

**МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ
ФЕДЕРАЦИИ**

ФЕДЕРАЛЬНОЕ АГЕНТСТВО ПО ОБРАЗОВАНИЮ

**САНКТ-ПЕТЕРБУРГСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ИНФОРМАЦИОННЫХ ТЕХНОЛОГИЙ, МЕХАНИКИ И ОПТИКИ**



ПОБЕДИТЕЛЬ КОНКУРСА ИННОВАЦИОННЫХ ОБРАЗОВАТЕЛЬНЫХ ПРОГРАММ ВУЗОВ

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**ПРАКТИКУМ «ДЕЛОВОЕ ПИСЬМО»
(ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ
СТУДЕНТОВ)**



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Практикум «Деловое письмо» содержит практические задания и необходимые сведения по ведению деловой переписки на английском языке, а также тестовые задания с ключами и предназначен для самостоятельной работы студентов.

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В 2007 году СПбГУ ИТМО стал победителем конкурса инновационных образовательных программ вузов России на 2007–2008 годы. Реализация инновационной образовательной программы «Инновационная система подготовки специалистов нового поколения в области информационных и оптических технологий» позволит выйти на качественно новый уровень подготовки выпускников и удовлетворить возрастающий спрос на специалистов в информационной, оптической и других высокотехнологичных отраслях экономики.

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Business documents (letters, e-mails and others). Practice.

Introduction

In business, communication counts. Clear and well-structured letters, e-mails, reports and other documents can achieve better results, with greater understanding, speed and accuracy. The words you use, and the way you present them, also send important signals about you and your business to your business partners, colleagues and customers. So it is important to make sure you learn to use your words well. This manual is a practical and comprehensive guide that tells you how to do it and gives you easy to use examples of effective business letters. You will learn:

- how to present business documents clearly and effectively;
- how to structure your communications to enhance understanding;
- how to say what you want to say and achieve the desired results;
- how to make e-mail works for you;
- model examples for a range of business communication needs.

We hope this manual will help you to learn to write well.

Good luck!

Unit 1. Business documents

Task A. Envelopes

Translate this section, write down unknown words and study them.

Do you remember, how to arrange an envelope?

You write (print) information of sender in the top left-hand corner, and information of addressee in the bottom right-hand corner:

Mr. Qunkee Back
Workshop Printing Company
457 Maple Lane
Tornwick WI 53752

Mr. Fred Arstick
Director of Marketing
Fox Printing Company
92 North Road
Cornbey NJ 0893

Task 1. Give the proper numbers from 1 to 10 to:

- the addressee's company name;
- the sender's company name;
- the town the letter comes to;
- the addressee;
- the ZIP Code in the mailing address;
- the ZIP Code in the return address;
- the street name in the mailing address;
- the town the letter comes from;
- the street name in the return address;
- the sender.

Example: 1-the sender

Task 2. Connect the appropriate words and expressions with numbers:

(1)Mr. Jack Johnson

35 Abby Street

(2)Kennebunk Maine 06606

(3)Mr. Conrad Wales

(4)Men's Clothes Dealers Ltd.

142 (5) South Road

Sheffield S20 4HL

England

- the sender's company name;
- the addressee;

- the street name in the mailing address;
- the town the letter comes from;
- the addressee's company name.

Task 3. Fill in the gaps, using words and expressions from the box:

- a) Addressee's company name;
 - b) the street name in the return address,
 - c) the addressee;
 - d) sender's company name;
 - e) the ZIP Code in the return address;
 - f) the town the letter comes from;
 - g) the sender;
 - h) information of sender.
1. We write ... in the top left-hand corner.
 2. At first we print the senders then the ...; the next is ... and
 3. In the bottom right-hand corner of the envelope we can see ..., then the
 4. ... is the last we write on the envelope.

Task 4. Design your own envelope.

Unit 2. Business letter's parts

Task A. Write down the translation of unknown words and learn them by heart.

There are the next parts of business letter:

- ✓ Letterhead (printed stationery)
- ✓ Reference
- ✓ Inside address
- ✓ Special marking
- ✓ Salutation
- ✓ Heading
- ✓ Body of Letter
- ✓ Complimentary close
- ✓ Name of sender and designation
- ✓ Enclosures
- ✓ Copies

A well – structured document written in good business language is the core of effective communication.

There is 4 point plan in communication for business, which provides a useful and simple framework for structuring all written communications, and is illustrated simply here:

Why are you writing?

Refer to a previous letter, contact or document

INTRODUCTION
(Background and Basics)

Give information/instructions.

Ask for information. Provide all relevant details. Separate into paragraphs. Ensure logical flow.

DETAILS
(Facts and Figures)

Action the reader should take.

Action you will take.

Give a deadline if necessary.

RESPONSE or ACTION
(Conclusion)

Sometimes all that is needed

Is a simple one-line closing sentence.

CLOSE
(A simple one-liner)

Task 1. Match the points.

a. Introduction

1. If you would like to join us please complete the enclosed registration form and return it to me before 30 June.

b. Details

2. I look forward to seeing you again at this exciting conference.

c. Response or Action

3. This intensive, practical conference for professional secretaries aims to:

- increase your managerial and office productivity;
- improve your communication skills;
- bring you up to date with the latest technology and techniques.

d. Close

4. As a valued member of the Institute of Secretaries, I have pleasure in inviting you to attend our special conference on Tuesday 9 October 2009.

Task 2. Give the right order of business letter's parts.

- Richard Jen, Sales Manager, Electro Ltd, Perry Road Estate Oxbridge UN 5442KF.
- I look forward to hearing from you.

Yours sincerely

Richard Jen

Sales Manager

- 7 Maplle Estate, Bedford Road, Bristol, UB 28 12 BP. Telephone 9056 154369 Fax. 907636974 25 August 2008.
- Dear Mr. Sawyer
- Thank you for your letter. I am afraid that we have a problem with your order. Unfortunately, the manufacturers are finding it impossible to meet current demand for it. So they cannot supply it until November. Would you prefer us to supply a substitute, or would you rather wait until the original parts are again available?

Task 3. Fill in the gaps:

1. The first paragraph will state the ... for the communication.
 - a. end
 - b. reason
 - c. letter
2. The main part of the message ... all the information that the recipient needs to know.
 - a. gives
 - b. ends
 - c. goes
3. The conclusion may state the ... expected from the recipient.
 - a. reason
 - b. finance
 - c. action
4. A simple one-line closing sentence should be relevant to the ... of the message.
 - a. content
 - b. conclusion
 - c. response

Task 4. Write down your own business letter.

Unit 3. GETTING A JOB

Task A. Remember all unknown words with their translation.

First of all you should know how to make up a letter of application.

REMEMBER:

- the purpose of your application is to get an interview;
- ensure your application looks attractive and neatly presented;
- be brief, give all the relevant information in as few words as possible;
- write sincerely, in a friendly tone, but without being familiar;
- do not make exaggerated claims, simply show a proper appreciation of your abilities;
- if your main interest is the salary, do not state the figure you expect – instead mention what you are earning now;
- do not enclose originals of your testimonials, send copies with your application but take your originals along to the interview;
- you should write a short letter applying for the post and stating that your curriculum vitae (or resume) (which contains all your personal details, together with your education, qualifications, working experience) is enclosed.

To obtain further information about an applicant's work performance, prospective employers may contact referees by letter taking up a reference and get favourable cautions or unfavourable reply.

If a lot of applications are received for a post it is unlikely that all applicants can be interviewed. In these cases invitations will be drawn up of those applicants thought to be more suitable. Letters should also be sent to the unsuccessful applicants. Confirmation of attendance is often requested.

After interview the offer will be made by a letter offering appointment to the selected applicant. Any offer letter should be accepted in writing immediately. If the contract is for an unstated period it may be ended at any time by either of the parties giving the agreed period of notice. The employee's letter of resignation or the employer's letter terminating employment should be worded carefully and tactfully.

When getting a job you may be asked to fill in an application form. Here is an example of application.

Personal

NAME Nikita Orlov

ADDRESS 117 Nevsky Pr., Ap.9

PHONE NO (812) 3267777

DO YOU HAVE A VALID DRIVER'S LICENCE Yes No

MARRIAGE STATUS married

№ OF DEPENDENTS 1 son

EDUCATION	higher		
Name of school	Year graduated	Course Taken or Degree	
St Petersburg University	2005	M.Sc. in Economics	
LANGUAGE			
Russian	Excellent	Good	Fair
English	Excellent	Good	Fair
EXPERIENCE (Give present or last position first)			
COMPANY Gamma			
ADDRESS 7 Mira St.			
TYPE OF BUSINESS/INDUSTRY	Chemical Technologies		
EMPLOYED (Month&Year)	From May 2006 To June 2008		
POSITION(S) HELD	Manager		
SUPERVISOR'S NAME	Nora Blank		
DESCRIBE YOUR DUTIES	Negotiations, purchase of equipment		
WHY DID YOU LEAVE	The company has moved to Moscow		
PERSONAL REFERENCES			
Name N.Blank			
Address 5 Nauki Pr.Ap.27			
Phone No 5352435			

Task 1. What kinds of personnel letters do you know? Name them.

Task 2. Fill in the gaps.

1. The purpose of your ... is to get an interview.
 - a) organization
 - b) formation
 - c) application
2. If your main interest is the ... mention what you are earning now.
 - a) pension
 - b) salary
 - c) gift
3. You should write a short letter applying for the post and stating that your ... is enclosed.
 - a) application
 - b) destination
 - c) resume
4. If the contract is for an unstated period it may be ended at
 - a) two month
 - b) any time

c) next year

Task 3. Fill in an application form:

Personal

NAME ...

ADDRESS ...

PHONE NO ...

DO YOU HAVE A VALID DRIVER LICENCE Yes No

MARRIALS STATUS ...

NO OF DEPENDETS ...

EDUCATION ...

Name of school ...

Year graduated ...

Course Taken

or Degree ...

LANGUAGE

... Excellent Good Fair

... Excellent Good Fair

EXPERIENCE

COMPANY ...

ADDRESS ...

TYPE OF BUSINESS/INDUSTRY ...

EMPLOYED (Month & year) From ... To ...

POSITION(S) HELD ...

SUPERVISOR(S) NAME ...

DESCRIBE YOUR DUTIES ...

WHY DID YOU LEAVE ...

PERSONAL REFERENCES ...

Name ...

Address ...

Phone No ...

Task 4. Make up a resume, using the next positions:

OBJECTIVE

QUALIFICATIONS

EDUCATION

LANGUAGES

WORK HISTORY

PERSONAL

Task 5. Write down a) letter of application;

b) confirmation of attendance;

c) employee letter of resignation

Unit 4. Business correspondence

Task A. Translate all unknown words and word combinations from this unit and study them.

Enquiries mean potential business, so they must be acknowledged promptly. If it is from an established customer, say how much you appreciate it; if it is from a prospective customer, say you are glad to receive it and express the hope of a lasting and friendly business relationship.

When writing a general letter of enquiry be sure to be specific in the details required (prices, delivery details, terms of payment). When replying to an enquiry, sure you have answered every query in the letter of enquiry.

Here is a) an example of enquiry and b) an offer.

a)

Dear Sir/Madam

Background information regarding the enquiry

During a recent visit to the Modern Home Exhibition I saw a sample of your plastic tile flooring. I think this type of flooring would be suitable for the ground floor of my house, but I have not been able to find anyone who is familiar with such thing.

Numbered points are used for specific questions

Would you please give me the following information:

1. In what colours and designs can the tiles be supplied?
2. Are the tiles likely to be affected by rising damp?
3. What special preparation would be necessary for the underflooring and would it be necessary to employ a specialist to lay the floor?

I should appreciate your advice on these matters.

Yours faithfully

b)

Dear Mrs Prince

Thank you for your enquiry for samples and a pattern-card of our floor covering.

Respond to the specially

We have today sent you separately a range of

request in the enquiry samples selected for their hard-wearing qualities. A pattern-card is enclosed.

Recommend specific samples and suggest follow-up For the purpose you mention we recommend sample number 5 which is specifically suitable rough and uneven surfaces.

We encourage you to test the samples provided. When you have done this if you feel it would help to discuss the matter we will arrange for our technical representative to arrange to come and see you.

Enclose price list Meanwhile, our price list is enclosed which also shows details of our conditions.

Give your contact number Please contact me on 1234567 if I can be of further help.

Appropriate close Yours sincerely

If the seller's offer is right, an order may be expected to follow. Accuracy is essential in the placing of order. An error in quoting a catalogue number, or a mistyped figure in the quantity column can cause trouble which it may be impossible to put right later.

Clarity is also essential. The buyer must make clear to the seller exactly what he wants.

When ordering goods, a customer will generally include the following in his letter:

- a) A reference to a visit by the supplier's representative, or to an advertisement or catalogue, or to a sample, or to a previous correspondence. This applies particularly to a first order. In subsequel orders the buyer may begin his letter with;
- b) Details of the goods required: quality, catalogue number, packing, etc.
- c) Conditions and qualifications;
- d) Alternatives which are acceptable if the goods ordered are not available;
- e) A closing sentence, perhaps encouraging the supplier to execute the order promptly and with care.

Here is an example of a tabulated order.

Dear Sirs

Details of the Please accept our order for the following books on our usual

goods required discount terms of 15% off published prices:

Conditions and qualifications	NUMBER OF COPIES	TITLE	AUTHOR	PUBLISHED PRICE
	50	Computer Dreams	Ben Radkliff	5.99
	70	Computer Age	Ben Radkliff	6.99

A closing sentence We look forward to prompt delivery

Yours faithfully

The usual practice is to acknowledge received order at once. A polite letter of acknowledgement is obviously good policy. The seller started by expressing his intention of serving his customer when he makes his first offer; it is common sense to show that he appreciated being given the business. This need not take long, but the letter should refer to the actual goods ordered and the terms agreed.

It is a good business practice to acknowledge and thank buyers particularly for a first order and trade reference information.

Here is an example of acknowledgement.

POWER SUPPLIES LTD
27-30, Wide Street
Rumingham R1 2 GE
Telephone 0123-542-5617

RJ/GT
21 March 200_
Mr. T Rosetti
Rosetti&Sons
37 Sand Street
Ranstol
DS1 2 PQ

Dear Mr. Rosetti

YOUR ORDER NUMBER 3456

Thank you for your letter of 17 March. We were very pleased to receive your order and confirm that the goods will be supplied at the prices and on the terms stated.

Your order has been passed to our warehouse for immediate dispatch of the goods from stock. We hope you will be passed with them.

Please do not hesitate to contact me if I can be of any further help.

Your sincerely

RICHARD JOHNES

Sales Manager

No matter how good our intentions and efforts, there are bound to be occasions when it is necessary to deal with a complaint, or to make one.

In your letter of complaint:

- a) describe the item or service you bought;
- b) say when and where you bought the item or when the service was carried out and how much it cost;
- c) explain what is wrong;
- d) explain what you expect to be done to rectify the situation.

Sample of Letter of Complaint

Men's Clothes Dealers Ltd.

142 South Road

Sheffield S20 4HL

England

Ref: Our Order #142 of 21th March, 2008

Dear Sirs,

Thank you for your delivery of men's silk shirts, which we ordered on 21th March, 2008. At the same time we would like to draw your attention to the following.

After examination of the shirts we discovered some manufacturing defects:

- there are oil satins on 12 shirts;
- the colour of buttons of 5 shirts does not match colour of these shirts;
- one shirt is in a different style.

We are returning defective shirts by separate mail, carriage forward, and would ask you to replace them by shirts in the colours and sizes specified below:

Size	Colour	Quantity
15	white	9
17	white	1
14	blue	6
16	blue	2

We would appreciate a prompt reply.

Yours faithfully,

Smurov

Vladimir Smurov

Export-Import manager

Sample of Answer to complaint

Vyseteria Ltd. P.O. Box82

Kiev 253206

Ukraine

Ref: Order #142 of 21th March, 2008

Dear Sirs,

Your letter of 18th April, 2008 was duly noted. The shirts you returned us are indeed defective. We have to admit that these defects were overlooked by our controller and offer apologies for the oversight.

We are sending you new shirts as a replacement this week by air, carriage paid, and would ask you to confirm their receipt by fax.

If any other problems arise, please do not hesitate to contact us in the shortest possible time.

Yours faithfully

Jack Braun

Jack Braun

Claims Department

Advertisement is one of main sources of information for potential buyers and sellers.

For successful advertisement *remember*:

1. You must attract the reader's attention:

- a) use company logo
- b) compose specific heading
- c) put special information in boxes/shaded section
- d) use sub-headings/numbered points/bullets

2. Get the reader's interest by mentioning something that will appeal to them:

- a) be persuasive
- b) use simple language, short sentences

3. Arouse the reader's desire to buy, to attend, to find out more or to contact the writer:

- a) make everything sound interesting
- b) point out the benefits

4. Make the audience want to do something after reading the notice or advertisement.

Task 1. Fill in the gaps:

1. An order is expected if the seller's ... is right.

- a) acknowledgement
- b) complaint
- c) offer

2. The usual practice is ... received order at once.

- a) to reject
- b) to delay
- c) to acknowledge

3. ... is a reply to enquiry.

- a) Complaint
- b) Advertisement
- c) Offer

Task 2. Is it true or false?

1. Order should be acknowledged immediately.

2. Advertisement is the main source of information.

3. Small companies may not have printed forms but instead place order in the form of a letter.

Task 3. Connect parts A and B.

- | | |
|--------------------|--|
| 1. Acknowledgement | a) We look forward to receiving a trial order from you soon. |
| 2. Advertisement | b) We confirm supply of the books at the prices stated in your letter. |
| 3. Complaint | c) We are looking for self-motivated, dynamic, team players to join our company. |
| 4. Order | d) This standard of workmanship is not what I have come to expect from you.
e) Prompt delivery would be appreciated as the goods are needed urgently. |

Task 4. Give the right order of business letter parts and answer what kind of business letter it is.

1. I urge you to press forward with this work without any further delay. Please let me know when you expect it to be completed.
2. When I signed the contract for the building of this property you estimated that the work would be completed and the house ready for occupation “in about 6 months”. That was 8 months ago and the work is still only half finished.
3. The delay is causing in convenience not only to me but also to the buyer of my present home which I cannot transfer until this house is finished.
4. House at 2 Giny Road. Gilford.

Task 5. Make up a letter of:

- a) order
- b) offer
- c) acknowledge
- d) complaint

Unit 5. Memos, fax messages, e-mail

Task A. Remember the translation of all unknown words.

When you are going to write (type) a memo, remember:

- emphasise the word MEMORANDUM;
- insert the recipient's name and designation, a reference and date of issue;
- no salutation is necessary;
- clearly state the topic of the message;
- the body of the memo should be separated into paragraphs, reaching a relevant conclusion and close;
- no complimentary close is necessary;
- leave space for signature (the sender's name and designation are at the top so it is not necessary to repeat these details here);
- point Enc and Copy/ies (if appropriate)

Fax messages

A fax machine is a relatively inexpensive essential item of equipment for any business. Today many communications which would normally be sent by letter are in fact sent by fax. Very often a template is designed for calling up on computers and word processors. Operators need just key in the relevant information.

Here is an example of a printed fax form:

Fax

To	From
Company	Date
Fax No	No of pages (including this page)

E-mail is having a phenomenal effect on the way we communicate.

The main requirements to a formal e-mail are:

1) Specific	}	Subject line
Meaningful		
Appropriate		
Relevant		
Thoughtful		

2) 4 point plan (introduction, details, action, close).

You may use short sentences and short paragraphs with a space between each. Write in a casual style, as if you were speaking.

Here is an example of a formal e-mail:

From Bill.Cum@sharp.co.my
Date 17.8.08. 14.09.25
To Linda@lindatal.com
CC
Subject Book signing in Russia

Hello Linda

I was pleased to hear that you will be back in Russia in December to hold your seminar on Effective Business. Some bookstores are interested in asking you to do a talk and signing event. I hope you will agree to take part.

See you soon

Bill

Task 1. Imagine you are a general manager. Write down a memo for your secretary.

Task 2. Fill in the gaps, using words and word combinations from the box below:

- a) inbox
- b) outbox
- c) sent items
- d) new msg/mail
- e) send&receive
- f) reply
- g) forward
- h) address book
- i) delete items
- j) small
- k) drafts
- l) capital
- m) dot

1) My address is HollyWoods@hotmail.com, that's ...H... o-l-l-y W-o-o-d-s hotmail ...com.

2) I need my ... to add e-mail address.

3) My ... is where my incoming messages are stored.

- 4) If I ... a message it goes on to another person.
- 5) With "... " I can write a new letter.
- 6) If I press ... I connect with Internet.
- 7) I look at ... to see what messages I have sent.
- 8) Before being sent across Internet, my messages are stored in the
- 9) I need to send an answer to that message, I'll use ...

Task 3. Match parts A and B.

A	B
1. attachment	a) Where your incoming messages are stored.
2. bandwidth	b) Pass along an e-mail to another address.
3. bcc	c) The speaker is considered incompetent or ignorant.
4. bounce message	d) A quotation added to a signature.
5. forward	e) Error message returned by an e-mail system.
6. mail box	f) An emotional and often angry or rude message.
7. sig quote	g) Blind courtesy copy
8. spam	h) A measure of how much information can be sent.
9. a flam	i) Unsolicited e-mail messages (usually unwanted).
10. burble	j) A file linked to an e-mail message.
11. reply	
12. outbox	

Task 4. Look at the difference in style between these two emails. Notice how version 2 uses the key words (underlined) from version 1. The form of the words may be different.

Version 1.

Subject: My ideas following last Friday's meeting in the attached word document you'll find my thoughts about the marketing plan that we discussed in last Friday's meeting, and in particular my response to Jenny's points about needing a new type of packaging to appeal to a younger age group. I think she raised some important issues, and so I'm circulating these ideas to everyone who was present at the meeting. Please insert your comments in the attached document and email it back to me as soon as possible.

Version 2.

Subject: Ideas for packing

We need a new type of packaging – as we all agreed in the last meeting. My ideas are in the attached document. Comments please “asap”.

Match the descriptions (1-6) below by underlining the most appropriate version 1 or 2.

1. The email is direct and brief. (Version 1/2)
2. The email is friendly and shows more respect to the reader. (Version 1/2)
3. The action required is very clear. (Version 1/2)
4. The exact action required is not so clear. (Version 1/2)
5. Unless the reader knows the writer well, the email could sound a bit aggressive. (Version 1/2)
6. There may be too much in the email to write in a busy working day. (Version 1/2)

Task 5. Cross out 20 words which are not necessary in this email.

I am writing to all my colleagues to let you know that I will be away from my office from 14-21 November on a visit to Turkey. Please direct all questions that you have to Helga in my absence.

Tasks to Units 1-5

Task 1. Find the mistakes and correct them.

New Bank Maine 06707
53 Yellow Street
Dreamy Company
Fred Wilson

Mr. Johnson William
175 Maple Road
Timber Dealers Ltd.
England
Greenfield S50 7HM

Task 2. Read the following sentences. Decide whether they are beginnings or endings. Then decide whether they are neutral or informal.

- | | | |
|---|----------------|-----------------|
| 1. The computer network will be shut down
for maintenance at 5 pm on Thursday. | Beg/End
B/E | Neut/Inf
N/I |
| 2. Oh, yes – I'll be back late tonight. Can you
do the shopping and buy something
nice for dinner? Thx | B/E | N/I |
| 3. I look forward to receiving your advice
on this matter. | B/E | N/I |
| 4. What a surprise– how nice to hear from you! | B/E | N/I |
| 5. Buy for now. See you soon. | B/E | N/I |
| 7. I hope that everything is okay, but do not
hesitate to contact me if you need any clarification. | B/E | N/I |
| 8. I'm so happy for you! Write again soon
ant tell me how it's going. | B/E | N/I |
| 9. We are writing to advise you about some
changes in our price list. | B/E | N/I |
| 10.If you'd like any more details, just let me know.
I'm away all next week but Andrea is
dealing with in my absence. | B/E | N/I |
| 11.Just a quick note say I really enjoyed last
morning. | B/E | N/I |
| 12. Simon and I have been talking about your
holiday plans for next June. We won't be able
to join you. I'm sorry. | B/E | N/I |

Task 3. Match the beginnings of the sentences (1-10) with the endings (a-j).

Information	1. Please get back to me if ...	a) your help on this
	2. I'd like to know a ...	b) you need any information
	3. I'd appreciate ...	c) little more about
Action	4. I'll ...	d) there at the meeting
	5. I need you to be ...	e) you to prepare a report
	6. I'd like ...	f) send it to you
Help	7. Let me know if ...	g) I show them round
	8. Of course, I'd be ...	h) there's anything else
	9. Can I ask you to look ...	i) after them
	10. Shall ...	j) pleased to help

Task 4. Put these sentences into the correct order.

- Looking forward to meeting you next week.
- Our office is located close to the station – the best thing to do is catch a taxi.
- Just to confirm your visit to us on 16 May.
- Best wishes, Ann.
- When you arrive, ask for me at reception and I will come down and meet you.
- If you need to contact me, my mobile number is 07978232294.

1 ... 2... 3... 4... 5... 6...

Task 5. Match the words (1-5) with the definitions (a-e).

- | | |
|----------------------|---|
| 1. a complaint ... | a) a request to send goods |
| 2. an invoice ... | b) a request for general information |
| 3. a quotation ... | c) a request for payment |
| 4. an inquiry | d) something you say or write when you are not satisfied |
| 5. an order ... | e) a document giving detailed information about the cost of |
| 6. an acknowledgment | something. |

Find: - 3 documents above sent by the customer to the supplier
-2 documents above sent by the supplier to the customer

Task 6. Put the points in correct columns (remember the order).

Inquiry (Enquiry)	Reply (Offer)
1-a)	1 - ...
2-...	2-...

3-...
4-...
5-...

3-...
4-...
5-...

- a) How you get the contact.
- b) Thanks. Referring to the date.
- c) Close, perhaps including a reference to future business.
- d) Answer any specific questions.
- e) Something about your company, and why you are writing.
- f) Highlight one - two key points.
- g) General request for information.
- h) Offer specific/unusual questions.
- i) Say what you are attaching.
- j) Close, saying you are ready to answer any other questions.

Task 7. Match the words (1-8) with the definitions (a-h).

- | | |
|-----------------------|---|
| 1. discount | a) the conditions of a sales contract |
| 2. credit | b) the cost of delivery |
| 3. delivery time | c) the smallest number of items that can be supplied |
| 4. terms of payment | d) a reduction in price |
| 5. minimum order | e) how long the goods will take to arrive |
| 6. guarantee/warranty | f) the correct way of doing something |
| 7. transport costs | g) an arrangement to buy goods and any pay for them later |
| 8. procedure | h) a promise to repair a product or replace. |
| 9) acknowledgement | |

Keys to the tasks

ПРАКТИКУМ «ДЕЛОВОЕ ПИСЬМО»

Unit 1.	Unit 2.	Unit 3	Unit 4.		
Task 3.	Task 3.	Task 2.	Task 1.	Task 3.	Task 4.
1-c;	1-b,	1-c,	1-c	1-b	4, 3, 2, 1
2-g, h, d;	2-a,	2-b,	2-c	2-c	
3-b, e;	3-c	3-c,	3-a	3-d	
4-e,	4-b	4-b	Task 2.	4-e	
			1-t		
			2-f		
			3-t		

Unit 5.

Task 1.	Task 3.	Task 4.
1-l, j, m	1-j	1-2
2-h	2-h	2-1
3-a	3-g	3-2
4-g	4-e	4-1
5-d	5-b	5-2
6-e	6-a	6-1
7-c	7-d	
8-b	8-i	
9-f	9-f	
	10-c	

Tasks to Units 1-5.

Task 2.		Task 3.	Task 4	Task5
1. <u>B</u> eg/End	<u>N</u> eut/Inf	1-b	1-c	1-d
2. B/ <u>E</u>	<u>N</u> /I	2-c	2-b	2-c
3. B/ <u>E</u>	<u>N</u> /I	3-a	3-e	3-e
4. <u>B</u> /E	<u>N</u> /I	4-f	4-f	4-b
5. <u>B</u> /E	<u>N</u> /I	5-d	5-a	5-a
6. B/ <u>E</u>	<u>N</u> /I	6-e	6-d	
7. <u>B</u> /E	<u>N</u> /I	7-h		
8. B/ <u>E</u>	<u>N</u> /I	8-j		
9. <u>B</u> /E	<u>N</u> /I	9-i		
10. B/ <u>E</u>	<u>N</u> /I	10-g		
11. <u>B</u> /E	<u>N</u> /I			
12. <u>B</u> /E	<u>N</u> /I			

Task 6.

1-a	1-b
2-e	2-I
3-g	3-f
4-g	4-d
5-c	5-j

Task 7

1-d
2-g
3-e
4-a
5-c
6-h
7-b
8-f

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В 2007 году СПбГУ ИТМО стал победителем конкурса инновационных образовательных программ вузов России на 2007–2008 годы. Реализация инновационной образовательной программы «Инновационная система подготовки специалистов нового поколения в области информационных и оптических технологий» позволит выйти на качественно новый уровень подготовки выпускников и удовлетворить возрастающий спрос на специалистов в информационной, оптической и других высокотехнологичных отраслях экономики.

The Department of Foreign Languages

The department of foreign languages was established on 20 September 1931. At that time the first new structural subdivision was singled out and the first head of the department, the associate –professor Falk K.I. (1931-1941) was assigned.

13 teachers worked at the department, namely, 7 teachers of English and 6 teachers of German.

The department of foreign languages was headed by:

1941-1951 senior teacher Mitskevich Z.P.

1953-1973 senior teacher Lisikhina B.L.

1973-1993 senior teacher Dygina M.S.

Professor Markushevskaya L.P. has headed the department since 1993.

At present the department consists of four sections: English, French, Russian and German, 30 teachers working in the staff.

More than 60 manuals were published at the department. The electronic versions of English Grammar, Computer in Use, Studying Optics have been produced. It helps students to improve their knowledge working on computers. Much attention is given to working out different tests for distance education.

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