell yesterday; she ... go to the Institute.
12. I'll ... to go to the Head office.

17. Find mistakes in these sentences.

- 1) The European Society should to follow the peaceful course.
- 2) The company ought changing its plans.
- 3) Mark Green should change the company?
- 4) This company ought be a strong company.
- 5) The company should not to lose money.

18. Translate into English.

1. Ви можете дістатися до торговельно-економічного інституту на метро? – Ні, я не можу.
2. Ви не могли б передати мені цього ділового листа?
3. Вона, мабуть, мало працювала протягом семестру, тому так погано склала екзамени.
4. Вам нічого хвилюватись.
5. Вам немає необхідності робити це.
6. Можливо, вона мені вчора дзвонила.
7. Можливо, ви закінчили писати статтю про захист навколишнього середовища.
8. Мені потрібно зателефонувати бухгалтеру.
9. Взяти з собою рекомендаційний лист? Ні, це не потрібно.
10. Вам треба бути уважнішим на лекціях.
11. Ви могли б прийти вчасно на співбесіду.
12. Вам не слід було надсилати своє резюме поштою. Тепер нам доведеться чекати кілька днів на Ваше резюме.

UNIT 11. BUSINESS CORRESPONDENCE

*“What a lot we lost when we stopped writing letters.
You can’t reread a phone call.” (Liz Carpenter)*

*“Or don’t you like to write letters. I do because
it’s such a swell way
to keep from working and yet feel you’ve done something.”
(Ernest Hemingway)*

*“Letters are among the most significant memorial
a person can leave behind him.” (Johann Wolfgang
von Goethe)*



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

<i>English</i>	<i>Ukrainian</i>
1. Communication	спілкування, комунікація
2. written communication	письмове спілкування
3. external communication	зовнішнє спілкування
4. internal communications	внутрішнє спілкування
5. memo	меморандум, доповідна (службова) записка
6. formal letters	офіційні листи
7. informal letters	неофіційні листи
8. to differ	відрізнятись
9. purpose ['pɜ:pəs]	мета
10. commercial activity	комерційна (торговельна) діяльність
11. competent	компетентний
12. permanent records	довгострокові записи
13. to refer	відноситись, посилатись

14. to require [rɪ'kwaɪə]	вимагати
15. leisure ['leɪʒə]	дозвілля
16. table	таблиця
17. graph [grɑ:f]	графік
18. diagram ['daɪəgræm]	діаграма
19. advertisement	оголошення
20. notice ['nəʊtɪs]	повідомлення
21. occupation	заняття
22. straightforward vocabulary	пряма лексика
23. to the point	який має стосунок (до чогось), доречний
24. Post Office	Поштове відділення
25. courier ['kʊrɪə]	кур'єр
26. sender	відправник
27. recipient	отримувач
28. official correspondence	офіційне листування, офіційна кореспонденція
29. citizen	громадянин
30. staff	персонал
31. to depend on	залежати від
32. to apply for	звертатись за
33. business deal	комерційна угода
34. to reject [rɪ'dʒekt]	відхилити
35. to extend	розширювати
36. to persuade [pə'sweɪd]	переконувати
37. letterhead	друкований фірмовий бланк
38. heading	заголовок
39. salutation	привітання
40. circumstances ['sɜ:kəmstæn(t)s], under the circumstances	обставини, при обставинах, що склалися
41. enclosure [ɪn'kləʊʒə]	додаток, вкладення
42. delivery	доставка
43. to worry	хвилюватися
44. body of the letter	основна частина
45. error	помилка
46. proofread	коректура, виправлення
47. sincere [sm'sɪə] sincerely yours	щирий щиро Ваш
48. concise [kən'saɪs]	краткий, лаконічний
49. advanced [əd'vɑ:nst]	сучасний, передовий
50. content ['kɒntent]	зміст

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

Types of written **communication**, important written communication, external communication, internal communications, business communication, paper communication; written **letters**, informal letters, formal letters, personal letters, business letters, effective letters, simple letters, concise letters; a **formal** letter, a formal language, a formal communication; an **informal** letter, an informal language, an informal communication, to offer to write a formal letter.

Permanent records, a permanent address, a permanent action, a permanent job; to **contain** information, to contain technical data, to contain graphs, to contain figures, to contain tables, to contain diagrams; it **depends on** the relationship, it depends on the sender, it depends on the recipient, it depends on the manager.

The same **purpose**, various purposes, a main purpose, a clear purpose, the purpose of reference; to accept an **offer**, to reject an offer, to make an offer, to write an offer; formal **circumstances**, difficult circumstances, under the circumstances, under less formal circumstances, important circumstances.

Task: translate

1. (Письмове/ зовнішнє/ внутрішнє) спілкування	
2. Постійна (адреса/ записи/ робота)	
3. (Головна/ важлива) мета, мета спілкування, мета життя	
4. Це залежить від (обставин/ отримувача/ відправника)	

Business correspondence, simple correspondence, short correspondence, correspondence about employment, correspondence about payment, let me show you our correspondence. New **occupation**, simple occupation, modern occupation, to offer a new occupation, to describe a new occupation.

To **worry** about a new occupation, to worry about a **delivery**, to worry about customers, government worries about the

situation in the country, don't worry about a **deal**. Delivery of commodities, delivery of software, delivery of hardware, delivery of goods. The purpose of the deal, a deal with foreign partners, a deal with an international enterprise, a deal of computers delivery.

Task: translate

1. (Важлива, швидка, щоденна) ділова кореспонденція	
2. (Пропонувати..., питати щодо..., описувати) рід занять	
3. Хвилюватися щодо (роду занять, покупців, угоди)	
4. Доставка (продуктів, ділової кореспонденції, програмного забезпечення)	

II. Translate the following word-combinations into the English language.

1) Письмова комунікація, 2) використовувати для внутрішнього спілкування, 3) передавати повідомлення, 4) відповідати одній меті, 5) звичайна торгівельна діяльність, 6) перевага письмового ділового листування, 7) доставка кореспонденції, 8) потребує довгий час для розуміння, 9) термін «ділове листування» зазвичай нервує людей, 10) повинен бути компетентним у написанні ділових листів, 11) залежати від відносин обох сторін, 12) приклади відправників та отримувачів, 12) пропозиція комерційної угоди іншим установам, 13) при обставинах, що склалися, 14) привітати людей, 15) норми формату ділового листування.

III. Read and memorize the following words and word-combinations. Be sure you understand the meaning of the words.

attachment	extra document or image that is added to an email
body	the content of the letter; between the salutation and signature
concise	gets to the point quickly
confidential, personal	private
direct mail, junk mail	marketing letters addressed to a large audience

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enclosure	extra document or image included with a letter
formal	uses set formatting and business language, opposite of casual
format	the set up or organization of a document
heading	a word or phrase that indicates what the text below will be about
informal	casual
inside address	recipient's mailing information
letterhead	specialized paper with a (company) logo or name printed at the top
logo	symbol or image that identifies a specific organization
memorandum (memo)	document sent within a company (internal), presented in short form
proofread	read through a finished document to check for mistakes
recipient	the person who receives the letter
salutation	greeting in a letter (e.g. «Dear Mr Jones»)
sincerely	term used before a name when formally closing a letter

IV Match.

1) business	address
2) inside	language
3) proof	correspondence
4) foreign	the letter
5) body of	error
6) letter	office
7) grammatical	read
8) post	head

V. In each line choose one word that doesn't belong to the group:

1. e-mail, memo, objective, letter.
2. editor, employee, employer, letterhead.
3. foreign, advanced, circumstances, clear.
4. to write, to type, to print, to invite.
5. to request, to invite, to offer, staff.

VI. Find synonyms to the following words and word combinations.

1. salutation	
2. objective	
3. modern	

4. to ask	
5. worker	
6. error	
7. profession	
8. business letter writing	

READING



I. Read the text and translate it.

Text A. The importance of written communication.

The most common types of written communication are letters, written for external communication, and memos, used for internal communications. Business letters are more formal and differ from personal letters, but they serve the same purpose – to communicate a message. Proper business letter writing is very important for normal commercial activity. So, every good businessman should be competent in writing effective business letters in English.

An advantage of written business communication is that they are permanent records of the communication. They can be referred to later if required, and read at leisure, which means that they can contain information that may take longer to understand, such as figures and technical data. Pictures, tables, graphs and diagrams can also be included in written communication. There are some other forms of written communication in business: reports, financial documents, advertisements, notices, customer and product information. Written communication should be accurate, clear, simple and complete.

Text B. What is a business letter? Types of business letters.

Most people who have an occupation have to write business letters. But the term “business letter” makes people nervous. Many people with English as a second language worry that their writing is not advanced for business writing. This is not the case. An effective letter in business uses short, simple sentences and straightforward vocabulary. The easier a letter is to read, the better. A business letter should be short and to the point. The content used in the letter should be clear and it should describe the objective of writing the letter. The letter should not have any typographical and grammatical error.

Business letters are formal paper communications usually sent through the Post Office or sometimes by courier. Business letters are sometimes called “snail-mail” (in contrast to email which is faster). Business letters also includes: letter, memo, fax, email.

Letters are written from a person/group, known as the sender to a person/group, known in business as the recipient. A business letter is written in formal language. The style of the business letter depends on the relationship that is shared between the two parties. Here are some examples of senders and recipients. The letter is written for official correspondence between two organizations, organizations and customers, clients, by job applicant to the company, between citizens and government, employer and employee, between staff members, etc.

A business letter is used for various purposes like offering a business deal to other organization, accepting an offer, rejecting an offer, applying for a job, extending the contract with a client, persuading, informing, requesting something, reminding about payment or delivery, recommending something, expressing thanks, introducing a person or a policy, inviting or welcoming people, etc.

Text C. How to write a business letter?

Follow *the following steps* at writing a business letter:

1. **The heading.** Always use a letterhead to write a formal letter. If you don't have it, then type your name and address at the top of the page.

2. Mentioning the date in a letter is a must. After the date, you need to write the full name and full address of the recipient.

3. **The salutation** in a business letter is always formal. First make sure that you spell the recipient's name correctly. You should also confirm the gender and proper title. Use Ms. for women and Mr. for men.

Ms, Miss or Mrs?

Mrs – to address a married woman

Miss – to address an unmarried woman (rarely used now)

Ms – to address a woman whose marital status you don't know; also used to address an unmarried woman

Under less formal circumstances, or after a long period of correspondence it may be acceptable to address a person by his or her first name. When you don't know the name of a person you may write, "To Whom It May Concern". Here are some common ways to address the recipient:

Dear Mr Powell, Dear Ms Mackenzie, Dear Frederick Hanson, Dear Editor-in-Chief, Dear Valued Customer, Dear Sir or Madam, Dear Madam, Dear Sir, Dear Sirs, Gentlemen, etc.

4. **The body** is written as text. A business letter is never hand written.

I. In most types of business letter it is common to use a friendly greeting in the first sentence of the letter. Here are some examples:

Thank you for your kind letter of January 5th. / I came across an ad for your company in The Star today. / It was a pleasure meeting you at the conference this month. / I appreciate your patience in waiting for a response.

II. After your short opening, state the main point of your letter in one or two sentences:

I'm writing to enquire about... / I'm interested in the job opening posted on your company website. / We'd like to invite you to our conference on April 5th.

III. Use a few short paragraphs (or one if you don't need more) to go into greater detail about your main point. Here are some common ways to express unpleasant facts:

We regret to inform you... / It is with great sadness that we... / After careful consideration we have decided...

IV. Your last paragraph should include requests, reminders, and notes on enclosures. Here are some common phrases used when closing a business letter:

I look forward to... / Please respond at your earliest convenience. / For further details... / If you require more information... / Thank you for taking this into consideration. / Feel free to contact me by phone or email.

5. **The Closing.** Use a comma between the short, polite closing and your name. You may include a title, if appropriate.

Yours truly, Yours sincerely, Sincerely, Sincerely yours, Thank you, Best wishes, All the best, etc.

6. You should always **proofread** a business letter before sending it.

Text D. E-mails.

When using email in business, most of the guidelines for standard formatting in business letters apply. Here are a few differences:

- Choose a subject line that is simple and straightforward. Don't use key words that might cause an email to go into another person's trash box.

- Repeat the subject line in the body of the email, beneath the salutation (as with a letter).

- Use the "cc" address line to copy more than one person with your correspondence.

- You can request a receipt for important letters. The system will automatically let you know when someone has opened your email.

- Instead of a signature, include your typed name, and below it include your email address, business name and address, phone and fax number, and website if appropriate.

II. Say if the sentences below are true or false. Correct the false statements.

1. Business letters should be simple and easy to read.
2. Business letters are more informal and differ from personal letters, and they serve different purposes.
3. Reports, financial documents, advertisements, notices are forms of written communication.
4. It is not useful for business letter to be to the point.
5. Accepting or rejecting an offer are the only purposes for business letter.
6. When you don't know the name of a person you may write, "Dear Sir".
7. The date on a business letter should appear after the salutation.
8. An "Enclosure" note should appear below the typed name of the sender at the end of the letter.
9. Contact information generally appears in the closing paragraph of the letter.
10. It is considered standard formatting to include the recipient's address before the salutation in a business letter.

III. Make the following sentences negative.

1. The term “business letter” makes people nervous.
2. Business letters are sometimes called “snail-mail”.
3. Business letters also includes: letter, memo, fax, email.
4. In emails instead of a signature the typed name is included.
5. “Proofread” means to read a text carefully.

IV. Choose the correct answer.

1. Before you seal and send your letter, make sure to _____.
A) punctuation B) proofread C) sensitive
D) transition
2. As soon as your certified letter reaches the _____, you will be notified.
A) recipient B) margin C) logo
D) salutation
3. The envelope indicated that there was _____, but in fact there was only a letter inside.
A) an enclosure B) a sender C) a solution
D) an indent
4. The _____ of the first paragraph was optimistic, so I wasn't expecting the bad news in the middle.
A) tone B) active voice C) direct mail
D) punctuation
5. I decided not to interview her, because her cover letter contained very poor _____.
A) on arrival notation B) block format C) single spacing
D) grammar
6. The _____ about the meeting was posted on the bulletin board for everyone to read.
A) memo B) heading C) sender
D) junk mail
7. Our address and phone number are shown on our _____.
A) letterhead B) snail mail C) postage
D) salutation
8. The first goal in writing a business letter is to get the recipient's _____.
A) address B) attention C) services
D) trade

V. a) Write a general question to each sentence. b) Write two special questions to each sentence.

1. An effective letter in business uses short, simple sentences and straightforward vocabulary.
2. Business letters are formal paper communications.
3. A business letter is used for various purposes.
4. You can correct errors with a fresh eye.
5. Your typed name in an email is usually at the left margin.

VI. Fill in the blanks with necessary words.

1. It was a great pleasure for us to _____ your letter of April, 23. (receive, get, send)
2. We would welcome the _____ to cooperate with you. (opportunity, desire, reason)
3. We would like to _____ your catalogues every month. (recommend, get, receive)
4. May I have the _____ of inviting you to visit our firm? (pleasure, decision, permission)
5. We _____ to inform you about the economic and cultural relations with our country.

VII. Complete the following sentences.

1. I receive many letters from ...
2. When I want to send a letter I usually go to ...
3. May I have the opportunity to wish you ...
4. It was a great pleasure to receive ...
5. Would it be possible for you to tell us ...
6. We beg to inform you that ...
7. Please, let me know how ...

VIII. Read the following letter and point out an introduction, a body of the letter and a conclusion in it.

*Maison d'Antiquites
29, rue Gavin Paris,
France*

Mr. Jan Van May 25, 2010

Estate Specialist Associates
Harlem
The Netherlands

Dear Mr. Van,

I'm writing to introduce myself and my company. My name is Robert Tomford and I am with an antiques company in Paris.

Our company would like to establish ties with you for a mutually beneficial relationship. We buy and sell antiques. It is our understanding that you, as estate appraisers and consultants, are involved in the deposition of antique furnishings.

I am enclosing my card and our company brochure. It would be a great pleasure to meet with you personally. I will be calling you next week to see what we can arrange.

Yours truly,

Robert Tomford

Executive Director

Enclosures: brochure, business card.

IX. Read and complete the following letter with the words from the box.

sincerely	forward	representative	call
writing	sellers	enclosing	

Ukrainian Beauty Products

10 Shevchenko Street

Odessa

May 12, 2017

Cloud's Beauty Spa

125 Maiden Lane

San Francisco

Dear Mr. Cloud,

My name is Sandra Kikimara and I am an account _____ with Ukrainian Beauty Products, Inc. in Odessa.

The reason I am _____ to you is that we have an exceptional new of cosmetic products that give long-lasting improvement in skin and hair, and that have been good _____ in many salons.

I am _____ a brochure and price list for your consideration. I would like to _____ on you next week, give you some samples, and see if you are interested in learning more about our products. I look _____ to talking to you at that time.

_____, yours,

Sandra Kikimara

Enclosures: brochure, price list.

X. The negotiators have some difficulties to write Rejection Letter. It is important to say something positive first, before the rejection. Read the following letter and complete it with the words from the box.

considerable	participation	company	submit	bid
appreciate	preparing	taking		

Dear Ms Faber,

Thank you for (1) _____ the time to (2) _____ your bid to do the construction and installation for our Hotel project. We (3) _____ the time and effort you spent in (4) _____ this one.

Unfortunately, we must decline your (5) _____ at this time, as we have awarded the job to another (6) _____ that has (7) _____ experience in this type of project.

We thank you for your (8) _____ and hope we will be able to use your services at some time in future.

Sincerely yours,

Robert Hort,

Vice president

XI. Read and complete the following formal e-mail with the words from the box.

sincerely	representative	satisfied	delivery
under	Dear	concerning	Please
require	containing		

Formal e-mail

from: Customer Service <customer.service@johnston-technology.com>

sent: Tuesday 2 April 09:33:25

to: "O. Poujade" <oliver.poujade@hmail.com>

re: your service request

_____ Mr Poujade,

Thank you for your email _____ your memory module. We are sorry that you are not _____ with this product; we will be pleased to exchange it _____ the terms of our guarantee.

_____ do not return the module until you have received an RMA (return merchandise authorization). To issue the RMA we _____ the revision number of the module (the long alpha-

numeric number, beginning with 00) and your _____ address, telephone and fax number.

You will then receive a fax, _____ details of where to send your original product, together with your RMA number and the name and email address of the RMA department _____ handling your case.

The fax should be returned to the RMA department together with the faulty module. Your request will normally be processed and your replacement module shipped within 2–4 working days.

Yours _____,

Bernard Thomas

Customer Service Executive

XII. Learn the following business abbreviations.

FYI	for your information
FYA	for your attention
CEO	Chief Executive Officer
VP	Vice President
HR	Human Resources
R&D	Research and Development
AGM	Annual General Meeting
ASAP	as soon as possible
VAT	Value Added Tax
PA	Personal Assistant
n/a	not available
dept.	department
HR	Human Resources
e.g.	exempli gratia (for example)
ETA	estimated time of arrival
HQ	headquarters
MD	Managing Director
No(s)	Number(s)
RSVP	repondez s'il vous plait (please reply)
PR	Public Relations
PTO	please turn over

XIII. Translate into English.

1. Дозвольте скористатися нагодою і привітати Вас зі святом. 2. Ми будемо раді відповісти на будь-які запитання, що цікавлять Вас. 3. Ми розраховуємо на співпрацю з Вами. 4. Чи не могли б Ви повідомити нам подробиці про Вашу фірму? 5. Маємо честь повідомити Вас, що ми готові підтри-

мувати співробітництво з Вашим підприємством. 6. Я хочу надіслати рекомендованого листа.

XIV. Write down a business letter to a colleague describing some business trends.

Prepare the letter using the questions below. The information can be real or imaginary.

- What is your company's business? What products / services do you offer?
- What is your position in the company?
- Choose two things in your business context with a change that can be measured. *Ideas:* sales and market share; sales and profits; sales of two different products; budgets for two different projects or products; inflation and unemployment; your own ideas.
- What are the trends? *Ideas:* up, down or stable; slow or rapid change; over what time period.
- Who are you going to write to about these trends? *Ideas:* a colleague from another department who asked for the information; a colleague in another country; someone new to the team who needs some background information; or perhaps your line manager.

XV. a) Read the following word combinations and sentences and translate them in your native language.

1. Letter of guarantee	
2. Dear Sirs / Madams	
3. Wouldn't it be possible for you to inform me...	
4. We beg to inform you that ...	
5. We will do our best to ...	
6. We will be glad to answer ...	
7. I look forward to cooperating.	
8. Please, let me know...	
9. I am sorry to have caused you so much trouble.	
10. We are delighted that...	
11. Best wishes	
12. Yours truly / Yours sincerely	

13. It was a great pleasure for us to receive your letter of ...	
14. We would welcome the opportunity ...	
15. I enclose some information ...	
16. May I take an opportunity to wish you...	
17. May I have the pleasure of inviting you to visit our firm?	
18. There is an enclosure to the letter.	
19. There are many circumstances	
20. Under the circumstances.	

b) Read the following word combinations and sentences and translate them in English.

	1. гарантійний лист
	2. Шановні панове / пані
	3. Чи не міг би я запросити Вас відвідати нашу фірму?
	4. Чи не змогли б Ви повідомити мене...
	5. Шкода, що я завдав Вам стільки клопоту.
	6. Ми маємо за честь повідомити Вас, що...
	7. Ми дуже раді, що ...
	8. Ми зробимо все можливе, щоб ...
	9. Дозвольте скористатися нагодою і привітати вас з ...
	10. Додаю деяку інформацію...
	11. Найкращі побажання
	12. Ми радіємо з можливості
	13. Щиро Ваш...
	14. З великим задоволення отримали Вашого листа...
	15. Ми будемо раді відповісти...
	16. Будь ласка, повідомте нас...

	17. Я розраховую на співробітництво
	18. Є додаток до листа.
	19. При цих обставинах.
	20. Я хочу знати про всі обставини.

XVI. Explain what a business letter is, tell about its structure, its kinds, commonly-used phrases.

GRAMMAR REFERENCE

THE PRESENT PERFECT CONTINUOUS TENSE

(теперішній тривалий доконаний час)

Утворюється за допомогою допоміжного дієслова **have (has) + to be** в Present Perfect (**been**) і дієприкметника теперішнього часу основного дієслова.

Стверджувальна форма

Subject + have / has + been + -ing form of the verb

I We You They	Have + been V + -ing (working / writing)
He She It	Has + been -ing V + -ing (working / writing)

Заперечна форма

I We You They	Have not (haven't)	+ been + V + -ing
He She It	Has not (hasn't)	+ been + V + -ing

Запитальна форма

Загальні запитання

Have	I We You They	+ been + V + -ing
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Has	He She It	+ been + V + -ing
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Спеціальні запитання

What/what kind How Where When Why How much/ how many	have	I We You They	+ been + V + -ing
	has	He She It	+ been + V + -ing

Питання до підмету

WHO, WHAT + HAS Наприклад, Who has been writing? What has been working?	Been +V + ing-form?
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Вживається зі словами: FOR – на протязі, протягом

Вживання

1. Для вираження дії, що почалася в минулому, тривала протягом певного періоду і все ще продовжується.	<i>He's been writing a letter for two hours.</i> (Він розпочав дві години тому і ще продовжує писати)
2. Для вираження дії, що почалася в минулому, тривала протягом певного періоду і щойно закінчилася з наглядним результатом, або ефектом.	<i>She's been painting the ceiling.</i> (Вона вся у фарбі)
3. Здебільшого на тривалість дії вказують слова for, since, how long.	<i>She's been calling on clients since this morning. I have been expecting you for an hour. How long have you been negotiating?</i>
4. Для вираження дії, що висловлює гнів, роздратування, досада, роз'яснення, критику.	<i>Who has been using my mobile phone?</i> (роздратування)
5. Увага! З дієсловами work, live, feel вживається або Present Perfect, або Present Perfect Continuous без різниці у значенні.	<i>I've been living / I've lived in Rome for a year.</i>

TASKS**1. Open the brackets and put the verbs into the Present Perfect Continuous Tense.**

1. Poor Tracy! She _____ (write) that essay for hours now and she still hasn't finished. 2. I _____ (try) to get in touch with Jenny all morning but I can't find her anywhere. 3. We _____ (live) here for the last six years. 4. Dan _____ (sleep) in his living room for three hours. 5. We _____ (work) at the insurance office for two years. 6. They _____ (wait) for the reply for two months. 7. When I arrived the co-workers _____ (discuss) the questions for an hour. 8. Actually, I _____ (type) this letter only for five minutes. 9. She _____ (write) the annual report for three hours and it still not ready. 10. She _____ (call) on clients since this morning.

2. Change the sentences from the Present Simple Tense into the Present Perfect Continuous Tense.

1) John speaks a foreign language. 2) He listens to the reports from the enterprises every day. 3) She often mentions her former insurance company. 4) They conduct meetings with foreign representatives every Monday. 5) The Training manager offers the staff some advanced courses.

3. Make the sentences negative and make general and special questions.

1. The business partners have been discussing the questions since 11 o'clock. 2. My manager has been working at this company for seven years. 3. They have been talking about this project for half an hour already. 4. We have been studying the market for several weeks. 5. She has been talking over the phone since the boss left. 6. The teacher has been explaining the new topic for 15 minutes. 7. I have ben translating this article for two days. 8. The students have been learning this rule for half an hour. 9. Our English partners have been waiting for the payment since they sent the goods. 10. The secretary has been typing the letter since I came to the office.

4. Answer the questions using present Perfect Continuous.

1) Have you been doing your English homework for a long time?

- 2) Have you been writing these unknown words on the topic “Business correspondence” for a long time?
- 3) Has your friend been communicating with another assertive student for a long time?
- 4) How long have you been receiving the scholarship?
- 5) Have you been preparing invitations for the scientific conference since 12 o'clock?
- 6) How long have the students been looking for the teacher?
- 7) Has she been making long distance calls for 3 hours?
- 8) How long have you been reading the book about finance and accounting?

5. Underline the correct form of the verbs.

To: Sami Asraf

From: Svetlana Weiner

Subject: Seminar presentation on Thursday

Dear Sami,

I've just received / I've just been receiving your message to us all about the seminar on Thursday. *I've worked / I've been working* on my presentation for the last week, and *have now finished / have now been finishing* it, so I am happy to be one of the first to present it. However, *I've made / I've been making* an appointment to see the university careers advisor immediately after the seminar, so I will need to leave on time.

I'd like some advice about my presentation. At last week's lecture you said that we should use visual aids as much as possible. *I haven't found / haven't been finding* anything to use. Is it essential? I've done lots of presentations before, and I feel OK about this one. In my last presentation *I used / I have been using* the overhead projector, and I want to do this again – does this count as a visual aid?

One last question: I went to Professor Kucherenko's lecture yesterday, and learnt quite a lot that is relevant to this course. Is it okay to refer to another course in my presentation? *I've been wondering / I wondered* about this – maybe it is better to stick to the materials and references *you've given / you've been giving* us. I hope you can let me know.

Thanks for your help,
Svetlana

6. Translate the phrases into English. Use Present Perfect Continuous.

1. Ви такий втомлений. – Так, я спілкувався з іноземцями півдня. 2) Я викладав прикладну економіку в цій групі протягом 2 років. 3) Менеджер з продажу дивився звіти працівників з 7 години. 4) Вони вивчали англійську протягом 6 місяців. 5) Студенти першокурсники вчили тему «Ділове спілкування» протягом двох тижнів. 6) Вони писали ділові листи весь день (і все ще пишуть). 7) Вона читала книгу про банківські установи весь день (і все ще читає). 8) Працівники хвилювалися з приводу зарплати весь день. І зараз вони чекають біля каси. 9) Менеджер з продажу товарів розповідав про різні обставини дві години. 10) Студенти читали інформацію по-англійськи про частини ділового листа (привітання, мета, основа частина листа, заключна частина, додаток) все заняття.

7. Make up your own 5 sentences in Present Perfect Continuous.

THE PAST PERFECT CONTINUOUS TENSE

(минулий тривалий доконаний час)

Утворюється за допомогою допоміжного дієслова **had + to be** в Past Perfect (**been**) і дієприкметника теперішнього часу основного дієслова.

Стверджувальна форма

I We You They	Had + been V+ -ing (working / writing)
He She It	Had + been V+ -ing (working / writing)

Заперечна форма

I We You They	Had not	+ been+ V+ -ing
He She It	Had not	+ been+ V+ -ing

**Запитальна форма
Загальні запитання**

Had	I We You They	+ been + V+ -ing
Had	He She It	+ been + V+ -ing

Спеціальні запитання

What/what kind How Where When Why How much/ how many	had	I We You They	+ been + V+ -ing
	had	He She It	+ been + V+ -ing

Запитання до підмету

WHO, WHAT + HAd	Been + ing-form?
наприклад, Who had been writing? What had been working?	

Вживання

1. Для вираження тривалої дії, яка почалася до якогось моменту в минулому, та продовжувалася у цей момент.	<i>I explained that I had been looking for him for the last two hours.</i>
2. Для вираження тривалої дії, яка почалася до якогось моменту в минулому, та закінчилася безпосередньо перед ним.	<i>She had been working as a manager for 10 years before she resigned.</i>
3. Для вираження тривалої дії, яка почалася до якогось моменту в минулому, та закінчилася безпосередньо перед ним з наглядним результатом, або ефектом.	They were wet because they had been running to the office in the rain.
4. Вживаються такі прийменники як: for, since	The manager had been writing a letter for an hour.

TASKS

1. Open the brackets and put Past Perfect Continuous Tense.

- 1) The treasurer (to worry) about making a contract for 2 hours before the CEO made a deal.
- 2) John (to study) for 3 hours before the freshmen came into his room in the hostel.
- 3) The customer (to choose) the goods for 20 minutes before the sales manager came up to him.
- 4) Maria (to work) at the recycling enterprise for 2 years before she entered the higher educational establishment
- 5) The government (to discuss) the problem of placing in a job for half a year before they accepted a law.
- 6) Jane (to write) a thank-you letter to her future employer for one hour before she finished it in a proper way.
- 7) The senior students (to make) reports for the conference on start-ups for one month before they wrote them at last.
- 8) The freshman (to spell) the unknown English words for the whole evening before he decided to go to bed.

2. Make the following sentences negative and make general and special questions.

1. He had been working as a manager there for seven years by that time. 2. We knew that he had been working in our company for a long time. 3. The girl answered that she had been typing some letters all the week. 4. The director noticed that she had been behaving strangely. 5. Jane replied that she had only been at the hospital for three days. 6. The managing director explained that she had been studying the market for a long time. 7. I had been speaking over the phone for ten minutes when you arrived. 8. He had been having a headache for half an hour before he took some medicine. 9. He wrote that he had been studying at the Financial Institute since 2015. 10. The career advisor had been consulting me for five times before I chose this job.

3. Choose the correct form of the verb.

1. I (had been waiting, waited) for his reply for two hours before I received the e-mail. 2. They (had been waiting, have waited) for the guests for ten minutes before they arrived.

3. Pete (had been looking for, has been looking for) a hotel for a long time before he saw a building. 4. A director felt tired because he (had been working, worked) hard all day. 5. His father (had been working, worked) at this enterprise for 25 years before he retired.

4. Fill in the gaps with the following verbs in the Past Simple, Past Perfect or Past Perfect Continuous: buy, develop, discuss, feel, make, phone, run, start, wait, work.

1. She _____ as a waitress for five years when he met her. 2. The lecture _____ by the time they got there. 3. In the supermarket he _____ all the ingredients he needed and then went home to make her birthday cake. 4. Scientists announced the launch of the new drug last week. They _____ it for five years. 5. By the time I got to the meeting they _____ (already) the important issues and they _____ the big decisions without me. I _____ from my mobile to tell them the train was late and I _____ annoyed that they _____ (not) for me. 6. I looked terrible when I saw Joe last night because I _____ for over an hour and I was exhausted.

5. Translate the sentences.

1) Банк видавав гроші пенсіонерам протягом півроку, доки не збанкрутував. 2) Головний бухгалтер працював в компанії протягом 10 років, коли раптово вирішив уйти. 3) Продавець пропонував покупцеві купити новий товар протягом 20 хвилин, доки покупець погодився нарешті. 4) Програміст встановлював програмне забезпечення на комп'ютер протягом 2 годин, доки нарешті не встав і не сказав, що він все зробив і йде додому. 5) Представники іноземної фірми їхали на машині весь день, доки не приїхали на нафтопереробний завод. 6) Персонал вже підігрівав приміщення протягом години, коли начальник сказав, що нарада не буде. 7) Він запрошував іноземців пообідати з ним 15 хвилин, доки нарешті вони категорично НЕ відкинули його пропозицію. 8) Діти вимовляли іноземні слова по буквах протягом 20 хвилин, доки вчитель не відпустив їх додому.

6. Make your own sentences in Past Perfect Continuous (not less than 5).

FUTURE PERFECT CONTINUOUS TENSE

(майбутній тривалий доконаний час)

Стверджувальна форма

Утворюється за допомогою допоміжного дієслова **will + have + to be** в Future Perfect (**been**) і дієприкметника теперішнього часу основного дієслова.

I We You They He She It	Will + have + been + V+ -ing (working / writing)
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Заперечна форма

У заперечній формі після першого допоміжного дієслова вживається заперечна частка **not**.

I We You They He She It	will not	Have + been + V -ing
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Запитальна форма

Загальні запитання

У питальній формі перше допоміжне дієслово ставиться перед підметом.

Will	I We You They He She It	Have + been + V-ing
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Спеціальні запитання

What/what kind How Where When Why How much/ how many	will	I We You They He She It	Have + been + - V + ing
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Запитання до підмету

WHO, WHAT + Will наприклад, Who will have been writing? What will have been doing?	Have+Been + V+ing-form?
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Вживання

1. Для вираження тривалої дії, яка почнеться до якогось моменту в майбутньому, та ще триватиме у цей момент.	<i>He will have been learning English for half a year by June.</i>
2. Для вираження тривалої дії, яка почнеться до якогось моменту в майбутньому та закінчиться безпосередньо перед ним.	<i>I will have been still writing an article when you arrive.</i>
3. Увага! З дієсловами, що не маюь форми Continuous, замість Future Perfect Continuous вживається Future Perfect.	<i>I will not have seen the earth before the land.</i>

TASKS

1. Open the brackets and put Future Perfect Continuous.

1. He _____ (read) a programme for ten minutes when they come. 2. She _____ (wait) for this meeting for a month before she receives the invitation. 3. The seats _____ (fill up) for twenty minutes before they come. 4. Paul _____ (read) books about the marketing for several years before he becomes an expert. 5. I _____ (work) on this report about competitors in the market sector for two weeks before I send it to the director.

6. My father _____ (work) at the office for twenty years by 2019. 7. In a few minutes, I _____ (wait) here for Caig for over two hours. Where can he be? 8. We'll be halfway through the sponsored swim in one hour so we _____ (swim) for 48 hours non-stop by then. 9. If she's still on the phone at 8 o'clock, Jan _____ (talk) to Melissa for over two hours. 10. Tomorrow Elaine _____ (work) on the project for ten days.

2. Make the following sentences negative and make general and special questions.

1. The actors will have been having the rehearsal at the theater for two hours. 2. This marketing plan will have been making for several weeks. 3. The PR manager will have been working on the script for two months. 4. We will have been booking the seats at 10 o'clock tomorrow. 5. I will have been working at the office all day. 6. He will have been staying at the institute for an hour. 7. We will have been asking for the seats in the stalls for our delegation at the box-office when you come. 8. The staff will have been discussing for a long time what kind of conference to attend, when the senior manager returns. 9. I have been waiting for this invoice for more than a month. 10. They have been sitting in the office for several minutes.

3. Translate into English using Future Perfect Continuous.

1) До того часу, як він закінчить вищий навчальний заклад, його батьки пропрацюють в Америці вже два роки. 2) Ми будемо рекламувати ці товари на ринку кілька місяців, перш ніж вони з'являться на ринку. 3) На майбутній рік до цього часу вона буде вивчати іноземну мову вже 2 роки. 4) До того часу як іноземна делегація приїде, ми будемо проводити збори вже протягом години. 5) До того часу, як начальник повернеться, персонал буде писати звіти вже протягом двох годин. 6) До червня ми вже будемо вивчати англійську мову протягом 8 місяців. 7) До кінця року вони вже будуть проводити змагання протягом 2 місяців. 8) Поліція буде проводити тренування протягом вже двох місяців до серпня. 9) Вони будуть запрошувати своїх іноземних партнерів на конференції вже протягом 2 років до 2018 року. 10) Українські вчені працюватимуть над проблемою глобального потепління вже протягом 10 років до 2020 року.

Summary

4. Translate the following sentences into English using Present / Past/ Future Perfect Continuous according to the sense.

1. Я вже дві години шукаю важливі документи і ніяк не можу знайти. 2. Скільки років Ви працюєте в цій компанії? – Я працюю в цій компанії двадцять років. 3. Невже вони працюють з самого ранку? 4. Я не відвідую конференції вже два роки. 5. Коли Ви почали читати цю книгу про маркетинг? 6. Вони готували цей лист 45 хвилин, перш ніж він був готовий. 7. Секретар набирала текст 10 хвилин, перш ніж прийшов директор. 8. Ми шукали менеджера майже 15 хвилин, перш ніж знайшли. 9. Представники не чекали майже десяти хвилин, як прийшов директор. 10. Ми не чекатимемо і трьох хвилин, коли розпочнеться презентація нового продукту.

UNIT 12. ECONOMY AND ECONOMICS

“The global economy is in pretty good shape”

(John William Snow – a well-known American economist, the former CEO of CSX Corporation, served as the 73rd United States Secretary of the Treasury)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

1. Economy [iˈkɒnəmi]	господарство, економіка; організація, структура, пристрій; ощадливість, розрахунок
2. Economics [iˈkɒnəmiks]	економіка, теорія економіки, економічна політика
3. national economy	народне господарство
4. planned economy	планове господарство
5. market economy	ринкова економіка
6. goods and services	товари і послуги
7. consumption [kənˈsʌm(p)ʃ(ə)n]	споживання
8. consumer [kənˈsju:mə]	споживач
9. distribution	розподіл, розповсюдження
10. needs and wants to satisfy one's wants / needs	потреби і бажання задовольняти чийсь потреби
11. survival [səˈvaɪv(ə)l]	виживання
12. to add	додавати
13. economic activity	економічна діяльність
14. wealth [welθ]	багатство, матеріальні блага
15. to arise (arose – arisen)	виникати, з'являтися
16. to allocate [ˈæləkeɪt]	розподіляти, розташувати
17. to earn [ɜ:n] a living	заробляти на життя

18. to provide	постачати, забезпечувати
19. to maintain	підтримувати
20. community	суспільство
21. limit	обмеження
22. a citizen	громадянин
23. to impose on	нав'язувати, зобов'язувати
24. to require [rɪ'kwaɪə]	вимагати
25. to conform to, with	відповідати чому- небудь, підкорятися правилам, узгоджувати
26. law [lɔ:]	закон
27. completely	повністю
28. loss to lose [lu:z] (lost – lost)	втрата втрачати
29. related to	пов'язані з, що мають відношення до
30. condition	умова
31. location	місце знаходження
32. to advance [əd'vans] advance	просувати, підвищувати, робити успіхи; просування, прогрес, успіх; аванс
33. expenses at smb's expenses	витрати; за чийсь рахунок
34. cost the cost of living cost price	ціна, вартість прожитковий мінімум ціна за собівартістю (ціна витрат)
35. labour labourer	праця, труд робітник
36. to alter	змінювати(ся)
37. to affect	впливати, діяти, хвилювати
38. to adjust	регулювати, улагоджувати
39. to damage	псувати, завдати шкоди, збитку
40. to restore	відновлювати
41. to make choice	зробити вибір
42. individual consumer	окремий споживач
43. to be faced with the problem	зіткнутися з проблемою
44. opportunity costs	можливі витрати
45. private ownership	приватна власність
46. property	власність, майно
47. green economy	екологічно орієнтована економіка

EXPLANATION

Economics is the study of the way in which money, industry, and trade are organized in a society.

An economy is the system according to which the money, industry, and trade of a country or region are organized.

Green economy is an economy that aims at reducing environmental risks and ecological problems, and at the development of the society without ruining the environment.

ECONOMIC or ECONOMICAL

We use *economic* to mean ‘related to trade, industry or money’:

e.g. The **economic** forecast for next year is not good.
The President spoke mostly about **economic** policy.

We use *economical* to mean ‘not using a lot of money’:

e.g. Hybrid cars are very **economical**. (They do not cost a lot of money to run.)

Solar energy for your home is expensive in the short term but it is more **economical** in the long term.

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

National **economy**, international economy, planned economy, developed economy, market economy, industrial economy, to support economy, to protect national economy, to maintain economy; to improve economy; to change economy.

To allocate the time; to allocate the salary; to allocate scholarship; to allocate commodities. The dean allocated the scholarship funds to the best students.

To advance quantity of employees; to advance production; to advance expenses; an advance in the price; an advance payment; to pay an advance.

a) Task: translate

1. Розподіляти (заробітну плату, час, багатство, продукти, товари)	
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2. Підвищити (виробництво, витрати, кількість робітників, ціни, авансовий платіж), внести аванс.	
3. (Покращувати, змінювати, розвивати, підтримувати) економіку.	
4. (Промислова, розвинута, успішна, зелена) економіка.	

b) Restore the letters of the words:

Economy-, adv-nce, a-locate, pa-ment, com-odities, schola-ship.

c) Write down the words having only the first and the last letters:

A- - - - e, e- - - - y, a- - - - - e.

Cost price; cost of living; to pay the cost; to increase the cost; to consider the cost; to offer the cost.

To cut prices; to cut the amount; to cut smb's expenses; to cut down the production of harmful materials.

Expenses on smth.; expenses on the needs; expenses on the salary; expenses on the equipment; expenses on the scholarship; at smb's expenses; to cut the expenses, heavy expenses.

National **property**, international property, to buy property, to sell property, the property of the enterprise, the property of the insurance company.

a) Task: translate

1. (Збільшувати, пропонувати, сплачувати, розглядати) вартість; ціна товару, прожитковий мінімум	
2. Зменшувати суму (кількість), знижувати ціни, скорочувати виробництво, скорочувати чийсь витрати	
3. Витрати на будь-що; витрати на зарплату; витрати на стипендію; великі витрати; за чийсь рахунок, зменшувати витрати.	

4. Власність (підприємства/ страхової компанії/ державного закладу)	
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b) Restore the letters of the words:

Com-odity; c-st, expen-es, c-t, pr-ce, s-lary, n-eds.

c) Write down the words having only the first and the last letters:C - - t, e - - - - s, c - t, l - - - - g,
s - - - - y.**II. Translate the following word-combinations into the English language.**

1) Національна економіка, 2) ринкова економіка, 3) зелена економіка, 4) розвивати економіку, 5) підтримувати економіку, 6) товари та послуги, 7) збільшувати ціну товарів, 8) зменшувати суму товарів, 9) скорочувати витрати, 10) скорочувати виробництво, 11) розподіляти заробітну плату, 12) зменшувати заробітну плату, 13) підписувати документ про власність страхової компанії, 14) передати цінні папери у власність цього закладу, 15) заробляти гроші, 16) заробляти на життя, 17) потреби і бажання громадян, 18) окремий споживач, 19) збільшувати прожитковий мінімум, 20) авансовий платіж.

III. Match two parts to combine the word-combination.

1. National	a) a living
2. the cost of	b) economy
3. to earn	c) needs
4. to satisfy	d) the problem
5. to be faced with	e) ownership
6. private	f) choice
7. to make	g) activity
8. economic	h) living

IV. In each line choose one word that doesn't belong to the group:

1. National economy, market economy, planned economy, applied economics;
2. salary, earnings, wages, expenses;
3. consumer, customer, ownership, client;
4. to maintain, to support, to allocate, to keep;
5. to restore, to alter, to renew, to make new.

V. Find synonyms to the following words and word combinations.

1. to make lower	
2. price	
3. wages	
4. commodities	
5. worker	
6. consumer	
7. society	
8. to appear	

VI. This pair of words often cause problems. Choose the correct alternative for each.

ECONOMIC / ECONOMICAL

1. Prices are rising and the number of jobs falling. It's not just a business problem, it's a general problem.
2. This car uses less petrol than the other one so this one is the more



READING

I. Read and translate the following text.

THE SCIENCE OF ECONOMICS

Economics is the social science studying the production, distribution and consumption of **goods and services**. Every person has **needs and wants**. Things which are necessary for survival are called needs. Things which are not necessary for survival but which add comfort and pleasure to our lives are called wants.

The science of economics is based upon the facts of our everyday lives. Economists study our everyday lives and the general life of our communities in order to understand the whole economic system of which we are part. They try to describe the facts of the economy in which we live and to explain how it all works. The economist's methods should be objective and scientific.

Many of the world's problems are economic in nature. The subject matter of economics is society itself. But economics studies those aspects of human society which deal with the production and consumption of goods and services; salary and earnings; unemployment; inflation; government spending; taxation and regulation; insurance, international trade, and the distri-

bution of material wealth in the country and throughout the world. All economic questions arise from the fundamental fact of deficiency. Nature does not provide all of the things society wants. We must decide what, how and for whom to produce.

Most people work to earn a living, and produce goods and services. Goods are either agricultural (like corn and milk) or manufactured (like cars and paper). Services are such things as education, medicine, commerce. Some people provide goods; some people provide services. Other people provide both goods and services. For example, in the same garage a man may buy a car or some service which helps him to maintain his car. The work people do is called **economic activity**. All economic activities together make up the economic system of a town, a city, a country or the world. Such an economic system is the total sum of what people do and what they want. The work which people do, provides them with the money with which they can buy commodities.

If a person can do, what he wishes, with his own property, time, and energy, then economists say that he is economically free.

The limits on economics freedom. In all communities limits are imposed upon the personal freedom of their citizens and these limits are in some cases very complex but in others – simple. All individuals are required to conform to the laws made by their governments. If people were completely free, workers might stop working when they got their first pay, and come back only when they needed more money. Such economic anarchy could cause instability (unemployment; loss of production etc.) in the economy of a country. Laws related to economic conditions are sometimes with contracts between employers and employees. Sometimes they are related to workers' health, salary and pensions, and sometimes with the location of places of work etc.

II. Say if the sentences are true or false.

- a. Economics is scientific study.
- b. Economists try to understand only part of the economic system.
- c. The range of human wants is very complex.
- d. Economic studies are essentially non-scientific.
- e. Economists study the general life of our communities.
- f. Most people produce either goods or services.

- g. Services are either agricultural or manufactured.
- h. The work which people do is called an economic system.
- i. Economic activity is the total sum of what people do and want.
- j. The work, which people do, provides them with money, or with what they need.

III. Answer the following questions to the text.

- a. What is economics?
- b. What is it based upon?
- c. What two things do economists study?
- d. What do they try to do?
- e. What should the methods of the economists be like?
- f. What is the subject matter of economics?
- g. What aspects of human society is economics concerned with?
- h. What is scarcity?
- i. Why do most people work?
- j. What do they produce?
- k. What is an economic system the sum-total of?
- l. What do we call the work which people do?
- m. Under what conditions is a person economically free?
- n. What are all citizens required to do?
- o. Why does complete economic freedom of action cause great difficulties?

IV. Complete the sentences according to the text.

- p. Things which are necessary for survival are called
- q. All economic activities together make up the of a town, a city, a country or the world.
- r. The subject matter of economics is itself.
- s. All economic questions arise from the fundamental fact of
- t. Economic is concerned with

V. Translate the phrases (V+N) (A+N) and make up sentences with them:

ECONOMY (V+N)	ECONOMY (A+N)
To affect	Centralized
To alter	Consumer
To analyze	Controlled
To adjust	Developed
To damage	Domestic
To develop	Efficient
To improve	Industrial
To manage	Market
To maintain	Private
To run	World
To restore	

VI. Match the verbs with the words and phrases that went together in the text.

1. to earn	a) goods
2. to produce	b) enough money
3. to maintain	c) work
4. provide	d) a living
5. make up	e) some particular personal satisfaction
6. buy	f) commodities
7. to do	g) his car
8. provide	h) the economic system
9. to earn	i) goods and services

VII. Read and dramatize the following dialogue:

O.: Hello, Ben!

B.: Oh, Oliver, glad to see you. Haven't seen you for a long time. What have you been busy with, and what are you doing now?

O.: I am a student of the University. And what about you?

B.: You know, when I received my school leaving certificate, I decided to work at a plant and get a speciality.

O.: What speciality have you got?

B.: I am a fitter (слюсар-монтажник) now, I can get a good salary and can support my mother. And now that I have become a skilled worker I think already I can combine my job with studies by taking correspondence courses or attending the evening faculty of an institute.

- O.: What institute do you want to enter?
B.: I haven't decided yet. I'd like to become an economist.
O.: Is it really interesting for you?
B.: Oh, yes, of course. I know that the study of economics will help us to understand the economic forces better and enable us to live a fuller life.
O.: Do you know what the basic economic problem is?
B.: I think I do. The central problem of economics is to determine the most efficient ways to allocate the factors of scarcity created by society's unlimited wants and limited resources.
O.: But in doing so, every society must provide answers to the following three questions:
- What goods and services are to be produced and in what quantities are they to be produced?
- How are those goods and services to be produced?
- Who will receive and consume (get to use) those goods and services?
B.: You are right. The way in which a society goes about answering these fundamental questions is known as its economic system. I'd like to study the economic system of our country.
O.: Now I understand you and I hope you will enter the institute and become a very good economist.

VIII. Give English and Ukrainian equivalents of the following:

a)

1. Приватна власність	
2. Прибуток	
3. Можливі витрати	
4. Недостатня кількість	
5. Окремий споживач	
6. Досягти мети	
7. Зробити вибір	
8. Задовольняти чийсь потреби	
9. Ресурси	
10. Витрачати гроші	
11. Стикатися з проблемою	
12. Виробляти товари	

b)

	a) goods and services
	b) needs and wants
	c) scarcity
	d) a good standard of living
	e) consumer choice
	f) to satisfy smb's needs
	g) competing individuals
	h) profit
	i) distribution
	j) essential commodities
	k) government ownership
	l) economic conditions

IX. TEXT B. Read and translate the text. Be ready for discussion.

ECONOMIC SYSTEM AND TYPES OF ECONOMIC SYSTEM

An **economic system** is a set of rules used to allocate a society's resources to satisfy its citizens' needs.

The resources of a society are known as its **factors of production** and include land, labour, **capital** (money, machines, tools, and buildings), and **entrepreneurs** (people who develop new ways to use economic resources).

The dollar value of all final goods and services produced by an economy over a given period of time is known as **the gross national product (GNR)**, and it can be used to forecast trends, analyze economies, or compare two or more economies.

Economic forces affecting business include the profit motive, with **profit** (i.e., the difference between what someone is willing to pay for an item and its manufacturing and marketing cost) being the foundation of economic system.

Yet another economic force that can determine price levels is supply and demand. **Supply** is the producer's ability and willingness to provide goods or services on a particular date at a given price. **Demand** is the amount of goods or services that consumers are willing to purchase on a given date at a given price.

Government is the final force affecting economic system, and its laws help to protect and enhance economy, rather than just limit it.

Planned economies are sometimes called "**command economies**" because the state commands the use of resources (such as

labour and factories) that are used to produce goods and services as it owns factories, land and natural resources. Planned economies are economies with a large amount of central planning and direction, when the government takes all the decisions, the government decides production and consumption. Planning of this kind is obviously very difficult, very complicated to do, and the result is that there is no society, which is completely a command economy. The actual system employed varies from state to state, but command or planned economies have a number of common features.

In a true **market economy** the government plays no role in the management of the economy, the government does not intervene in it. The system is based on private enterprise with private ownership of the means of production and private supplies of capital, which can be defined as surplus income available for investment in new business activities. Workers are paid wages by employers according to how skilled they are and how many firms wish to employ them. They spend their wages on the products and services they need. Consumers are willing to spend more on products and services, which are favoured. Firms producing these goods will make more profit and this will persuade more firms to produce these particular goods rather than less favoured ones.

Thus, we can see that in a market economy it is consumers who decide what is to be produced. Consumers will be willing to pay high prices for products they particularly desire. Firms, which are privately owned, see the opportunity of increased profits and produce the new fashionable and favoured products.

Command and market economies both have significant faults. Partly because of this, an intermediate system has developed, known as mixed economies.

A **mixed economy** means very much what it says as it contains elements of both market and planned economies. At one extreme we have a command economy, which does not allow individuals to make economic decisions, at the other extreme we have a free market, where individuals exercise considerable economic freedom of choice without any government restrictions. Between these two extremes lies a mixed economy. In mixed economies some resources are controlled by the government while others are used in response to the demands of consumers.

The aim of mixed economies is to avoid the disadvantages of both systems while enjoying the benefits that they both offer. So, in a mixed economy the government and the private sector interact in solving economic problems. The state controls the share of the output through taxation and transfer payments and intervenes to supply essential items such as health, education and defence, while private firms produce cars, furniture, less essential products.

X. Put 5 special questions to the text above and answer them.

XI. Define the type of economic system.

1. The goods and services produced today are the same as those produced in previous generations.
2. A central planning authority (government agency) decides what goods and services to produce.
3. The combination of productive resources used in producing goods and services are the same as those in past generations.
4. A central planning authority (government agency) decides what combinations of productive resources will be used in producing goods and services.
5. Finished goods and services are traded locally for other finished goods and services.

XII. Make a short summary about different economic systems on the basis of the text “Types of Economic system”. Use the phrases:

1. The deals with the issue
2. According to the text
3. It is clear from the text
4. The problem of is of great importance.
5. One of the main points to be singled out is
6. Great importance is also attached to

XIII. Match the first parts of the sentences with their ends.

1. The aim of mixed economies is to avoid the disadvantages of both system	a. who decide what is to be produced.
2. in a mixed economy the government and the private sector	b. interact in solving economic problems.

3. The state controls the share of the output through taxation and transfer payments and intervenes	c. to supply essential items such as health, education and defence.
4. Some countries are nearer to command economies	d. for products they particularly desire.
5. in mixed economies some resources are controlled by the government	e. while others are closer to free market economies.
6. We can see that in a market economy it is consumers	f. whilst others are used in response to the demands of consumers.
7. Consumers will be willing to pay high prices	g. while enjoying the benefits that they both offer.

XIV. Match each economic term in column A with its definition in column B.

A	B
1. economics	a) Something in short supply; not enough to meet demand.
2. production	b) Activity of buying and using goods.
3. distribution	c) The creation of services or the changing of materials into products.
4. exchange	d) The activity of selling goods and services in order to make a profit.
5. consumption	e) The production, distribution and sale of goods and services for a profit.
6. business	f) The movement of finished products from the manufacturing location to the marketplace.
7. trade	g) The social science that describe and analyses how society chooses from resources to satisfy its wants.
8. scarce	h) The process of trading or bartering one unit or set of goods or services for another unit or set.

XV. Translate the sentences into Ukrainian. Pay attention to the underlined words.

1. a) Prices are rising and the number of jobs is falling. It's not just a business problem, it's general **economic** problem.

b) This car uses less petrol than other one so this one is the more **economical**.

2. a) Their government is trying to liberalize the **economy** while keeping light political control.

b) Overheads are getting out of control and we need to make major **economies** right across the business.

3. a) She analyses the general **economic** problems faced by companies operating within traditional industries like shipbuilding.

b) She studied **economics** at university and is now an economist with a big international bank.

4. a) We have to reduce our general **expenses**: we must cut costs wherever we can.

b) He must cut his travel, accommodation and entertainment **expenditure**: he will have to stay in cheaper hotels and take clients to cheaper restaurants.

5. a) We will increase pay if the employees raise their **productivity**.

b) If we don't get another order soon, we will have to cut **production** and maybe close the factory.

XVI. TEXT C. Read and translate the text.

MICROECONOMICS AND MACROECONOMICS. SUPPLY AND DEMAND

There are two sides to the study of economics: **microeconomics and macroeconomics**. Microeconomists tend to offer a detailed treatment of one aspect of economic behavior, but ignore interactions with the rest of the economy in order to preserve the simplicity of the analysis. A microeconomic analysis of miners' wages would emphasize the characteristics of miners and the ability of mine owners to pay. It would largely neglect the chain of indirect effects to which a rise in miners' wages might give rise. For example, car workers might use the precedent of the miners' pay increase to secure higher wages in the car industry, thus being able to afford larger houses, which burned more coal in heating systems. When microeconomic analysis ignores such indirectly induced effects it is said to be partial analysis.

In some instances, indirect effects may not be too important and it will make sense for economists to devote their effort to very detailed analyses of particular industries or activities. In other circumstances, the indirect effects are too important to be swept under the carpet and an alternative simplification must be found.

Macroeconomics emphasizes the interactions in the economy as a whole. It deliberately simplifies the individual building blocks of the analysis in order to retain a manageable analysis of the complete interaction of the economy. For example, macroeconomists typically do not worry about the breakdown of consumer goods into cars, televisions, and calculators. They prefer to treat them all as a single bundle called “consumer goods” because they are more interested in studying the interaction between households’ purchases of consumer goods and firms’ decisions purchases of machinery and buildings.

In the world of the business **supply** means the amount of a commodity or service that producers are willing to sell in the market under various conditions. Economists are concerned with the market as a whole. They want to know how much of certain economic product sellers will supply at each and every possible market price. Supply may be defined as schedule of quantities that shows how much of a product sellers will supply at different prices. Everyone who offers an economic product for sale is a supplier.

In economics the relationship of supply and price is expressed by the Law of Supply. The law of supply says that the quantity of an economic product offered for sale varies directly with its price. It describes the relationship between prices and the quantity of goods or services that would be offered for sale at all of the possible prices that might prevail in the market. In other words suppliers will offer greater quantities for sale at a higher price and less at a lower price.

Higher prices lead to an increase in quantity supplied. When quantity supplied exceeds quantity demanded at current price, the price tends to fall and quantity supplied decreases. This can result in serious difficulties for many producers, and may cause them to go out of business completely. Overproduction of any commodity can also create difficulties, because it can lead to a glut in the market, which may cause prices to drop sharply.

Supply of many commodities can generally be adjusted to suit market conditions. This means that changes in prices lead to changes in the quantity supplied that can be increased or decreased rapidly in response to market prices. Supply, it may be said, is determined and influenced by price. But it is also deter-

mined by such factors as the cost of production and the period of time allowed supplying to adjust to a change in prices.

In economic analysis, these other factors are often assumed to be constant. This assumption enables supply and price to be related in what is called the supply function. The graphical representation of supply function is the supply curve. It shows the positive relationship between the price and quantity of a good supplied during a given period. The supply curve tells how many units of a particular commodity or service would be offered for sale at various prices. The supply curve slopes upwards from left to right.

How may **demand** itself be defined? Demand, it maybe said, is the desire for a commodity plus the ability and willingness to buy it. In economic theory, demand means the amount of a commodity or service that economic units are willing to buy, or actually buy, at a given price. In economic theory, demand is always effective, that is demand supported by purchasing power, and not merely by the desire for a particular commodity or service. Economists define “demand” as a consumer’s desire or want, together with his willingness to pay for what he wants. We can say that demand is indicated by our willingness to offer money for particular good and services. If you would like to own a new pair of shoes but can’t afford them, economists would describe your feeling as desire, not demand. If you had money and were ready to spend it on shoes, you would be included in economists’ demand calculations. So, demand is a consumer’s willingness and ability to buy a product or service at a particular time and place.

In economics, the relationship of demand and price is expressed by the Law of Demand. It describes the relationship between prices and the quantity of goods and services that would be purchased at different prices. It says that the demand for an economic product varies inversely with its price. In other words if prices are high the quantity demanded will be low, if prices are low, the quantity demanded will be high. Thus, demand is an important factor in determining prices. Obviously, demand is not only influenced by price, but also by many other factors, such as the incomes of the demanders and the prices of substitutes.

XVII. Answer the following questions.

1. What does microeconomics do?
2. Is partial analysis part of microeconomics or macroeconomics?
3. What do most micro-economists leave out of their analysis?
4. What does macroeconomics do?
5. Why wouldn't most macroeconomists make a breakdown of consumer goods?
6. What does supply mean in economic theory?
7. What does the term demand mean in economic theory?
8. What factors is demand influenced by?
9. Whom do we call supplier?
10. What does the quantity supplied of a good depend on?

XVIII. Put general and special questions to the sentences from the text.

1. They want to know how much of certain economic product sellers will supply at each and every possible market price.
2. In other words suppliers will offer greater quantities for sale at a higher price and less at a lower price.
3. Overproduction of any commodity can also create difficulties, because it can lead to a glut in the market, which may cause prices to drop sharply.
4. This means that changes in prices lead to changes in the quantity supplied that can be increased or decreased rapidly in response to market prices.
5. Demand is a consumer's willingness and ability to buy a product or service at a particular time and place.

XIX. Fill in the gaps with the appropriate words.

1. Economists are concerned with the as a whole.
2. Everyone who offers an economic product for sale is a
3. In economics the relationship of supply and is expressed by the Law of Supply. 4. The Law of supply says that the of an economic product offered for sale varies directly with its price. 5. Higher lead to an increase in quantity supplied. 6. This means that changes in prices lead to changes in the supplied that can be increased or decreased rapidly in response

Unit 12

to market prices. 7. The of supply function is the supply curve. 8. Demand is the desire for a commodity plus the to buy it. 9. When two goods satisfy similar needs, they are described as.....

XX. Match the phrases with their translation:

1. to advance demand	a. зростаючий попит
2. to supply demand	b. задовольняти попит
3. supply outruns demand	c. пропозиція випереджує попит
4. to ensure supplies	d. підвищувати попит
5. supply outstrips demand	e. пропозиція перевищує попит
6. fall in demand	f. гарантувати поставки (запаси)
7. cut off in supplies	g. падіння попиту
8. declining demand	h. скорочення об'єму поставок
9. domestic demand	i. внутрішній попит
10. growing demand	j. падаючий попит

XXI. Put the right word from the boxes in the sentences.

Economic economy economics economist economical
economically

1. Ben and Peter are two famous _____ .
2. Those people are studying the science of _____ .
3. People should be very _____ with the money they earn.
4. The _____ system of a country is usually called the national _____ .
5. The people in that town live very _____ .

Produce product producer productive production productivity

1. The company produces a new _____ every year.
2. The company's newest _____ is a high-speed computer.
3. The _____ of computers met last year to discuss prices.
4. That factory is not as _____ now as 5 years ago.
5. The _____ of that factory has gone down over the last 5 years.
6. The manager of the factory has decided that they must increase their _____ of software.

XXII. Make up your own sentences or a short story with these words and word-combinations for your group-mates.

Purchasing power, particular goods, willingness and ability, at a lower price, market price, product for sale, relationship of supply and price, increase in quantity, over-production of any commodity, cost of production, changes in prices.

XXIII. Translate the phrases V+N

Demand

*To cause
To diminish
To hold down
To increase
To meet
To reduce
To stimulate
To renew*

goods

*To obtain
To offer
To restrict
To ship
To stock
To trade
To manufacture
To handle
To dump with*

XXIV. Match phrases with their translation. Analyze the difference in meaning of: labour, work, job, employment, unemployment, activity.

1.skilled labour	a. повна занятість
2. labour force	b. вакантні робочі місця
3. labour market	c. викликати безробіття
4.to work overtime	d. кваліфікована робоча сила
5.to enjoy work	e. робоча сила
6. full time job	f. мати роботу
7. sustainable job	g. працювати понаднормово
8. to keep jobs	h. зберігати робочі місця
9. to eliminate jobs	i. робота з повним навантаженням
10. to produce jobs	j. підвищити занятість населення
11. full employment	k. постійна робота
12. to expand employment	l. скоротити безробіття
13. employment opportunities	m. політична діяльність
14. to reduce unemployment	n. ринок робочої сили
15. to produce unemployment	o. ліквідувати робочі місця
16. political activity	p. створювати робочі місця

XXV. Read and dramatize the following dialogue.

R.: Hi! I haven't seen you for a long time. What have you been busy with?

T.: I went into business with my friend.

R.: Really? How is it going on?

T.: Fine, thank you.

R.: What kind of business is it?

T.: We develop our own special recipe for homemade ice-cream, and we decided to sell ice-cream cones to students every day after school.

R.: How much does your ice-cream cost?

T.: It costs \$ 1.60 per one.

R.: How did you define the cost of your product?

T.: Oh, it was not very difficult. First of all we decided to learn the demand of our consumers. For this purpose we conducted a survey to see if students were interested in the idea. Each student was asked the following question: Would you spend \$. 50 to have an ice-cream cone for and after school snack? This question was repeated using higher and higher prices up to \$ 25 per cone. The results of the survey were assembled in a demand schedule, a table showing the quantities of a product that would be purchased at various prices at a given time.

R.: Oh! It is very interesting. I'd like to see this demand schedule for ice-cream cones.

T.: If you wonder I can show it to you. I've got it with me. Look here!

Demand schedule for ice-cream cones	
Price per cone	Quantity demanded
\$. 50	190
.75	175
1.00	125
1.25	85
1.50	65
1.75	50
2.00	40

R.: The survey results illustrated the law of demand in action, didn't they?

T.: You are right! We also made the demand curve, which illustrated the demand for ice-cream cones. It also enabled us to estimate what the demand would be for those prices falling in between the prices we surveyed. Although the students were not questioned about how many cones they would buy if the selling price were \$ 1.60, the curve lets us estimate the number would be about 55.

R.: nice for you. Now you seem to know a lot about business.

T.: Not everything yet. The subject becomes quite technical.

R.: I'm glad to hear it. It's time to go now. See you later.
Bye!

XXVI. Communicative situations.

1. Assume that you have just received your first paycheck of \$ 135. Describe how the concepts of scarcity, opportunity costs, and the need to make choices will affect the way in which you spend your money.

2. The law of demand works because consumers have the ability to substitute. The law of supply works because producers have the ability to substitute. Explain these statements.

GRAMMAR REFERENCE **REPORTED SPEECH**

(Непряма мова)

Прямою мовою (Direct Speech) називається передача чийого-небудь висловлювання.

"What time is it?" he asked.

"It's almost ten," she answered.

Mary said, "I'm very fond of roses."

Непрямою мовою (Indirect Speech) називається передача змісту прямої мови у вигляді переказу. Перехід від прямої мови до непрямої зв'язаний з деякою зміною форми висловлювання, наприклад:

«I am ready,» he said.

He said that he was ready.

При перетворенні прямої мови в непряму в англійській мові додержують певних правил, які подаються нижче. Непряма мова має форму додаткового підрядного речення, яке вводитья сполучником **that** або безсполучниково, до дієслів повідомлення **to say, to tell, to write, to answer, to reply** та ін.

При перетворенні прямої мови у непряму треба додержувати правил узгодження часів. Відповідно до цих правил час дієслова прямої мови не змінюється, якщо дієслово, яке вводить непряму мову, стоїть у теперішньому часі.

Пряма мова

«I am very sorry.»

Непряма мова

He says (that) he is very sorry.

Якщо дієслово повідомлення стоїть в одному з минулих часів (звичайно в Past Indefinite), то дієслово непрямої мови теж повинно вживатися в минулому часі, причому час дієслова при перетворенні прямої мови у непряму змінюється за такою схемою.

Direct Speech	Indirect Speech
Present Simple <i>He said, "Jane likes her husband very much."</i>	Past Simple <i>He said that Jane liked her husband very much.</i>
Present Continuous <i>He said, "Pete is doing his homework now."</i>	Past Continuous <i>He said that Pete was doing his homework then.</i>
Present Perfect <i>She said, "I have not been to the cinema lately".</i>	Past Perfect <i>She said she had not been to the cinema lately.</i>
Present Perfect Continuous <i>She said, "I have been doing this work for a long time".</i>	Past Perfect Continuous <i>She said she had been doing that work for a long time.</i>
Past Simple <i>She said, "We visited our parents yesterday".</i>	Past Perfect <i>She said they had visited their parents the day before.</i>
Past Perfect <i>He said "It had begun to rain when we drove off."</i>	Past Perfect <i>He said that it had begun to rain when they drove off.</i>
Future Simple <i>He said, "She will graduate from the University next year."</i>	Future Simple in the Past <i>He said that she would graduate from the University the following year.</i>
Future Continuous <i>He said, "I will be working all day tomorrow."</i>	Future Continuous in the Past <i>He said that he would be working all next day.</i>
Future Perfect <i>He said, "I will have finished work by the evening."</i>	Future Perfect in the Past <i>He said that he would have finished work by the evening.</i>

We **do not change** the past perfect, or might/could/should/would/ought to.

Деякі займенники і прислівники часу і місця змінюються за такою схемою.

Direct Speech	Indirect Speech
this	that
these	those
now	then
today	that day
yesterday	the day before
the day before yesterday	two days before
tomorrow	the next day
the day after tomorrow	in two days' time
next week (year)	the following week (year)
next Monday	the following Monday
last week (year)	the previous week (year)
a year ago	the year before
this June	the following June
here	there

E.g. 'I saw him here yesterday.' – She said she had seen him there the previous day. 'I'll send him this information.' – She said she would send him the/that information. 'I'll come tomorrow.' – She said she would come the following day.

При перетворенні **запитань** з прямої мови в непряму додержують загальних правил, викладених вище. Крім того, змінюється порядок слів: непрямі запитання на відміну від прямих характеризуються прямим порядком слів. У головному реченні звичайно вживається дієслово **to ask**. Загальні запитання вводяться у непрямії мові сполучниками **if** або **whether**.

E.g. 'Are you planning to stay late?' She asked me if I was planning to stay late.

'Do you know anyone in Marketing?' He asked me whether I knew anyone in Marketing.

Спеціальні запитання вводяться в непрямії мові відповідними питальними словами, які використовують як сполучні слова.

E.g. 'When will the shipment arrive?' they asked me. They asked me when the shipment would arrive.

E.g. 'Where is the file?' he asked me. He asked me where the file was.

Команди чи прохання передаються за допомогою дієслів: tell or ask + інфінітива.

E.g. 'Come in.'

*He told me **to come in**.*

'Don't take the train.'

*He told me **not to take the train**.*

'Please join me for lunch.'

*'He asked me **to join him** for lunch.*

'Please don't smoke.'

*He asked me **not to smoke**.*

MIND!

При зазначенні точної дати минулої події в прямій мові час Past Indefinite не змінюється при перетворенні в непряму мову:

"I was born in 2000." – She said that she was born in 2000.

TASKS

1. Change from direct speech into indirect speech.

1. The retailer said, «It's very difficult to sell this product».
2. The manager said to his friend, "I will leave for London tomorrow".
3. The customer said, "My friend bought a car by hire purchase a year ago".
4. The wholesaler said, "I am simplifying the process of distribution now".
5. He asked me, "Where did you buy a car?"
6. We asked them, "Do many families buy goods in this shop?"
7. He asked us, "How much will you pay for these goods?"
8. He wondered, "Will you pay installments the day after tomorrow?"
9. He said to them, "Deliver these products today?"
10. I said to him, "Don't buy furniture now".

2. Choose the right verb form:

1. He said he the contract at that moment.
 - a. will be signing
 - b. is signing
 - c. was signing
2. They realized that they to study delivery terms.
 - a. have
 - b. will have
 - c. had

3. I thought that I early shipment of my goods.
 - a. shall arrange
 - b. have arranged
 - c. should arrange

3. Put the verbs in the principal clauses in the Past Indefinite Tense. Make the necessary changes in the subordinate clauses.

1. He says that they have designed a new product.
2. He says that they will import cars.
3. We think that this company can't produce equipment.
4. We are sure that they have given us a discount.
5. He is sure that they have gained benefits from transactions.
6. The producer promises that he will make scarce goods available.
7. They are sure that I shall keep deposits in their bank.
8. He says that they have guaranteed delivery of their goods.

4. Translate into English.

1. Викладач запитав, що студенти можуть сказати про економічну систему. 2. Вони запитали, які джерела постачання товару ми вибрали. 3. Він поцікавився, скільки комерційних банків буде в Україні наступного року. 4. Ми поцікавилися, які послуги надав їм магазин місяць тому. 5. Я запитав, чи ми зможемо знизити ціни. 6. Ми не знали, що вони допомогли вам імпортувати автомобілі. 7. Вони запитали, коли торгові агенти запропонували ці товари. 8. Виробник сказав, що має справу з багатьма компаніями. 9. Він запитав, чи ми замовимо ці товари післязавтра. 10. Він сказав, що збирається проглянути всі документи.

5. Change direct speech into indirect.

1. He said, "Give them, please, a 7% discount".
2. The manager said, "Follow my instructions".
3. He said, "Don't deliver these goods today".
4. They said, "Don't send them the inquiry".
5. I said to him, "Don't buy the car now".
6. We said to the secretary, "Prepare all the documents for the manager".

7. I said to my friend, "Don't apply for this job".
8. He said to me, "Confirm your order at the price quoted".
9. We said to them, "Send us your instructions by cable".
10. He said to me, "Don't place your order with this company".

6. *Change indirect speech into direct.*

1. The director ordered his employees to cancel the order.
2. We asked the company's manager to give us a discount.
3. She told them not to do business with that company.
4. The manager ordered the secretary to send a letter at once.
5. We asked them to execute our order.
6. The director ordered the sales manager to export new items.
7. We asked them not to grant a loan to their customers.
8. I told them not to supply cars to the market.
9. We told them to enclose the price-list to the letter.
10. The CEO told to sign the important documents.

7. *Change indirect questions into direct.*

1. They asked us if we were going to order those products.
2. She asked me what I had delivered to my customers two days before.
3. She wanted to know how long it would take me to send them the inquiry.
4. He wondered if we had our meeting that day.
5. They asked us who was issuing bonds.
6. They wanted to know whether we could ship our goods.
7. They asked when we had received their offer.
8. He wondered if they would be able to meet the foreign partners the next day.
9. They asked where I had seen samples of those goods.
10. He wondered what terms we were discussing this problem.

UNIT 13. UKRAINE AND ITS ECONOMY

“A creative economy is the fuel of magnificence”
Ralph Waldo Emerson (1803-1882) (philosopher,
poet and essayist)



Basic Vocabulary

Read, translate and memorize the following words and word-combinations.

1. to be rich in smth	бути багатим на щось
2. natural resources (iron ore, coal, rock salt)	природні ресурси (залізна руда, вугілля, кам'яна сіль)
3. to satisfy needs	задовольняти потреби
4. oil and gas deposits	запаси нафти та газу
5. iron and steel industry	металургійна промисловість (iron – залізо, steel – сталь)
6. light / heavy industry	легка / важка індустрія
7. defence industry	оборонна індустрія
8. to merge [mɜːdʒ]	об'єднатися, зливатися
9. to convert	перетворювати
10. the output of consumer goods	випуск споживчих товарів
11. to satisfy the consumers' wants	задовольняти потреби споживачів
12. to process raw materials	обробляти сировину
13. outdated and worn-out equipment	застаріле та спрацьоване обладнання
14. crop production	рослинництво
15. animal husbandry	тваринництво
16. grain cultures (wheat, rye, barley, oats, corn)	зернові культури (пшениця, жито, ячмінь, овес, кукурудза)

Unit 13

17. dairy and beef cattle breeding	розведення молочної та м'ясної худоби
18. twin-level banking structure	дворівнева банківська система
19. to take shape	приймати певну форму
20. forms of property	форми власності
21. foreign policy	міжнародна політика
22. to aim at smth	націлюватись на щось
23. wide and long-term cooperation	широкомасштабне та довгострокове співробітництво
24. on the assumption	виходячи з припущення
25. to solve problems	вирішити питання
26. Europe's granary	житниця Європи
27. not to lose connections	не втрачати зв'язки
28. to deny [di'naɪ]	заперечувати
29. to establish relations	встановити відносини
30. to participate in	приймати участь
31. space exploration	космічні дослідження
32. to remain committed	залишатися відданим
33. force to reinforce	сила, посилювати
34. an enhanced (improved) agreement	покращена згода
35. joint venture [dʒɔɪnt 'venʃə]	сумісне підприємство
36. to make considerable contribution	робити значний внесок
37. security [sɪ'kjʊərəti]	безпека
38. justice ['dʒʌstɪs]	правосуддя
39. to expand	поширювати
40. free trade	вільна торгівля
41. gross domestic product (GDP)	валовий внутрішній продукт (ВВП)
42. start-up projects	стартові проекти
43. business incubator	бізнес інкубатор

EXPLANATION

A **startup** is a new business project that is created with the aim of obtaining profits from the project after its development. The main feature of startups – the idea must be original, not a copy of already created projects.

A **business incubator** is a special organization that provides support to newly-born entrepreneurs and promotes the development of their business.

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

To be rich in smth., to be rich in natural resources, to be rich in iron ore, coal, rock salt, to be rich in colour, taste, foods, rich soil; **to satisfy needs**, to satisfy wants, to satisfy requirements; oil and gas **deposits**, gold deposits, bank deposits; iron and steel **industry**, light/heavy industry, defence industry; **to convert** into smth., to convert industry, to convert into the output of consumer goods.

Task: translate the word combinations

1. Бути багатим на щось (на природні ресурси/ залізну руду/ вугілля/ кам'яну сіль/ родючу землю)	
2. задовольняти (потреби/ бажання/ вимоги)	
3. запаси (нафти та газу/ золоту/ банківських депозитів)	
4. (легка / важка / металургійна/ оборонна) промисловість	
5. перетворювати (індустрію/ на випуск споживчих товарів)	

1) Restore the letters of the words:

Ri_h, satisf_, d_posits, ind_stry, conv_rt.

2) Write down the words having only the first and the last letters:

R_h, s_y, d_s, i_y, c_t.

Consumers' wants, consumers' goods, consumers' satisfaction; to process **raw materials**, to produce raw materials, to ex-

port raw materials; outdated and worn-out **equipment**, up-to-date and modern equipment, upgraded equipment; crop **production**, agricultural production, production of grain cultures (wheat, rye, barley, oats, corn); **joint venture**, international joint venture, to satisfy needs of the joint venture, to work as an advertising manager at the joint venture, **start-up projects**, to introduce start-up projects, to offer new start-up projects, to take part in start-up projects, to invest money into start-up projects.

Task: translate the word combinations

1. (Потреби/ товари/ задоволення) споживачів	
2. (обробляти/виробляти/ експортувати) сировину	
3. (застаріле та спрацьоване/ сучасне та нове/ оновлене) обладнання	
4. рослинництво, сільське господарство, виробництво зернових (пшениці/ жита/ ячміння/ овса/ кукурудзи)	
5. (міжнародні/ сильні/ сучасні/ застарілі) спільні підприємства	

1) Restore the letters of the words:

Cons_ _mer, r_ _w, equ_ _pment, prod_ _ction, h_ _sbandry, br_ _eding.

2) Write down the words having only the first and the last letters:

C_ _ _ _ _ _ _r, r_ _w, e_ _ _ _ _ _ _t, p_ _ _ _ _ _ _n,
h_ _ _ _ _ _ _y, b_ _ _ _ _ _ _g.

Twin-level banking structure, twin-level building, twin town, twins; to take **shape**, to be in a good shape, to be out of shape; forms of **property**, property price, stolen property, man of property; **foreign** policy, foreign country, foreign trade, Foreign Ministry; **to aim at** wide and long-term co-operation, to aim at solving the question, to aim at achieving success; **to solve** problems, to solve a mystery, to solve a crime.

Task: translate the word combinations

1. дворівнева банківська система/ дворівневий будинок/ міста побратими/ близнюки	
2. приймати певну форму/ бути в добрій формі/ бути не в формі	
3. форма (ціна) власності/ крадена власність/ власник	
4. міжнародна (політика/ торгівля), іноземна країна, міністерство закордонних справ	
5. націлюватись на (широкомасштабне та довгострокове співробітництво/ вирішення питань/ досягнення успіху)	
6. вирішити (питання/ таємницю/ злочин)	

1) Restore the letters of the words:

Tw_n, shap_, prop_rty, fore_gn, a_m, s__ _e.

2) Write down the words having only the first and the last letters:

T__ _n, s__ _e, p__ _ _ _ _y, f__ _ _ _ _n, a_m, s__ _e.

II. Match the right and the left columns.

1) to satisfy	raw materials
2) to be rich in	the consumers' wants
3) to process	consumer goods
4) the output of	equipment
5) to aim at	problems
6) to solve	wide and long-term co-operation
7) oil and gas	natural resources (iron ore, coal, rock salt)
8) outdated and worn-out	deposits

III. In each line choose one word that doesn't belong to the group.

- 1) Natural resources, iron ore, equipment, coal,
- 2) needs, goods, wants, requirements;
- 3) outdated, worn-out, heavy, old,
- 4) uptodate, modern, wealthy, upgraded, new.

IV. Find synonyms to the following words and word combinations.

the consumers' wants	
outdated equipment	
to be rich in	
the output of consumer goods	
natural resources	
to convert	
uptodate equipment	
to solve problems	
to satisfy needs	

V. Translate the following word-combinations into the English language.

- 1) Бути багатим – бути багатим на природні ресурси – бути багатим на природні ресурси: залізну руду, вугілля, кам'яну сіль,
- 2) задовольняти потреби – задовольняти потреби країни та споживачів – задовольняти потреби країни та споживачів у природних та енергетичних ресурсах,
- 3) оборонна індустрія – оборонна індустрія перетворювалась – оборонна індустрія перетворювалась на випуск споживчих товарів,
- 4) значну роль відіграють – значну роль відіграє чорна металургія – значну роль відіграють чорна металургія, легка та важка індустрія, оборонна індустрія
- 5) головні галузі сільського господарства – головні галузі сільського господарства це – рослинництво та тваринництво – працювати в головних галузях сільського господарства,
- 6) зернові культури – зернові культури, які вирощують в Україні – зернові культури, які вирощують в Україні це – пшениця, жито, ячмінь, овес, кукурудза,
- 7) національна промисловість – національна промисловість має невисокі стандарти – національна промисловість має невисокі стандарти з обробки сировини,
- 8) дворівнева банківська система – дворівнева банківська система прийняла форми – дворівнева банківська система прийняла форми національного та комерційних банків всіх форм власності,

- 9) міжнародна політика – міжнародна політика націлена на – міжнародна політика націлена на широкомасштабне та довгострокове співробітництво,
- 10) це самий ефективний спосіб – це самий ефективний спосіб вирішити – це самий ефективний спосіб вирішити економічні та політичні питання.



READING

I. Read and translate the text A:

Ukraine and its Economy

Ukraine is an agro-industrial country. It is one of the world's most important mineral producing countries. Ukraine is rich in mineral deposits which include iron ore, titanium and nickel, coal, rock salt and other natural resources. Ukraine fully satisfied its needs in minerals but it still has to import some of the resources. Oil and gas are imported to Ukraine from other countries. Oil and gas deposits of Ukraine cannot satisfy the country's needs in these energy resources.

In Ukraine there are about 20 major industries, including power generating, fuel industry, chemical and gas, machine-building and metal-working, wood-working, forest and paper, construction materials, light, food and others. The country possesses a massive high-tech industrial base, including electronics, arms and space program. Ukraine's defence industry is organized around Ukroboronprom and is being restructured now.

Ukraine is the world's tenth largest steel producer (according to World Steel Association). Among the economy leading companies in metal industry, producing iron, steel and pipes there are Metinvest, Kryvorizhstal, AzovStal and others.

The automobile industry of Ukraine exports abroad and produces diesel locomotives, tractors, trucks, buses, cars and trams. There are 12 automobile manufacturers in Ukraine including ZAZ, Bogdan, Eurocar, Electron.

However, today's industries are unable to satisfy all the consumers' wants because they are only beginning to integrate into the world process of economic, technological and scientific progress. The national industries have low standards in processing raw materials because of outdated and worn-out production equipment.

Ukraine is one of the world's most productive farming regions and is known as "Europe's granary". There are two main branches of agricultural production in Ukraine: crop production and animal husbandry. The most widespread branches of animal husbandry are dairy and beef cattle breeding. Among the crops grown in Ukraine we can name sugar beet, wheat, rye, barley, oats, corn and sunflower, a large variety of grain cultures, fruit and vegetables.

Ukraine is the world's largest producer of sunflower oil and a major global producer of grain and sugar. Ukraine produces natural honey more than any other country in Europe. It is also one of the largest producers of nuts. As Ukraine possesses 30% of the world's richest black soil, its agricultural industry has a huge potential. Ukraine is the 3rd largest corn exporter in the world. It signed a contract with China to supply corn to this country.

In financial sector a twin-level banking structure took shape: the National Bank of Ukraine and commercial banks of all types and forms of property (merchant banks, retail banks, saving banks, investment banks).

Ukraine is the fourth in the world in number of certified IT professionals after the United States, India and Russia. Over 22 million Ukrainians had Internet access. The national providers of Internet access including Ukrtelecom, Vega Telecom, Ukrnet, and national operators of mobile Internet — Kyivstar, PEOPLE-net, Utel, Intertelecom are currently operating in Ukraine.

Ukraine is rich in start-up projects. 2000 start-up projects appeared in Ukraine. Such great number of projects shows a big Ukrainian potential, especially in the IT sector. The situation is changing day by day, and every week a new Success Story appears. Several digital start-ups from Ukraine have become successful on the global stage. One of the most prominent is Readdle, which provides applications for document reading, scanning, formatting, and printing on iPhones and iPads. Another successful project is connected with Lookserly. Snap Inc. (the popular American camera company), spent \$150 million to acquire Lookserly, a Ukrainian company that developed real-time face transformation filters that can be used when taking a photo with a smartphone.

There is one more project which attracts the attention of consumers. It is Ukrainian start-up “Treasurer”. It was introduced by six odessites. In 2016 it attracted 200 thousand dollars. The investor of the project was the business incubator WannaBiz. “Treasurer” is a platform for websites and mobile applications, through which buyers can pay for goods or services on the Internet in any way – bank cards, electronic money, through self-service terminals or on credit, and the seller receives money to the account in a convenient way.

One of the famous hardware manufacturing projects is Petcube. The company was founded in 2012. Ukrainians Alex Neskyn, Andrei Klen and Jaroslav Azhnyuk created a special device which can help animal owners to keep in touch with their pets all day long, even when people go to work. This device is placed in the room where the pet is situated. It is fixed on the wall and connected to a power source via MicroUSB. The signal is transmitted to the owners’ smartphones. And the owner can have a video from the camera. He can control and operate the cube with the help of smartphone, watch, speak and play with his pet.

It is worth noting that in Ukraine new business organizations such as business-incubators appeared. For example, GrowthUP, Polyteco, East Labs, Wanna Biz and iHUB. WannaBiz is an initial fund of financing, focused on global projects in ad tech. Founded in 2012 by three young IT-entrepreneurs from Odessa, WannaBiz became one of the most active startup incubators in Ukraine. The founders had the goal to form and to develop the ecosystem of IT-entrepreneurship in Ukraine. During the first 3 years WannaBiz raised 11 startups through the acceleration program.

So, the **economy of Ukraine** can be classified as a developed economy, having industrial and agricultural output. As to the type of economic system present Ukraine has market economy, where supply and demand and private ownership guide the allocation of resources.

II. Say if the sentences are true or false according to the text:

1. Ukraine is rich in iron ore, coal gas and oil.
2. Ukraine fully satisfies its needs in minerals.
3. The main industries are heavy industry, the iron and steel, machine building and coal industries.

4. The national industry has low standard in processing raw materials.
5. Today's industries satisfy the consumers' wants.
6. Ukraine has a twin-level banking structure.
7. Ukraine is rich in start-up projects.
8. 200 start-up projects appeared in Ukraine.
9. In Ukraine business-incubators don't function.
10. The economy of Ukraine can be classified as a developing economy.

III. Answer the questions to the text:

1. What natural resources is Ukraine rich in?
2. Why does Ukraine import oil and gas?
3. What industries are highly developed in Ukraine?
4. Do today's industries satisfy the consumers' wants?
5. What are the two branches of agricultural production?
6. What crops are grown in Ukraine?
7. What are the branches of animal husbandry?
8. What changes have been made in the banking system?
9. What national operators of mobile Internet are operating at the market now?
10. What is a start-up? Are there any start-up projects in Ukraine now?
11. What is a business incubator? What is its goal?
12. What is the type of economic system in Ukraine?

IV. Make the following sentences negative.

1. Ukraine fully satisfied its needs in minerals.
2. The national industries have to improve standards in processing raw materials.
3. Ukraine develops crop production and animal husbandry.
4. Ukraine is trying to solve economic and political problems.
5. Ukraine is rich in start-up projects.

V. Complete the following sentences with the words from the box.

"Europe's granary", digital start-ups, oil and gas, dairy and beef cattle breeding, restructured and converted, to integrate into the world process, crop production and animal husbandry, iron ore, coal, rock salt.

1. The main resources in Ukraine are
2. Ukraine has to import... .
3. Defence industry is being
4. Today's industries are unable to satisfy the consumers' wants because they are only beginning
5. Ukraine is one of the world's most productive farming regions and is known as
6. The main branches of agricultural production in Ukraine are
7. The most widespread branches of animal husbandry are
8. Ukraine's famous start-up projects are ...

VI. Read and translate the text B.

Relations between Ukraine and the World Community

Ukraine's foreign policy is aimed at wide and long-term co-operation with European countries. Ukraine is acting on the assumption that this is the most effective way of solving not only economic but also political problems.

There is no denying the fact that not so long ago Ukraine had weak connections with other countries in the world. But at present the situation has changed for the better. As a sovereign state Ukraine has established new relations with the countries throughout the world: Ukraine is one of the members of the United Nations Organization and participates in the work of many international organizations. We have wide relations with European countries, Canada and the USA in policy, economics and culture. Foreign Embassies of these countries work in Kyiv. We have joint political projects with the countries of Europe, the USA and Canada. A lot of joint ventures have appeared in Ukraine.

Scientific cooperation is also very important. We have joint projects for space exploration with many countries. The National Space Agency of Ukraine is involved in cooperation with American companies. The first stage core of the U.S. Orbital Antares rocket was designed and manufactured in Ukraine.

Cooperation in culture, education and sport are very important, too. We exchange students and teachers with European countries and the USA. The Ukrainian orchestras, pop and opera singers, ballet dancers are warmly received abroad. A lot of tourists from European and other countries visit Ukraine

every year. Ukraine is the 8th most popular tourist destination in Europe.

It's very important to mention that many people who are Ukrainian by origin live in Europe, the USA and Canada. So we have special relations with these countries. Canada was the first among the western states that recognized the state independence of Ukraine. Many Ukrainians living now in other countries don't lose connections with Ukraine.

A lot of public organizations, educational establishments and religious organizations make considerable contribution to the development of our culture, literature and art. The EU partnership and cooperation agreement with Ukraine will allow stronger cooperation on security policy, justice issues, gas and oil transit and visa policy expanding free trade between Ukraine and the EU.

Ukraine joined the World Trade Organization and encourages foreign trade and investment. The EU remains to support Ukraine's democracy, stability and prosperity and reinforces this commitment through a new enhanced agreement.

III. Say if the sentences are true or false according to the text:

1. Wide and long-term co-operation is the most effective way of solving not only economic but also political problems.
2. We have week relations with European countries.
3. We exchange students and teachers only with European countries.
4. The EU supports Ukraine's democracy, stability and prosperity.
5. Ukraine joined the NATO.

VIII. Answer the questions to the text.

1. What is Ukraine's foreign policy aimed at?
2. What is the most effective way of solving both economic and political problems?
3. What countries does Ukraine have relations with?
4. What programs do we have with the countries abroad?
5. What organization did Ukraine join?
6. What countires do Ukrainians live nowadays?

7. What organizations make considerable contribution to the development of our culture?
8. What does the EU remain to support?

IX. Translate the sentences into English.

1) Україна багата на природні ресурси, такі як: залізна руда, вугілля, кам'яна сіль та інші. 2) Значну роль в Україні відіграють чорна металургія, легка, важка індустрія та оборонна промисловість. 3) Основні галузі сільського господарства в Україні це – рослинництво та тваринництво з розведенням молочної та м'ясної худоби. 4) Зернові культури, які вирощують в Україні це – пшениця, жито, ячмінь, овес, кукурудза. 5) Міжнародна політика України націлена на широкомасштабне та довгострокове співробітництво з багатьма країнами заходу. 6) Україна приймає участь у роботі багатьох міжнародних організацій. 7) Програми обміну студентів поширюються між Україною та Європою. 8) Багато українців за кордоном не втрачають зв'язки зі своєю країною. 9) Дуже важлива співпраця між країнами у наукових та космічних дослідженнях. 10) Європейські країни підтримують та посилюють відносини з Україною.

X. Work in small groups. Take turns to role-play the following situations.

1. Invite your business partners to visit Ukraine. Give arguments.
2. You are visiting the EU, your business partners want to know more about the economy of Ukraine. Tell them about it.
3. You meet students and teachers from other countries. Speak about your country.
4. You participate at the international conference. Express your ideas on the cooperation of Ukraine with the other countries.
5. You meet Ukrainians living abroad. Tell them about the development of your country.

XI. a) Read the following word combinations and sentences and translate them in your native language.

1. to satisfy needs	
2. natural resources	

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3. defence industry	
4. oil and gas deposits	
5. iron and steel industry	
6. light/heavy industry	
7. to be rich in	
8. to convert	
9. the output of consumer goods	
10. to satisfy the consumers' wants	
11. to process raw materials	
12. outdated and worn-out equipment	
13. crop production	
14. animal husbandry	
15. grain cultures (wheat, rye, barley, oats, corn)	
16. dairy and beef cattle breeding	
17. twin-level structure	
18. to take shape	
19. forms of property	
20. foreign policy	
21. to aim at smth	
22. wide and long-term co-operation	
23. on the assumption	
24. to solve problems	
25. Europe's granary	
26. not to lose connections	
27. to establish new relations	
28. to participate in	
29. space exploration	
30. to remain committed to	
31. to reinforce	
32. an enhanced (improved) agreement	
33. joint venture	
34. to make considerable contribution	
35. security	
36. justice	
37. to expand free trade	

b) Read the following word combinations and sentences and translate them into English.

	1. бути багатим на щось
	2. бути багатим на природні ресурси (залізна руда, вугілля, кам'яна сіль)
	3. задовольняти потреби споживачів
	4. запаси нафти та газу
	5. запаси вугілля і заліза
	6. легка/важка індустрія
	7. оборонна індустрія
	8. перетворювати на корисні речі
	9. випуск споживчих товарів
	10. задовольняти потреби споживачів
	11. обробляти сировину
	12. застаріле та спрацьоване обладнання
	13. рослинництво
	14. тваринництво
	15. зернові культури (пшениця, жито, ячмінь, овес, кукурудза)
	16. розведення молочної та м'ясної худоби
	17. дворівнева банківська система
	18. приймати певну форму
	19. форми власності
	20. міжнародна політика
	21. націлюватись на щось
	22. широкомасштабне та довгострокове співробітництво
	23. виходячи з припущення
	24. вирішити питання
	25. житниця Європи
	26. мати зв'язки з бізнес-інкубаторами

	27. встановити відносини з іноземними партнерами
	28. приймати участь в діловому листуванні
	29. космічні дослідження
	30. залишатися відданим своїй вітчизні
	31. посилювати безпеку
	32. покращена згода з іноземними представниками
	33. робити значний внесок
	34. безпека країни
	35. правосуддя у наших державах
	36. міжнародне сумісне підприємство
	37. поширювати торгівлю

XII. Retell the text about Ukraine and its economy.

GRAMMAR REFERENCE REVISION

1. Grammar. Choose the correct grammar form.

1. Customers thought the Champion 2000 (to be) the worst bike.
a) is b) was c) will be.
2. This bicycle isn't asas the bicycle of the previous year.
a) heavier b) the heaviest c) heavy.
3. Whatyou (to think) of this jumper in the mail-order catalogue.
a) will you think b) do you think c) did you think.
4. For nearly every type of product there (to be) many similar goods on the market.
a) is b) are c) be.
5. A good advertisement which brings the product to the public attention describe the 4Ps.
a) shall b) should c) would.
6. In 2015 my CEO an idea for founding one more company.
a) have b) has c) had.

7. It was the same year when his company got a great profit.

- a) three b) third c) the third.

8. How long did it to found a company?

- a) take b) took c) takes.

9. Our competitors the European Prize last week.

- a) win b) had won c) won.

10. This campaign is than that one.

- a) more expensive b) expensive c) the most expensive.

11. Company's representative told me that he...to leave for London the next week.

- a) is going b) has gone c) was going;

12. Society _____ it convenient to use a monetary unit to determine relative costs of different goods and services.

- a) considers b) is considering c) consider

13. In primitive societies a system of barter _____.

- a) are used b) was used c) were used

14. Money can also _____ as a standard of value.

- a) serves b) serve c) are serving

15. He _____ the accounts when he spotted the error.

- a) was checking b) has checked c) checked

16. The products... by this firm soon.

- a) will be sold b) were sold c) have been sold;

17. Don't visit me tonight I... for the next business meeting the whole evening.

- a) am preparing b) will prepare c) will be preparing

18. He may get a promotion soon and then he... become a company director.

- a) will b) would c) would have;

19. The market leader... to notice new development in the market last week.

- a) fails b) failed c) had failed;

20. Recently he... the way to expand his business.

- a) finds b) has found c) is finding.

2. Vocabulary. Choose the most suitable word or phrase.

1) Some people often travel to work in one car to _____ the pollution and the cost.

- a) use b) make c) reduce

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- 2) Cars do a lot of _____ to the environment.
a) benefit b) harm c) help
- 3) They are going to ask _____ companies to make cleaner petrol.
a) food b) oil c) musical
- 4) Environmental questions are _____ all over the world.
a) individual b) strange c) important
- 5) Some companies make smaller cars because they use _____ petrol.
a) less b) more c) few
- 6) The most amount of kitchen waste can be transformed into _____.
a) a useful garden fertilizer b) sweets
c) toys
- 7) I'm sending you some forms to complete. Please _____ special attention to AF.
a) make b) pay c) take
- 8) I am _____ our current catalogue and price list into the letter.
a) getting b) inviting c) enclosing
- 9) Who _____ an email from a former colleague?
a) received b) offered c) developed
- 10) Internet is a very _____ way of communication.
a) short b) convenient c) unexpected
- 11) The _____ development of modern technology has brought us unprecedented changes in the world.
a) harmful b) simple c) rapid
- 12) Some people worry that phones have a bad _____ on people's health.
a) relationship b) influence c) reference
- 13) Many people worry that their writing is not _____ enough for business writing.
a) advanced b) convenient c) important
- 14) A business letter is used for various _____.
a) purposes b) lifestyles c) developments
- 15) An effective letter in business uses short _____ sentences.
a) creative b) personal c) simple
- 16) Our _____ is very strict and likes discipline.
a) employee b) employer c) employment

17) He will make a lot of money if he ____ this contract.

- a) writes b) describes c) signs

18) ____ heads the company. He is responsible for all activities inside and outside the company.

- a) senior lecturer b) CEO c) chief accountant

19) Communicating over the phone you should create a good first ____.

- a) impression b) influence c) calculation

20) Answer the phone with a friendly ____

- a) greeting b) smile c) invitation

3. Each of these sentences has a grammar mistake. Find the mistake, then write the correct sentence.

1) We do a lot of extra work this week. 2) Currently our sales increase. 3) I'm having four weeks' holiday every year. 4) He's not here. He's been to Mexico. 5) How long ago have you been to university? 6) I met her at the airport while I waited for my flight. 7) I was playing football every weekend when I was younger. 8) We were spending all our holidays at the sea when we were children. 9) How long were you living abroad when you were a student? 10) They lived abroad when the war broke out.

4. Put questions to the sentences (1- general, 2 - special questions).

1) My cousin will stop working tomorrow. 2) The staff arrived at work in time. 3) It has been raining for two hours. 4) The employer came into the staff room. 5) She was short of time last week.

5. Make the given sentences negative.

1) They bought these goods yesterday. 2) I meet these people every Monday. 3) He works at the plant. 4) I am reading a report now. 5) They were busy yesterday. 6) We have gone to Kiev recently. 7) They will study hard at University.

6. Open the brackets. Put the correct tense.

1) What you (to do) here now? – I (to wait) for a friend. 2) He was happy that his wife (to feel) better. 3) Some minutes ago I (to shout) to him to stop, but he (to run) too fast and not (to hear). 4) Let's (to go) for a walk. It not (to rain) now. 5) When the delegation (to arrive) in London? – It (to arrive) yesterday. 6) I (to wait) for you at five o'clock tomorrow. 7) They

(to be) busy now. They (to discuss) this question since morning. 8) They (to walk) in the forest for an hour yesterday. 9) He (to study) French for two years and not even (to know) the alphabet yet. 10) She (to come) across the street to meet him last time.

7. Complete the following sentences.

1) When he comes home, he _____. 2) They will live in a detached house if _____. 3) The children had already been playing for half an hour when _____. 4) We will return as soon as _____. 5) She hasn't worked in this office since she _____. 6) If the weather is nasty tomorrow, I _____. 7) He will buy these goods if _____. 8) He had been talking with CEO for 20 minutes when _____. 9) I haven't done it since I _____. 10) She will tell you when _____.

8. Change from Direct Speech into Indirect Speech.

1) He said: "Don't walk on the ice, it isn't safe." 2) "I have something to show you," I said to her. 3) He said: "My wife has just been made a judge." 4) "Where were you last night, Mr. Jones?" – asked John. 5) "Do you see what I see, Mary?" – asked the man. 6) I said: "Don't argue with your father." 7) "What else did you see?" – I asked. 8) "Did they understand what you said to them?" – she asked.

UNIT 14. GLOBALIZATION IN BUSINESS

*“Globalization has changed us into a company
that searches the world, not just to sell or to source,
but to find intellectual capital – the world’s best talents
and greatest ideas”*

(Jack Welch) (one of the world’s most respected
and celebrated CEOs)



Basic Vocabulary

*Read, translate and memorize the following words and
word-combinations.*

<i>English</i>	<i>Ukrainian</i>
1. Globalization [ˌgləʊb(ə)lar'zeɪʃ(ə)n]	глобалізація
2. to globalize [ˈgləʊbəlaɪz]	глобалізувати, глобалізуватися (розповсюджувати будь-яку діяльність або вплив за межі окремої держави, наприклад, виводити підприємство на світовий ринок)
3. global [ˈgləʊb(ə)l]	світовий, всесвітній
4. globally [ˈgləʊb(ə)li]	всесвітньо, у світовому масштабі
5. globalism [ˈgləʊb(ə)liz(ə)m]	принцип взаємозалежності всіх країн, народів світу
6. globalist [ˈgləʊb(ə)list]	глобаліст, прихильник глобалізму
7. to face	зустрічатися, дивитися в обличчя
8. to arise (arose-arisen)	виникати, з'являтися
9. interchange	заміна, обмін

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10. view [vju:]	погляд, думка, вид
11. to derive from	походити з
12. to refer to	посилатися на
13. distance	відстань
14. to be able to	бути в змозі зробити
15. discovery	відкриття
16. pace	крок
17. to reach	досягати
18. teleworker	працівник, який виконує свої обов'язки вдома (звичайно 2-4 години на тиждень і з підтриманням зв'язку з працедавцем через електронну пошту)
19. the International Monetary Fund	Міжнародний валютний фонд
20. to identify [aɪ'dentɪfaɪ]	ототожнювати, визначати
21. dissemination of knowledge	поширення знань
22. challenge ['ʃælɪndʒ]	виклик
23. to affect	впливати
24. to be in favour of	на користь
25. to emerge [i'mɜ:dʒ] = to appear	з'являтися;
26. emergence [i'mɜ:dʒ(ə)ns]	вихід, поява, виникнення
27. to trace [treɪs]	слідкувати;
28. trace	слід
29. to link = to connect	з'єднувати;
30. link = connection	зв'язок
31. population	населення
32. advantage [əd'vɑ:ntɪdʒ]	перевага
33. disadvantage [dɪsəd'vɑ:ntɪdʒ]	несприятливе становище, шкода
34. fishing	рибальство
over-fishing	надмірний вилов риби
35. cheap	дешевий
36. thanks to	завдяки
37. to profit	отримувати прибуток
38. unemployment	безробіття
39. to lead (led – led)	вести
40. law [lɔ:]	закон, право
41. legal ['li:g(ə)l]	законний, легальний;
42. illegal	нелегальний
43. strict	суворий

44. to pull out	витягувати, забирати
45. especially [is'peʃ(ə)li]	особливо
46. disease [di'zi:z]	хвороба
47. anyway	у всякому разі
48. to spread (spread – spread) [spred]	розповсюджуватися
49. however [hau'veə]	проте, однак
50. worldwide	всесвітній, світовий

EXPLANATION

Globalization is the process of international integration arising from the interchange of world views, products, ideas and other aspects of culture.

Economic globalization is the integration of national economies into the international economy through trade, foreign direct investment, capital flows, migration, and the spread of technology (Wikipedia).

Integration [ˌɪntɪˈɡreɪʃn] means combining parts so that they work together or form a whole.

Economic integration – the combination of two or more companies under the same control for their mutual benefit, by reducing competition, saving costs by reducing overheads, capturing a larger market share, cooperating on research and development, enhancing competitive advantage, etc.

LANGUAGE WORK

I. a) Read the word combinations and sentences and translate them into your native language. b) Make up as many word combinations and sentences as you can with the material given in bold type.

Global problems, global warming, global processes; **to face** environment problems, **to face** trading problems, **to face** the competitors; **to refer to** the words of the famous people, **to refer to** the government document, **to refer to** the **law**;

economic law, law department, law education, a **strict** law; a strict senior lecturer, a strict doctor of science, a strict chief accountant; **thanks to** the law, **thanks to** rapid bank transactions, **thanks to** the advertisement, **thanks to** green economy.

Task: translate

1. Глобальні (питання/ проблеми/ процеси)	
2. суворий (закон/ лектор/ доктор наук)	
3. завдяки (закону/ освіті/ правильному резюме)	
4. посилалися на (закон/ заяву/ рекомендаційний лист)	

To reach a purpose, to reach success, to reach a higher educational establishment, to reach **advantages**; to get an advantage, thanks to the advantage, the advantage of green economy; a **disadvantage** in business, a disadvantage at the market, a disadvantage of non-governmental organization; **to spread** in the world, to spread at the state organization, to spread thanks to useful advertisements; **to be in favour of** the government, to be in favour of a private enterprise, to be in favour of the economic education. This application is in favour of the applicant.

1. Досягати (мети/ успіху/ інтеграції)	
2. розповсюджуватися (через Інтернет/ через спілкування по телефону через рекламу)	
3. перевага (навчання в економічному виші/ навчання закордоном/ навчання в магістратурі)	
4. бути на користь (вищого навчального закладу/ роздрібного банку/ страхової компанії)	

To arise at the market, to arise at the merchant bank, to arise at the pension fund, to arise at the scientific society; **to lead** to success, to lead to globalization, to lead to climate changes and water pollution; **to affect** the environment, to affect the bank transactions, to affect business communication; **to link** countries, to link employees, to link international networks; my **view** on this important problem, to depend on my view, a global view, **interchange** of world views, interchange of commodities, interchange of customers, interchange of goods.

1. Виникати (у виші/ на підприємстві/ на світовому ринку)	
2. зв'язувати (ідеї/ погляди людей/ робітників)	
3. обмін (поглядами/ споживчими товарами/ валютою)	
4. впливати (на директора/ на скарбничого/ на уряд)	

II. Translate the following word-combinations into the English language.

1) Представляти глобальну організацію, 2) впливати на наукове товариство, 3) зв'язувати країни, 4) зв'язувати державні установи, 5) суворий студент старших курсів, 6) суворий доктор наук, 6) бути на користь цього державного закладу, 7) перевага фахівців з фінансів, 8) завдяки освіті, 9) завдяки закону, 10) досягти успіху в торгівлі, 11) процеси глобалізації, 12) економічна глобалізація, 13) впливати на представників наукового гуртка, 14) слідувати шляхом глобалізації, 15) посилатися на державний торгово-економічний інститут, 16) посилатися на навчальний заклад, який розвивається, 17) розповсюджуватися через спілкування по телефону, 18) розповсюджуватися швидко, 19) виникати на міжнародному підприємстві, 20) виникати у споживачів.

III. Match two parts to combine the word-combinations, translate them.

1. economic	a) knowledge
2. to be in	b) globalization
3. dissemination of	c) out money
4. thanks	d) favour of
5. the International	e) worker
6. to pull	f) from the word "globalize"
7. tele	g) to economic stability
8. to derive	h) Monetary Fund

IV. In each line choose one word that doesn't belong to the group:

- 1) To globalize, globalization, to grow, globalist;
- 2) to arise, to face, to appear, to emerge;
- 3) views, ideas, thoughts, laws;
- 4) legal, illegal, to lead, law;
- 5) employment, unemployment, especially, employer.

READING



I. Read and translate the following text.

HISTORY OF GLOBALIZATION

Globalization is the process of international integration arising from the interchange of world views, products, ideas and other aspects of culture. The term “*globalization*” is derived from the word *globalize*, which refers to the emergence of an international network of economic systems.

Globalization is not new. For thousands of years people have been trading goods and travelling across great distances. Some scientists even trace its history long before the European age of discovery and voyages to the New World. The modern age of globalization started with the Industrial Revolution at the end of the 18th century. New machines were able to produce cheaper goods. Trains and ships transported products farther and faster. Since 1980, globalization has been moving at a faster pace. Today it is easier for companies to work in other countries. The Internet gives them the chance of reaching more customers around the world. Teleworkers work for firms that may be far away.

In 2000, the International Monetary Fund (IMF) identified four basic aspects of globalization: trade and transactions, capital and investment movements, migration and movement of people, and the dissemination of knowledge.

Environmental challenges such as climate changes, water pollution and air pollution, and over-fishing of the ocean are linked with globalization. Globalizing processes affect and are affected by business and work organization, economics, socio-cultural resources, and the natural environment.

However, there is a growing debate over globalization. Governments are in favour of globalization because the economy can grow. Other people are not so sure that there are only advantages. Here are some arguments from both sides.

Advantages:

- Globalization lets countries do what they can do best. If, for example, you buy cheap steel from another country you don't have to make your own steel. You can focus on computers or other things.

- Globalization gives you a larger market. You can sell more goods and make more money. You can create more jobs. A German company can produce cars in Argentina and then sell them in the United States. A businessman in Great Britain can buy a part of a company in Indonesia on one day and sell parts of another business in China the next, thanks to globalization. Fast food companies open shops around the world almost every day.

- Consumers also profit from globalization. Products become cheaper and you can get new goods more quickly.

Disadvantages

- Globalization causes unemployment in industrialized countries because firms move their factories to places where they can get cheaper workers.

- Globalization may lead to more environmental problems. A company may want to build factories in other countries because environmental laws are not as strict as they are at home. Poor countries in the Third World may have to cut down more trees so that they can sell wood to richer countries.

- Globalization can lead to financial problems. In the 1970s and 80s countries like Mexico, Thailand, Indonesia or Brazil got a lot of money from investors who hoped they could build up new businesses there. These new companies often didn't work, so they had to close down and investors pulled out their money.

- Some of the poorest countries in the world, especially in Africa, may get even poorer. Their population is not as educated as in developed countries and they don't have the new technology that we do.

- Human, animal and plant diseases can spread more quickly through globalization.

So, as you can see there are two sides of the process of globalization. But anyway spreading of globalization can't be stopped.

II. Say if the following statements are true (T) or false (F). Correct the false statements.

1. Globalization is the process of local integration. 2. The term "*globalization*" is derived from the word *globalist*. 3. The modern age of globalization started with the Industrial Revolution at the end of the 18th century. 4. Since 1980, globalization

has been moving at a slower pace. 5. In 2000, the International Monetary Fund (IMF) identified three basic aspects of globalization. 6. Environmental challenges such as climate change, water pollution and air pollution, and over-fishing of the ocean are linked with globalization. 7. Governments are against globalization. 8. There are some advantages and disadvantages in the process of globalization. 9. Consumers profit from globalization. 10. Globalization can not lead to the environmental problems.

III. Complete the sentences inserting the word from the text.

- 1) Globalization is the process of international integration arising from the _____ of world views, products, ideas and other aspects of culture.
- 2) For thousands of years people have been trading goods and travelling across great _____.
- 3) Globalizing processes _____ and are _____ by business and work organization.
- 4) Governments are _____ globalization because the economy can grow.
- 5) A businessman in Great Britain can buy a part of a company in Indonesia on one day and sell parts of another business in China the next, _____ globalization.

IV. Find synonyms from the text to the underlined words.

- 1) The term “*globalization*” is derived from the word *globalize*, which refers to the appearing of an international network of economic systems.
- 2) Globalizing processes influence business.
- 3) The Internet gives them the chance of reaching more consumers around the world.
- 4) They had to close down and investors took away their money
- 5) Human, animal and plant diseases can go further quickly through globalization.

V. Answer the questions.

- 1) What is globalization?
- 2) Where is the term “*globalization*” derived from?
- 3) Is globalization a new process?
- 4) Has globalization been moving at a faster or slower pace?

- 5) How many basic aspects of globalization did the International Monetary Fund identify?
- 6) What environmental challenges are linked with pollution?
- 7) Why is a growing debate over globalization nowadays?
- 8) What are the advantages of globalization?
- 9) What are the disadvantages of globalization?
- 10) Why do consumers profit from globalization?

VI. Translate the sentences into English.

1. Кінець XX – початок XXI століть характеризується різким посиленням глобалізаційних процесів. 2. Глобалізація є результатом функціонування сучасної міжнародної економіки та науково-технічної революції. 3. Сьогодні у зв'язку з глобалізацією, яка впливає на розширення сфери знань, підвищилася роль новітніх технологій. 4. В наукову галузь вперше термін «глобалізація» ввів американський науковець Г. Левіт у 1983 році. І з того часу це поняття отримало значне поширення в науковій літературі. 5. На сьогоднішній день існує чимало підходів до визначення сутності процесів глобалізації. Найбільш поширеним є визначення глобалізації світової економіки, як посилення взаємозв'язку та взаємозалежності різних сфер, суб'єктів та регіонів у світовій економіці. 6. Процес глобалізації можна розглядати на трьох рівнях: глобалізація на рівні окремої країни, глобалізація на рівні окремої галузі, глобалізація на рівні окремої компанії.

VII. Tell about the problem of globalization.

VIII. a) Read the following word combinations and sentences and translate them in your native language.

1. Economic globalization	
2. international integration	
3. foreign direct investment	
4. the spread of technology	
5. to face trading problems	
6. to refer to the government document	
7. to refer to the insurance policy	
8. a strict law	

Unit 14

9. A strict economic law appeared 2 years ago. The government published it.	
10. legal transactions	
11. illegal transfer of money	
12. to reach success	
13. The doctor of science reached success in his experiments.	
14. cheap commodities	
15. Customers can choose cheaper goods.	
16. to be in favour of economic education	
17. advantage of the green economy	
18. disadvantage of non-governmental organization	
19. to affect business communication	
20. to link international networks thanks to globalization	

b) Read the following word combinations and sentences and translate them in English.

	1. Глобальні проблеми
	2. Глобальні виклики
	3. Процес глобалізації впливає на весь світ.
	4. обмін поглядами і корисними ідеями
	5. впливати на обмін валюти
	6. посилалися на слова вченого
	7. посилалися на економічні закони
	8. написати суворий закон
	9. далеко відстань
	10. відстань поміж країнами світу
	11. переваги навчання у державному закладі

	12. несприятливе становище (неперевага) на світовому ринку
	13. з'єднувати світові ринки
	14. з'єднувати мережі Інтернет
	15. працювати в Міжнародному валютному фонді
	16. впливати на Міжнародний валютний фонд
	17. бути на користь навчання у державному вищому навчальному закладі
	18. бути на користь глобалізація
	19. завдяки поширенню знань
	20. розповсюджувати уміння і досвід торгового представника

VI. Read and translate text B.

THE PROBLEM OF GLOBALIZATION

Counterfeiting (*підробка, фальсифікація*) is one of the very important problems facing the business world today: worldwide trade in counterfeit products amounts to about 10% of world trade, it means \$300 billion. Counterfeiters ignore patents, which protect intellectual property, copyright and trademarks, by producing cheap copies or fakes of branded goods. These actions are openly practiced daily, affecting many business sectors, e.g. clothing, cosmetics, cigarettes, pharmaceuticals, computer software, automotive parts and alcoholic drinks. The consequences of counterfeiting are serious to the economy, as companies may be forced to shut down or reduce the staff. They are also potentially serious to buyers, as the quality of counterfeit products may be of a great risk, e.g. counterfeit pharmaceuticals. Much is said about the infringement of copyright in the music industry. Over the last five years there has been a massive rise in the use of the internet to infringe intellectual property rights, e.g. people sharing music or movies with other people over file-sharing networks, where no money is paid to the copyright holders. The original file-swapping network, Napster, was shut down in 2001 due to legal action by the music industry;

however, other file sharing still continues. The music industry, now recognizing that file sharing will continue to exist, is working to turn file shares into purchases. In this way, networks will become online markets that sell music legally, much like iTunes, Apple Computer's online music store.

In recent years the counterfeiters have gone from strength to strength. New technology has broadened the range of goods that are vulnerable to copying. It has dramatically improved their quality, as well as lowering their cost of production. Where once counterfeits were cheap and shoddy imitations of the real thing, today their packaging and contents often mean they are almost indistinguishable from the genuine article. The internet has been a great help to counterfeiters, giving them detailed information about which goods to copy and allowing them to link consumers and suppliers with ease.

Counterfeiting is not a victimless crime. For a start, legitimate businesses lose scale because of competition from counterfeiters. If the brand loses value (because it is seen as less exclusive or is confused with shoddy imitation) there is a long-term threat to profitability. In addition, firms have to bear the cost of anti-counterfeiting measures. Procter & Gamble reckons it spends \$3 m a year fighting the copycats. One strategy that companies increasingly use is to load their vulnerable products with anti-counterfeiting features. Some of these, borrowed from security devices developed for use on dollar bills, are clearly visible and are intended to help consumers distinguish from genuine goods. Companies also use these features, primarily to help them track their products through the supply chain and to distinguish genuine articles from fakes, especially should they need to take the copycats to court. But no amount of effort will ever completely stop the copycats. For as long as there is consumer demand, companies will find that the imitation is the severest form of flattery.

X. Say if the sentences below are true or false. Correct the false statements.

1. Counterfeiting is not a great problem facing the business world today. 2. Counterfeiters make special patents, which protect intellectual property, copyright and trademarks, by produc-

ing cheap copies. 3. The consequences of counterfeiting are serious to the economy. 4. No information is said about the infringement of copyright in the music industry. 5. New technology has broadened the range of goods that can't be copied at all. 6. Today new and modern packaging and contents of the goods often mean they are almost indistinguishable from the genuine article.

7. The internet has become a great help to counterfeiters, giving them detailed information about which goods to copy. 8. Legitimate businesses lose scale because of competition from counterfeiters. 9. Firms are not going to bear the cost of anti-counterfeiting measures. 10. If the companies take great efforts to fight against the counterfeiters, it will completely stop the actions of copycats.

XI. Complete the sentences inserting the word from the text.

- 1) It is that worldwide trade in counterfeit products amounts to about 10% of world trade.
- 2) The ... of counterfeiting are serious to the economy.
- 3) The quality of counterfeit products may prove to be a.....
- 4) The original file-swapping network, Napster, was in 2001 due to legal action by the music industry.
- 5) New technology has ... the range of goods that are vulnerable to copying.

XII. Find synonyms from the text to the underlined words.

1. Counterfeiters ignore patents, which defend intellectual property.
2. These infringements are openly practiced every day.
3. Companies may be forced to close their enterprises.
4. Over the last five years there has been a massive increase in the use of the internet to infringe intellectual property rights.
5. In recent years the counterfeiters have become more powerful.

XIII. Answer the questions to the text.

1. How does counterfeiting ignore patents?
2. Counterfeiting affects many business sectors, doesn't it?
3. Have digitization and the internet made it easier than ever to mass reproduce and distribute quality counterfeit products?

4. Why does music industry in particular claim to be losing millions?
5. What role has technology played in the expansion of counterfeiting?
6. What effects does counterfeiting have on legal business?
7. Is counterfeiting considered to be a crime?
8. What strategies do the companies use to protect themselves from counterfeiters?

XIV. Match the words with similar meanings.

- | | |
|------------------|----------------------|
| 1. legitimate | a) exchange |
| 2. counterfeit | b) legal |
| 3. covert | c) brand |
| 4. genuine | d) indistinguishable |
| 5. Trademark | e) fake |
| 6. Imitate | f) breach |
| 7. identical | g) real |
| 8. swap | h) copy |
| 9. peer | i) secret |
| 10. infringement | j) equal |

XV. Choose the best word to complete each sentence.

1. Expensive fashion items are commonly copied products.
a) excluded b) invented c) designed
d) prototype.
2. Copies are so well made that they are almost from the original.
a) identical b) the same c) incomparable
d) indistinguishable.
3. Many consumers prefer to pay more for a brand.
a) genuine b) right c) normal
d) reality.
4. manufacturers receive permission to produce branded goods.
a) partner b) associated c) agreed
d) licensed.
5. The overseas printer produced extra books and sold them
a) on the side b) besides c) inside
d) over the side.

6. The music industry is very concerned about infringement.
a) patent b) copyright c) trademark
d) intellectual.
7. Increased counterfeiting affects the brand owners' future
.....
a) balancing b) potential c) profitability
d) finance.
8. CDs and videos are particularly to piracy.
a) easy b) suspect c) vulnerable
d) valuable.
9. One legal action against counterfeiters is to take them
to
a) justice b) court c) account
d) copyright.

SPEAKING

XVI. Discuss with your partner.

1. What companies can be called global?
2. What global companies operating in Ukraine do you know?
3. What are the advantages of being employed by a global company?
4. What are the candidate requirements for global company's employees?
5. What roles do the International Monetary Fund (IMF), the World Bank and the World Trade Organization (WTO) play in globalization?
 - The International Monetary Fund (IMF) – Agency of the United Nations, established in 1944 in order to encourage countries to adopt policies affecting exchange rates and currency values. Overall it promotes world trade. There are 188 members.
 - The World Bank (International Bank for Reconstruction and Development) – Agency of the United Nations, established in 1944. Purpose is to fight world poverty by promoting economic development. It provides loans, policy advice and technical assistance for development projects in poorer countries. There are 188 members.
 - The World Trade Organization (WTO) – International organization established to promote international free trade.

It enforces rules to promote free international trade, and helps countries negotiate to reduce trade barriers.

GRAMMAR REFERENCE

Preparation for Exam

I. Make the following sentences negative. Write only negative form of the verb.

1. Advertising informs consumers about the existence and benefits of products and services.
2. The large companies could set up their own advertising departments.
3. It is also easier for a dissatisfied company to give its account to another agency.
4. Media will use new techniques of spreading the information.
5. They have been training the staff for 2 hours.

II. Match the underlined forms in the sentences with the names of the grammar tenses or proper grammar structures.

a) Past Simple tense; b) Possessive Case; c) Passive Voice; d) Future Simple tense; e) Modal verb; f) The Superlative Adjective; g) Participle I; h) The Comparative Adjective; i) Present Simple tense; j) Present Continuous tense.

1) He will buy this product; 2) Trying to sell new goods they spent a lot of money; 3) They will use this campaign later; 4) This type of car began to be manufactured in 1900; 5) The best form of advertising is probably word-of-mouth advertising; 6) The company had to use that campaign in the USA; 7) Customers are buying those goods; 8) Ecco wanted to sell; 9) That company's strategy was successful; 10) Agencies often produce alternative ads.

III. Choose the correct general question to these statements.

1. The best form of ads is probably word-of-mouth ads.
 - a) Does the best form of ads is probably word-of-mouth ads?
 - b) Is the best form of ads probably word-of-mouth ads?
 - c) Do the best form of ads is probably word-of-mouth ads?
2. PR can ensure that the firm keeps a high profile.
 - a) Can PR ensure that the firm keeps a high profile?
 - b) Does PR can ensure that the firm keeps a high profile?

- c) Do PR can ensure that the firm keeps a high profile?
- 3. Large companies tend to use the services of large advertising agencies.
 - a) Does large companies tend to use the services of large advertising agencies?
 - b) Did large companies tend to use the services of large advertising agencies?
 - c) Do large companies tend to use the services of large advertising agencies?
- 4. The agency develops a media plan specifying.
 - a) Did the agency develops a media plan specifying?
 - b) Does the agency develops a media plan specifying?
 - c) Does the agency develop a media plan specifying?
- 5. Agencies often produce alternative ads or commercials.
 - a) Do agencies often produce alternative ads or commercials?
 - b) Have agencies often produce alternative ads or commercials?
 - c) Did agencies often produce alternative ads or commercials?

IV. Choose the correct special question to these statements.

- 1. Ukraine has a developing economy with its industry and agriculture.
 - a) What does Ukraine has?
 - b) What does Ukraine have?
 - c) Why has Ukraine a developing economy?
- 2. A considerable part is played by food, light and chemical industries.
 - a) What part played by food, light and chemical industries?
 - b) What part does played by food, light and chemical industries?
 - c) What part is played by food, light and chemical industries?
- 3. Ukraine is a leading producer of nickel and manganese.
 - a) Why are Ukraine a leading producer of nickel and manganese?
 - b) Why are Ukraine a leading producer of nickel and manganese?
 - c) Who is a leading producer of nickel and manganese?
- 4. The crops grown in Ukraine are wheat, sugar beets, corn, potatoes, and sunflowers.
 - a) Where are the major crop grown?
 - b) Where is the major crops grown?
 - c) What are the major crops grown here?

5. Ukraine has currently achieved macro-economic stability.

a) What has Ukraine currently achieved?

b) What had Ukraine currently achieved?

c) What has Ukraine currently achieve?

V. Choose the word or phrase A, B or C that best completes each sentence

1. Does your friend ... Ukrainian articles well?

a) translates b) translate c) translated

2. Ann ... about Ukraine's economy when I entered the room.

a) is talking b) talks c) was talking

3. I ... the report about Ukraine's heavy industries at this time tomorrow.

a) type b) types c) will be typing

4. He said that he ... to Poltava tomorrow.

a) goes b) is going c) would go

5. They ... any agreement to build a new shop in Kiev yet.

a) has reached b) have not reached c) reached

6. In 1978 James Dyson an idea for inventing new vacuum cleaning technology.

a) have; b) has; c) had.

7. It was the same year when his company was advertised throughout the world.

a) three; b) third; c) the third.

8. How long did it to launch the product?

a) take; b) took; c) takes.

9. Dyson the European Design Prize last week.

a) win; b) had won; c) won.

10. This campaign is than that one.

a) less expensive; b) expensive; c) the least expensive.

VI. Put the following words into the correct form

1. Ecco always (to want) to sell shoes in East Asia.

2. The company (to open) a factory in Thailand some years ago.

3. The Financial Times (to provide) accurate and reliable information about business.

4. They already (to open) a website.

5. The Roughneck ZCF is (cheap) and lighter than other likes.

6. It is the (popular) with customers.
7. Labels and presentation always (increase) the impact of the product.
8. They (to lose) a lot of money for the campaign before their company became popular.
9. The company (to want) to cut production costs last year.
10. E-commerce (to become) more popular nowadays.

VII. Write a letter of application for the position of the Personnel Manager in a big international company. Write a letter of at least 100 words. Don't write any addresses, dates. Follow the plan.

Plan

1. Give traditional greeting.
2. Name the reason of your writing a letter.
3. Introduce yourself: name, age, profession/specialization, University you graduated from.
4. Write about your previous job experience.
4. Highlight your professional qualities.
5. Name professional awards if any.
6. Write closing remarks.
7. Name enclosed documents if any.

VIII. Write a letter of invitation. Invite your colleagues to take part in the international business conference devoted to the problems of marketing and management in the modern world. Write at least 100 words. Don't write any addresses, dates. Follow the plan.

Plan

1. Start with salutation.
2. Write the reason of your letter.
3. Give details about the conference: date/time/place of the conference; questions to be discussed; social activities to be offered to the participants.
4. Write closing remarks.
5. Name enclosed documents if any.

APPENDIX
SAMPLES OF MODULE TESTING
MODULE I

Test 1.

1. Read and translate the text “Business trip”.

I have travelled for business, as a tourist and as a backpacker several years ago. Travelling light is always good if you can do it. There are plenty of things that treat it like a competition and the less you have the better will be. Just take what you want when you are on holiday. Just be prepared to pay for excess baggage if you go for the big pack!

When you make business overseas or meet international visitors, it makes good business sense to understand and appreciate their cultural differences. Remember some advice! Gift-giving in Australia, Canada, the USA and Europe is informal and not always expected. However, it is polite to bring someone flowers, chocolates or wine when visiting their house. In some European countries, you should avoid red flowers (associated with romance). Chinese people will probably refuse your gift several times, but it is polite to continue offering it to them. Do not give clocks to Chinese people as the Chinese word for “clock” is similar to the word for “death”.

a) Write if the sentences below are true (T) or false (F) according to the text (2 points – 0.4 point for each correct answer).

1. You can travel for business as a tourist and as a backpacker.
2. When you make business overseas or meet international visitors it is important to understand and appreciate the cultural differences.
3. Gift-giving in Canada and Europe is formal.
4. Chinese people refuse your gift several times.
5. It is polite to give Chinese people clocks.

b) Answer the following questions to the text above (2 points – 0.4 point for each correct answer).

1. Where is gift-giving informal and not always expected?
2. Do Chinese people like clocks as gifts?
3. What word is similar to the word “death” for the Chinese?

4. What do European people prefer?
5. What should you be prepared for if you go for the big pack?

II. My institute. Put 2 questions to the following sentences: the first – a general question, the second – a question to the underlined word (4 points – 0.4 points for each correct answer).

1. At the beginning it was difficult for this student to live in the hostel.
2. Selecting the right university will be one of the most important decisions.
3. Some students live very far from the institute.
4. The Institute of Economics and Trade occupies two buildings in Chapaev Devision Street.
5. The main goal of training specialists is to form the system of creative professional knowledge.

III. Business Etiquette. Complete the text with the following words and phrases: (10 слов). (4 points – 0.4 points for each correct answer).

admit avoid ignore introduce invest improve
respond impolite meeting distracts

A recruitment firm gives this advice to new workers:

It is important to 1 _____ time in your relationships with others at work. Get to know the people who work near you: 2 _____ yourself to them and tell them something about yourself. If people ask for your help, always 3 _____ positively. Don't 4 _____ emails or phone calls just because you are busy. If you make a mistake, it is better to 5 _____ it and then apologise. When things go wrong, stay calm and 6 _____ shouting and using bad language. Using mobile phones in meetings is 7 _____ and 8 _____ others. If you answer a call during a 9 _____, it could mean that you think the meeting is not important. Remember, good manners help to 10 _____ your working environment, and you will find you can enjoy your work more.

IV. Telephoning. Choose the correct word (or grammar form) A, B or C that best completes each sentence (4 points – 0.4 points for each correct answer).

- 1) Hello. Can I speak to Andrea, please?
 - a) Sorry, but she's not here at the moment.
 - b) Who is this?
 - c) Can I have your name and address?

- 2) I'm phoning about your advert in Careers News. Could you send me an application form, please?
a) Certainly. b) What for? c) I will consult my boss.
- 3) I'd like to speak to Carmen Diaz in Human Resources, please.
a) Have a nice day. b) Hold on, please.
c) Hang up the telephone receiver.
- 4) I would like to make a to Boston, please.
a) line, b) call, c) number.
- 5) I am sorry to trouble you, but I think you have dialed
a) a message, b) a bad line, c) the wrong number.
- 6) I'm afraid there's no answer. Can I take a message?
a) Yes, put down, please, this is Ernesto Badia.
b) No, I am busy. c) Yes, glad to hear you.
- 7) What number are you calling?
a) I am calling the wrong number.
b) I am calling the right number. c) It's 234-560-78.
- 8) Could you put me through straightaway?
a) Thank you for your call.
b) I am afraid not. The line is busy. c) It was nice speaking with you.
- 9) Can I speak to Mr. Brown?
a) Yes, Mr. Brown is speaking. b) No, Mr. Brown is not speaking.
c) Are you there?
- 10) I can't get through. The line seems to be always
a) free b) wrong c) busy

V. Organization of work and responsibilities. Open the brackets using the proper grammar tense. (4 points – 0.4 for each correct answer).

1. Very often people (work) for a well-known and respected company.
2. Peter (meet) our new Finance Director yesterday.
3. The managing Director (resign) three years ago.
4. Many shareholders (sell) their shares next month.
5. Joan (spend) her time on holiday now.
6. He (to be) responsible for interviewing the applicants.
7. Working in the company, people often (have) an appraisal.
8. To organize their time better, they (set) themselves more realistic deadlines last year.

9. Nowadays most organizations (give) their workers freedom to develop their roles.
10. Now he (have) the possibility to develop his skills and knowledge in this company.

Total score 20

Test 2.

I. Read and translate the text “Business trip”.

While travelling abroad you must go through customs. As a rule the customs officers check your passports and visas if they are required. When coming to some countries you may need a health certificate or vaccination. If you have anything to declare, then you must fill in the declaration form.

You must write down your full name, citizenship, the country of destination and the objective of visit (business, tourism or private).

The customs officers may ask you to show your luggage to them. Usually things for personal use and wear and also used items and gifts are not liable to duty anywhere. If you are carrying much currency you should also declare it. If you are carrying weapons you need a permit. Although some items are liable to duty, if you carry only a small amount of them, they are duty free.

Here is a partial list of prohibited articles (items): firearms, drugs, objects of art, in some countries – meat product, fresh fruit and vegetables. Canned food is OK.

Occasionally the customs officers may take some of your things for a more detailed inspection but usually they return them soon. After you are through with all customs formalities, the customs inspector will put a label on each piece of luggage.

a) Tell if the sentences below are true (T) or false (F) according to the text (2 points – 0.4 point for each correct answer).

1. While travelling around Ukraine you must go through the customs.
2. Usually the customs officers check your passports and visas.
3. You must show your luggage if the customs officer asks you.
4. If you are carrying little currency you should also declare it.

5. After you are through with all customs formalities, the customs inspector will put a label on each piece of luggage.

b) Answer the following questions to the text above (2 points – 0.4 point for each correct answer).

1. What must you do when you go through customs?
2. What does the customs officer usually do?
3. What must you fill in if you have things to declare?
4. What goods are prohibited?
5. What will the customs inspector put on each piece of luggage after you are through with all customs formalities.

II. Put 2 questions to the following sentences: the first one – a general question, the second – a question to the underlined word (4 points – 0.4 points for each correct answer).

1. This financial company includes people with special knowledge, skills and experience in the field of finance.
2. The General Manager represents the company at the meetings and conferences.
3. Communicating over the phone is an important part of conducting business for many people.
4. The Advertising Manager is speaking over the phone with the customers now.
5. The Sales Manager made a mistake in the conversation with the clients.

III. Complete the text with the words from the table (4 points – 0.4 points for each correct answer)

Accept, applications, interview, job advertising, recruit, selected, resumes, offered, permanent job, internet
--

Esther Garcia graduated from university with a degree in telecommunications. But finding her first job was very hard. She searched the 1 _____ in the newspapers and on the 2 _____. She made lots of 3 _____ to different companies. She also sent her 4 _____ to all the big telecommunications companies. But most companies didn't even invite her for 5 _____. It seemed that they only wanted to 6 _____ people with job experience. After several months, a finance company in Madrid 7 _____ Esther a place on a three-month graduate trainee scheme. At the end of the three months, Esther was the only person out of the ten trainees to be 8 _____ for a 9 _____. Of course, Esther was very happy to 10 _____.

IV. Choose the correct word A, B or C that best completes each sentence (4 points – 0.4 points for each correct answer).

1. Today many people make all their travel arrangements phone
 - a) over
 - b) by
 - c) at
2. Travelling by plane is the fastest way and it is helpful if you are short of ...
 - a) money
 - b) time
 - c) luck
3. Before you have a business trip you should prepare all business ... necessary for your meeting with a foreign partner.
 - a) documents
 - b) cards
 - c) information
4. If you travel abroad you must take with youto show it to the customs officer.
 - a) computer
 - b) foreign passport
 - c) photo
5. The customs officials ask you to fill ... the customs declaration form.
 - a) on
 - b) in
 - c) for
6. supervises and controls the company's employees.
 - a) The General Manager
 - b) Sales Manager
 - c) Financial Journalist.
7. The person who sells famous paintings which cost millions of dollars, famous houses, antique furniture is called an
 - a) Accountant
 - b) Auctioneer
 - c) Advertising Manager.
8. To work in a prestigious international firm as an accountant you need ...
 - a) millions of dollars
 - b) foreign currency
 - c) great experience and knowledge.
9. If somebody is speaking over the phone, you can say that the line is ...
 - a) engaged,
 - b) free,
 - c) personal.
10. If you finish the telephone conversation you must ...
 - a) hold on
 - b) hang up
 - c) get through.

V. Open the brackets using the proper grammar tense (4 points – 0.4 for each correct answer).

1. The Institute (to train) specialists in management, finance and international economics.
2. There (to be) many honoured teachers: professors, doctors of sciences, associate professors, senior lecturers in the Institute.

3. This educational establishment (to be) founded in 1945.
4. Marketing Manager (to manage) the marketing department.
5. He (to be) responsible for creative work and media plans.
6. Sales Representative (to conduct) talks with the customers last week.
7. The General Manager (to introduce) his employees to the foreign partners now.
8. The Economic journalist (to report) the news tomorrow.
9. The Sales Representative (to communicate) with the customers over the phone now.
10. The General Manager (to make) audits in his company yesterday.

Total score 20

MODULE II

Test 1

I. Placing in a job. Read the text:

Most companies are looking for people with senior management potential. In their view, MBA graduates have an above-average chance of fulfilling this need, but they are careful not to raise expectations too high. They also want people who can be effective quite rapidly. Many MBA students who want to change career direction can therefore have difficulties in the short term, whatever their long-term potential. An engineer trying to move over to finance may be successful, but may be restricted to a job as a financial analyst specializing in the engineering sector.

Employers' recruitment operations are becoming much more short term in response to fast-changing markets and technologies. Companies often look for specific mixes of skills, and the mix can change rapidly. In the mid-1990s, for example, there was a strong demand for German-speaking MBA graduates because companies wanted to introduce a more international culture and to expand into east European countries, where German is widely spoken. This was followed by a demand for graduates able to work effectively in the fast-growing markets of China and the Pacific Rim, where candidates needed residence qualifications as well as the appropriate languages.

Such rapid change has led to some problems connected with what employers want. Companies detect a general desire for skills

as well as knowledge, and a wish to hire for a specific job rather than a long-term career. All employers are facing a change and recruitment policies have to reflect the need for flexibility.

1. Are the following sentences true or false? (2 p. – 0.4 points for each correct answer).

1. Companies think that MBA graduates have little chance of becoming senior managers.
2. Employers want new employees to do a good job quickly.
3. An engineer may be restricted to a job as a financial analyst.
4. In the mid-1990s employers needed staff who could speak German.
5. Employers want to hire employees for a long-term career rather than a particular job.

2. Answer the following questions to the text above. (2 p. – 0.4 points for each correct answer).

1. Who are most companies looking for?
2. Why did companies want to have German-speaking staff?
3. Where did companies need residence qualifications as well as the appropriate languages?
4. Are all employers facing a change?
5. What do recruitment policies have to reflect?

II. Our Environment. Write the verbs in the correct form: (4 points- 0.4 p. for each correct answer).

1. The highest emitters of carbon dioxide _____ (be) the United States and China. 2. Europeans _____ (struggle) now to find the best way to get high-pollutant cars off the streets. 3. Car sales in Germany _____ (drop) this year. 4. A successful project with cars in Italy _____ (serve) as a model for other countries. 5. The car industry _____ (not need) subsidies last year. 6. The German government _____ (approve) a law this year to adjust the annual vehicle tax according to a new car's CO₂ emission rate. 7. Last month the buyers of new low-emissions cars _____ (benefit) the most. 8. German auto club _____ (support) the vehicle tax reform now. 9. CO₂-based vehicle tax _____ (come) soon. 10. Old cars _____ (take) off the market.

III. Business correspondence. Complete the text with the following words and phrases: we also believe / I'm writing to

Appendix

tell / we look forward / regards / queries / we would like to / please consider / we would also like / we think / send an e-mail: (4 points – 0.4 points for each correct answer).

Dear George, (1) _____ you that (2) _____ offer you the job of Export Manager to Mexico. (3) _____ you are the right person for this job because you already have experience as Export Manager to North America. (4) _____ your success in the US and Canada can be continued in Mexico. Finally, (5) _____ you to take intensive language training in Spanish. (6) _____ our offer and write back to us by the end of the week.

If you have any (7) _____ please call us or (8) _____. (9) _____ to hearing from you.

Best (10) _____

IV. Writing a CV for a job. Put 2 questions to the following sentences: the first one – a general question, the second – a question to the underlined word (4 points – 0.4 points for each correct answer).

1. You need to fill out the application form or to write an effective CV for the job.
2. We dressed smartly for the interview.
3. Body language plays an essential role during the interview.
4. A good interviewer knows how to ask good questions to find out about people.
5. It will be easier to conduct an interview if you control your nerves.

V. Modern Information Technology. Choose the correct word A, B or C that best completes each sentence (4 points – 0.4 points for each correct answer).

1. Modern Information Technology our life convenient nowadays.

- a) make b) makes c) made

2. With modern technologies our life easier than before.

- a) are becoming b) become c) has become

3. Weonly dream about such means of communication 50 years ago.

- a) will be able b) can c) could

4. Working with Internet we know what on the other side of the world now.

- a) is going b) goes c) go
5. My computer skills would become better if Imore.
a) trains b) train c) trained
6. I ...how to deal with computers before I found a new job.
a) Have learnt b) had learnt c) learnt
7. Due to the Internet Imany useful things recently.
a) have known b) know c) knew
8. He will use a computer if heto check his e-mails and chat with his friends.
a) wants b) want c) wanted
9. They up a new project and a computer presentation before the conference started.
a) have made b) make c) had made
10. He ... with the computer when we arrived.
a) works b) was working c) is working
- Total score 20**

Test 2.

1. Business and Environment. Open the brackets using the proper tense (4 points – 0.4 p. for each correct)

Social change 1. (to be) when the people in the community adjust their attitudes to the way they live. Businesses will need to adjust their products to meet these changes, e.g. taking sugar out of children's drinks, because parents 2. (to feel) their children are having too much sugar in their diets.

The businesses also 3. (to need) to be aware of their social responsibilities. These are the way they 4. (to act) towards the different parts of society that they come into contact with.

Legislation 5. (to cover) a number of the areas of responsibility that a business 6. (to have) with its customers, employees and other businesses.

It is also important 7. (to consider) the effects a business can have on the local community. These are known as the social benefits and social costs.

A social benefit is where a business action 8. (to lead) to benefits above and beyond the direct benefits to the business and/or customer. For example, the building of an attractive new factory 9. (to provide) employment opportunities to the local community.

Pressure groups also 10. (to discourage) social costs in some years.

2. New technologies. Open the brackets using the proper tense. (4 points – 0.4 p. for each correct)

1. The history of Internet (to begin) in the USA in 1969.
2. It (to base) in Oxford Street in 2000.
3. This technology (to be) called packet switching these days.
4. Every family in the USA (to have) a computer.
5. E-mail (to make) our life more interesting.
6. My sister (to buy) a computer two years ago.
7. I (to be going) to send him e- mail messages tomorrow.
8. You can (to make) shopping and banking on the Internet.
9. She (invent) a new Internet program for coving information next tear.
10. I (not to be able) to buy this mini-computer.

3. E-mail. Read and translate the text:

Electronic mail is a mean of sending and receiving messages – internally, nationally, or internationally.

Subscribers to e-mail need a terminal, such as a personal computer, a telephone line and a modem, which is a device for converting signals to text. Messages appear on the receiver's computer screen.

E-mail users can also have an access to a mailbox, from which they can call from anywhere in the world and retrieve messages. They receive a mailbox number and a password for confidential use. Messages can be printed out and kept for reference.

In comparison with telex, e-mail is relatively low in cost and does not require a trained operator. It is also fast, relatively reliable, and messages can be sent or picked up anywhere in the world, and stored in the mailbox until they are retrieved.

This can be particularly advantageous for users who are communicating across international time zones.

a) Answer the following questions to the text above: (2 points – 0.4 points for each correct answer)

1. Is electronic mail a mean of sending and receiving messages?
2. Who needs a terminal?
3. What do the e-mail users receive?
4. Is an e-mail comparatively low in cost?
5. Can messages be stored in the mailbox until they are retrieved?

**b) Are these statements true or false according to the text?
(2 points – 0.4 points for each correct answer)**

1. Electronic mail is a mean of just sending messages.
2. Messages appear on the receiver's computer screen.
3. E-mail users can't have an access to a mailbox
4. E-mail requires a trained operator.
5. E-mail is fast and relatively reliable.

4. Resume. Make these sentences (a) interrogative, (b) negative (4 points – 0.4 p. for each correct answer).

1. Resume has to begin with personal details.
2. Resume is a summary of your career history.
3. A useful resume should include both your experiences and key skills.
4. A resume must be professionally written.
5. Resume helped me to attract attention of my future employer.

5. Placing in a job. Complete the sentences with the following words (4 points – 0.4 p. for each correct)

interview opinion experience personal interviewer
employees applying application form selling
prosperous

1. Most of our _____ have been with the company since we started last year.
2. I must fill out the _____ for that job at FinanceCo
3. I'm afraid we need someone for this job with much more _____.
4. You can dress for the _____ smartly.
5. Think about questions which the _____ might ask you.
6. People who are _____ for a job need to mail three documents.
7. Your _____ information is needed each time you look for a job.
8. Your _____ employers would be interested to know about your education
9. Looking for a job means _____ yourself.
10. If you think positively about yourself, other people will be of the same _____.

Total score 20

KEYS
Samples of Module Testing
Module I

Test 1.

I. 1. T, 2. T, 3. F, 4. T, 5. F.

II. 1. Gift-giving in Australia, Canada, the USA and Europe is informal and not always expected. 2. No, they do not. 3. The Chinese word for “clock” is similar to the word for “death”. 4. European people prefer flowers, chocolates or wine when visiting their house. 5. Be prepared to pay for excess baggage if you go for the big pack.

III. 1. Invest, 2. Introduce, 3. Respond, 4. Ignore, 5. Admit, 6. Avoid, 7. Impolite, 8. Distracts, 9. Meeting, 10. Improve.

IV. 1. A, 2. A, 3. B, 4. B, 5. C, 6. A, 7. C, 8. B, 9. A, 10. C.

V. 1. Work, 2. Met, 3. Resigned, 4. will sell, 5. is spending, 6. Is, 7. Have, 8. Set, 9. Give, 10. has

Module I. Test 2.

I. a) F. 2. T, 3. T, 4. F, 5. T.

b) 1. When you go through customs, you must show your passport and visa.

2. The customs officers check your passports and visas if they are required.

3. If you have anything to declare, then you must fill in the declaration form.

4. Here is a partial list of prohibited articles (items): fire-arms, drugs, objects of art, in some countries – meat product, fresh fruit and vegetables.

5. After you are through with all customs formalities, the customs inspector will put a label on each piece of luggage.

II. 1. Does this financial company include people with special knowledge, skills and experience in the field of finance?

Whom does this financial company include?

2. Does the General Manager represent the company at the meetings and conferences?

Who represents the company at the meetings and conferences?

3. Is communicating over the phone is an important part of conducting business for many people?

What is an important part of conducting business for many people?

4. Is the Advertising Manager speaking over the phone with the customers now?

When is the Advertising Manager speaking over the phone with the customers

5. Did the Sales Manager make a mistake in the conversation with the clients?

What did the Sales Manager make?

III. 1. job advertising, 2. Internet, 3. resumes, 4. applications, 5. interview, 6. recruit, 7. offered, 8. selected, 9. permanent job, 10. accept.

IV. 1. A, 2. B, 3. A, 4. B, 5. B, 6. A, 7. B, 8. C, 9. A, 10. B.

V. 1. trains, 2. are, 3. was, 4. manages, 5. is, 6. conducted, 7. is introducing, 8. will report, 9. is communicating, 10. made.

Module II

Test 1

I. a) 1. F 2. T 3. T 4. T 5. F

b) 1. Most companies are looking for people with senior management potential.

2. In the mid-1990s there was a strong demand for German-speaking MBA graduates because companies wanted to introduce a more international culture and to expand into east European countries, where German is widely spoken.

3. In the fast-growing markets of China and the Pacific Rim candidates needed residence qualifications as well as the appropriate languages.

4. Yes, all employers are facing a change.

5. Recruitment policies have to reflect the need for flexibility.

II. 1. are 2. are struggling 3. have dropped 4. serves 5. did not need 6. has approved 7. benefited 8. is supporting 9. is coming/will come 10. are taken

III. 1. I'm writing to tell 2. we would like to 3. we think 4. we also believe 5. we would also like 6. please consider 7. queries 8. send an email 9. we look forward 10. regards

IV. 1. Do you need to fill out the application form? What do you need to fill out?

2. Did you dress...? Why did you dress...?

3. Does body language play...? When does body language play...?

4. Does a good interviewer know...? What does a good inter-

viewer know?

5. Will it be easier to conduct an interview? What will it be easier to conduct?

V. 1. b) makes 2. c) has become 3. c) could 4. a) is going 5. c) trained 6. b) had learnt 7. a) have known 8. b) wants 9. c) had made 10. b) was working

Module II. Test 2

I. 1. is 2. feel 3. needs 4. act 5. covers 6. has 7. to consider 8. leads 9. provides 10. will discourage

II. 1. began 2. is based 3. is 4. has 5. makes 6. bought 7. am going to 8. make 9. will invent 10. am not able to

III. a) 1. Yes, it is.

2. Subscribers to e-mail need a terminal.

3. They receive a mailbox number and a password for confidential use.

4. Yes, it is.

5. Yes, they can.

b) 1. F 2. T 3. F 4. F 5. T

IV. 1. Resume does not have to begin with personal details. Does resume have to begin with personal details?

2. Resume isn't a summary of your career history.

Is Resume a summary of your career history?

3. A useful resume shouldn't include both your experiences and key skills.

Should a useful resume include both your experiences and key skills?

4. A resume mustn't be professionally written.

Must a resume be professionally written?

5. Resume did not help me to attract attention of my future employer.

Did resume help me to attract attention of my future employer?

V. 1. Employees 2. Application form 3. Experience 4. Interview 5. Interviewer 6. Applying 7. Personal 8. Prosperous 9. Selling 10. Opinion

TABLE OF IRREGULAR VERBS



<i>Infinitive</i>	<i>Past Simple</i>	<i>Past Participle</i>	<i>Verb in Ukrainian</i>
arise	arose	arisen	з'являтися
be	was/were	been	бути
bear	bore	born	нести, народжувати
beat	beat	beaten	бити
become	became	become	становитися
begin	began	begun	починати
bend	bent	bent	гнути
bet	bet	bet	битися об заклад
bind	bound	bound	зв'язувати
bite	bit	bitten	кусатися
bleed	bled	bled	кровоточити
blow	blew	blown	дути
break	broke	broken	ламати(ся)
breed	bred	bred	виховувати
bring	brought	brought	приносити
build	built	built	будувати
burn	burnt	burnt	горіти, палити
buy	bought	bought	купувати
cast	cast	cast	кидати
catch	caught	caught	ловити, схоплювати
choose	chose	chosen	вибирати
come	came	come	приходити
cost	cost	cost	коштувати
cut	cut	cut	різати
dig	dug	dug	рити, копати
deal	dealt	dealt	укладати угоду, мати справу з ...
do	did	done	робити
draw	drew	drawn	тягнути, малювати
dream	dreamed/ dreamt	dreamed/ dreamt	мріяти
drink	drank	drunk	пити
drive	drove	driven	вести (машину)

Appendix

eat	ate	eaten	їсти
fall	fell	fallen	падати
feed	fed	fed	годувати
feel	felt	felt	відчувати
fight	fought	fought	боротися
find	found	found	знаходити
flee	fled	fled	бігти, тікати
fly	flew	flown	літати
forbid	forbade	forbidden	забороняти
forecast	forecast	forecast	проорокувати, прогнозувати
forget	forgot	forgotten	забувати
forgive	forgave	forgiven	прощати
foresee	foresaw	foreseen	передбачати
foretell	foretold	foretold	передвщати
forsake	forsook	forsaken	залишати, кидати
freeze	froze	frozen	заморожувати
get	got	got	отримувати
give	gave	given	давати
go	went	gone	ходити
grow	grew	grown	виросчувати
hang	hung	hung	вішати
have	had	had	мати
hear	heard	heard	слухати
hide	hid	hidden	ховати
hit	hit	hit	ударяти
hold	held	held	зберігати, володіти
hurt	hurt	hurt	ушкодити
keep	kept	kept	тримати, мати
kneel	knelt	knelt	ставати на коліна
knit	knit	knit	в'язати
know	knew	known	знати
lay	laid	laid	класти
lead	led	led	вести
leap	leapt	leapt	стрибати
learn	learnt	learnt	вчитися
leave	left	left	покидати
lend	lent	lent	позичати
let	let	let	дозволяти
lie	lay	lain	лежати
light	lit	lit	освітлювати
lose	lost	lost	втрачати, програти
make	made	made	робити

Table of Irregular Verbs

mean	meant	meant	означати
meet	met	met	зустрічати
mislead	misled	misled	вводити в оману
overcome	overcame	overcome	долати перепони
pay	paid	paid	платити
put	put	put	класти
read	read	read	читати
ride	rode	ridden	їхати
ring	rang	rung	дзвонити
rise	rose	risen	підійматися
run	ran	run	бігти
say	said	said	говорити
see	saw	seen	бачити
seek	sought	sought	шукати
sell	sold	sold	продавати
send	sent	sent	посилати
set	set	set	ставити, класти
shake	shook	shaken	трясти
shine	shone	shone	світити
shoot	shot	shot	стріляти
show	showed	shown	показувати
shrink	shrank	shrunk	зменшувати
shut	shut	shut	закривати
sing	sang	sung	співати
sink	sank	sunk	тонути
sit	sat	sat	сидіти
sleep	slept	slept	спати
smell	smelt	smelt	відчувати запах
speak	spoke	spoken	розмовляти
speed	sped	sped	прискорювати
spell	spelt	spelt	вимовляти слово по буквах
spend	spent	spent	витрачати; проводити (час)
spill	spilt	spilt	розливати
spit	spat	spat	плювати
spoil	spoilt	spoilt	псувати
spread	spread	spread	поширювати
spring	sprang	sprung	стрибати
stand	stood	stood	стояти
steal	stole	stolen	красти
stick	stuck	stuck	уколювати
sting	stung	stung	жалити

Appendix

stink	stank	stunk	смердіти
strike	struck	struck	ударяти
swear	swore	sworn	клястися
sweep	swept	swept	підмітати
swim	swam	swum	плавати
swing	swung	swung	качати
take	took	taken	брати
teach	taught	taught	навчати
tear	tore	torn	рвати
tell	told	told	розповідати
think	thought	thought	міркувати
throw	threw	thrown	кидати
understand	understood	understood	розуміти
wake	woke	woken	прокидатися
wear	wore	worn	носити одяг
weep	wept	wept	плакати
win	won	won	вигравати
wind	wound	wound	заводити годинник
write	wrote	written	писати

Table of English Tenses
The Active Voice (a person does the action)

Tense	Moment	Formation	Examples
The Simple Tense (regular action)	The Present Simple (<i>every day, often, sometimes, usually</i>)	I, you, we, they +V He, she, it + V +s	You <i>swim</i> in the river. Do you <i>swim</i> in the river? You <i>don't swim</i> in the river. He goes. Does he go? He <i>doesn't go</i> .
	The Past Simple (<i>yesterday, the day before yesterday, in 1995</i>)	V2 (-ed)	You <i>played</i> tennis. Did you <i>play</i> tennis? You <i>didn't play</i> tennis. You <i>swam</i> in the river. Did you swim? You <i>didn't swim</i> .

Table of English Tenses

	The Future Simple (<i>tomorrow, next summer, next Friday, in 2052</i>)	Will+V1	You <i>will play</i> tennis. Will you <i>play</i> tennis? You <i>won't play</i> tennis.
	The Future Simple in the Past (<i>tomorrow, next summer, next Friday, in 2052</i>)	Would + V1 (verb of the main clause is in the Past Simple)	I <u>thought</u> I <i>would play</i> tennis. Did I <u>think</u> I <i>would play</i> tennis? I <u>didn't think</u> I <i>would play</i> tennis.
The Continuous Tense (continued action) But! To love, like, see, hear, feel, want, know, believe – the Simple Tenses	The Present Continuous (<i>now, at this moment, at present</i>)	Am, is, are +Verb+ing	You <i>are working</i> . Are you <i>working</i> ? You <i>are not working</i> .
	The Past Continuous (<i>at 5 p.m. yesterday, from (3 o'clock) to (5 o'clock) yesterday</i>)	Was, were + Verb+ing	You <i>were working</i> . Were you <i>working</i> ? You <i>were not working</i> .
	The Future Continuous (<i>at 5 p.m. tomorrow, from 3 o'clock to 5 o'clock tomorrow</i>)	Will + be + Verb+ing	You <i>will be working</i> . Will you <i>be working</i> ? You <i>will not be working</i> .

Appendix

	The Future Continuous in the Past (at 5 p.m. tomorrow)	Would + be + Verb + ing (verb of the main clause is in the Past Simple)	I <u>thought</u> I <i>would be working</i> . Did I <u>think</u> I <i>would be working</i> ? I <u>didn't think</u> I <i>would be working</i> .
The Perfect Tenses (completed action)	The Present Perfect (<i>already, ever, never, yet, just, recently, lately, since, for, this week, this month, today</i>)	Has, have + V3	You <i>have worked</i> . Have you <i>worked</i> ? You <i>have not worked</i> .
	The Past Perfect (by 2 p.m. yesterday)	Had + V3	When I came home, my mother <i>had washed</i> all dishes. Had my mother <i>washed</i> ...? My mother <i>had not washed</i>
	The Future Perfect (by 2 p.m. tomorrow)	Will + have + V3	I <i>will have played</i> tennis. Will I <i>have played</i> tennis? I <i>will not have played</i> tennis.
	The Future Perfect in the Past (by 2 p.m. tomorrow)	Would + have + V3 (verb of the main clause is in the Past Simple)	I <u>thought</u> I <i>would have played</i> tennis. Did I <u>think</u> I <i>would have played</i> tennis? I <u>didn't think</u> I <i>would have played</i> tennis.

Table of English Tenses

The Perfect Continuous Tenses (completed continued action)	The Present Perfect Continuous (<i>for 5 years, all my life, since last year, before, after</i>)	Has, have + been + V+ing	He <i>has been living</i> . <i>Has he been living?</i> He <i>has not been living</i> .
<i>To love, like, see, hear, feel, want, know, believe – the Perfect Tenses</i>	The Past Perfect Continuous (accent on the action) (<i>for 5 years, when</i>)	Had + been + V+ing	He <i>had been working</i> for an hour, when the students came. <i>Had he been working ...?</i> He <i>had not been working....</i>
	The Future Perfect Continuous (<i>by 5 p.m., by the next time</i>)	Will + have + been + V+ing	By the next time I see you I <i>will have been studying</i> at the university. <i>Will I have been studying...?</i> I <i>will not have been studying...</i>
	The Future Perfect Continuous in the Past (<i>by 5 p.m., by the next time</i>)	Would + have + been + Ving (verb of the main clause is in the Past Simple)	I <u>thought</u> by the next time I see you I <i>would have been studying</i> at the university. <u>Did</u> I <u>think</u> by the next time....? I <u>didn't think</u> by the next time....



FREQUENTLY USED BUSINESS ABBREVIATIONS

A

AA – Advertising Association (рекламна асоціація)

ADP – Automatic data processing (автоматичне оброблення даних)

A.G.M. – Annual General Meeting (річне зібрання акціонерів)

AOB – any other business (різне на порядку денному)

APR – Annual Percentage Rate (щорічна відсоткова ставка)

AR – Annual Revenue (річний дохід)

AT – appropriate technology (відповідна технологія)

ATM – Automatic Teller Machine (банкомат)

aae – according to age and experience (згідно з віком та досвідом)

a/c – account (рахунок)

ad – advertisement (реклама)

a.f. – as follows (як зазначено далі)

agt – agreement (згода)

a.i. – ad interim (тимчасово)

a.k.a – also known as (також відомий як)

a.m. – above mentioned (вищеозначений)

amt – amount (сума)

ans – answer (відповідь)

a.o. – and others (та інші)

at – @ умовна позначка в електронних адресах = «песик / равлик»

a.q. – any quantity (якась кількість)

asap – as soon as possible (якомога раніше)

attn – attention (увага)

ayc – at your convenience (для вашої зручності)

B

BBA – Bachelor of Business Administration (бакалавр управління)

B2C – Business-to-Consumer (від підприємництва до споживача)
B2E – Business-to-Employee (від підприємництва до працівника)
Br. – branch (галузь)
BTW – by the way (між іншим)
Bus – business (справа)

C

Co – company (компанія)
Corp – corporation (корпорація)
CC – cash credit (кредит готівкою)
CEC – Common European Currency (єдина європейська валюта)
CEO – Chief Executive Officer (генеральний директор (компанії); керівник підприємства; Президент)
CIA – cash in advance (передоплата готівкою)
CIF – Cost, Insurance, Freight (вартість, страхування і фрахт)
COD – cash on delivery (оплата при врученні)
CONT – container (контейнер)
CV – Curriculum Vitae (біографічна довідка; анкетні дані)
C2C – Consumer-to-Consumer (від споживача до споживача)
c.a. – current account (поточний рахунок)
cc – copies to (копії до)
c.i. – certificate of insurance (довідка про страхування)
c/o – care of (для іншої людини)
cp – compare (порівняйте)
ctte – committee (комітет)

D

DCs – documentary credits (документальні гарантії)
Dept – department (відділ)
DS – Directing Staff (керуючий персонал)

E

EC – European Community (Європейське співтовариство)
EEC – European Economic Community (Європейське економічне співтовариство)
EFTA – European Free Trade Association (Європейська асоціація вільної торгівлі)
EU – European Union (Європейський Союз)
Enc (Encl) – enclosure line (вкладення в зміст конверта; додаток)
e.g. – for example (from Latin “exempli gratia”) (наприклад)
est – estimated (передбачуваний)

F

FAQ – frequently asked questions (запитання, які часто задаються)

Four Ps – Product, place, promotion, price (чотири складових маркетинга)

FR – fixed price (фіксована ціна)

fol – following (наступний)

fyi – for your information (для вашої обізнаності)

G

GDP – Gross Domestic Product (валовий внутрішній продукт)

GM – General Manager (генеральний менеджер)

GNP – Gross National Product (валовий національний продукт)

GO – General Office (головний офіс)

GST – Goods and Services Tax (податок на товари та послуги)

Gvt – Government (уряд)

H

HP – Hire purchase (купівля-продаж на виплату)

I

IBM – International Business Machines Corporation (американська електронна корпорація, найбільший світовий виробник усіх видів комп'ютерів і програмного забезпечення)

ICC – International Chamber of Commerce (Міжнародна торговельна палата)

IMF – International Monetary Fund (Міжнародний валютний фонд)

IOU – I owe you (боргове зобов'язання)

IT – Information Technology (автоматизовані технології)

Inc – Incorporated (zareestrovaniy yak korporatsiya)

i.e. – in other words (from Latin word “id est”) (тобто)

J

Jr – молодший

L

L/Cs – Letters of credit (акредитив)

Ltd – Limited Liability Company (акціонерне товариство з обмеженою відповідальністю)

M

M – member (член, представник, партнер)

MBA – Master of Business Administration (магістр управління)

MD – Managing Director (генеральний директор)

MESS – message (повідомлення)

MU – monetary unit (грошова одиниця)

N

N – netto (чиста вага)

N/A – not applicable (не придатний)

NB – Nota Bene (зверни увагу на)

NGO – non-government organization (неурядова організація)

NI – national income (національний прибуток)

NP – national product (національний продукт)

O

O/A – open account (відкритий рахунок)

OECD – organization for economic cooperation and development (організація економічного співробітництва)

Orgn – organization (організація)

o/h – overhead (накладні витрати)

P

PC – 1) paid cash (сплачено готівкою);

2) personal computer (персональний комп'ютер)

Ph.D – Doctor of Philosophy (доктор філософії)

PIN – personal identification number (персональний код користувача)

PL – profit and loss (рахунок прибутків і збитків)

PO – purchase order letter (письмовий наказ на купівлю товару)

P2P – producer-to-producer (від виробника до виробника)

PR – Public Relations (зв'язки з громадськістю)

PS – public sale (аукціон)

PS – postscript (додаткова інформація)

pa – per annum (щорічно)

pcm – per calendar month (за календарний місяць)

plc – a public limited company (відкрите акціонерне товариство з обмеженою відповідальністю)

pls – please (будь ласка)

pp – per pro (put before the name if someone else signs a letter instead of this person) (за дорученням)

pt – part-time (неповний робочий день)

pw – per week (за тиждень)

R

RE – real estate (нерухомість)

Re – regarding (in e-mails) (стосовно)

R@D – Research and Development (науково-дослідні і дослідно-конструкторські роботи)

RQST – request (запит)

S

Sec – secretary (секретар)

SHPT – shipment (відправка товарів)

S/N – shipping note (вантажні документи)

T

TM – trademark (торгівельна марка)

TP – total profit (повна вигода)

TU – Trade Union (профспілка)

TX – thanks (дякую)

t – time (час)

t@d – time and date (час і строк)

U

UNESCO – United Nations Educational, Scientific, and Cultural Organization (Організація ООН з питань освіти, науки і культури)

UNO – United Nations Organization (Організація Об'єднаних Націй)

V

VAT – Value Added Tax (податок на додану вартість)

VIP – Very Important Person (дуже важлива персона)

VP – Vice President (віце-президент)

vgc – very good condition (дуже добрий стан)

viz – namely (а саме)

W

WTO – World Trade Organization (Всесвітня торгівельна організація)

w/o – without (без)

Y

Y – year (рік)

YO – yearly output (щорічний обсяг виробництва)

**WRITTEN PATTERNS
OF BUSINESS CORRESPONDENCE**

1. We have received your letter of...	Ми отримали ваш лист від..
2. We thank you for your letter of	Ми вдячні вам за ваш лист від ...
3. In reply (in response) to your letter of	У відповідь на ваш лист ...
4. We are pleased to inform you that	Ми раді повідомити вас, що
5. We are sorry to have to remind you that	Нам дуже незручно, однак ми повинні нагадати вам, що
6. We offer apologies for the delay in answering your letter	Ми промимо вибачення за затримку відповіді на ваш лист
7. We are sorry we are unable to meet your request	Нам шкода, що ми не можемо виконати Ваш запит / прохання
8. Further to our letter of = In addition to our letter of	На додаток до нашого листа від ...
9. You are no doubt aware that	Ви, без сумніву, знаєте, що
10. Please note that	Будь ласка, зверніть увагу, що
11. We express confidence that	Ми висловлюємо впевненість, що
12. We find (consider) it necessary to note...	Ми вважаємо за необхідне відзначити ...
13. Apart from the above (said)	Крім вище сказаного
14. In this connection	У цьому зв'язку
15. In connection with your request	У зв'язку з вашим проханням
16. We wish to draw your attention to the fact that	Ми хотіли б звернути вашу увагу на те, що
17. As to your request (your claim)	Що стосується вашого запиту (вашої претензії)
18. The matter is/ the point is	Справа в тому, що
19. Under the circumstances	За цих обставин
20. In case of delay in delivery (in payment)	У разі затримки доставки (в оплаті)
21. So far we have received no reply	Ми й досі не отримали відповіді
22. We can not accept your point of view for the following reasons	Ми не можемо прийняти вашу точку зору з наступних причин
23. In case of your refusal	У випадку вашої відмови
24. In case of your failure to make payment	У випадку неможливості оплати

Appendix

25. To avoid delay in	Щоб уникнути затримки в
26. You state in your letter that	Ви вказуєте у своєму листі, що
27. Further you write	Далі ви пишете
28. Your early reply will be appreciated	Ми будемо вдячні за швидку відповідь
29. Please inform us at your earliest convenience	Просимо повідомити нам, якомога швидше (в найближчому майбутньому)
30. On receipt of the letter please send your confirmation	Отримавши лист, будь лака, надішліть своє підтвердження
31. We would like to assure you	Ми хотіли б запевнити вас
32. We wish to maintain cooperation with you	Ми хотіли б підтримувати співпрацю з вами
33. We are expecting your representatives to arrive for the talks	Ми очікуємо ваших представників на перемовинах
34. We are looking forward to your consent (approval, confirmation)	Ми з нетерпінням чекаємо вашої згоди (схвалення, підтвердження)
35. At the same time we would like to remind you that	У той же час ми хотіли б нагадати вам, що
36. In accordance with the contract enclosed	Відповідно до укладеного договору
37. We would welcome the opportunity	Ми будемо раді можливості
38. We are having difficulty in	У нас є труднощі в
39. We have to admit that	Ми повинні визнати, що
40. Yours faithfully/ Faithfully yours Your truly/ Truly yours Yours sincerely/ Sincerely yours	З повагою / Щиро Ваш

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