НАВЧАЛЬНІ ЗАВДАННЯ
dо практичних занять з дисципліни «Ділова іноземна мова /англійська/» для студентів спеціальностей 7.07010102, 8.07010102 «Організація перевезень і управління на транспорті (автомобільний транспорт)»
(Частина І)

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Упорядники – Л.Є. Купчик, старший викладач

Відповідальний за випуск – М.І. Тадєєва, доктор педагогічних наук, професор, завідувач кафедри іноземних мов та українознавства

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Національний університет водного господарства та природокористування
ПЕРЕДМОВА

У зв’язку з глобалізацією суспільних відносин постала потреба перед нинішніми випускниками вищих у володінні іноземними мовами не лише на побутовому чи академічному рівнях, а й у володінні ними навичками ділового спілкування в усних і письмових формах, оскільки контакти у міжнародному бізнесі стали реальністю і невід’ємним атрибутом у підприємництві. І ті, хто хочуть процвітати у бізнесі, не можуть обійтися без ділової англійської мови та робить їх більш конкурентоспроможними на ринку праці.

«Навчальні завдання з розвитку навичок ділового мовлення» мають за мету навчити основам ділового спілкування в усних і письмових формах у типових ситуаціях: знайомство, розмова по телефону, відрядження у Великобританію, замовлення квитка і номеру у готелі, в ресторані, відвідання конференції/виставки та участь з презентаційним виступом на них. Крім того, «Навчальні завдання» містять загальні правила ведення комерційної кореспонденції (діловий лист, діловий е-мейл) та поради щодо написання повідомлення, підготовки документів та проходження співбесіди під час пошуку роботи, підготовки презентації та участі у конференції/виставці. Цікавим для студентів буде країнознавча інформація про типи готелів та ресторанів, культурні відмінності та правила поведінки у різних країнах світу. Роботу студентів над темами полегшать кліше та вирази, подані для написання ділових листів та при підготовці презентації.

«Навчальні завдання» складаються з 14 тем, які охоплюють вокабуляр до теми, основний навчальний текст/діалог, тренувальні і творчі вправи, спрямовані на формування навичок і вмінь ділового спілкування у відібраних ситуаціях в усних і письмових формах, оскільки головним принципом навчально-методичної розробки є мовна спрямованість.

«Навчальні завдання» укомплектовано згідно типової навчальної програми та робочої програми з ділової іноземної мови /англійська/ для студентів спеціальності «Організація перевезень та управління
Theme 1: Greetings.

Essential Vocabulary

Business before pleasure. | На все свій час.
business trip | відрядження, ділова поїздка
call | телефонний дзвінок
How are you? | Як у Вас справи?
How are you getting on? | Як у Вас справи?
No complaints. | Не скарується.
Nothing to boast of. | Немає чим хвалитися.
Life is going its usual way. | Життя йде своїм звичаєм.
make a note | нотувати, робити помітки
meeting | зустріч
Pretty much the same. | Усе те саме.
Very much the same. | успешно
return | повертається
senior | начальник
successful | успішний

Task 1. Read and translate the dialogues.

A.
– Good morning, Mrs. Robertson.
– Good morning.
– How are you today?
– Very well, thank you. And how are you?
– Quite well, thank you.

B.
– Good afternoon, Miss Lark!
– Good afternoon, Mr. Morgan!
– How is life?
– No complaints. Thank you. How are things with you?
– Nothing to boast of. Thanks.

C.
– Good evening, Mrs. McArthy!
– Good evening, Mr. Wiler! How is life treating you?
– Life is going its usual way. How are you getting on?
– I’m doing fine. Thank you.
– Glad to hear it.

D.

– Hi, Helen!
– Hi, Robert!
– It’s a long time since I saw you last. Where have you been all this time?
– I’ve just returned from Canada.
– Was it a business trip?
– Exactly.
– I hope it was successful.
– I am afraid not.
– Sorry to hear it.

E.

In an office. Jim is a clerk. Fulton is his senior. Jim comes in.
– Good morning, Mr. Fulton.
– Good morning, Jim. Any calls for me last night after I left?
– No, sir. There were no calls for you.
– I should be going now. The meeting starts in ten minutes.
– All right, sir. If any calls come in I’ll make a note of them.

Task 2. Translate the information given in Ukrainian into English.

1. – Добрий день, міс Сміт!
– Good afternoon, Mr. Morgan!
– Як справи?
– Pretty much the same. Thanks. How are things with you?
– Чудово, дякую.

2. – Доброго ранку, Ен! Як поживаеш?
– Good morning, Carol! I am doing fine. How are you?
– Не скаржуся, дякую. Як твої домашні?
– Everything is all right. Thanks. How is your son, Peter?
– Він щойно повернувся з Канади.
– Was the trip successful?
– Так, дуже.
– I am glad to hear it.

3. – Доброго вечора, м-р Сміт.
– Good evening, Mr. White!
– Як поживаєте?
– Very much the same. Thanks. How are you?
– Не можу похвалитися. Дякую! Ми давно з вами не бачилися. 
Де ви були увесь цей час?
– I have been very busy. Business before pleasure.
– Вірно.

4. – Привіт, Сюзан!
– Привіт, Ден! Як життя?
– Не жаліюся. Як справи в тебе?
– Я щойно повернуся з Франції.
– Це була ділова поїздка?
– Ні. це була поїздка для задоволення.

Тема 2: Partings. Essential Vocabulary

be in a hurry
block
Don’t mention it.
Get in my car.
give a lift
Give kind regard to smb.
Good luck.
I must be off.
It was a pleasure
remember me to smb.
urgent business

поспішати
квартал
Не варто.
Сідай у мою машину.
підвозити
Передавай найкращі вітання…
Бажаю успіху.
Мені час йти.
було присмно
передавай вітання від мене …
термінові справи

Task 1. Read and translate the dialogues.

A.
– Good morning, Mrs. Smith.
– Good morning, Kasey. I hope to see you again soon.

B.
– I’m sorry to say. I must be off.
– Please remember me to your mother.

C.
– Good-bye for the present.
– Good-bye. Please give my kind regards to your family.
– Thank you very much. I will.

D.
– I must be off. Urgent business.
– It was a pleasure to see you.
– The pleasure is all mine.
– Good-bye!
– Bye-bye!

E.
– It’s half past ten, isn’t it?
– Yes, it is.
– I must be going. I’m sorry about it.
– It was a pleasure to talk with you.
– My pleasure. Bye for now.

F.
– Hi, Maggie!
– Oh, Peter, hello, how are you? Look, I’m in a terrible hurry. The bank closes in fifteen minutes.
– Is your bank near here?
– Yes, it’s only three blocks away.
– Get in my car, I’ll give you a lift.
– This is so nice of you, Peter, thank you.
– Don’t mention it.

**Task 2. Translate the information given in Ukrainian into English.**

1. – Are you going my way?
   – Ні, мені треба в магазин.
   – Бажаю успіху!
   – До завтра.

2. – Kotra godina?
   – Пів на п’ятнадцять.
   – Я маю поспішати. Термінові справи. До побачення!
   – До побачення!
3. – Час йти додому. Вже пізно.
   – I am sorry to part with you.
   – Мені було дуже приємно поговорити з вами.
   – My pleasure.
4. – Підвезти вас?
   – It will be very kind of you.
   – Куди?
   – To the nearest metro station.
   – Ось і доїхали.

Тема 3: Getting acquainted with people.

*Essential Vocabulary*

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>add</td>
<td>додавати</td>
</tr>
<tr>
<td>admire</td>
<td>захоплюватися</td>
</tr>
<tr>
<td>be sure</td>
<td>бути впевненим</td>
</tr>
<tr>
<td>dream</td>
<td>мріяти</td>
</tr>
<tr>
<td>executive manager</td>
<td>виконавчий директор</td>
</tr>
<tr>
<td>greeting</td>
<td>вітання, привітання</td>
</tr>
<tr>
<td>hold a post</td>
<td>займати посаду</td>
</tr>
<tr>
<td>introduce</td>
<td>представляти, знайомити</td>
</tr>
<tr>
<td>look forward to</td>
<td>з нетерпінням чекати</td>
</tr>
<tr>
<td>look through</td>
<td>переглядати</td>
</tr>
<tr>
<td>mean</td>
<td>означати</td>
</tr>
<tr>
<td>meet</td>
<td>знайомитися</td>
</tr>
<tr>
<td>mind</td>
<td>заперечувати, мати щось проти</td>
</tr>
<tr>
<td>papers</td>
<td>документи</td>
</tr>
<tr>
<td>pass</td>
<td>проходити</td>
</tr>
<tr>
<td>proposal</td>
<td>пропозиція</td>
</tr>
<tr>
<td>remain seated</td>
<td>залишатися сидіти</td>
</tr>
<tr>
<td>response</td>
<td>відповідь</td>
</tr>
<tr>
<td>shake hands</td>
<td>пожимати руку</td>
</tr>
<tr>
<td>tiresome</td>
<td>стомливий</td>
</tr>
<tr>
<td>touch</td>
<td>торкатися</td>
</tr>
<tr>
<td>traffic jam</td>
<td>затор</td>
</tr>
<tr>
<td>unfortunately</td>
<td>на жаль</td>
</tr>
</tbody>
</table>
Task 1. Read and translate the text.

Introducing People

There are some main rules of introduction which are useful to remember: men are introduced to women, young people to older ones, old friends to newcomers, and young girls to married. Usually women are not presented to a man unless he is the Head of state or a member of the Royal family. When introducing one says something like: “Mrs. Johnson, may I introduce Mr. Blake?” and then turning to Mrs. Johnson simply says “Mrs. Johnson”. That is all that’s necessary, but one can say a bit of information which will help the introduced people to start the conversation.

The usual response to the introduction is “How do you do” which is a kind of greetings and not a question, and the best answer to it is “How do you do?” Sometimes one may say less formally “I’m glad to meet you”, “Happy to have met you” or just “Hello”.

It is very good to add the name of the person introduced – “I am very glad to meet you, Mr. Sparks”. If you do not remember the name it is enough simply to ask “What was your name, please?” or “Could you repeat your name?” Men may stand when introduced, ladies may remain seated.

British and American people usually shake hands especially when formally introduced but they do not always shake hands with people they see often. When an Englishman passes a friend in the street he only touches his hat.

Usually they smile and say: “Good morning”, “Good afternoon”, “Good evening”, “Hello”, or “Hi”.

When two businessmen meet, they usually shake hands. They can exchange business cards:

<table>
<thead>
<tr>
<th>CONTINENTAL EQUIPMENT</th>
<th>John G. Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Financial Director</td>
</tr>
<tr>
<td>9 North Road, Brighton, BNI 5JF, England</td>
<td></td>
</tr>
<tr>
<td>Phone: (0283) 543359 Fax: (0273) 559364</td>
<td></td>
</tr>
</tbody>
</table>

Task 2. Answer the questions to the text.

1. What are the main rules of introduction?
2. What is the simplest way of introduction?
3. What is the usual response to introduction?
4. What is expected as an answer to “How do you do”?
5. What can businessmen exchange?

Task 3. Read and translate the dialogues.

At the airport
– Excuse me, are you Mr. Miller from Bonn?
– Yes, that’s right.
– I’m Wallace Jones, Mr. Stanton’s assistant manager.
– Pleased to meet you, Mr. Jones.
– I’m glad to meet you too. I hope the flight wasn’t very tiresome.
– Oh, no, not at all. I killed the time looking through the papers.
– I see. Well, Mr. Miller, the car is waiting for you. This way, please.

At the Office

Jones (coming in, to the secretary): Hello, Jane. We are a bit late, aren’t we? These traffic jams... Mr. Miller, this is Jane Bright, Mr. Stanton’s secretary.

Mr. Miller: Good morning, Miss Bright.
Secretary: Good morning, Mr. Miller. Welcome to Britain. Did you enjoy the flight?

Mr. Miller: Yes, quite. Thank you, Miss Bright.
Secretary: Oh, just call me Jane. Mr. Stanton is waiting for you.

Mr. Stanton: How do you do?

Mr. Miller: How do you do? (they shake hands)

Mr. Stanton: Please, sit down. I think it’s your first visit to our town, isn’t it? I hope you’ll like it.

Mr. Miller: I’m sure I will. I’ve always dreamt of visiting your country and was looking forward to strolling about London. I remember Dr Johnson’s well-known saying: “If a man is tired of London, he is tired of life”.

Mr. Stanton: Oh, I admire your English and your knowledge of English literature too.

Mr. Miller: Thank you, you are very kind.
Mr. Stanton: But I really mean it! Now, if you don’t mind, I want you to meet my assistants. (Presses the button) Jane, please, ask Mr. Parker and Mr. McClean come in.

Mr. Stanton: Mr. Miller, this is Mr. Parker, our executive manager, and Mr. McClean, my first assistant.

Mr. Miller (shaking hands): Happy to meet you.

Mr. McClean: I’ve heard a lot about you and “Trading International Inc.”, but unfortunately we have never had the pleasure of doing any business with your firm.

Mr. Miller: That’s true. I hope the situation will change for the better in the near future. I’ve got some proposals and hope you’ll be interested in them.

Mr. Stanton: Fine. I believe our cooperation will be successful.

Task 4. Answer the questions to the dialogues.

1. Who has arrived in Britain?
2. Who met them at the airport?
3. Who did they talk about?
4. Who did Mr. Miller speak to first on arriving to the office?
5. Has Mr. Miller ever been to England before? How do you know?
6. Mr. Miller’s English is perfect, isn’t it? Why do you think so?
7. Who was Mr. Miller introduced to?
8. What posts do Mr. Parker and Mr. McClean hold?
10. These people are partners, aren’t they?

Task 5. Agree or disagree with the following statements.

1. Mr. Miller arrived in Britain on holidays.
2. Some people met him at the airport.
3. He took a taxi to get to the office.
4. The secretary greeted him in the office.
5. Miss Bright asked Mr. Miller to call her by the first name.
6. This is Mr. Miller’s second visit to Britain.
7. They had no business contacts before.
8. Mr. Stanton is an old acquaintance of Mr. Miller.
9. Mr. Miller’s English is rather poor.
10. Both assistants hope their cooperation will be useful.

**Task 6. Translate the sentences given in Ukrainian into English.**

1. – Вибачте, Ви містер Міллер з Бонна?
   – Yes, that’s right.

2. – Радий познайомитися з Вами, містер Міллер.
   – Happy to meet you too.

3. – Сподіваюся, переліт не був стомливим?
   – Oh, not at all. It was fine.

4. – На нас чекає машина. Ми одразу ж поїдемо, якщо не заперечуєте.
   – Not at least.

5. – Ми трохи затримались, на дорогах затори.
   – It’s all right. Mr. Stanton is waiting for you.

6. – Це Ваш перший візит до нашого міста?
   – Yes, I’ve always dreamt about going to Britain.

7. – Я в захопленні від вашого знання англійської мови.
   – Thank you.

**Task 7. Translate the dialogue into English.**

– Дозвольте Вас познайомити з доктором Стоуном.
– Доктор Стоун, це Пітер Паркер.
– Здрастуйте, доктор Стоун!
– Здрастуйте, містер Паркер!
– Я радий з Вами познайомитися.
– Радий познайомитися з Вами також.
– Як у вас справи?
– Добре, дякую. А у вас?
– У мене справи добре, дякую.
– Радий це чути.

**Тема 4: Telephone Conversation.**

*Essential Vocabulary*

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>appointment</td>
<td>(ділова) зустріч</td>
</tr>
<tr>
<td>available</td>
<td>вільний, доступний</td>
</tr>
<tr>
<td>be in</td>
<td>бути на місці</td>
</tr>
</tbody>
</table>
be out | быть не на месте, быть в разлуке
be late | опоздать
be sorry for | извиниться за
check | проверить
change the time | изменить время
call back | перезвонить
customer | клиент
Did you enjoy the flight? | Вам понравился рейс?
Hold on a minute. | Подожди минутку.
if you don’t mind | если это не окажется для вас неудобным
purpose of the call | цель звонка
put through | соединить
schedule | график
speak to | созвониться с
suggest | предложить
suit smb. | подойти к
unexpected | неожиданный

Task 1. Read and translate the dialogues.

A.: Hello. Rutland Ltd. How can I help you?
B.: Hello. Could I speak to Ms Jenkins, please?
A.: Who’s calling?
B.: It’s James Hightower from BMB.
A.: And what’s the purpose of your call?
B.: Well, it’s about our appointment.
A.: Hold on a minute. I’ll check...
B.: OK. I’m putting you through.
C.: Hello.
B.: Ms Jenkins?
C.: Speaking.
B.: Good morning. It’s James Hightower. It’s about our appointment for tomorrow. Could we possibly change the time, please? I have a very important customer for 11 o’clock, and I’m afraid I may be late for 11:30. I’m sorry for the trouble, but it was quite unexpected.
C.: What time can you suggest?
B.: Will 1 p.m. suit you?
C.: Let me check. Yes, I think it’s OK. We can have lunch together, if you don’t mind.
B.: Wonderful. Thanks for your cooperation. I’ll be at your office by one in the afternoon.

B.
A.: Two-four- eight, double six-double two.
B.: Can I speak to Mr. Parson?
A.: Who is calling please?
B.: This is a representative of the Ukrainian firm Torgmash. My name is Dmytro Klymenko.
A.: I’m sorry, Mr. Klymenko. Mr. Parson is out at the moment. Would you like to leave a message or call back?
B.: I think I’d rather arrange to meet him.
A.: O.K. When would you come?
B.: Any time you say.
A.: Just a moment. I’ll get his schedule. Are you there?
B.: Yes.
A.: I can fix an appointment for you for tomorrow. That’s Wednesday afternoon. Will 4 p.m. be all right with you?
B.: Yes, thank you. You’ve been most helpful. Good-bye.
A.: Good-bye.

Task 2. Fill in the gaps in telephone conversation using expressions from the box.

| Sales Department | unfortunately | Can I help you? | available now | put you through | call again | be in |

A.: Hello. Malcom Industries. …
B.: May I speak to someone from the …
A.: Who exactly would you like to speak to?
B.: I really don’t know. It’s about a contract.
A.: I’ll … to Ms Leeds, the manager’s secretary.
B.: OK.
C.: Sales Department. May I help you?
B.: Hello. I’m George Smith from KTH Enterprises. I need to speak to somebody about our planned contract.
C.: You most probably need Mr. Jones, the manager.
B.: Fine. Can I speak to him now?
C.: ..., no. He is not ...
B.: No, thanks. I’ll ... later. When will he ...?
C.: I think in half an hour.
B.: Thank you.

Task 3. Complete the dialogue, translate B.
A.: ... The line is engaged. Once more ... 555-3421... and it’s still busy. ... Once more... Oh, yes, the line is free at last.
B.: (Привітайтеся. Скажіть, що це компанія BWB, офіс Сільвії Джонс, менеджера зі зв’язків з громадськістю. Запитайте, чим Ви можете допомогти)
A.: Hello. Am I speaking to Ms Jones?
B.: (Скажіть, що Ви – Керол Поттер, її секретарка.)
A.: I would like to speak to Ms Jones.
B.: (Скажіть, що її зараз не має на місці і запропонуйте залишити повідомлення.)
A.: Yes, thank you, I’d like to leave a message. Would you please tell her that Charles Hoffman called and asked her to call him back?
B.: (Скажіть, що Ви це обов’язково зробите. Запитайте, чи вона знає номер телефону.)
A.: Yes, she sure does, thanks.

Task 4. A. Study the following information.
It is often necessary to leave short messages for colleagues, for example if somebody phones when they are out.
- Keep your message short and simple
- Include important contact details (e.g. phone number of caller)
- Give the time, day or date of the message if necessary
- Use informal language and common abbreviations (Task 8)

Sample messages

<table>
<thead>
<tr>
<th>Kate</th>
<th>TELEPHONE MESSAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For: Kim Rivers</td>
<td></td>
</tr>
</tbody>
</table>
B. Here is what the secretary (S) was saying. Write what the caller (C) said.

S.: Hello. 4435679. May I help you?
C.: ... Ms Jones?
S.: Sorry she is not in. Can I take a message?
C.: It’s Henry Wilson from Lucia Enterprises. ...?
S.: Sure. Mr. Wilson. She’ll call you back as soon as she returns. Does she know your phone number?
C.: Yes, ...
S.: You are welcome. Bye.

C. Fill in the telephone message taking information from 4B.

Task 5. Translate the dialogue.

A.: Добрий день. Можу я поговорити з містера МакКевіном?
B.: Добрий день, містер Сіренко. Я подивлюсь, чи він вільний.
C.: О, привіт, містер Сіренко. Ради почуття вас. Переліт був вдалим?
A.: Так, дякую. Я б хотів зустрітися з вами і обговорити деякі питання.
C.: Коли вам буде зручно?
A.: Зараз я у готелі. О 2-ій годині зустріч з іншими представниками нашої фірми. Думаю, що о 4-ій буду вільний.
C.: Давайте зустрінемося о 5-ій. Я пошлю за вами машину за чверть п’ята.
A.: Дякую. Ви дуже люб’язні. Я буду чекати у холі готелю.
Task 6. Read and translate the text.

**Rules of Etiquette for Phone Skills in the Workplace**

*by Ruth Mayhew, Demand Media*

Demonstrate proper telephone etiquette whether your talking to a first-time caller or an office colleague.

Your company image is everything – it can make or break your success as well as your business reputation. The telephone is the first point of contact for your customers, applicants, clients and vendors. Consequently, your receptionist, secretary or customer service representative should demonstrate professionalism and decorum during every telephone call.

**Formal Greeting**

Your business should have a formal greeting, and for some businesses, a scripted version for answering telephone calls. A businesslike greeting includes a "good morning" or "good afternoon" followed by the name of the business and the name of the department or the person answering the call. For example, "Good morning, Business Communication Central, Susan Martin speaking. How may I direct your call?" Experienced receptionists, secretaries or call-takers are accustomed to answering business phones and can script a greeting that's both pleasant and professional.

**Answer Promptly**

Callers don't like to wait too long for the phone to be answered, otherwise they may assume your company is closed for the day or that you're too busy to tend to customers' needs. As you set guidelines for answering calls, make it your company's goal to answer telephone calls by the third ring. If you must, have an automated call system put the caller on hold. However, don't let callers linger on hold forever. The call-taker should monitor the lines continuously to ensure calls aren't holding waiting for someone to answer.

**Unpleasant Noise**

Don't answer telephone calls when you're chewing or drinking. Chewing is an absolute no-no, and no caller should ever hear you eating while on the telephone. Likewise, drinking should be kept to a minimum and using a straw to get the last ounce is an atrocious sound, whether on the telephone or in person. Demonstrating the same proper etiquette and
graciousness on the telephone that you would in person sets the proper tone for handling professional telephone calls.

**Conflict Management**

Unhappy clients have been known to take out their frustrations on the first person they encounter when they call to complain about a product or service. The key to maintaining excellent customer service is to refrain from responding in-kind to a rude customer. Providing training on conflict resolution and interactions with irate customers is an effective method to providing call-takers with solutions on how to handle disgruntled callers.

**Messages**

Transcribing messages is a critical aspect of professional telephone etiquette. A complete phone message should include the caller's name, the person he is calling, a briefly stated reason for the call and a number where the caller can be reached. This goes for voice-mail messages and written messages. If you're leaving a message for someone, follow similar guidelines. Always speak clearly and slowly when you're recording numbers on a voice-mail greeting, and repeat the number so you give the listener a chance to jot down the number.

**Task 7. Role-play:** Compile your own dialogues (work in groups of 2 or 3 students) using the essential vocabulary and information from Task 6. Use the following hints.

Student 1: secretary
Student 2: caller
Student 3: called

**Тема 5: Application Form.**

<table>
<thead>
<tr>
<th><strong>Essential Vocabulary</strong></th>
<th>Ukrainian</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>applicant</td>
<td>заявник, той хто подає заявку на роботу</td>
<td>applicant</td>
</tr>
<tr>
<td>apply for</td>
<td>подавати заявку на</td>
<td>apply for</td>
</tr>
<tr>
<td>dismissal</td>
<td>звільнення</td>
<td>dismissal</td>
</tr>
<tr>
<td>entice</td>
<td>заманювати, переманювати</td>
<td>entice</td>
</tr>
<tr>
<td>falsification</td>
<td>підроблення</td>
<td>falsification</td>
</tr>
<tr>
<td>full time job</td>
<td>робота на повну ставку</td>
<td>full time job</td>
</tr>
<tr>
<td>hire</td>
<td>наймати; найм</td>
<td>hire</td>
</tr>
</tbody>
</table>
Task 1. Read the text and answer the questions after it.

Every business wants to have the most skilled, talented, competent, and promising employees. That is why big corporations often use the services of special firms that look for such prospective employees, and try to recruit them for their customer company. Such firms and people working in them are informally called headhunters, and their job has the informal name of headhunting. Headhunters do some of their recruiting in colleges and universities, picking out the brightest and the most promising students. But even more often, they try to persuade the best employees of other companies to change their jobs, using promises of better conditions, positions, and salaries to entice them. The official name for headhunting firms is “executive search firms”.

1. Who are headhunters?
2. What is headhunting?
3. What is the official name for headhunting firms?
4. What are the tasks of headhunting firms?

Task 2. Read and translate the following application form.

Texan Publishers Inc.

APPLICATION FOR EMPLOYMENT

All qualified applicants will receive equal opportunity for employment without regard to race, creed, colour, national origin, sex or age.

NAME____________________________________________________

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>Middle</th>
</tr>
</thead>
</table>

RESIDENCE_______________________________________________
Street Address

__________________________________________________________
City    State    Zip Code

TELEPHONE______________________________________________
SOCIAL SECURITY NUMBER_______________________________
DO NOT WRITE HERE – OFFICE USE ONLY
DATE OF INTERVIEW_____________ POSITION_______________
SALARY $______________ INTERVIEWED BY __________________
HIRE _________________ DEPT. _____________________________
SPECIAL NOTES___________________________________________
TO BE COMPLETED IF & WHEN EMPLOYED
DATE OF BIRTH _________ MARITAL STATUS_______________
MAIDEN NAME IF APPLICABLE ____________________________
EMPLOYMENT DATA:
REFERRED BY ______________ SALARY DESIRED ____________
APPLICATION FOR POSITION OF ____________________________
ARE YOU WILLING TO WORK OVERTIME AS REQUIRED? YES NO
PERSONAL DATA:
If you are not a U.S. citizen, what is your Alien Registration or Visa Classification Form Number?
Have you ever been convicted of any violation of law other that minor traffic violation? If yes, indicate disposition.
MEDICAL HISTORY:
Do you have any medical problem that would prevent you from performing the job you applied for? Yes No
If yes, please explain
EDUCATION:

<table>
<thead>
<tr>
<th>NAME AND ADDRESS</th>
<th>MAJOR</th>
<th>DID YOU GRADUATE?</th>
<th>DATE OF ATTENDANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>College or University</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate School</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PREVIOUS EMPLOYMENT:
Are you now employed? ____________________________
If so, may we inquire of your present employer? Present or last employment ____________________
Company/address _________________________ Telephone _______________________________
Position/title _____________________________ Immediate Supervisor _____________________
From: Month ______ Year______ Starting Salary $_________ per hour
To: Month ______ Year______ Final Salary $____________ per hour
Reason for leaving ________________________________________
Describe major duties _____________________________________

AS AN APPLICANT YOU AGREE TO AND UNDERSTAND THE FOLLOWING:

1) I understand Texan Publishers Inc. follows an employment-at-will policy, in that I or Texan Publishers may terminate my employment at any time, or for any reason consistent with applicable state or federal law. I understand that this application is not a contract of employment. I understand that to be employed I must be lawfully authorized to work in the United States, and I must show Texan Publishers documents that will prove this.

2) I understand that Texan Publishers will thoroughly investigate my work and personal history and verify all data given on this application, on related papers, and in interviews. I authorize all individuals, schools and firms named herein, except my current employer if so noted, to provide any information requested about me, and I release them from all liability for damage in providing this information.

3) I certify that all statements herein are true and understand that my falsification or wilful omission shall be sufficient cause for dismissal or refusal of employment.

Signature of Applicant
Date_________________

Task 2. Fill in the application form of Task 1 as if you apply for the job with Texan Publishers.

Тема 6: Resume/Curriculum Vitae.

Essential Vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>brevity</td>
<td>стилизованность</td>
</tr>
<tr>
<td>internship</td>
<td>интернатура, стажування</td>
</tr>
<tr>
<td>job objective</td>
<td>передбачувана посада</td>
</tr>
<tr>
<td>marital status</td>
<td>сімейний стан</td>
</tr>
<tr>
<td>reference</td>
<td>рекомендація</td>
</tr>
</tbody>
</table>
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 favorable impression of you while presenting your abilities and experience.

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.

It is a detailed record of personal accomplishments. It presents briefly what the person has achieved in education, job experience, special honors, publications, and includes professional activities (such as conferences attended), personal information, and perhaps even outstanding achievements in the person’s area of special interests or hobbies. A CV may be short – no more than two pages, but preferably one (than it is often called a resume). It may also be long – up to 20
pages and even more – and then it is always called a CV. A CV begins with personal details (name, date of birth, marital status, contact information). Sometimes after that career objectives are written and time of availability is noted (i.e., when the applicant can start a new job). Next, the person may describe his/her education and work (or professional experience). In this section everything is usually written in reverse chronological order: the last educational institution you attended or the last place you were employed are indicated first, while your first educational institution or your first place of employment are listed last. The information about education should include degrees held, honors received, and qualifications gained. Employment information should describe responsibilities and make clear what professional skills you have, including specific responsibilities. The employment information may be followed by information on other skills, such as computer skills or fluency in a foreign language. The next item is information about your interests and hobbies. It gives your prospective employers some idea of your intellectual scope and physical fitness (if you included sport interests).

At the end, references are usually cited.

Task 2. Answer the following questions.

1. What is a resume?
2. What should its maximum length be?
3. What parts does a resume include?
4. In what chronological order are entries in the education and professional experience parts of a resume written?
5. What should be included in those entries?
6. What may be included in the additional skills section?
7. Why is the section about your interests and hobbies important?
8. Where are references cited?

Task 3. Read and translate the example of a resume.

RESUME

Personal Details:
Name: Maloney Joffra
Date of birth: July 7, 1984
<table>
<thead>
<tr>
<th>Citizenship:</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital status:</td>
<td>single</td>
</tr>
<tr>
<td>Address:</td>
<td>13 Prince Albert St., Chicago 45212 USA</td>
</tr>
<tr>
<td>Telephone:</td>
<td>8030 – 112 – 1211</td>
</tr>
<tr>
<td>Available:</td>
<td>any time</td>
</tr>
<tr>
<td>Career objective:</td>
<td>Full-time secretarial position</td>
</tr>
</tbody>
</table>

**Education:**

- **2006**
  Ten-month Secretarial course at Chicago Vocational Training School. Certified Secretary.

- **2005**
  Ten-month PC user training course. Certificate from Chicago Computer Skills Training Center.

- **1998 – 2003**
  Collin’s High School. General Certificate in English; French; History; Geography; and Art.

**Work experience:**

- **2003 to present**
  Shop assistant at Excelsior supermarket (Chicago)

**Information about additional skills:**

- Proficient IBM PC user: MS Office; Windows 95, 97, 98, 2000; Microsoft Word, Microsoft Excel; Adobe Photoshop; Adobe Acrobat; Power Point; proficient Internet user.

- Fluent in English, French, and Italian; good working knowledge of German.

**Interests:**

- jogging, skating, skiing.
- Amateur drama, handicrafts.

**References:**

- Anita Fione
  Excelsior supermarket manager

- Marianne Smitherly
  Instructor of the Secretarial Course at Chicago Vocational Training School

**Task 4. Choose the necessary word from the box and put it in the sentence. Translate the sentences into Ukrainian.**

| to advertise, | resume, | employee, | applicant, |
personnel office, qualification, agency, personal.

1. We are going to interview three … on the position.
2. If you need applications for this position, … in a special section of the local newspaper.
3. Personnel office will help you to find a new …
4. All the information about the staff of the firm can be found in …
5. She has a good … for the position: a college degree, good work experience.
6. I want to find a new secretary, so I’ll call an employment …
7. If you are an applicant for the position, you have to write your …
8. Don’t ask him … questions, it will be impolite.

**Task 5. Read the text and write a CV for Violet Scott.**

Violet Scott is 37. She was born March 8, 1974. She is not married and lives alone in small apartment 4C in a big apartment house number 15 at 120 Street in New York City, USA. She is a US citizen, but would like to work abroad. Recently she has read an advertisement that Rheinland Enterprises Ltd. in Germany needs computer programmers. Violet is an experienced programmer. She graduated from Columbia University in mathematics in 1998 and got her MS (Master of Science) degree. Since then, she was trained in two advanced computer technology programs at the same University in 1999 and 2003. Since 2000, Violet has been self-employed and has been developing computer programs at different companies’ orders. But orders are running low, and Violet has no contracts after October 2009. That is why she is looking for a full-time computer programmer position and is eager to be employed after November 1, 2011.

Violet speaks three European languages fluently (German, French, and Spanish). She considers it as her important personal asset – a good addition to her advanced skills in computer programming.

She likes swimming and often takes part in swimming competitions. She is also very interested in modern history and in environmental issues.

One of her professors at Columbia University (who also trained her in both advanced computer technology programs), Dr. Higgins, knows her very well and is always ready to write a reference for her.
Task 6. Read the following advertisement and write your own CV.

Wanted: distribution managers for the supermarket chain LIDDL in EU countries!
Our company is growing and needs qualified reliable people with good PC and foreign languages skills. University degree in Economics / Management is preferable.

 tema 7: Cover Letter/ Application Letter. Essential vocabulary

Referring to the job advertisement in …
I apply for the position of …
I would like to apply for the position of … advertised in this month’s addition of …
I am writing to you concerning your advertisement of a vacancy for a bilingual secretary to work in your export department.
I am replying to the advertisement of 18 June for a Sales Manager which you placed in the “Export Journal” …

I am writing to ask if you might have a vacancy in your office for an accounts clerk.

I was recommended by Mr. … who is currently working in your firm to write to you concerning a possible post in your department.

Стосовно оголошення про роботу в …
Я хочу отримати посаду …
Я хотів би подати заявку на посаду … згідно оголошення в періодичному виданні … за цей місяць.
Звертаясь до Вас по оголошенню про вакансію двомовного секретаря в експортному відділі.
У відповідь на Ваше оголошення від 18 липня вакансії завідуючого відділом збуту, опубліковане в «Експорт джорнал» …
Звертаюся до Вас з питанням про наявність можливої вакансії бухгалтера у Вашому офісі.
Пан …, який працює на даний час у Вашій фірмі, порекомендував мені звернутися до Вас з приводу можливої вакансії у Вашому відділі.
I am practically interested in the position you offer, as I know my previous experience and academic background would be valuable in the area of ... (logistics, engineering, business, accountancy).

I am sure I would be successful in this post as I have now gained the experience and skills that are required.

As an ... (job title) I know my background in ... (area of work) would prove valuable to you, especially as I have been dealt with ... This position would require someone who has had extensive experience of ... which I gained both academically and commercially at ...

At present I am employed at ... as ... where I dealt with ...

During my time at ... I worked on several projects which were very successful.

At ... company my duties included ...

I graduated from ... college in 2011 with a diploma in ...

I am a graduate of ... University and possess a BA.
Next year I will graduate with a MA.

I have successfully completed a course in PC.

Speaking about my proficiency in foreign languages they are the following: English – excellent, German – fluent, French – good.

I would appreciate the opportunity to discuss my qualification with you at your convenience.

gumanitarnih nauk.

Nachal'nogo roka ya otmeniya stupen' magistra gumanitarnih nauk.

Я успешно закликав курс з програмування.


Bud'u vdachnyi za moglivist obgovorit' z Vami moyu kvalifikatsiyu v zrucnyi dlia Vaschas.

Task 1. Read and translate the text.

COVER LETTER

Whenever you send out a resume, it must be accompanied with a cover letter. The purpose of the letter is to personalize your resume for an employer, and enable you to elaborate more fully on your qualifications.

Why a powerful letter is essential?

The average employer is likely to be swamped with applications. Often employers receive more than 100 applications for every single position. Put yourself in the place of the employer who has the task of sifting through stacks of letters hoping to find something that will cause him/her to reach for the telephone. You want your letter to stand out.

BASIC RULES FOR EFFECTIVE COVER LETTER

1. Address each letter to the recipient by name in both the inside address and the salutation. If no name is given, call to find a contact person.

2. Start your letter off with a strong sentence … one that almost begs the reader to read on.

3. Do not point out what the employer can do for you or what you hope to gain from this job. Instead, show how you can address the needs...
of this particular employer. Indicate what you have accomplished that you can offer this employer.

4. Use the body of the letter to highlight brief facts about yourself and your accomplishments that will arouse the reader’s curiosity and will interest her/him in reading your resume.

5. Skills are not the only factors that determine success. It is also a result of personal characteristics and the ability to interact with others. Therefore, in your letter compliment the skills that you highlight by describing personal qualities which will enable you to perform well.

6. In conclusion, ask directly for a meeting and indicate that you will call within a week to ten days to arrange a time at their convenience. By mentioning when you will call in the letter, you are showing serious interest and initiative and almost focusing yourself to follow up!

7. Do not use a letter that looks like it could have been sent to anyone. Make each letter unique to each employer.

8. Keep your letter short (one page). The text of the letter itself should not be longer than three or four paragraphs.

9. Quantify your experiences and achievements.

10. Sign the cover letter and place it on top of the resume when sending it to an employer.

Helpful Hints

Pay attention to details. Make sure the letter contains no errors in spelling, grammar or punctuation. Spell the recipient’s name, and the name of the company, correctly.

Don’t use gimmicks such as off-sized or colored paper. Use good-quality, white bond paper.

Research the company. Relate what you have to say about yourself to the needs of the company.

Use appropriate language by repeating terms the employer used in the advertisement.

Don’t exaggerate, brag, lie, or beg.

Task 2. Answer the questions.

1. How long should the cover letter be and how many paragraphs should it contain?

2. What information should be included in cover letter?
3. What is the purpose of cover letter?
4. Is it advantageous for the writer to make himself/herself better through a lie etc. in cover letter?

Task 3. Read and translate the example of cover letter.

15 King George St.
Beverly Hills 45325
USA
Tel.: 9030 – 333 -3333
e-mail: ashugara@bac.com
March 13, 2011

Ms Jeremy Keruga
Personnel Officer
BWB Group Headquarters
12 Georgetown St.
Belfast 45322
UK

Dear Ms Keruga,
I am very interested in your advertisement in the March 10 issue of Belfast Post since I believe than I have the skills and qualities required for filling the position of an accountant in the Accounting Sector of your company. Besides having good professional training in accounting, I also have had three year experience as a part-time accountant.

I received a BA degree in finance and accounting from Columbia University in 2007. My training gave me the opportunity to acquire all the skills needed for successful practical wok in accounting jobs of various types, including the use of computers and the most advanced computer accounting.

As a result of my training, I was able to find a job as a part-time accountant with Satex Enterprises Inc. immediately after graduating from the university. Although only a part-time position, my work in this company has given me valuable practical experience. I am now ready to move forward, and believe that working in a full-time position for you company can open new career prospects for me.

Because skills and experience may best be explained at a personal meeting, I would like to solicit an interview with you. I would appreciate
your calling me at the telephone number indicated on top of this letter any day after 2 p.m. to let me know about the day and time most convenient for you.

Sincerely yours,

Kamil Ashugara,
Junior Accountant, Satex Enterprises Inc.

Enclosures: CV; three letters of reference

Task 4. Match the synonyms.

| 1. secret | a. error |
| 2. when it best suits you | b. salutation |
| 3. surname | c. layout |
| 4. mistake | d. forename/Christian name |
| 5. I would be grateful | e. Job title |
| 6. to give proofs | f. at your convenience |
| 7. position | g. confidential |
| 8. looks | h. I would appreciate |
| 9. first name | i. family name |
| 10. greeting | j. to present evidence |

Task 5. Complete the application/cover letter consulting Essential Vocabulary.

Dear Sirs,

With … to your advertisement in the “Guardian” I … to your company for the … of the purchasing assistant.

I am currently … in the purchasing department of Well&Goods Ltd, where my … are to cover purchasing of all stationery for the firm. If … for the interview, I can come on any day at your …

C.V. …

Yours …,

John P. Star

Task 6. Study the application letter. What’s wrong with it? Rewrite it in a more professional way.

Dear Ms. Collins,

I saw your advertisement for a news reporter, and I wish to apply for the job. Enclosed is my resume and some clips for your consideration. Although I have made my living in marketing, writing and news have
always been my first love. I have been writing features for a couple of local newspapers while working art market research. I majored in journalism at State university and did an internship at Island Hopper News in my junior years. While I may not have all the hard news experience you are looking for, I certainly know how to write.

My best regards,

Angela Reed

Task 7. Read the text and write a cover letter for Violet Scott.

Violet Scott is 37. She was born March 8, 1974. She is not married and lives alone in small apartment 4C in a big apartment house number 15 at 120 Street in New York City, USA. She is a US citizen, but would like to work abroad. Recently she has read an advertisement that Rheinland Enterprises Ltd. in Germany needs computer programmers. Violet is an experienced programmer. She graduated from Columbia University in mathematics in 1998 and got her MS (Master of Science) degree. Since then, she was trained in two advanced computer technology programs at the same University in 1999 and 2003. Since 2000, Violet has been self-employed and has been developing computer programs at different companies’ orders. But orders are running low, and Violet has no contracts after October 2009. That is why she is looking for a full-time computer programmer position and is eager to be employed after November 1, 2011.

Violet speaks three European languages fluently (German, French, and Spanish). She considers it as her important personal asset – a good addition to her advanced skills in computer programming.

She likes swimming and often takes part in swimming competitions. She is also very interested in modern history and in environmental issues.

One of her professors at Columbia University (who also trained her in both advanced computer technology programs), Dr. Higgins, knows her very well and is always ready to write a reference for her.

Task 8. Read an advertisement and write your own cover letter.

Wanted: distribution managers for the supermarket chain LIDL in EU countries!
Our company is growing and needs qualified reliable people with good PC and foreign languages skills. University degree in Economics/Management is preferable.

Тема 8: Job Interview.

Essential Vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>job interview</td>
<td>співбесіда з приводу найму на роботу</td>
</tr>
<tr>
<td>rapport</td>
<td>взаємна довіра і симпатія</td>
</tr>
<tr>
<td>background</td>
<td>освіта і кваліфікація</td>
</tr>
<tr>
<td>credentials</td>
<td>досягнення і заслуги</td>
</tr>
<tr>
<td>recruiter</td>
<td>службовець кадрового агентства</td>
</tr>
<tr>
<td>to judge</td>
<td>оцінювати</td>
</tr>
<tr>
<td>to perceive</td>
<td>усвідомлювати, сприймати</td>
</tr>
<tr>
<td>strengths</td>
<td>сильні сторони, переваги</td>
</tr>
<tr>
<td>weaknesses</td>
<td>слабкі сторони, недоліки</td>
</tr>
<tr>
<td>work schedule</td>
<td>графік роботи</td>
</tr>
<tr>
<td>to envisage</td>
<td>явили собою</td>
</tr>
</tbody>
</table>

Task 1. Read and translate the text.

JOB INTERVIEW

In the country where jobs are not guaranteed and employers interview several people for each job, the job interview has become a science. This science can be learned, but there is an important point to remember: it is a dialogue, and you are an active participant.

A typical job interview usually consists of four principal parts:

1) introduction – establishing a rapport;
2) main part – discussion of the interviewee’s background and credentials;
3) conclusion – answering the interviewee’s questions;
4) parting – thanking and saying good-bye.

Introduction. Many recruiters begin the interview with a small talk. Topics may range from the weather to sports. The recruiter may be judging how well you communicate on an informal basis. This means you must do more than smile and nod.

The main part. One may predict a few of the broad topics that will be raised in an interview. They are: candidate’s skills and qualifications,
his personality, how he perceives himself, career expectations. Although you cannot predict the interviewer’s precise questions, you can at least draw up a list of the common questions:

- What makes you want to work for this company?
- Why do you think you would be good at this particular job?
- What do you think has been your greatest achievements in your career so far?
- What are your strengths (weaknesses)?
- What do you like best/least about your last job?
- How do you envisage your future?

Whatever you do don’t panic. Pause, think and take your time in answering.

**Conclusion.** Usually you are invited at the end of the interview to ask questions of your own. It is important to have a few ready. By asking intelligent, well-thought-out questions, you show the employer you are serious about the organization. Some recruiters refuse to hire people who don’t ask intelligent questions. But don’t ask questions just for sake of asking questions. But keep your questions short, genuine, relevant, and few in number. Here are some interviewee’s questions:

- What are the specific duties and responsibilities of the job?
- Whom will I directly report to?
  How many people will I be working with?
- What is the work schedule?
- What type of training will be provided?

The interviewer will probably tell you about salary and working hours. Showing too much interest in lunch time, vacations, sick leave or short working hours may give the impression that you are more interested in time off than the time on.

**Parting and follow-up.** When you leave an interview, thank the interviewer for taking time and consideration. Ask when you will be notified of the company’s decision. If you have not received an answer after three week time, follow up with a letter or telephone call.

**Task 2. A. Read and translate the job advertisement published in Ukrainian business newspaper.**

**SALES AND MARKETING**
Coordinator in Rivne/Lviv/Kyiv

The position:
• evaluate performance of present and new distributors in the area
• travel to various cities in the region
• monitor competitors’ activities
• evaluate market possibilities
• support and develop sales of our distributors

The applicant:
• must be sales- and cost-oriented, trustworthy
• know the region very well and be able to travel extensively
• possess excellent PC skills
• native Ukrainian, fluent in spoken and written English

Experience in sales is preferable. The new Coordinator will compile weekly written sales and marketing reports. The person should be ready to start immediately. All the necessary corporate training will be provided. The company will provide a car and a PC, but the person must work from his home in the beginning.

B. Read and translate the dialogue.
The job advertised above was offered by a foreign company operating in Ukraine. Mykola Stepanchuk applied for the position and was invited for a job interview.

A.: Hello. I’m Lora Stern, the Personnel Officer in the Ukrainian branch of this company.

B.: Hello. Glad to meet you. I’m Mykola Stepanchuk. My job interview was for 10 a.m. I am five minutes late. I’m sorry, I …

A.: Don’t worry about it. Please, sit down. Now, let’s see. I have your resume here. I would like to ask a few questions.

B.: O.K.

A.: You haven’t had a job as a Sales and Marketing Coordinator before.

B.: Well, no… Actually, I have not exactly. But I have had three years’ experience as a Sales representative, as you can see from my resume. It gave a good knowledge of the region and sales situation. Besides, I was with the Marketing Department of Rivne Industries for two years.
A.: So, I think that your experience in sales and marketing is sufficient for the job.
B.: I hope so. And I can learn what I do not know.
A.: Do your family situation, health, and other circumstances permit you to travel extensively?
B.: Oh, yes. I am married as you know and have a son. But my son is already twelve and my wife understands that I need to travel a lot in my job. I am quite healthy so there is nothing to prevent my travelling.
A.: Fine. I see that you speak very good English though Ukrainian is your native language. Where did you learn English?
B.: Oh, first at school, then at the university, and also in intensive English program. Besides, I had a two-month training course in the United States three years ago.
A.: That’s wonderful. And what about your PC skills?
B.: You can trust them. As you can see from my CV, I have had good training. Besides that, computers are my hobby.
A.: I see. An important part of your job will be evaluating market possibilities and competitors’ activities. Do you believe yourself to be well trained for that?
B.: That’s just what I was doing when I worked for Samara Industries. I mean my job at the Marketing Department. As to specifics, I count on the corporate training that your job advertisement promises.
A.: Oh, yes. What will you set as your primary goal if you get this job?
B.: I think it will be cost-effectiveness. I am very cost-oriented, you know. I’m sure that anything done in sales in marketing, like promotion campaigns, should not only repay that’s invested, but bring good profits.
A.: OK… You are aware that you won’t have your own office at the beginning. You will be provided with a car and a PC, but you’ll have to operate from home. It was in the job advertisement. Will that be a problem?
B.: Not at all. I plan to travel most of the time because I think I must be in direct contact with distributors. I will need an office mainly for compiling my weekly reports. And I can do that at home.
A.: Your job will be a team job. You’ll have to work with many people. What do you think about that?
B.: I’ve always worked in teams and I’m used to it. I think I am a team worker by nature.
A.: Thank you, Mykola. Do you have any questions to ask me?
B.: Oh, well, if I get the job, I think I’ll have a lot of questions to ask. But now it’s a little bit too early.
A.: OK. Fine. When can you start if you are given the job?
B.: Any time.
A.: Thank you. We’ll let you know when we make a decision.
B.: Thank you. Good-bye.
A.: Good-bye.

Task 3. Answer the questions to the dialogue from Task 2.
1. Has Mykola Stepanchuk come in time? Has he made a good impression with having come a bit later?
2. Has he already worked as a Sales and Marketing Coordinator?
3. How long has he worked as a Sales Representative?
4. What is his family situation?
5. Where did he learn English?
6. And what about his PC knowledge?
7. What will be his responsibilities in his new job?
8. And what will be his primary goal in his new job?
9. Where will he work and in what town?
10. What will be the peculiarities of his job?

Task 4. Check yourself by marking the statements with letters T (true) or F (false).
1. When you answer a question during an interview, the word “yes” by itself is quite enough.
2. Try to maintain eye contact with the person whom you are talking to at the moment.
3. When you first enter the interviewer’s room, sit down.
4. “Tell me about yourself” is an invitation for you to explain your strengths and work experience.
5. Don’t hesitate to ask for clarification if you don’t understand a question.
6. Ask a few other questions before you ask about the pay. Money is important. But it is important to show that other things mean as much as money.
7. Arrive 5 minutes later. In this way you will show your self-confidence and independence.
8. Answer the questions directly and honestly but always in the way that puts you in the best light.
9. If you were fired from your last job try to cover it up with a lie.
10. Do not make excuses for yourself. Employers prefer a positive attitude and a display of self-confidence.

Task 5. Here are some questions that administrators recommend you to be prepared to answer during job interview. Record your answers.
1. What are your goals in life for the near future and for 3-5 years ahead?
2. Are all your goals career-oriented? What other objectives do you have for the next 3-5 years?
3. Can you describe what you want to do and achieve in your life?
4. Why have you applied for this job? What interests you most about it?
5. How do you think you can be useful to us and to our business?
6. What things interest you most about any job? Which of your jobs has been most interesting?
7. What is more important for you – money or the job itself?
8. Do you think your education has sufficiently prepared you for this job?
9. Do you plan to continue your education if you are employed by us?
10. What do you think are your strong points?
11. What do you think are your weak points?
12. What stimulates you most and makes you do your best when you work?

Task 6. Read and translate the tips recommended to be taken into account during job interview.
1. Dress professionally and appropriately.
2. Be prepared.
3. Be on time.
4. Come to the interview alone.
5. Make a list of questions beforehand to ask the interviewer.
6. Have your information and papers with you.
7. Be sure you know the names of the people you are going to talk with.
8. Maintain eye contact.
9. Be confident and try to act as calmly as possible.
10. Be honest.
11. Use your best speaking manner.
12. Be polite: listen to the interviewer carefully, do not interrupt. Thank the interviewer for the time spent.

Task 7. Role Play: A Job Interview.