

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Київський національний університет будівництва і архітектури

ДІЛОВА ІНОЗЕМНА МОВА

Методичні вказівки та завдання
до проведення практичних занять для студентів I курсу
спеціальності 122 «Комп'ютерні науки та технології»

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Затверджено на засіданні кафедри іноземних мов, протокол № 4 від 25 листопада 2019 року.

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Містять матеріали для вивчення англійської мови з курсу «Ділова іноземна мова», сім уроків з текстами та вправами.

Призначено для студентів спеціальності 122 «Комп'ютерні науки та технології».

Загальні положення

Ділова іноземна мова має велике значення в підготовці майбутніх фахівців. Подані методичні вказівки містять лексику та основи граматики, необхідні в подальшій роботі ІТ спеціалістів.

Вони мають на меті – ознайомити студентів з комп'ютерною термінологією та граматичними структурами англійської мови.

Завдання – навчитися застосовувати викладений матеріал у професійній діяльності, також виробити навички читання та розуміння літератури англійською мовою, усного та писемного мовлення з урахуванням вимог до опанування програми «Ділова іноземна мова».

Під час складання текстів використовувалась оригінальна література з тематики «Ділова іноземна мова».

Крім текстів, методичні рекомендації містять додатки з розширеним визначеннями аббревіатур і скорочень, що стосуються теми «Комп'ютерні науки» та «Ділова іноземна мова».

Робота цілком відповідає програмі підготовки бакалаврів за фахом.

UNIT 1

Men, women and IT

Warm up: What do you know about the Internet? How often do you use it? What do you use it for? Is it important in your life? Can you imagine your life without the Internet?

I. Before reading the text, think and say: Who uses computers and the Internet more, boys or girls? Can you think of any reasons of this?

II. Read the text. Write the correct heading above each section.

- | | |
|---|---|
| <ul style="list-style-type: none">• Why are boys better at IT?• Is the world changing? | <ul style="list-style-type: none">• Why is IT important?• Did you know that... |
|---|---|

1. _____

- More men use IT than women.
- Only 33% of the people studying IT are girls.
- Only 4% of computer scientists are women.

This is strange because it's a fact that girls are just as clever as boys in science and mathematics.

2. _____

The usual explanation is that boys learn basic computer skills through video games. Girls do not usually like these violent and aggressive games, so boys have earlier experience with computers. What's more, when the Internet started, men did not encourage women to join. Many women who use the Internet complain that men are rude and unpleasant to them.

3. _____

- More than 75% of future jobs will need people with computer skills.
- Thousands of companies use the Internet to advertise job vacancies.
- Computers are tools, not just toys, and they can help everyone get good jobs.
-

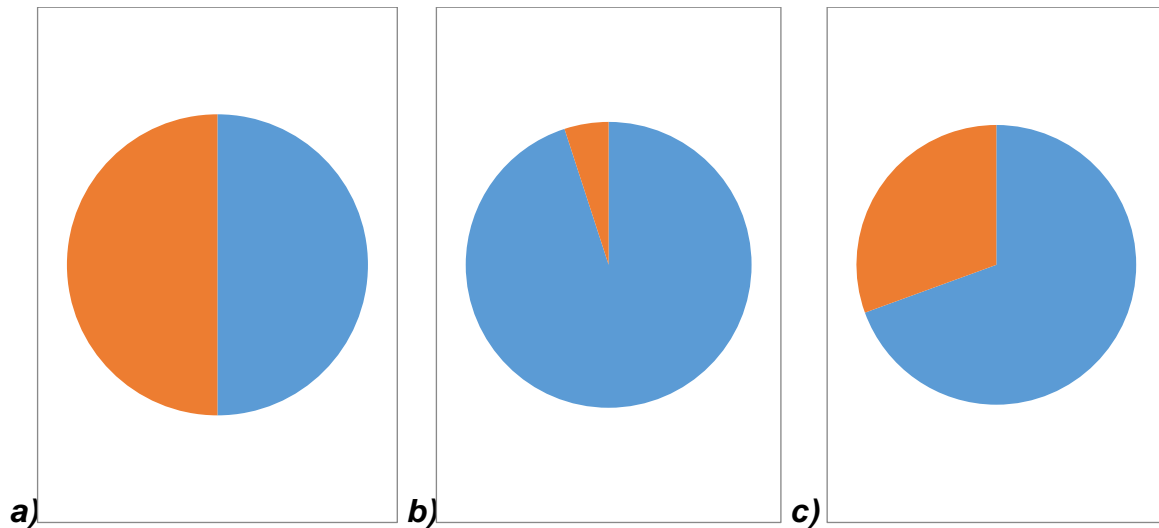
You don't need to be a genius to learn computing. It just takes practice!

4. _____

Yes? 51% of new Internet users are women. More people are using Netiquette, which encourages women and girls to go online. More girls are learning computing, and programmers are designing imaginative and non-violent games that are fun and exciting to play.

III. Match the charts with the figures from the text that they illustrate.

- 1. **Girls and boys studying IT**
- 2. **New Internet users**
- 3. **Computer scientists**



KEY: ■ **Men**
■ **Women**

IV. Match the first part of the sentence (1-5) with the second part (a-e).

1. If you want to learn computing,	a. girls are as good as boys at IT.
2. Girls prefer playing	b. by surfing the Internet
3. You can find a lot of jobs	c. you must practice a lot.
4. It is a fact that	d. but they enable you to do many things.
5. Computers are not just toys,	e. interesting and creative video games.

V. Vocabulary. Circle the word in each group that is different.

1. Imaginative - creative – boring - interesting
2. Help – encourage – support - stop
3. Fact – opinion – belief – idea
4. Typical – strange – unusual – unlike
5. Aggressive – rude – unpleasant – nice
6. Violent – peaceful – gentle – helpful
7. Silly – genius – intelligent – clever
8. Complain – promise – guarantee – agree

VI. Speaking.

- 1) Do you ever play computer games? What games do you prefer? Present your arguments for and against computer games.
- 2) What is your ideal job? What job in IT would you like to get and why?

VI. Read the quotes and write the name of the students by the jobs they want.

1. Web designer_____
2. Computer programmer_____
3. Database administrator_____
4. E-commerce manager_____

Elissa. “I’m interested in writing software. My friends say I’m a techno-nerd because I prefer working with computers to people. Money is important but I’d rather do a job I enjoy. I want to take a distance-learning course so I can study at home.”

Katie. “I like shopping and I think the future of business is on Internet. I’m good with computers but also like working with people. I’d like to manage my own online company. This will give me a lot of responsibility. E-commerce comes with risks, but the rewards are high when you succeed.”

Martin. “Many people like Web design, but I think data management gives more job security. There is so much information on the Internet, and companies need people who know how to store, manage and retrieve data. I want to get my degree and work for a good company.”

Peter. “I’m using Java Script to make my website more interactive. After college, I’d like to try telecommuting. This is working at home, using e-mail to communicate with clients. I want freedom, flexibility and long holidays, which you don’t get by working in an office.”

Write E,K,M or P, Which student:

1. Wants to work at home?
2. Wants a secure job?
3. Does not want to study in college?
4. Wants to choose when to work?
5. Wants to manage people?
6. Likes working with data?
7. Wants to be rich and successful?
8. Uses a coding system for web pages?

VII. Speaking. Work in groups. Rank the things you want from a job: 1=most important, 11= least important.

- High salary
- Flexible working hours
- Responsibility
- Interest or enjoyment
- A nice office
- Telecommuting
- Long holidays
- Working with people
- Security
- Excitement/risk
- Good benefits, e.g. a company car, gym, membership.

VIII. Writing. Write a paragraph to say what kind of job you would like, and why.

UNIT 2

IT professionals

PEOPLE IN COMPUTING

Warm up: what skills do you need to become a good IT specialist? What qualification is needed to become a computer consultant?

I. Read the texts and compare your answers with the given information.

Text A.

The primary requirements for being a good programmer are nothing more than a good memory, an attention to detail, a logical mind and the ability to work through a problem in a methodical manner breaking tasks down into smaller, more manageable pieces.

However, it's not enough just to turn up for a job interview with a logical mind as your sole qualification. An employer will want to see some sort of formal qualification and a proven track record. But if you can show someone an impressive piece of software with your name on it, it will count for a lot more than a string of academic qualification.

So what specific skills are employers looking for? The Windows market is booming and there's a demand for good C, C++, Delphi, Java and Visual Basic developers. Avoid older languages such as FORTRAN and CORBOL unless you want to work as a contract programmer.

For someone starting out, my best advice would be to subscribe to the programming magazines such as Microsoft Systems Journal. Get one or two of the low-cost 'student' editions of C++, Visual Basic and Delphi. Get a decent book on Windows programming. If you decide programming is really for you, spend more on a training course.

Text B. How to become a Computer Consultant

The first key point to realize is that you can't know everything. However, you mustn't become an expert in too narrow field. The second key point is that you must be interested in your subject. The third key point is to differentiate between contract work and consultancy. Good contractors move from job to job every few months. A consultant is different. A consultant often works on very small timescales – a few days here, a week there, but often for a core collection of companies that keep coming back again and again.

There's a lot of work out there for people who know Visual Basic, C++, and so on. And there are lots of people who know it too, so you have to be better than them, Qualifications are important. Microsoft has raft of exams you can take, as does Novell, and in my experience these are very useful pieces of paper. University degrees are

useless. They merely prove you can think, and will hopefully get you into a job where you can learn something useful. Exams like Microsoft Certified Systems Engineer are well worth doing. The same goes for Novel Linux Certification. However, this won't guarantee as understanding of the product it positioning in the market, how it relates to other products and so on. That's where the all-important experience comes in.

Here's the road map. After leaving university you get a technical role in a company and spend your evenings and weekends learning the tools of your trade – and getting you current employer to pay for your exams. You don't stay in one company for more than two years. After a couple of hops like that, you may be in a good position to move into a junior consultancy position in one of the larger consultancy companies. By the age of 30, you've run big projects, rolled out major solutions and are well known. Maybe then it's time to make the leap and run your own life.

Text C. How to become an IT Manager

IT managers manage projects, technology and people. Any large organization will have at least one IT manager responsible for ensuring that everyone who actually needs a PC has one and that it works properly. This means taking responsibility for the maintenance of servers and the installation of new software, and for staffing a help-desk and a support group.

Both medium and large companies are also likely to have an IT systems manager. They are responsible for developing and implementing computer software that supports the operations of the business. They're responsible for multiple development projects and oversee the implementation and support of the systems. Companies will have two or three major systems that are probably bought off the shelf and then tailored by an in-house development team.

Apart from basic hardware and software expertise, an IT manager will typically have over five years' experience in the industry. Most are between 30 and 45. Since IT managers have to take responsibility for budgets and for staff, employers look for both of these factors in any potential recruit.

Nearly all IT managers have at least a first degree if not a second one as well. Interestingly, many of them don't have degrees in computing science. In any case, the best qualification for becoming a manager is experience. If your personality is such that you're unlikely to be asked to take responsibility for a small team or a project, then you can forget being an IT manager. You need to be bright, communicative and be

able to earn the trust of your team. Most of this can't be taught, so if you don't have these skills then divert your career elsewhere.

II. Work in groups of three: A, B and C. Now share information orally about your text with others in your group to complete the table for each of the occupations described. You may not find information for each section of your table.

	A	B	C
1. job title			
2. nature of work			
3. formal qualifications			
4. personal qualities			
5. technical skills			
6. how to get started			
7. how to make progress			

III. Complete these definitions with jobs from the box

S software engineer, computer security specialist, blog administrator, help desk technician, DTP operator, hardware engineer, network administrator, webmaster

1. A _____ designs and develops IT devices.
2. A _____ writes computer programs.
3. A _____ edits and deletes posts made by contributors to a blog.
4. A _____ uses page layout software to prepare electronic files for publication.
5. A _____ manages the hardware and software that comprise a network.
6. A _____ designs and maintains websites.
7. A _____ works with companies to build secure computer systems.
8. A _____ helps end-users with their computer problems in person, by email or over the phone.

IV. Writing. Write which of the above positions you would like to get, explain your choice and give reasons.

UNIT 3

LOOKING FOR A JOB

Warm up: Where can you find out about the job you need? What should you do to get a job? How do people look for a job?

I. Read the text answer the questions below

Minnie had invited her sister Carrie not because she missed her presence but because she could probably get work and pay her board here.

She was pleased to see her in a way but shared her husband's point of view in the matter of work. Anything was good enough as it was paid, - say, five dollars a week to begin with. A factory was the destiny prefigured for the newcomer.

It was under such circumstances that Carrie started out this morning to look for work. Having found herself in the wholesale district she glanced about her for some door, at which to apply. She had never done this thing before, and lacked courage. In this way she passed many manufacturing and wholesale houses without once glancing in.

At last, after several blocks of walking she felt that this would not do, and began to look about again. She saw great door which, for some reason, attracted her attention. It seemed to be the entrance to a large building of six or seven floor.

"Perhaps, - she thought, they may want someone", and crossed over to enter. When she came she saw an old man in a grey suit.

-Well, young lady, - observed the old gentleman, looking kindly at her, - what is it you wish?

- I am, that is... I mean, do you need any help? She stammered.

- Not just at present, he answered smiling. Not just at present. Come in some time next week. Occasionally we need someone.

She received the answer in silence and backed awkwardly out.

1. What qualities are important for a person in IT?

2. What qualities do you have?
3. What qualities do you need to develop?

PERSONAL QUALITIES

At job interviews candidates are assessed on their suitability for the job they are applying for, in addition to their qualifications and experience, interviewers have to look at the other qualities that make a candidate suitable for a job or not.

II. Use the nouns and adjectives in the box to complete the sentences. One word can be used twice. The first one has been done for you.

- | | | | |
|-------------------|---------------|----------------------|-------------|
| • abrasive | • decisive | • popular | • reliable |
| • ambition | • impulsive | • practical | • reserved |
| • conceited | • industrious | • professional | • sensible |
| • confidence | • judgement | • punctual | • sensitive |
| • confrontational | • motivation | • rapport | • selfish |
| • critical | • obstinate | • relationship | • sociable |
| | | | • willing |

1. She is very popular: everybody likes her, and enjoys working with her.
2. She isn't very good at making decisions. She is not very _____.
3. He works well with everyone; he has excellent _____ with his colleagues.
4. He always arrives on time. He is very _____.
5. He's always _____ to cover for others when they need to take time off.
6. If you ask her to do something, you know she will do it because she's so _____.
7. She's always pointing out people's faults. She's so critical.
8. He's quite _____ and gets upset when people point out his faults.
9. She's very _____ to the needs of others, and will always help people if they have problems.
10. She deals with problems well and makes good decisions, and in that respect she's very _____.
11. He shows excellent _____ when making difficult decisions.

12. She seems to be rather _____ and doesn't mix well with other members of staff.
13. His main problem is that he is extremely _____ and rarely thinks carefully before making important decisions.
14. He's extremely _____ and almost never take other's advice.
15. He never shares information, and never helps others. I think he's basically _____.
16. She's a very _____ worker, and really enjoys spending time with her colleagues both inside and outside the office.
17. He is very _____ and always works steadily and hard.
18. He has a very _____ approach, he's clearly well-trained and good at his work, and always does a good job.
19. She's rather _____, she thinks she's much better than everybody else.
20. He clearly has _____ and is keen to move up the company ladder.
21. I think he lacks sufficient _____ he doesn't seem very keen, and always has to be told what to do.
22. She's always arguing with everyone. She has a very poor _____ with her colleagues.
23. One of his main problems is that he lacks _____, he always seems worried and nervous, and always has to check that he's doing the right thing.
24. He has a very _____ manner when you speak to him, and as a result people don't go to him with their problems.
25. People complain that he's very _____ and is always starting arguments or making people angry.

UNIT 4

JOB ADVERTISEMENTS

Warm up: What is job ad? What is it for? What information can you find out from a job ad?

I. Study the two examples of job

DIGITUM-UK

SENIOR PROGRAMMER required by DI DIGITUM-UK, a leading supplier of bus business systems to the insurance industry

You will be able to work on the full range of software development activities – analysis, design, coding, testing, debugging and implementation. At least two years’ experience of COBOL or C++ is necessary.

As we are active in Europe, fluency in French, Italian or another European language is desirable.

Don’t miss this opportunity to learn new skills and develop your career.

Send your CV to CHRIS SCOTT, PERSONNEL MANAGER, DIGITUM-UK, 75 PARKSHILL STREET, LONDON SW14 3DE

You can visit our website at www.digitum-uk.com

important qualities and abilities (1-10) for each job. Add more to the list if you can. Define three things do you think are most important for each job?

II. In pairs, read the two job advertisements and tick the most DTP operator

Required for a leading financial magazine

We are looking for a bright, competent QuarXPress operator with at least three years’ experience in design and layout. Skills in Photoshop, Freehand or Illustrator an advantage.

Ability to work in a team and to tight deadlines is vital.

Please apply in writing, with CV and samples of your work, to Tom Parker, Production Manager, Financial Monthly, Stockstone Street, London EC1A 4WW

Or apply online:

Apply now

	Senior programmer	DTP operator
1. Logical reasoning		
2. Patience and tenacity		
3. Being good with figures		
4. Imagination		
5. Self-discipline		
6. Accuracy		

7. Leadership skills		
8. Efficiency		
9. Creativity		
Drawing skills		

III. Speaking. Which job would you choose? Why? Do you have suitable qualification for this job?

IV. Study these requirements for different jobs in computing advertised on the Internet.

1. System manager/Programmer

- Technical specialist
- min.2 yrs.work in system programming
- plus exp.of Netview/automation design&support

2. Support Analyst:IBM Mainframe MVS

- IBM MVS support technician
- 1yr exp.of VTAM,NCP,SSP,NPM,IBM hardware
- Authorized to work in the EU

3. Programmer

- 3yrs.exp.SAP Basic Technical Environment
- Team player with strong analytical and problem-solving skills
- Ability to communicate issues and solutions and manage time effectively

4. Webmaster

- Strong Unix experience
- Able to use HTML, DHTML,XML and JavaScript
- Knowledge of Shell Scripts

5. Cisco Technician

- CCNA qualified
- Excellent skills in the surrounding technologies
- Min.2yrs.work in support

6. IS Manager

- Knowledge of current Network Operating Systems
- Experience of ERP systems implementation

- Very strong managerial skills

V. Writing. Choose one position and write the job ad.

UNIT 5

Curriculum Vitae (CV)

Warm up: Have you ever written a CV? What information should you include in it?
What do we need a CV for?

I. Study the examples of CVs.

Chronological Resume Example for a Retail Position

<p><i>Paul Jones</i> <i>6 Pine Street</i> <i>Arlington, VA 12333</i> <i>555.555.5555 (home)</i> <i>566.486.2222 (cell)</i> <i>phjones@vacapp.com</i></p> <p><i>Experience</i> <i>Key Holder, Montblanc</i></p> <p><i>April 20XX - Present</i></p> <ul style="list-style-type: none">• <i>Organize over one dozen promotional events before and during opening of boutique,</i>• <i>contributing to success of opening week, which saw revenue exceed projections by</i>• <i>18%.</i>• <i>Place orders to restock merchandise and handle receiving of all products</i>• <i>Manage payroll, scheduling, reports, email, inventory, and maintain clientele book and</i>• <i>records</i>• <i>Implemented and integrated new register functions</i>
--

Sales Associate, Head of Women's Wear, Nordstrom - Collectors and Couture

Departments

July 20XX - April 20XX

- *Provided thoughtful, convenient service to customers, earning annual customer service*
- *award twice*
- *Promoted to head sales associate of designer women's wear due to merchandising*
- *ability and leadership skills*
- *Singlehandedly Set up trunk shows and attended dozens of clinics for new incoming*
- *fashion lines*
- *Communicated with tailors and seamstresses to ensure fittings customers were 100%*
- *satisfied with tailorings and fittings*
- *Scheduled private shopping appointments with high-end customers*

Bartender, Jigg's Corner February 20XX - July 20XX

- *Provided customer service to over 400 customers daily in fast-paced bar atmosphere*
- *Maintained and restocked inventory*
- *Administrative responsibilities included processing hour and tip information for payroll and closing register*

Education

Bachelor of Arts, Ramapo College, Arlington, VA, 20XX

Computer Skills

- *Experience with Quickbooks, NetSuite, and other inventory management software*
- *Experience with social media and internet research*

Natalie Allio

75 Monument Rd., London, England W1T 1JY
Cell: 07956 654 32
example-email@example.com

PROFESSIONAL SUMMARY

Dedicated and focused secretary who excels at prioritising, completing multiple tasks simultaneously. Specialise in administrative support to busy engineering firms. Committed to delivering high quality results with little supervision. Energetic, organised, and professional.

AREAS OF EXPERTISE

- Microsoft Office proficiency
- Business writing
- QuickBooks expert
- Self-directed
- Time management
- Professional and mature
- Strong problem solver
- Resourceful

WORK EXPERIENCE

Secretary, 02/2010 to Current

Hartwell Engineering — London, England

- Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Designed electronic file systems and maintained electronic and paper files.
- Wrote reports and correspondence from dictation and handwritten notes.

Administrative Assistant, 04/2008 to 01/2010

ProServe Design — London, England

- Created PowerPoint presentations used for business development.
- Posted open positions on company and social media websites.
- Created weekly and monthly reports and presentations.
- Managed the day-to-day calendar for the company's chairman.

Secretary, 08/2004 to 03/2008

Scott Engineering — London, England

- Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
- Received and screened a high volume of internal and external communications, including email and post.
- Properly routed agreements, contracts and invoices through the signature process.

EDUCATION

Bachelor of Arts: English, 2004

University of Oxford — Oxford, England

II. Answer the questions:

1. What makes a good CV?
2. How long should it be?
3. What should it contain?

III. Discuss the following statements. Are they true or false? Correct any false statements.

1. A CV should be no longer than two pages.
2. You should always include a photograph.
3. You put the most recent experience first.
4. You should write in four sentences.
5. An employer is not interested in your hobbies and interests.
6. You should adapt your CV to the job description.
7. You should use good quality stationery.
8. You should make sure there are no grammar and spelling mistakes.

IV. Now look at the CVs on the opposite page. Do they follow this advice? How is this advice different to CVs in your country?

V. Read the texts and be ready to speak on this topic.

Portfolio versus Resume

Having emerged from engineering and mathematics, computer science programs take a resume-based approach to hiring off their graduates.

A resume says nothing of a programmer's ability.

Every computer science major should build a portfolio.

A portfolio could be as simple as personal blog, with a post for each project or accomplishment. A better portfolio would include per-project pages, and publicly browsable code (hosted perhaps on github or Google code).

Contributions to open source should be linked and documented.

A code portfolio allows employers to directly judge ability.

GPA's and resumes do not.

Professors should design course projects to impress on portfolios, and students, at conclusion of each course, should take time to update them.

Portfolio helps to stand out from the crowd

Portfolios have been used for years by architects, artists, and designers, but why not use it for computer programmers? A programming portfolio is a great way to showcase your best work, and highlight your involvement in challenging project. It provides a great talking point during an interview, and gives more insight into your work than a resume alone could. A programming portfolio can help you stand out from a sea of other candidates

Very few programmers have portfolios. A portfolio is a good way of documenting what you've been doing over last few months or even years. There are a lot of tips and pieces of advice how to write it, which techniques to use but the most important thing in getting a job is your excitement about the things you are working on. If you take time to highlight the interesting stuff and bring it with you to the interview that would put you far ahead of every other candidate.

Using the portfolio during an interview provides the interviewer with visual cues that bring your work to life. Showing not just telling is a powerful thing. It makes your achievements concrete and memorable, which makes you yourself memorable.

What should be in it? Obviously, you only want to include your best work – this is a chance to showcase your talents. You may want to show that you have a wide breadth

of knowledge or to leave an impression that you're an expert with a specific language or technology stack. You should choose how you want an interviewer to see you.

After narrowing down the project list, include relevant details for each project. Basic details that should always be included are:

- the project name
- your role in the development cycle
- a description on what code does
- a high-level description of how it works
- the skills
- programming language
- technology stack used.

VI. Writing. Write your own CV. Make sure it complies with all the requirements.

UNIT 6

WRITING LETTERS

Warm up: Have you ever written letters? If yes, how often? What kinds of letters do you know? How are they different? Do you often write formal or informal letter?

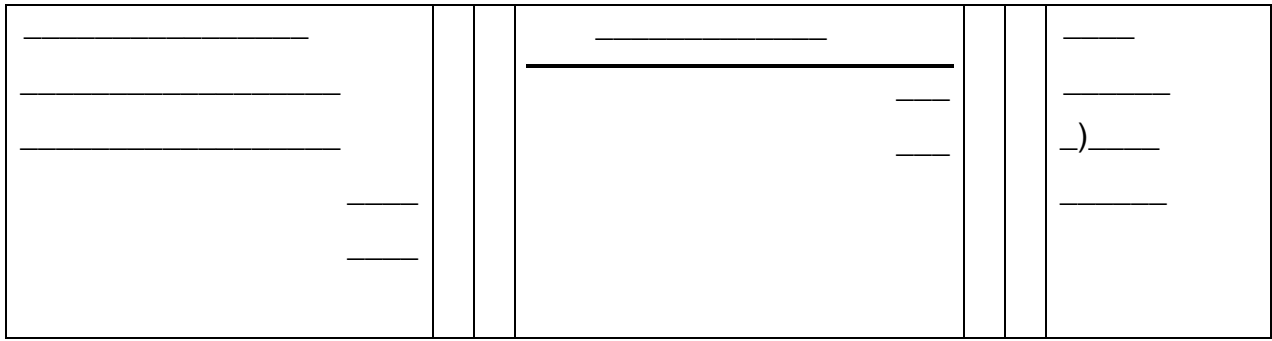
Terms to remember:

Bombastic	Heading	Double spaces
Standard size	Amendment	Salutation
Handwrite	Formal style	Stationery
Single-spaced	Letterhead	Type
Subscription	Margin Lopsidedly	Paragraph

No matter what kind of letter you write, you should remember to do these things:

- Use the proper form of your letter. It depends on the type of the letter you are writing.
- Make the letter clear. Remember that your letter is read, you will not be there to explain what you mean. Plan what you are going to say and how you are going to say it.
- Make your letter attractive. A letter represents you, you should therefore take pride in its appearance. If you write to people you have never met, they must judge the writer entirely by the letter.
- Use the correct grammar, punctuation, and spelling. A letter filled with grammatical errors will not only lead the reader to assume that you are uneducated person, mistakes in usage, and misspelled words will not make a good impression.
- Be yourself. Make your letters natural, write them in your own style. It will reflect your personality better than model letters taken from textbooks.
- The friendly letter differs from the business one. It is informal, casual and personal. It is the kind of letter to write to your family and friends. There are no rigid, inflexible rules for writing friendly letters; but you should to follow widely accepted practice

Block	Semiblock	Fullblock



PRESENTATION OF A COMMERCIAL LETTER

The commercial correspondence in English has changes over time. It has lost its bombastic and formal style, but nevertheless the business letter differs in some respects from the personal letter. Unlike friendly letters, business letter may be formal or informal in tone, but conventions should always be followed in the form and in the placement of the parts. Since the rules governing business letters are elaborated and rather precise, you should study them with special care:

1. Use appropriate stationery in standard size. It is advisable to use the good quality paper, with the printed letterhead.
2. Make your letter attractive. A business letter should be typed, not handwritten. Think of the margins. The left margin should be about as wide as the right margin, the top margin about as deep as the bottom margin. All business correspondence should present as even, well-balanced appearance neither crowded at the top of the page nor sitting lopsidedly on one side of it. If your letter is a very long one, plan on using two sheets instead of crowding it all on one. Most business letters are single-spaced, with double spaces between the paragraphs.
3. Standard forms of styles for business letters differ in certain respects from the style of the personal letter. There are three of the styles. Look at the models below:

The heading. The sender's address as well as the address of the person or organization to which the letter is written is given on the left-hand of the page, against the margin, slightly lower than the date (which is on the opposite side).

31, Povitroflotskyi Ave.

Kyiv, Ukraine 03037

Kyiv national university

of construction and architecture

27th February 2017

Whiteleaf Ltd.

9229 Apple Drive

Midwest City,OK

73130 the USA

Almost all business firms use stationery imprinted with a letterhead containing the firm name and address. On such stationery we only need add the date to complete the heading and write the inside address four spaces below the date. The inside address consists of the addressee's name (this may be the name of a firm, an individual or both), and full address:

Київський національний університет будівництва і архітектури

Kyiv National University of Construction and Architecture

Україна,03037, Київ, пр-т Повітрофлотський, 31 31, Povitroflotskyi Ave.

Kyiv, 0 3680, Ukraine

Tel.: (044)241-55-80 **Fax.:**(044) 245-46-90

E-mail.: knubaadmission@knuba.edu.ua

21st April 2017

Beng Dahl

Box 839

S-201 18 Halmstad

Sweden

Ms.Dorothy Adams

Department of Mathematics

Baptist University

Oklahoma city, OK 53202

Dear Ms Adams,

Dates may be indicated in different ways:

In England they use original numerals: **5th Mach 2011** or **5 March 2011**

In the USA the date is written as **March 5.**

B careful in using figures only: **5.3.2011 (Br.), 3.5.2011 (Am)**

The salutation. Type the salutation two spaces below the last line of the side address. The salutation of a business letter is always followed by a coma or a colon. A colon is often used in American letters while a coma is used in British letters.

A letter written to a man should be addressed to, for example: **Mr.Smith.** A letter to a woman should be addressed to, for example: **Mrs.C.Jones.** Whether married or unmarried, a woman is always addressed as **Dear Madam** and never as *Dear Miss*. If you do not know the name of the person for whom your letter is intended you may address it as **The Managing Director, The Secretary, The Branch Manager, The Export Manager** and so on. If the person you are writing to is known to you, you should begin with, for example, **Dear Mr.Throp** or **Dear Mrs. Warren.**

The body of a business letter usually includes:

- a) Reference
- b) Information
- c) Purpose
- d) Conclusion.

Reference. You should begin your letter with a reference to a letter you have received, an advertisement you have seen, or an event, which has prompted the writing of your letter:

We have received your letter of...

We thank you for your letter...

We are pleased to inform you that...

It was a great pleasure to receive your letter of...

We learnt from your letter that...

Information. It is sometimes necessary to add some detailed information related to the reference in a subsequent paragraph.

Purpose. This is the most important part of the letter, where you are expected to state clearly what you want and answer carefully and clearly all the questions you have been asked. Use short phrases when possible, avoid familiarities

Conclusion. This usually consists of some polite remark to round the letter off:

Your early reply will be appreciated.

We are looking forward to hearing from you.

Please, inform us in the shortest possible time.

We expect to hear from you in the near future.

The subscription. If you begin your letter with ***Dear Sir*** or ***Dear Madam***, you may end it with the words ***Yours faithfully***. If you address a person by name, the words ***Yours sincerely*** are preferable. There is a modern tendency, however, to use ***Yours sincerely*** even to people you have never met/

Type the closing two spaces below the last line of the body of the letter, beginning to the right of the middle of the page

Yours truly or

(Very) truly yours

Sign your name clearly, in full as it should appear on the envelope of the letter addressed to you. The typed signature is not preceded by a title unless a woman chooses to identify herself as Miss. Your written signature is placed in the space between the closing and the typed signature:

Sincerely yours,

J, Tomson

(Miss) Jessica Thomson

II. Answer the questions:

4. Is there any difference between business and private letters?
5. How should you address your letter?
6. When have you to be careful in writing dates and why?
7. What other rules of writing a business letter do you know?
8. What are the main parts of a business letter?
9. What are the common rules in writing a letter?
10. What does the body of a business letter usually include?

11. How is the letter to be ended?
12. Where do you put your signature?

III. Say in English: Діловий лист, приватний лист, надіслати інформацію, посилатись на рекламу, з нетерпінням чекаємо відповіді, дякуємо за Ваш лист від..., із задоволенням повідомляємо Вам, будь-ласка проінформуйте нас у найкоротші строки, сподіваємось отримати Вашу відповідь найближчим часом, з повагою.

IV. Translate the following expressions and try to explain them in English:

An easy-to-read form, on one page, no amendment is allowed, never settle two problems in one letter, to type on standard size business stationery, the first impression, to be neat and well-organized, to send with a cover letter, additional copies on a separate piece of paper, check for spelling mistakes, use a dictionary if you are not sure of a word, to give detailed information, to be hand-written to look like, more confidential, not to use short as *don't, isn't, we'll* .

LETTER OF APPLICATION

What is a Job Application Letter?

A job application letter, also known as a cover letter, should be sent or uploaded with your resume when applying for jobs.

While your resume offers a history of your work experience and an outline of your skills and accomplishments, the job application letter you send to an employer explains why you are qualified for the position and should be selected for an interview.

Writing this letter can seem like a challenging task. However, if you take it one step at a time, you'll soon be an expert at writing application letters to send with your resume.

How to Get Started

Before you begin writing your job application letter, do some groundwork. Consider what information you want to include (keeping in mind that space is limited). Remember, this letter is making a case for your candidacy for the position you should highlight your most relevant skills, experiences, and abilities.

To include the most convincing, relevant details in your letter, you'll need to know what the employer wants.

The biggest clues are within the job advertisement, so spend some time decoding the job ad. Next, match your qualifications with the employer's wants and needs. Make a list of your relevant experience and skills. For instance, if the job ad calls for a strong leader, think of examples of when you've successfully led a team.

Once you've jotted down some notes, and have a sense of what you want to highlight in your letter, you're ready to get started writing.

Writing Guidelines for Job Application Letters

Writing a job application letter is very different from a quick email to a friend or a thank you note to a relative. Hiring managers and potential interviewers have certain expectations when it comes to the letter's presentation and appearance, from length (no more than a page) to font size and style to letter spacing:

Length: A letter of application should be no more than one page long.

Format and Page Margins: A letter of application should be single-spaced with a space between each paragraph. Use about 1" margins and align your text to the left, which is the standard alignment for most documents.

Font: Use a traditional font such as Times New Roman, Arial, or Calibri. The font size should be between 10 and 12 points.

What to Include in Each Section of the Letter

There are also set rules for the sections included in the letter, from salutation to sign-off, and how the letter is organized. Here's a quick lowdown on the main sections included in a job application letter:

Heading: A letter of application should begin with both you and the employer's contact information (name, address, phone number, email) followed by the date.

If this is an email rather than an actual letter, include your contact information at the end of the letter, after your signature.

Salutation: This is your polite greeting. The most common salutation is "Dear Mr./Ms." followed by the person's last name.

Body of the letter: Think of this section as being three distinct parts.

- In the **first paragraph**, you'll want to mention the job you are applying for and where you saw the job listing.
- The **next paragraph(s)** are the most important part of your letter. Remember how you gathered all that information about what employers were seeking, and how

you could meet their needs? This is where you'll share those relevant details on your experience and accomplishments.

- The **third and last part of the body of the letter** will be your «thank you» to the employer; you can also offer follow-up information.

Complimentary Close: Sign off your email with a polite close, such as "Best" or "Sincerely," followed by your name.

Signature: End with your signature, handwritten, followed by your typed name. If this is an email, simply include your typed name, followed by your contact information.

V. Study the example of Application Letter

<p>Addresses</p> <p>date</p> <p>Dear Sir/Madam</p> <p>I am writing to you in reference to your job posting at <i>Today's Economy</i> for the position of an office manager. I am very flexible person that is able to work both</p> <p>independently and in teams. I have previous experience working directly with both suppliers and clients for five years. I have excellent analytical skills and a clear preference for organization and management. I believe I possess the characteristics that you require for the position, and I think that I am a good candidate.</p> <p>I have a degree in Management from Slavonic University in Kyiv as well as a Bachelor Degree in Business Administration from Halmstad University.</p> <p>In addition to my academic achievements, through my background I have gained knowledge and personal qualities that will allow me to perform successfully in many different companies and positions. The defining characteristic of my life has been many different cultures and environments that I have experienced and that has shaped me into a person with good</p>
--

multicultural skills and language skills. Those same experiences have taught me to be a flexible person able to adapt easily to new environments. Moreover, my education combined with my previous work experience have enabled me to gain both the confidence and maturity needed for a successful professional career.

I look forward to hearing from you. Thank you for your time and cooperation.

Sincerely yours,

Volodymyr Shevchenko.

VI. Translate the following words and word combinations.

Extracurricular activity,	Job in one's special field
Part time job	Overtime job
Well paid job	Full time job
To hire	To work overtime
Work hours	To be on the dole (relief)
Taxes (local, income, additional value tax)	To be laid off (fired), to get a sack
Layoff	Pay deduction
To retire (on pension)	Wages, salary, fee, tip
Paid holidays	Paid vacation
To be paid by job (by hour) bonus, profit	Paid holiday (sick-leave)
Net pay (take home pay)	Gross pay
To live in plenty	Raise
To make both end meet	To have money to burn
Compensatory time	To be promoted

VI. Translate into English.

1. Я згоден на наднормову роботу. 2. Це добре оплачувана робота. 3. Уряд удвічі підвищив податки. 4. Цю людину звільнено за недбалість. 5. Містер Сміт пішов на пенсію і має тепер багато часу для подорожей. 6. Чи задовольняє вас зарплата? 7. У нього хороша зарплата, і іноді він отримує премії. 8. Скільки ти

отримуєш чистими? 9. Я ледве звожу кінці з кінцями. 10. Він - багата людина, кажуть, у нього грошей кури не клюють. 11. Які пільги дає ця посада? 12. Ви матимете оплачуваний лікарняний, двотижневу відпустку та премію за понаднормову роботу. 13. Я хочу, щоб моя робота була престижною, щоб я мав можливість спілкуватись з людьми та подорожувати, а також щоб були перспективи росту. 14. На початку наступного місяця нам потрібно домовитись про зустріч та обговорити умови оплати. 15. Щоб відповідати сучасним вимогам суспільства, необхідно мати здібності керівника, трудовий досвід, а також усвідомлювати всю міру відповідальності, займаючи ту чи іншу посаду.

VII. A short cover letter should always accompany your CV. Organize the following advice into two categories, dos and don'ts.

- 1) Type your letter of application.
- 2) Use interesting colored paper.
- 3) Write at least two pages.
- 4) Repeat what is already on your CV.
- 5) Point out professional skills that you have acquired.
- 6) Emphasize how you believe you meet the employer's needs.
- 7) Tell the employer that you will call in to discuss your application.

VIII. Use these phrases to complete the cover letter below.

<i>I am confident;</i>	<i>I am available;</i>	<i>please find enclosed;</i>
<i>I am writing with reference to;</i>	<i>I look forward to hearing;</i>	
<i>I have experience of;</i>		

Michael Blanc

5 rue de la Liberation

76000 Rouen, France

michael.blanc@yahoo.fr

6th August
The IT consultant
Global Tours
80 Cambell Street
London WC2 9AN

Dear Sir or Madam,

_____ the position of IS Manager as advertised in The Guardian of 11 January.

_____ a copy of my CV outlining my background and qualifications for your consideration. As an IS Manager of your company _____ managing and dealing with a wide range of computer programs as well as with a working team.

I also have practical experience in EPR systems implementation for about 4 years and strong managerial skills. If given the opportunity _____ that I could make a valuable contribution to the running of the hotel by developing and managing the computer programs.

_____ for interview at a time and place of your convenience. I can be reached at the above postal and email addresses or on 0033 1 5543 7574. I appreciate your time and consideration and _____ from you soon.

Yours faithfully,

(signature)

Michael Blanc

Enclosures:CV and Photograph

IX. Writing: write down the “action” verbs to describe your experience to the following words:

- Achieve _____
- Coordinate _____
- Create _____
- Develop _____
- Direct _____
- Establish _____
- Implement _____
- Introduce _____
- Manage _____
- Organize _____
- Plan _____
- Research _____
- Set up _____
- Supervise _____

X. a) Look at the sentences given below carefully, then match it with one of the letter types from the list in the box. Be careful – there is one sentence which does not match any of the letter types

b) Make a list of the useful words and expressions that can be used in these different types of letters.

- | |
|--|
| <p>a. Invitation to interview</p> <p>b. Letter of reference</p> <p>c. Letter of appointment</p> <p>d. Written warning</p> <p>e. Letter of dismissal</p> <p>f. Letter of resignation</p> <p>g. Acknowledgement of resignation</p> |
|--|

1. I have known Jack Thompson since he started working with the company in 1999.	2. Following the disciplinary interview which you attended on 12 June, I am writing to confirm the decision taken that you will be given a written reprimand under our Disciplinary Procedure.
3. On 7 May, following persistent neglect of duties on your part, you were given a written warning in accordance with the Company's Disciplinary Procedure.	4. She came to work for this company as a Trainee in the production department, and rapidly moved up the scale to become Deputy Production Manger three years ago/
5. Following your interview and our conversation yesterday, this letter is to confirm your post as Production Manage commencing 2 October.	6. This will be placed in your personal record file, but will be disregarded for disciplinary purposes after a period of six months, provided your conduct reaches a satisfactory level.

<p>7. Thank you for your application for the post of Production Manager at Graffix pic.</p>	<p>8. This letter and the attached terms and conditions from the basis of your contract of employment.</p>
<p>9. She is a very able manager, and is particularly keen on keeping up to date with new technology</p>	<p>10. As I told you yesterday, I have decided to hand in my notice and this letter is to inform you of my decision to leave the company.</p>
<p>11. I have known Jack Tompson since he started working with the company in 1999.</p>	<p>12. Following the disciplinary interview which you attended on 12 June, I am writing to confirm the decision taken that you will be given a written reprimand under our Disciplinary Procedure.</p>
<p>13. The nature of the unsatisfactory conduct was your continual lateness, persistent absenteeism, and neglect of duties on the shop floor</p>	<p>14. We expect to see an improvement in your punctuality and attendance, and a more professional approach to your work by 30 June.</p>
<p>15. In the letter of 18 June, you were advised that unless your conduct improved, you will be dismissed from your post.</p>	<p>16. We would like you to come for a preliminary interview with our Production Director, James Mils.</p>
<p>17. The notice period indicated in my contract of employment is six weeks, but you agreed during our conversation that in my case this could be reduced to five so as to enable me to take up the offer of another position.</p>	<p>18. Thank you for your letter of 19 October telling us of your intention to leave the company.</p>

19. At the disciplinary hearing held on 16 October, it was decided that your performance was still unsatisfactory, and you had shown no inclination to improve.	20. We are naturally most sorry that you should be leaving us, but I understand your reasons for doing so.
21. I am sure you will find a very pleasant working environment here, and we look forward to welcoming you as a member of our team on 2 October.	22. I am therefore writing to confirm the decision that you will be dismissed, and that your last day of service with the company will be 2 November.
23. These will be held at our Banbury office on 29 and 30 August, and should last about 30 minutes.	24. I would be grateful if you could call me to arrange a suitable time on one of those days.
25. We will be sorry to see her leave, but I know that she is looking for a more challenging position.	26. Unfortunately, I am sorry to tell you that on this occasion your application has been unsuccessful.
27. The likely consequence of insufficient improvement is dismissal	28. The company you are joining has an excellent reputation, and I am sure you will be as happy there as you have been with us.
29. You have the right to appeal against this decision to the Production Director within seven days of receiving this letter of dismissal, in writing, giving your reasons.	30. I explained to you, I have been very happy working here, and shall be leaving with many regrets.
31. I have however been offered a post at a substantially higher salary with another company.	32. If you have any special needs, especially concerning access, please let me know in advance.
33. I have noted that your last day of service with us be 23 November, and I	34. On a personal level, I shall be particularly sorry to see you go; you

have passed this information to the HR Department to deal with.	have been an excellent manager, and I hope you will keep in touch.
35. In the meantime if you have any queries about your new post, please do not hesitate to call me on extension 2340.	36. Furthermore, as the prospects of further advancement are greater, I felt that this was an offer I felt I simply could not turn down.

UNIT 7

JOB INTERVIEW

Warm up: Are you working at the moment? What jobs have you done in the past? Would you like to become a chief or an employee in future? Why?

Getting the job you have applied for can sometimes depend on the successful job interview.

When you go for a job interview, make sure you arrive on time. An employer will form a poor first impression if you show up late. If you realize that you may be delayed, call ahead and explain the problem.

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

After you got an appointment, review the information that you wrote on your application letter and resume. Be prepared to explain your skills and abilities specifically. Bring the resume to the interview. The resume is a printed sheet that tells about your education and work experience. It serves as a written record for the employer.

Go to the interview alone; don't take your friends or children with you. Plan to arrive about ten minutes before the appointment time. Wear the proper clothes. Do not appear in outfits that are too fancy. Likewise avoid a ragged and wrinkled look. You should have a neat, clean appearance to make a good impression.

During the interview be honest and modest about yourself. Do not make claims that are not true. You should mention but not brag about past accomplishments.

Pay attention as the interviewer talks; answer all the questions clearly and intelligently. Try not to seem bored, even if you realize that the job doesn't interest.

Here are some of the questions that employers try to answer when they are interviewing future employees:

- What is this person really like?
- Does this person have the skills to do the job I have available?
- Will this person fit the team I have now?
- How quickly can this person learn?
- Will this person be willing to work hard and put the interests of the organization first?

Finally, be prepared to ask your own questions about the job, know the type of work and benefits you want from the position. Write down these questions before you go to the interview. An employer will be interested if you ask intelligent questions about work you may be doing. Before you leave, there should be a clear understanding about all aspects of the job.

At the close of the interview, express your thanks and be sure that the interviewer knows how to contact you if he or she wants to hire you.

I. Complete this part of a job interview.

- - Where ____? (**you/work**) – I work at Central Telecoms. I'm a technician there.
- -How long _____ there?(**you/be**) - _____ there for two years.(**I/be**)
- And where _____ before that? (**you/work**) – Before that _____ a junior technician at MobileForce (**I/be**).
- Why _____ MobileForce?(**you/leave**) – Because _____ to work in a bigger company.(**I/want**)
- _____ your part-time diploma? (**you/finish**) – Yes, I have.
- When _____ it? (**you/complete**) – Last July.
-

II. Translate into Ukrainian:

Assembly line, bankrupt, commission, competition, component, director, employee, expenses, headquarters, institution, investor, manufacture, monopoly, multi-national, personnel, plant, redundant, salary, shareholders, subsidiary, training, welfare.

Fulfill the blank space in the following sentences using the words above.

1. A large company is owned by its _____, who may be individual _____ or major financial _____, but it is controlled by a Board of _____.
2. National airlines used to have a _____ of European air routes, but now there is _____ between different airlines.
3. Cars are _____ by putting together the various _____ on an _____.
4. The selection of new staff is the responsibility of the department. They are also responsible for the _____, and of _____.
5. Sales representatives are paid monthly _____ but they also receive travelling _____ and may earn a _____ on the sales they make.
6. When the company went _____ all the workers in the _____ were made _____.
7. Universal Studios and Columbia Studios are _____ of Matsushita and Sony respectively, both of which are _____ companies with their _____ in Japan.

III. Translate into English.

1. В цьому районі багато безробітних. Мій брат – інженер, але він не може знати роботи.
2. Щоб влаштуватись на роботу, Том подав заяву, заповнив анкету та пройшов інтерв'ю з роботодавцем.
3. Якщо ви отримали відмову, влаштовуючись на роботу, намагайтесь зберігати спокій.
4. Щоб знайти добре оплачувану роботу, потрібно витратити багато часу та зусиль.
5. Я працюю менеджером у фірмі, маю десять підлеглих працівників.
6. Фірма шукає працівника, який володіє англійською та німецькою мовами, маж відповідну кваліфікацію та досвід роботи, легко спілкується з людьми та має посвідчення водія.
7. Для виконання важкої роботи на фермі вони винаймали працівників.

IV. Learn the wordlist of the qualities needed for jobs: confident, conscientious, co-operative, creative, determined, energetic, enthusiastic, fit, flexible, hard-working, polite, reliable, self-motivated, thoughtful, trustworthy.

V. Which qualities from ex. IV are necessary for these jobs?

Athlete, banker, chef, farm worker, fitness instructor, police officer, refuse collector, research scientist, sales representative.

Example: To be an athlete, you need to be very/quite...

VI. Order the words to make questions.

1. you / job / out / did / about / How / the / find

_____?

2. in / worked / you / a / You've / before, / haven't / hotel

_____?

3. do / things / kinds of / you / What / do

_____?

4. locally, / don't / You / live / you

_____?

5. the right person / the job / do you think / you're / Why / for

_____?

6. you / When / start / could / work

_____?

VII. Add question tags to the statements.

1. You saw the advert in a newspaper, **didn't you?**

2. You haven't worked in a hotel before, _____?

3. You can make beds, _____?

4. You don't live far away, _____?

5. You aren't confident, _____?

6. You passed all your exams, _____?

7. You were helping your uncle, _____?

VIII. Penelope applied for the job and has been invited for an interview. Match the sentence halves to form questions that the interviewer asks and then use them to complete the interview.

1. Why do you think you are	A for the position?
2. How do you cope	B about doing shift work?
3. How did you find	C the right candidate for the role?

4. Do you have any other skills	D out about the job?
5. DO you have	E which might be useful in the job?
6. Why did you apply	F with pressure?
7. How do you feel	G any relevant work experience?

Interviewer: 1) _____

Penelope: I saw it advertised in the Guardian last week.

Interviewer: 2) _____

Penelope: Well... I'm working at the moment, but I'm keen to find a more challenging, interesting job.

Interviewer: I see from your CV that you haven't worked as a flight attendant before. 3) _____

Penelope: Yes, I do. When I was at school, I had a part-time job as a waitress, so I'm experienced in dealing with customers. Currently, I'm working as a hotel receptionist, so I'm very used to interacting with the public and responding to queries.

Interviewer: 4) _____

Penelope: Because I'm a self-motivated, positive person and love working with people. Although I haven't worked as a flight attendant before, I'm very conscientious and eager to learn.

Interviewer: 5) _____

Penelope: Yes, my mother's from France, so I speak fluent French. I also have an A level in German.

Interviewer: 6) _____

Penelope: That aspect of the job wouldn't be a problem for me. I'm very adaptable and I work shifts in the hotel at the moment.

Interviewer: Being a flight attendant can sometimes be quite stressful.

7) _____.

Penelope: I think I work well under pressure. I'm good at managing my time and I deal with problems in a calm, professional way.

Interviewer: Thank you for coming in, Penelope. We'll be in touch by the end of the week.

IX. Imagine that you are being interviewed for one of the jobs. Write three questions for the interviewer and appropriate answer for yourself.

X. Phoning for a job interview

Student A – Job Applicant

You are very interested in the Office Administrator job. Phone up to find out more about it. Ask all questions you prepared and any more that are necessary. Try to arrange a job interview if it sounds fine. Note down the time and date, and get the address of the office.

Time of interview	Date
Address of office	

Target language:

My name is...

I'm calling about....

Do you mind if I ask a few questions?

Would you like to ask me any questions?

Is it possible to arrange an interview?

I'm free any time next week.

Before reading the text “Job hunting” complete each sentence with the correct ending A-H from the box below. Write the correct letter A-H next to the sentence 1-4.

1. Whilst at school, you should use

2. The school careers officer and library will help you choose

3. Continuing your education will give you

4. You should think about the salary and

A a bigger choice of jobs you can apply for	E their facilities.
B extra benefits.	F further education.
C a suitable job.	G jobs advertised in the newspaper or job centre.
D your CV.	H your skills and interests.

TEXT JOB HUNTING:

How to bag that first job

Start looking early

According to the old proverb, the early bird catches the worm, and this is certainly true when it comes to deciding your future. You will get off to the best start with your job-hunting if you think about it while you are still at university. Remember! Finding out as much information about the job you are interested in as possible will help you make a better-informed decision.

Consider the future

After you have graduated from the university you may think about applying for any jobs that you are qualified to do. But think about the long term. Does this job have future prospects? Is it dead end or does it have chances for promotion? Will you be happy doing this job in five, ten or twenty years' time? To open the door to a wider variety of jobs with longer-term prospects, consider further education or training.

Think about yourself

You should also take yourself into account. What are you good at? What are you interested in? Are you a "people person" or happiest with your own company? Do you have a creative flair or are you adept at arithmetic? Don't just apply for a job because it has a

good salary. Money is important, but what can the job offer you in terms of personal satisfaction?

How to look?

Be systematic in your search. First write down possible career paths, then think of the different jobs within this field. Think of the skills and qualifications you need to get that first valuable job, and how you might go about getting them. Don't just limit your thinking to further study. There may be other, less immediately obvious routes, such as doing voluntary work.

Where to look

Traditionally, a good source of job advertisements has been newspapers. Job centres and word of mouth (friends and family can have the most useful information of all), but nowadays, any job search would not be complete without access to the internet. Use this checklist to ensure you are exploring all possible avenues.

- Newspapers
- Word of mouth
- Local shop windows
- Job centres
- Internet

Still a great many jobs are found without responding to a job advertisement at all. Try writing to companies enclosing your CV.

I. Work with a partner. First, discuss some ideas you might include. Try to talk at least two minutes:

Describe a job that you, or someone you know, have done.

You should say:

- what the job was
- what you had to do exactly
- if you would do this job in the future
- explain what you liked and didn't like about it.

II. Describe the job you would like the most to do in the future.

You should say:

- what the job is
- what skills and qualifications you would need to get the job
- if you think you will ever do this job
- explain what appeals to you about this kind of work.

GRAMMAR: PAST, PRESENT AND FUTURE FORMS

I. Underline the correct option.

1. At the end of the novel the old lady goes/is going back to the village where she was born.
2. Magda **has/is having** a driving lesson right now, so can you call back later?
3. I **'m thinking/think** about having a party at my house next month.
4. My brother **is forever getting/ forever gets** into trouble at school.
5. **Is your mum usually taking/Does your mum usually take** the train to go to work?
6. Jamie is 19 years old but **still grows/is still growing**.
7. I **am not believing/ don't believe** a single word of Andrew's story.
8. My sister **is borrowing/borrows** my mobile phone until she gets a new one.
9. In the summertime in Scotland it **isn't getting/doesn't get dark** until well after 10 p.m.

10. To use the website, you **are just completing/just complete** a form with your name, date of birth and email address.

II. Complete the sentences with the correct past forms of the verbs in brackets.

1. As soon as the bell rang, everyone left the room (*leave*)
2. Ben _____ his jacket when a button came off. (**put on**).
3. Aren't you hungry? You _____ anything since 7 o'clock this morning. (**not eat**).
4. I'm sorry. Are you OK? I _____ to hurt you. (**mean**)
5. What nice shoes! How long _____ you _____ them? (**have**)
6. We needed to stop and have a rest because we _____ for several hours (**drive**).
7. The children _____ that computer game for three hours now. It's time for them to stop. (**play**)
8. We're old friends. We _____ each other for over ten years. (**know**).
9. Laura didn't want to watch the film with Robin because she _____ it already. (**see**)
10. What time _____ you _____ this morning? (**wake up**)

III. Complete the text with the words from the box.

Ago during ever for last never recently since still then when
--

This time last year my older brother Matt was working in a special park for wild animals in Bolivia. Matt has been very interested in animals ever _____ he was a small boy, and he absolutely loved Inti Wara Yassi, as the park is called. It was first opened over 20 years _____ - by two young Bolivians, Juan Carlos and Nena. _____ they started the park, their aim was to provide care for five monkeys which had not been well looked after by their owners, but _____ they realized there were lots of other wild animals in need of help. So, _____ the 1990s, they started to look after wild cats, bears and birds, and they now have over 700 animals in their care. People come from all round the world to help them. Matt worked there _____ six months. He looked after monkeys and wild cats and he said it was one of the best things he'd _____ done in his life. Personally, I _____ used to like animals very much, but

_____, after listening to Matt's stories, I've become interested in them, and I want to visit Inti Wara Yassi myself. I _____ haven't decided when I'm going but I hope it's soon.

IV. Complete each sentence B so that it has a similar meaning to sentence A, using 2-5 words including the word in brackets.

1. A) The last time I spoke to Gemma was on Saturday. (**since**)
B) I haven't spoken to Gemma since Saturday.
2. A) It's hard to imagine now, but when he was younger, my uncle was a professional football player. (**play**)
B) It's hard to imagine now, but when he was younger, my uncle _____ professionally.
3. A) The concert started before we got to the theatre. (**already**)
B) The concert _____ time we got to the theatre.
4. A) Katia began to learn English about three years ago. (**learning**)
B) Katia _____ about three years.
5. A) When you went to Scotland, was that your first camping holiday?
B) _____ on a camping holiday before you went to Scotland?
6. A) This is my first visit to the science museum (**have**)
B) I _____ the science museum before.
7. A) When did you start to play chess online? (**been**)
B) How _____ chess online?
8. A) Whenever I saw the postman, he always said hello with a big smile on his face. (**would**)
B) Whenever I saw a postman, he _____ (**say**) "Hello" with a big smile on his face.

WORD ORDER. STATEMENTS

I. Define whether the word order is right or wrong. Correct the sentences where necessary.

1. Everybody enjoyed the party very much. OK
2. Ben walks every morning to work. Ben walks to work every morning.

3. Joe doesn't like very football. _____
4. I drink three or four cups of coffee every morning. _____
5. I ate quickly my breakfast and went out. _____
6. Are you going to invite to the party a lot of people. _____
7. I phoned Tom immediately after hearing the news. _____
8. Did you go late to bed last night? _____
9. Did you learn a lot of things at school today? _____
10. I met on my way home a friend of mine. _____

II. Put the parts of the sentence in the correct order.

1. (the party/very much/everybody enjoyed)

Everybody enjoyed the party very much.

2. (we won/ easily/ the game)

-
3. (quietly/the door/ I closed)

-
4. (Diane/quite well/ speaks/ German)

-
5. (Sam/all the time/TV/watches)

-
6. (again/please don't ask/that question)

-
7. (football/every weekend/does Kevin play?)

-
8. (some money/ I borrowed/ from a friend of mine)

III. Complete the sentences. Put the parts in the correct order.

1. (for a long time/have lived/in the same house)

They have lived in the same house for a long time.

2. (to the supermarket/every Friday/go) I _____

3. (home/did you come/so late)Why _____?

4. (her children/takes/every day/to school) Sarah _____.

5. (been/recently/to the cinema)I haven't_____.
6. (at the top of the page/your name/write)Please,_____.
7. (her name/after few minutes/remembered)I_____.
8. (around the town/all morning/walked)We_____.
9. (on Saturday night/didn't see you/after party) I_____.
10. (some interesting books/found/in the library) We_____.
11. (her umbrella/last night/in the restaurant/left) Jackie_____.
12. (opposite the park/a new hotel/are building)They_____.

IV. Correct the sentences if necessary.

8. Helen drives always to work. **Helen always drives to work.**
9. I cleaned the house and also cooked the dinner. **OK.**
10. I have usually a shower in the morning. _____.
11. We soon found the solution to the problem. _____.
12. Steve gets hardly ever hungry. _____.
13. I did some shopping and I went also to the bank _____.
14. Jane has always to hurry in the morning. _____.
15. We all were tired, so we all fell asleep. _____.
16. She always says she'll phone me, but she never does. _____.

V. Rewrite the sentences to include the word in the brackets.

1. Clare doesn't eat meat. (often) **Clare doesn't often eat meat.**
2. We were on holiday in Spain (all)_____.
3. We were staying at the same hotel (all)_____.
4. We enjoyed ourselves (all)_____.
5. Catherine is very generous (always)._____.
6. I don't have to work on Saturdays. _____.
7. Do you watch TV in the evenings? _____.
8. Martin is learning French, and he is learning Italian. (also)
_____.
9. The new hotel is very expensive (probably)._____.
10. It costs a lot to stay there (probably)._____.
11. I can help you (probably)._____.
12. I can't help you (probably)._____.

VI. Complete the sentences, use the words in the brackets in the correct order.

1. I can never remember her name, (**remember/never/can**)
2. I _____ sugar in coffee. (**take/usually**)
3. – Where is Joe?
– He _____ home early. (**gone/has/probably**)
4. I _____ hungry when I get home from work (**am/usually**)
5. Mark and Diane _____ in Manchester. (**both/were/born**)
6. Liz is a good pianist. She _____ very well. (**sing/also/can**)
7. Our cat _____ under the bed. (**often/sleeps**)
8. They live in the same street as me, but I _____ to them.
(**never/have/spoken**)
9. We _____ a long time for the bus. (**have /always /to wait**)
10. My eyesight isn't very good. I _____ with glasses. (**red/can/only**)
11. I _____ early tomorrow. (**probably/ leaving/ will be**)
12. I'm afraid I _____ able to come to the party (**probably/ be/won't**)
13. It's difficult to contact Sue. She _____ at home when I phone her.
(**is / hardly ever**)
14. We _____ in the same place. We haven't moved. (**still / are / living**)
15. If we hadn't taken the same train, we _____ each other. (**never/ met/ would/ have**)
16. -Are you tired?
-Yes, I _____ at this time of day. (**am / always**)

WORD ORDER (QUESTION FORMS)

I. Complete the questions with the question word from the box.

How about	How long	What	What time	What's up
When	Where	Which	Whose	Why

1. A: **What time** is the next train to Dublin?
B:2:40
2. A: _____ did it take you to do your essay?

- B:About four hours in total.
3. A: - _____ are your new neighbours like?
B:They seem really friendly.
4. A: _____ with Andres today?
B:He's got a cold.
5. A: _____ couldn't Sandrine and Jean come to your birthday party?
B:They'd gone away for the weekend.
6. A: _____ have you put the remote control for the television?
B: I think it's on the table in the kitchen.
7. A: _____ did you first fly in a plane?
B:When I was about seven.
8. A: _____ books are these?
B:They're mine.
9. A: _____ of these dresses do you prefer?
B: The blue one, definitely!
10. A: _____ meeting me for a coffee after work?
B:OK, that sounds good.

XI. Match the sentences to the correct question tag/replies.

- | | |
|---|---|
| 1. I'm not supposed to be having lunch with Joanna today, | a. Yes, I think so. |
| 2. Don't say anything to Amanda about this, | b. Wouldn't you? Why not? |
| 3. That's Yvonne, | c. He hasn't, has he? Oh no! |
| 4. I wouldn't eat in the restaurant if I were you. | d. Did he? That's unusual for him. |
| 5. Where did Natalie get her hair done? | e. Does it? Let's get a different one then. |
| 6. Alan's failed his driving test again! | f. will you? |
| 7. I think I saw a ghost last night. | g. Sorry, where did she what? |
| 8. So Ian came to the party as well. | h. isn't it? |
| 9. The 3:30 train always takes hours to get there. | i. You saw a what? |
| 10. Isn't this the street Jorge lives in? | j. aren't I? |

XII. Complete the questions by putting the word in the correct order.

1. In Paris/was/ your weekend **How** was your weekend in Paris?
2. *Liliana/look nice/her new dress/in* **Doesn't** _____?
3. *you/ do/ that I gave you/ the CD/think of* **What** _____?
4. Do/like best/food/sort of/you **What** _____?
5. Jane/to her/what/ tell you/happened **Did** _____?
6. With/ go/ you/ the concert/ to /did **Who** _____?
7. Football /having /of /a game /about **What** _____?
8. Say / was / your name / you / did **What** _____?
9. Lives / your cousins / nearest / you / of / to **Which** _____?
10. The bus station / a lift / me / give / you / to **Could** _____?

IV. Complete each dialogue with an appropriate answer, follow-up question.

1. A: Danielle's got a new car.
B: Has she? What make is it?
2. A: Jill doesn't have a mobile phone, does she?
B: Yes, _____. She sends me text messages all the time.
3. A: I'm not feeling very well today.
B: _____? Why, what's the matter with you?
4. A: Antonia and Jarek can't come with us.
B: _____? That's a shame. Why not?
5. A: We probably won't be able to get tickets to see the match.
B: No, _____. But we can watch it on TV instead.
6. A: Can you lend me some money until tomorrow?
B: _____, I'm afraid. I haven't got any with me.
7. A: We're going to be late. You won't be long, will you?
B: _____. I just need to send this email, then I'll be ready.
8. A: I'm going to the supermarket.
B: _____? We have all the food we need.
9. A: It's a freezing cold day.
B: _____? I can hardly feel my hands!
10. A: I watched a really interesting documentary last night.
B: Oh yes? _____?
A: it was about volcanoes.

V. Write an appropriate question to match each reply.

1. A: *How far is it from your flat to your school?*

B: *About three kilometres.*

2. A: _____?

B: *The sports car is my brother's, and the one next to it is my dad's.*

3. A: _____?

B: *On foot usually, but occasionally I take the bus.*

4. A: _____?

B: *Yes, he is. He's one of the friendliest people I know.*

5. A: _____?

B: *Great, thanks! It was my uncle's birthday and we went to a party at his house on Saturday night.*

6. A: _____?

B: *Er, I think I'll try the strawberry one, please.*

7. A: _____?

B: *I don't really know. It was the first thing that came into my mind. I'm very sorry.*

8. A: _____?

B: *Sorry, I didn't realize you were asleep.*

9. A: _____?

B: *I'm not sure. Maybe she's just tired.*

10. A: _____?

B: *That's a great idea! We haven't been there for ages.*

VI. Circle the correct option.

1. _____ of us do you think will be picked to play in the team?

a. Who b. Whom c. Which

2. I can't remember what happened at the end of the book. _____ the prisoners manage to escape or not?

a. How b. Did c. Are

3. We all seem to have a different opinion, so let's let Joey decide, _____?

a. do we? b. shall we? c. will we?

4. _____we do another chemistry experiment instead of going to the science museum?

a. Couldn't b. Could not c. Do you think

5. _____ you find so interesting about Mathematics? I think it's really dull!

a. Why is it that b. How come c. What is it that

ANNEX 1

USEFUL BUSINESSMAN'S ABC

A	Assiduous	N	Negotiative
B	Broad-minded	O	Obstinate
C	Clever	P	Polite
D	Determined	Q	Quick-thinking
E	Energetic	R	Reserved
F	Flexible	S	Self-assured
G	Gainly	T	Thrifty
H	High-flying	U	Uncorrupted
I	Industrious	V	Venturesome
J	Just	W	Well-bred
K	Keen	X	Experienced
L	Loyal	Y	Youthful
M	Motivated	Z	Zealous

ANNEX 2.

Useful IT abbreviations

e-zine – an interactive magazine on the Internet

FAQ – frequently asked questions

HTML – Hyper Text Mark up Language (used to create documents for the World Wide Web)

DTP – Desktop Publishing (using a PC to produce books, magazines etc.)

FTP – File Transfer Protocol (a set of rules that lets you move files from one place to another over a network)

GIF – Graphics Interchange Format (a file format that is good for pictures or images that only use a few colors)

HTTP – Hyper Text Transfer Protocol (rules used to send and receive data on the **World Wide Web**)

ISDN – Integrated Services Digital Network (an international communications standard for sending data over digital telephone lines)

JPEG – Joint Photographic Expert Group (a file type for storing photographs and images)

LAN – Local Area Network (a network of computers within a single building or group of nearby buildings)

CPU – Central Processing Unit (the part of a computer that controls all other parts of the system, such as memory, speed and power supply)

EPS – Encapsulated Post Script (a file format that you can use with most desktop publishing and image editing programs)

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