

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
УНІВЕРСИТЕТ МИТНОЇ СПРАВИ ТА ФІНАНСІВ**

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ ДЛЯ ПРАКТИЧНИХ ЗАНЯТЬ ТА  
САМОСТІЙНОЇ РОБОТИ**

**З ДИСЦИПЛІНИ «Перша ділова іноземна мова (англійська)»**

підготовки фахівців ступеня вищої освіти «бакалавр»

галузі знань 03 «ГУМАНІТАРНІ НАУКИ»

спеціальності 035 «ФІЛОЛОГІЯ»

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Методичні рекомендації для практичних занять та самостійної роботи з дисципліни «Перша ділова іноземна мова (англійська)» ступеня вищої освіти «бакалавр» спеціальності 035 «ФІЛОЛОГІЯ» / укл. Чижикова І. В., Токарева А.В. –Дніпро: Університет митної справи та фінансів, 2021. – 24 с.

Наводяться методичні рекомендації, якими необхідно керуватися під час підготовки до практичних занять та самостійної роботи з дисципліни «Перша ділова іноземна мова (англійська)».

Укладачі: Чижикова І.В., старший викладач кафедри іноземної філології, перекладу та професійної мовної підготовки Університету митної справи та фінансів;  
Токарева А.В., к.п.н., доцент, кафедри іноземної філології, перекладу та професійної мовної підготовки Університету митної справи та фінансів.

Розглянуто на засіданні кафедри іноземної філології,  
перекладу та професійної мовної підготовки  
протокол № 1 від «26» серпня 2021р.  
Завідуючий кафедрою \_\_\_\_\_

## Передмова

Методичні рекомендації для практичних занять та самостійної роботи з дисципліни «Перша ділова іноземна мова (англійська)» призначені для студентів спеціальності «Філологія», а також можуть бути корисними для студентів немовних спеціальностей.

Якісне володіння іноземною мовою у період інтеграції України в Європейське та світове співтовариство сприяє поширенню ділових зв'язків та контактів, надає можливість вивчати та ефективно використовувати іноземний досвід ділового спілкування, користуватися сучасними інформаційними технологіями, брати участь у міжнародних конгресах та семінарах, проходити стажування в іноземних державах з метою вдосконалення фахової підготовки, проводити письмовий обмін діловою інформацією тощо.

Курс «Перша ділова іноземна мова(англійська)» має на меті розвиток мовної, прагматичної та міжкультурної компетенції студентів в сфері ділового спілкування. Курс має практичне спрямування, яке здійснюється шляхом інтеграції мовленнєвих умінь та мовних знань в рамках тематичного та ситуативного контексту.

Методичні рекомендації з курсу «Перша ділова іноземна мова(англійська)» мають забезпечити послідовність вивчення матеріалу та допоможуть студентам:

- оволодіти термінологією та знати ідіоматичні вирази мови ділового спілкування;
- розвинути та поглибити навички усного та писемного ділового мовлення;
- застосовувати здобуті у процесі вивчення англійської мови професійні та комунікативні навички для більш ефективного вирішення проблем ділового спілкування;
- засвоїти особливості письмового оформлення ділових документів англійською мовою.

Метою методичних рекомендацій є підготовка студентів до самостійного виконання контрольних, поточних робіт з ділової англійської мови. Методичні вказівки містять варіанти контрольних робіт, приклади ділового листування, тексти та завдання.

Використання інтернет-контенту під час самостійної роботи (аудіо та відеоматеріалів) з вивчення ділової іноземної мови значно підвищує інтенсивність навчального процесу. Студентам пропонуються інтернет-ресурси, за допомогою яких організація самостійної роботи буде більш ефективною.

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### Text 1.

#### **Read and discuss the text.**

#### **The kind of job you want**

The first step in a successful search for a job is to decide on the kind of job you want and the kind you are qualified for. This means that first you should answer the questions “What can I do well?” and “What do I really want to do?”

Most people work because they need to earn a salary, but money is not the only motivation or reason why people work. People get job satisfaction from different factors, such as social interaction with colleagues. Status, that is your professional position, and achievement, doing something well, can be important. Some companies really value their employees and see them as the company’s main asset. Managing people well can lead to better results and higher productivity for the company, but this can be difficult to do. People respond differently to different styles of management. Some organizations give their workers freedom to develop their roles and others don’t.

#### *When choosing a job people want to*

- enjoy their job;
- like the people they work with;
- have enough money to afford the things they enjoy;
- receive training;
- find the work stimulating;
- have an inspirational life;
- have a good social life;
- have the opportunity to take professional qualifications;
- work for a respected company;
- have a position of responsibility;
- be passionate about the industry they work in;
- have job security;
- be in control of what they do;
- have a lot of freedom at work;
- work for a well-known company;
- not have to work overtime or at weekends;
- have a job that will take me abroad;
- have an excellent salary;
- have other people think what they do sounds good.

### Exercises after the text.

#### 1. Match the words with their definitions.

- |                |  |
|----------------|--|
| 1. asset       | a. collect information and arrange (in a book, list, report, etc.);    |
| 2. compete     | b. anything owned by a person, company, etc. that has value;           |
| 3. compile     | c. work in partnership;  |
| 4. respect     | d. process of gaining knowledge or skill by doing and seeing things;   |
| 5. experience  | e. treat with consideration, have high opinion or regard;              |
| 6. salary      | f. take part in race, contest, examination;                            |
| 7. collaborate | g. (usually monthly) payment for regular employment on a yearly basis. |

#### 2. Read what these four people say about what motivates them at work.

<p><b>1. Patricia</b> My professional position is very important. I want to be treated in a way that shows that the company respects the fact that I'm very highly qualified and experienced.</p>	<p><b>2. Bruno</b> <i>The only reason I go to work is for money. It's simple, the more they pay me, the harder I work.</i></p>
<p><b>3. Charles</b> <i>When I was younger I worked on my own for two years and I hated it. I realize that the main reason I enjoy my work is meeting people and working with others.</i></p>	<p><b>4. Michael</b> <i>When I enjoy most is being able to take a project through all its stages from start to finish. I really feel like it's all my own work when that happens.</i></p>

**Match the names with the appropriate motivates:**

	<b>1. Patricia</b>	<b>2. Bruno</b>	<b>3. Charles</b>	<b>4. Michael</b>
a salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b achievement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c social interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Complete each sentence with a word or expression.**

a. job satisfaction

c. style of management

b. asset

d. higher productivity

1. In order to achieve \_\_\_\_\_ from Bruno the company should increase his pay.
2. Michael likes a \_\_\_\_\_ that allows him to develop projects.
3. Charles gets \_\_\_\_\_ when he is allowed to work with people.
4. Patricia is a valuable \_\_\_\_\_ to a company that respects her professional position.

**4. Complete the text with the following words.**

**a. continuing b. curiosity c. dependability d. outgoing e. valuable**

**f. competency g. quantitative**

Modern society needs an engineer with technical (1)\_\_\_\_\_. Basic common sense is a must. Furthermore, having (2)\_\_\_\_\_ means that the companies trust you. Most importantly, they need an (3) \_\_\_\_\_ person with excellent interpersonal skills. They want an engineer with the courage to tell them when things are going wrong.

The perfect engineer has good organizational skills and uses (4) \_\_\_\_\_ thinking to assess the work. He or she enjoys the challenge of problem solving – this means having the (5) \_\_\_\_\_ to ask questions. And more than anything else, the perfect engineer thinks about projects in the long-term and what they mean for the company.

Most places require at least a bachelor's degree. Some require further education, such as master's degree. Make sure you attend an accredited institution. To become licensed, you must major in speciality. You should apply for internship. You'll gain (6) \_\_\_\_\_ in work experience. Technology changes rapidly. To maintain you knowledge and abilities, enroll (7) \_\_\_\_\_ education.

## Text 2

### Read and discuss the text.

#### The Resume

A *Resume* or *Curriculum Vitae* (CV) is an objective written summary of your personal, educational, and experience qualifications. It packages your assets in the form of a convincing advertisement, which sells you for a specific job. A resume is a kind of written sales presentation. An effective resume creates a favourable impression of you while presenting your abilities and experiences.

The basic requirements for a good resume are:

- brevity: one page is preferable, but not more than two pages;
- top quality paper;
- perfect spelling and grammar;
- no typographical errors;
- attractive layout.

Your personal data sheet contains most of the information you need to prepare a resume. Now you have to select and arrange that information in the way that best relates your background to the work you seek. Every resume is an individualized presentation of your qualifications for a particular job. It means that you may prepare a few different resumes, depending on the types of jobs you are applying for. You can choose from among four types of resumes:

- **Chronological resume** lists work experience or education in **reverse** chronological order. It describes responsibilities and accomplishments associated with each job or educational experiences.
- **Functional resume** lists functional skills and experience separately from employment history.
- **Combination (functional/chronological) resume** draws on the best features of the chronological and functional resumes. It highlights an applicant's capabilities and includes a complete job history.
- **Targeted resume** emphasizes capabilities and accomplishments relating to the specific job applied to. Work experience is briefly listed in a separate section.

Resumes provided for graduate school admission highlight your skills, professional experience, accomplishments, and academic history in much the same way as "job" resumes. The difference is that an admissions resume will focus on what transitions well to the classroom, not to the workplace.

The most popular with the recruiters nowadays is the combination resume, which includes:

#### Topical words:

job  
 your job interests and concerns  
 job advertisements=want ads  
 to apply for a job  
 employer

*робота*  
*тут: робота, яка Вас цікавить*  
*оголошення про прийом на роботу*  
*звертатися про прийом на роботу*  
*роботодавець*

required and preferred qualifications	<i>обов'язкові та бажані вимоги до кваліфікації</i>
job search	<i>пошук роботи</i>
resume/curriculum vitae (CV)	<i>резюме</i>
chronological resume	<i>хронологічне резюме</i>
functional resume	<i>професійне резюме</i>
combination	
(functional/chronological) resume	<i>комбіноване резюме</i>
targeted resume	<i>цільове резюме</i>
experience	<i>досвід</i>
abilities=capabilities	<i>здатність/здібність</i>
attractive layout	<i>привабливий вигляд</i>
reverse	<i>зворотний</i>
responsibilities	<i>обов'язки</i>
accomplishments	<i>досягнення</i>
cover letter	<i>супровідний лист</i>

<b>1. Main heading</b>	Applicant's first name	<b>JASON DANIELSON</b>
<b>2. Personal data</b>	Date of birth; Age; Place of birth; Marital status; Children, and their ages; Address; Phone number; Home phone; Email.	235 White Road San-Francisco, California 029992 +01(245) 987-6543
<b>3. Objective</b>	Detailed information, in response to the company's requirements. Use a specific job title here, or write a brief, simple phrase describing the type of work you are seeking.	To obtain an administrative assistant position, this would utilize my clerical and administrative skills and offer opportunity for growth.
<b>4. Education</b>	Includes degrees and certificates. Also listed in the reverse chronological order.	<b>September 2008-May 2012</b> Technical College of San-Francisco
<b>5. Experience (employment)</b>	Work history, in the reverse chronological order, starting with the most recent position. Include name of the Company, and your position. Using action words to maximize the impact, describe your current or most recent responsibilities. Be	<b>June 2014-to present</b> <i>The Institute of Medical Care, San-Francisco</i> Unit Secretary, Child and Adolescent Unit. Responsible for maintaining patient charts, entering patient data on database, transcribing medication orders, tracking



	concise, remove all unnecessary words and phrases. Include duties, accomplishments, and promotions as well as the specific results of your actions or decisions to demonstrate your contribution.	and paging medical personnel. Relaying patient records to other treatment facilities and fielding incoming phone calls. <b>October 2012 to May 2014</b> <i>University of National Law, San-Francisco</i> Administrator, Registrar's Office Answered telephones, filed documents, produced letters for certification and deferment, proctored exams. Registered students for courses, proofread grade sheets, registration materials, exams and course schedules, computed grade point average. Interacted with students, faculty and staff.
<b>6. Special skills</b>	- List languages, include mother language, and describe your level of knowledge. - List software applications, operating systems, and pertinent hardware information. (Include years of experience, or describe your level of knowledge).	<i>Languages:</i> English - mother tongue, German – beginning. <i>Computer literate:</i> word – processing (Word Perfect and Word for Windows), Spreadsheet (Lotus 1-2-3). Excellent interpersonal and communications skills.
<b>7. Licenses and certificates</b>	List licenses or certificates you hold that are pertinent to the job you are seeking. Include the year you obtained each license or certificate.	
<b>8. Interests</b>	Particular sports, arts, reading.	Alpine skiing, climbing, computers.
<b>9. Activities</b>	Community activities that you regularly participate in.	Member, high Honor Student Society, San Francisco.

**To strengthen your resume you may use action verbs like:**

analyzed - аналізував

administered, managed - вів справи, керував

completed - проводив(роботу)

created - створював  
 evaluated - визначав(кількість, вартість); підраховував  
 implemented - впроваджував  
 improved - удосконалював  
 investigated - дослідив, вивчив  
 organized - організував  
 participated - брав участь  
 performed - виконав  
 planned - планував  
 proposed - запропонував  
 provided - забезпечив  
 researched - досліджував  
 solved - вирішив (проблему, питання)  
 streamlined - модернізував  
 supervised - завідував  
 supported - підтримував

Knowing what **to exclude** from your resume is as important as knowing what to include. Here is a list of details to exclude from your resume:

- height, weight, hair or eye colour;
- comments about your family, spouse, or children;
- your photograph (unless you are applying for modeling or acting job);
- travel restrictions;
- preferences for work schedule, days off, or overtime;
- salary demands or expectations.

The trend in resumes today is to omit personal data, such as birth date, marital status, religion, nationality.

Very few people have good resumes. If English is not your native language or if you come from another country, it can be even more difficult to know the right things to do. Some special suggestions will help you write a perfect resume:

1. Adapt your resume to the information you have gathered about the employer and the job you want.
2. Use action verbs, they will bring you resume to life.
3. Avoid the pronoun "I". Describe your skills and capabilities by using as many words as possible.
4. Highlight your accomplishments and achievements.
5. Keep it simple and clear: two pages at most.
6. Be truthful! Don't exaggerate or misrepresent yourself. Remember that employers check the information.
7. Don't mention salary.
8. Avoid long sentences. Use the minimum number of words and phrases but avoid abbreviations.

9. Looks are important. The resume should be typed with plenty of white space and white margins. Place headings at the left side of the page, and the details relating to them on the right side.
10. Make sure there are no errors in spelling, punctuation, or typing.
11. Don't sign or date the resume.
12. Always send an original of your resume. Don't send a photocopy.
13. Keep copies of resumes on file for future reference. Once you have a job, update your resume on a regular basis.

### **Exercises after the text.**

#### **1. Complete the sentences:**

1. When a person is eager to get a job he is often to fill in ....
  2. The forms can be laid out in different ways but ....
  3. The information given by the candidate can be very helpful in assessing ....
  4. It is important that the candidate ....
  5. CVs should contain the following information ....
  6. CVs and application forms will require the name and address of at least....
  7. The referees may be contacted and asked ....
  8. Normally the firm will ask for the names of present ....
- a. the candidate's suitability for the post.
  - b. personal details, objective, education, work experience, languages, hobbies and interests, references.
  - c. a resume or a curriculum vitae or a standard printed application form
  - d. or former employers or supervisors for whom the candidate has worked
  - e. whether or not they consider the applicant to be suitable for the post
  - f. completes the paper clearly and carefully
  - g. two individuals who can act as referees
  - h. the information required will be the same

#### **There are some Dos and DON'Ts for job seekers. Put dos or don'ts.**

- learn ahead of time about the company and its product (your homework)
- apply for a job in person
- let as many people as possible know you are "job hunting"
- apologize for your age
- be untidy in person
- display "cocksuredness"
- stress your qualification
- mention any experience you have which is relevant to the job
- beg for consideration
- mumble or speak with a muffled voice
- talk and think as far as possible about the future rather than the past

- indicate, where possible, your stability, attendance record and good safety experience
- be one of those who can do everything
- hedge in answering questions
- express your ideas on compensation, hours, etc. early in the interview
- assume an air of confidence
- approach the employer with respectful dignity
- try to be optimistic in your attitude
- hesitate to fill out applications, give references, take physical examinations or tests on request
- maintain your poise and self-control
- try to overcome nervousness and shortness of breath
- hang around, prolonging the interview, when it should be over
- answer questions honestly
- have a good resume
- go to an interview without a record of former employment
- arrive late and breathless for an interview
- know the importance of getting along with people
- recognize your limitations
- make plenty of applications
- be a “know it all” or a person who can’t make instructions
- isolate yourself from contacts that might help you find a job
- indicate your flexibility and readiness to learn
- be well-groomed and appropriately dressed
- feel that the world owns you a living
- make claims you cannot “deliver” on the job
- keep stressing you need for a job
- discuss past experience which has no application to the job situation
- display a feeling of inferiority
- write incorrect information on your CV to make it look better

### **CV (example 1)**

#### **Andy Academician**

123 Highgate Towers, Apt. 3

Chicago, IL 60637

aacademician@email.com

000.123.4567 (Cell)

### **RESEARCH INTERESTS**

Victorian England, Literary Theory, Detective Fiction, Historical Fiction

## **EDUCATION**

**PhD in English Literature**, 2017 – Northwestern University. Dissertation: *Searching for Identity in Victorian Detective Fiction*. Sherlock Watson, Chair

**MA in English Literature**, June 2015 – Northwestern University.

**BA in English**, June 2013 – Northwestern University.

## **APPOINTMENTS**

Associate Professor: University of Chicago, Department of English, September 2019 to Present.

Assistant Professor: University of Chicago, Department of English, September 2017 to June 2016.

## **PUBLICATIONS**

### ***Book***

Academician, Andy. *Dickens and the Birth of Detective Fiction*. Cambridge: Cambridge University Press, 2019

### ***Peer-reviewed Journals***

Academician, Andy. “Zombies and Axe Murderers in Victorian Detective Fiction,” *Victorian Literature Journal*, 32(4): 38-67.

Academician, Andy. “Where None Venture to Dwell: Dickens’ Underground,” *WHAT: The Dickens Journal* 12(3): 25-35.

Academician, Andy. “Finding One’s Way Through Dicken’s Bleak House,” *WHAT: The Dickens Journal* 11(4): 08-19.

## **CONFERENCE PRESENTATIONS**

2021. Academician, Andy. “Bleak House Underground.” Dickens Association Annual Conference, Seattle, WA.

2020. Academician, Andy. “Unexpected Pathways in Detective Fiction.” Victorian Studies Annual Conference, San Francisco, CA.

## **TEACHING EXPERIENCE**

***Assistant/Associate Professor, University of Chicago***

- History of the Novel, English 301
- The Birth of Detective Fiction, English 302

- The Victorian Period, English 303

*Assistant/Associate Professor, University of Chicago*

- Introduction to English Literature, English 201
- Dickens Underground, English 400

*Graduate Teaching Assistant, Northwestern University*

- English Composition and Rhetoric, English 101

## **HONORS / AWARDS**

ABC Study Abroad Summer Grant, 2020

UC Teaching Awards, 2018 and 2019

Sherlock Holmes Dissertation Fellowship, 2016

## **SERVICE TO THE UNIVERSITY**

Chair, Faculty Search Committee, 2020

Library Acquisitions Committee, 2019

Undergraduate Advisor, 2017-2020

## **MEMBERSHIPS / AFFILIATIONS**

Society for Victorian Studies

Association of Detective Fiction Studies

Modern Languages Association

### **CV (example 2)**

**G a b r i e l M o r e n o**

**Address:** 199 Great Portland Street, London W5W 6PQ

**Phone:** +44 (0)20 5688 8222

**Email:** gabriel.moreno@gmail.com

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**PROFESSIONAL SUMMARY** Provide analysis data support in a company as Data Analyst.

## **WORK**

04/2014 - 04/018

## **EXPERIENCE**

**Data Analyst, Accenture Company, Madrid Spain**

Responsibilities:

- Establish operation strategy in a team for improving

sales

- Prepare data and information for making regular report data analysis
- Perform data analysis for complex data and files

03/2012 – 05/2014

### **Data Analyst, SAP Corporation, Madrid Spain**

Responsibilities:

- Composed Java program for interfacing with Oracle database
- Performed data analysis especially financial data
- Performed statistical data analysis using STATA
- Showed data analysis in regular meetings for creating new program

## **EDUCATION**

2004 - 2008

**Bachelor Degree of Computer Science, Technical University of Madrid**

2002 - 2004

**Certified as Data Analyst, Data Analyst Certification, Technical University of Madrid**

## **ADDITIONAL SKILLS**

Microsoft Office package: Microsoft Word, Excel, Access  
 Database operation: Microsoft Office Access, Oracle 8i  
 Statistical operation: SPSS, STATA  
 Programming: C++, SQL, HTML

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## **REFERENCES**

References available on request

### Writing business letters

A letter speaks for you in your absence. **Clarity**. Remember that you will not be present when your letter is being read to explain what you mean. The reader will not be able to ask you to clarify. Obviously, then, you must make your message clear. It goes without saying that your letter should be easily legible, whether handwritten or typewritten. **Tone**. When speaking face-to-face with someone, you use your tone of voice to reflect shades of meaning and attitude. Writing, too, has a tone, reflected largely in the words you choose. What will your letter sound like to the recipient? First, be sure that it sounds like you – that it speaks with your voice. Second, be sure that the tone will neither anger nor offend. Unlike spoken words, which are often readily forgotten, letters are permanent records of what you have said. An angry letter may make you feel better at the time of writing, but a few weeks later you may be sorry that you mailed it.

A letter that is neat, free of errors and in good form will do a fine job of representing you – just as your speech and personal appearance do in a face-to-face relationship.

There are many types of business letters: the request, the order, the complaint letter, the application letter and many others. Let's consider the application letter more precisely.

### The letter of application

The letter of application can be as important as the CV in that it often provides the first direct contact between a candidate and an employer. If this letter is not well written and presented, it will make a poor impression. The letter of application normally contains four paragraphs in which you should:

- confirm that you wish to apply and say where you learned about the job
- say why you are interested in the position and relate your interests to those of the company
- show that you can contribute to the job by highlighting your most relevant skills and experience
- indicate your willingness to attend an interview (and possibly say when you would be free to attend)

Below you will find details from Fiona Scott's letter of application. Look at the outline of the letter on the left and indicate where the information below should go.

1	a.) Although I am presently employed by a non-profit making organization, it has always been my intention to
3	work in a commercial environment. I would particularly



2 welcome the chance to work for your company as I have long admired both the quality of the products that it provides and its position as a defender of environmental causes. As you will notice on my enclosed CV, the job you are offering suits both my personal and professional interests.

4

5 b.) I would be pleased to discuss my curriculum vitae with you, more detail at an interview. In the meantime, please do not hesitate to contact me if you require further information. I look forward to hearing from you.

6 c.) Dear Ms Baudoin d.) 18th January 2000

7 e.) I am writing to apply for the position which was advertised last month in The Independent.

8 f.) 52 Hanover Street Edinburgh EH2 5LM UK g.) Nathalie Baudoin Patagonia Gmbh Reitmorstrasse 50 8000 Munich 22 Germany

9 h.) My work experience has familiarized me with many of the challenges involved in public relations today. I am sure that this, together with my understanding of the needs and expectations of sport and nature enthusiasts, would be extremely relevant to the position. Moreover, as my mother is German, I am fluent in this language and would definitely enjoy working in a German-speaking environment.

Fiona Scott

10

i.) Fiona Scott

j.) Yours  
sincerely

**Format for letter of inquiry or covering letter**

Date

Dr., Mr., Ms.

Title

Company, Institution

Address

Dear Sir/Madam,

State your reason for writing.

You will inquire whether any positions are available or you will say which position you are applying for. If you are applying for a specific position identify the source of the information (a person, a newspaper, including date, etc.)

Describe your educational background and professional experience. Focus on those things from you resume that best relate to the position you are applying for.

Say you are enclosing your resume and/or other supporting material. State your willingness to provide more information and to be interviewed.

Thank them for their consideration. Say you look forward to hearing from them.

Yours faithfully, (signature)

Your name

Address

Phone

Enclosure

**Sample of covering letter (1)**

Mark Diamond  
4701 Pine Street, #K-13  
Philadelphia, PA 19143  
Tel. 1-(215)-748-3037

April 2, 2017

Dear Mr. Marinichenko,

I am a first-year student in the M.B.A. program at the Wharton Business School in Philadelphia.

I understand that you are heading the independent Ukrainian airline. I have heard from my friend Mr. Bill Eastmann, a student at Duke University's Fuqua School of Business that you might wish to have an American M.B.A. student work with your airline this summer as an intern. I am very interested in the possibility of such an internship during the summer of 2017.

My professional experience has given me an in-depth knowledge of the air transportation industry. I have, in particular, worked for American Airlines, the Federal Aviation Administration, and Kurth and Company, Inc., an aviation consulting firm where I was Manager of Airline Analysis. My responsibilities included the study of schedules, fares, equipment selection, and financial results. Notably, I prepared numerous feasibility studies for both jet and turboprop routes, including passenger and cargo flights, for proposed transatlantic and transpacific services.

I wish to place this experience at the disposal of your airline. I believe strongly that my knowledge of the deregulated air transportation industry in the United States could be quite beneficial to your carrier.

I have enclosed a copy of my resume. If my background and qualifications are of interest to you, please telephone me on (215) 748-3037. I would be interested in meeting you in mid-April in New York to discuss further possibility of such a summer position, and your requirements.

I look forward to hearing from you soon.

Yours sincerely,  
Mark Diamond

**Sample of covering letter (2)**

44 Charlton Place,  
Limerick City  
20 February 2003

Ms P Murphy  
Personnel Manager  
Company Name

Address

Dear Ms Murphy,

Please find enclosed a copy of my Curriculum Vitae in response for a Community Development Worker (ref 1P97) as advertised in the Limerick Post on 6 February 2003. I am currently a final year Cultural Studies student at the University of Limerick and I will be graduating in June 2003.

My interest in Community Work has developed over several years, specifically through my membership of a local community centre, where I have been able to see at first hand the range of activities that a Community Worker is involved in. My final year project is based on local Community Development Initiatives in the inner city of Limerick.

As you can see from my CV, my academic and leisure activities have given me the capacity and confidence to work with people from a variety of social backgrounds. My ability to work under pressure has been illustrated by my handling of the requirement to study and to juggle domestic responsibilities efficiently. I believe that through the research for my dissertation I have shown myself to be capable of organising my time effectively and using my initiative to come up with original ideas.

I am available for interview at any time and should you require any further information please do not hesitate to contact me.

Yours sincerely

Josie Maguire

**Useful phrases and expressions for a covering letter:**

- With reference to your advertisement in "Kyiv Post" of Tuesday, January 10, I would like to apply for the position of ... in your company. – Посилаючись на оголошення у «Київ-Пост» від 10 січня, вівторок, я б хотів запропонувати свою кандидатуру на посаду...у вашій компанії.
- I recently heard form ...that there is a vacancy in your sales department. – Я нещодавно почув від....про вакансії у вашому торговому відділі.
- I am used to working on my own. – Я звик працювати самостійно.
- I appreciate the opportunity to work on my own initiative and to take on a certain amount of responsibility.- Я високо ціную можливість працювати з певною мірою відповідальності та мати можливість проявити власну ініціативу.

- During training for my present job I took courses on marketing. – За часи навчання, щоб отримати посаду, яку я зараз обіймаю, я закінчив курси маркетингу.
- Since my present position offers little prospect for advancement, I would prefer to be employed in an expanding organization such as yours. – Тому що моя посада не дає мені можливості для подальшого просування, я би хотів працювати у компанії як ваша.
- I am at present earning ...per month. – На даний час моя заробітна плата ...в місяць.
- Thank you for offering me the post/position of...- Дякую, що запропонували мені посаду...
- I have pleasure in accepting this position. – Я з задоволення приймаю цю посаду.
- I am looking forward to commencing work on September 1. – З нетерпінням чекаю початок роботи 1 вересня.

**Read the recruitment advertisement and complete the sentences with words.**

- |                   |             |                  |
|-------------------|-------------|------------------|
| a. opportunities; | d. learn;   | c. accept;       |
| d. invaluable;    | e. insight; | f. discriminate; |
| h. need.          |             |                  |

1. We will give you \_\_\_\_\_ training for a unique caves.
2. The Fast Stream Programme will give you \_\_\_\_\_ into government policy.
3. You will develop your skills so that you can take on the wide range of career \_\_\_\_\_ .
4. You will \_\_\_\_\_ how different types of business operate.
5. You will \_\_\_\_\_ drive and self discipline.
6. We will not \_\_\_\_\_ on grounds of gender or race.
7. They will not \_\_\_\_\_ applications after 6 November.

**Replace the words and expressions in italics with words which are similar in meaning.**

- |                       |                            |
|-----------------------|----------------------------|
| a. department store   | k. mass market             |
| b. operation manual   | l. royalty                 |
| c. organization chart | m. IT                      |
| d. corporate culture  | n. subordinates            |
| e. applicant          | o. CV                      |
| f. authority          | p. subsidiary              |
| g. interview          | q. head-hunter             |
| h. headquarter        | r. management services fee |
| i. front end fee      | s. range                   |

j. discount

t. decision-making

There were hundreds of<sup>1</sup> *people who sent letters of application* \_\_\_\_\_ for the post of Chief Buyer in one of our<sup>2</sup> *large city centre outlets selling a variety of different products* \_\_\_\_\_.

Our Personnel Department couldn't possibly study all the<sup>3</sup> *documents containing education and employment history* \_\_\_\_\_ which we received.

They had to call on the services of a<sup>4</sup> *search firm* \_\_\_\_\_ to help them compile a short list of the most suitable people to<sup>5</sup> *meet with to talk about their experience and qualifications* \_\_\_\_\_.

We were looking for someone with good communication and organizational skills. Furthermore this is a position that requires someone who is capable of<sup>6</sup> *deciding what action to take* \_\_\_\_\_ and can get<sup>7</sup> *the people who work under him / her* \_\_\_\_\_ to reach their objectives.

The job involves monitoring performance and ensuring that our large<sup>8</sup> *variety of products* \_\_\_\_\_ is always up to date. The final selection process was organized at our<sup>9</sup> *main office* \_\_\_\_\_.

The successful candidate is now being given extensive training in order to help him to adapt to our<sup>10</sup> *company philosophy and style of working*

**Complete the extract from the letter of application below, using an expression from A in the correct form and a preposition from B.**

A

- a. believe
- b. collaborate
- c. result
- d. report
- e. benefit
- f. apply
- g. work
- h. are responsible
- i. been involved
- j. succeeded

B

- A. from
- B. in (x4)
- C. to
- D. on
- E. for (x2)
- F. with

I am writing to<sup>1</sup> \_\_\_\_\_ the position of Senior Computer Programmer. As you can see in my enclosed curriculum vitae, I already hold the

position of Team Manager where I<sup>2</sup> \_\_\_\_\_ three programmers who<sup>3</sup> \_\_\_\_\_ me directly.

As an additional part of my job I have to<sup>4</sup> \_\_\_\_\_ other Team Managers from different divisions of the company.

I have recently<sup>5</sup> \_\_\_\_\_ a major research and development project where my team was asked to<sup>6</sup> \_\_\_\_\_ a new network application for the company's accounts department.

During this project we<sup>7</sup> \_\_\_\_\_ solving a number of complex technical problems.

This programme is now in the final stages and once complete will<sup>8</sup> \_\_\_\_\_ considerable savings in both cost and time.

While I am happy in my present position, I would welcome the challenge of managing a bigger team.

I firmly<sup>9</sup> \_\_\_\_\_ the value of teamwork and power sharing which I know are important elements in the working environment of your company.

Moreover, I feel sure that on both a personal and professional level I would be able to<sup>10</sup> \_\_\_\_\_ the opportunity of working for a company with such a well-established international reputation.

**Complete the sentences in this letter. Use the job advertisement and the words below.**

*Changi News*

*July 2, 2019*

*File clerk wanted. Must have high school degree. Send resume to Mr. Paul Rook, Human Resources Director, Island International Airport, Singapore 659589*

applying	forward	part-time	Resource
enclosed	interview	position	Sincerely

Mr. Paul Rook  
Human (1) \_\_\_\_\_ Director  
Island International Airport  
Singapore 659589

Dear Mr. Rook,

I am (2) \_\_\_\_\_ for the position of file clerk that was advertised in the July 2<sup>nd</sup> *Changi News*.

I worked as a (3) \_\_\_\_\_ file clerk after school for three years. Now I am looking for a full-time position. I have (4) \_\_\_\_\_ my resume, and I would like to

schedule an (5) \_\_\_\_\_. I will call you early next week to follow up on my application. I look (6) \_\_\_\_\_ to discussing this (7) \_\_\_\_\_ with you.

(8) \_\_\_\_\_ yours,  
 \_\_\_\_\_ (Write your name here)

**Liu Shia saw the job advertisement on a Web site and answered it. The shaded boxes show nine places where she made errors. Write the correct word or punctuation above the errors. The first one is done for you.**

**To:** [secy6433@JobsUnltd.com](mailto:secy6433@JobsUnltd.com)  
**Subject:** Secretarial **Positioning** Position

Dear Recruiter,

I am responding **for** the secretarial vacancy posted on August 16 **in** your Web site. I have been an executive secretary **since** five years, I also have trained other **secretaries** how to use word processing and accounting software. I type over 90 wpm, and I am very organized. I have attached my resume to this e-mail. I will e-mail you next week to follow up on my **apply**. I look forward to **hear** from you soon.

**Sincere** yours,  
 Liu Shia

#### **Audio and video practice:**

1. <https://www.businessenglishpod.com/2017/08/27/925-english-lesson-14-how-to-talk-about-your-career-in-english/>
2. <https://www.businessenglishpod.com/category/business-english/>
3. <https://www.businessenglishpod.com/category/job-interviews/>

**Write your own CV and the letter of application in English using qualifications you already have, or ones you might get in the future. Use the given models for your writing.**

#### **Literature**

1. Loughed L. Business correspondence. A guide to everyday writing. Intermediate. Pearson. -2012.
2. Nikolaenko E.B. Business English. Textbook. Tomsk Polytechnic University Publishing House. -2008.
3. BEC. Practice Tests.
4. Кучма М.О. Навчальний посібник. English. Business correspondence. – Тернопіль, - 2007.