

МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ
НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ ХАРЧОВИХ ТЕХНОЛОГІЙ

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**BUSINESS CORRESPONDENCE
AND
COMMUNICATION AT WORK**

Навчально-методичний посібник

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Навчально-методичний посібник складається з двох великих розділів, перший з яких присвячено загальним питанням перекладу наукової та технічної літератури, а саме способам і прийомам перекладу певних явищ англійської підмови науки і техніки, а другий — теорії та практиці анотування та реферування наукових текстів. В додатках наведено вправи на відповідні труднощі перекладу, зразки анотацій та рефератів, анкет, ділових документів, лексико-граматичних іспитових тестів та зразок оформлення титульної сторінки реферату.

Призначений для магістрів усіх спеціальностей денної та заочної форми навчання.

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ПЕРЕДМОВА

Навчально-методичний посібник розрахований на студентів, які вивчають англійську мову з метою використання її в професійній діяльності, в практичній роботі за кордоном або в межах країни, для роботи з іноземними клієнтами.

Мета даного навчально-методичного посібника — ознайомити студентів з особливостями писемної та усної бізнес-комунікації (ділове листування, влаштування на роботу, підготовка резюме, супроводжувального листа), викласти і закріпити основну термінологію, необхідну для оформлення основної ділової документації, допомогти їм в розвитку навичок спілкування в реальних ситуаціях бізнес-комунікації, розширити їх словниковий запас.

Тематика, лексичний мінімум, система практичних вправ спрямовані на досягнення головної мети.

У даному навчально-методичному посібнику подана термінологія та вирази, ситуативно обумовлені фрази і рекомендації, необхідні для підготовки документів для працевлаштування у закордонну фірму чи міжнародну організацію, складання ділових листів і повідомлень, що відповідають сучасним реаліям бізнес-комунікації, характерним для Великобританії і США.

Навчально-методичний посібник складається з наступних розділів, які охоплюють основні види писемної та усної бізнес-комунікації англійською мовою:

- | | |
|----------|--------------------------|
| Розділ 1 | Пошуки роботи |
| Розділ 2 | Основні ділові документи |
| Розділ 3 | Бізнес-план |
| Розділ 4 | Контракт |

Кожний розділ містить теоретичний, лексичний матеріал і практичні завдання, що необхідні для подальшого розвитку опанованих мовних навичок. Система завдань побудована на цільовій лексиці даних розділів і спрямована на ефективне засвоєння викладеного матеріалу.

Навчально-методичний посібник сприятиме формуванню у студентів загальних та професійно-орієнтованих комунікативних мовленнєвих компетенцій та є додатковим спонукальним мотивом до удосконалення навичок усного та писемного мовлення в професійній сфері.

MODULE 1 Job Search Process

Unit 1 Steps of Job Search Process



Vocabulary

Applying for a Job

job search
want ad
to answer a want ad
firm, company
employment
employment office
vacancy, job opening
to apply for a position
job applicant
job title
post, position
administrative job
high level job
top position
clerical position
managerial job
to resign
to fill a position
(job) application form
to fill out/to complete a job application
occupation
diploma
copy of a higher school diploma
job interview
qualification background

Влаштування на роботу

пошук роботи
оголошення про найом на роботу
подзвонити по оголошенню
компанія
працевлаштування
агентство по працевлаштуванню
вакансія
подати заяву про прийом на роботу
кандидат на посаду
найменування(назва) посади
посада
адміністративна посада
висока посада
провідна посада
канцелярська посада
управлінська посада
відмовитися від посади
вступити на посаду
анкета при вступі на роботу
заповнювати анкету
заняття
диплом
копія диплома вищого учбового закладу
співбесіда з приводу працевлаштування
кваліфікація

to research
seniority, length of service
duties
job duties description
manufacturing experience
professional experience
employer
employee
boss
probationary period
contract
personnel department/office
letter of invitation
letter of introduction
cover letter
to take a test
test scores
working conditions
benefits

Earnings

wage
salary
fee
to be paid by the job
to be paid by the hour/salary
 based on hourly rate
paid sick leave
fee for services
pay statement
pay check
paid holidays
paid vocation
raise
bonus
profit
cash award //bonus, premium
profit sharing
overtime pay
gross pay
pay

займатися дослідницькою діяльністю
стаж роботи
обов'язки
службові обов'язки
виробничий досвід
професійний досвід
працедавець
робітник
начальник
випробувальний термін
договір
відділ кадрів
лист-запрошення
рекомендаційний лист
супровідний лист
пройти тестування
результати тестування
умови роботи
пільги

Заробітки

заробітна плата (*робітника*), яку виплачують щоденно або щотижнево
заробітна плата (*службовця*), яку виплачують щомісячно
гонорар, плата за послугу (*одноразова оплата*)
отримувати оплату за частину роботи (*відрядно*)
погодинна оплата
оплачувана відпустка по хворобі
плата за послуги
платіжна квитанція
платіжний чек
оплачувані святкові дні
оплачувана відпустка
підвищення зарплати
премія
прибуток
грошова премія
участь у прибутках
плата за понадурочну (понаднормову) працю
загальна сума зарплати
платіж; заробітна плата

deduction
minimum wage/salary
regular pay
net salary//take home pay

вирахування
мінімальна зарплата
основна зарплата
чиста зарплата (за вирахуванням податків).

Work, Job

extracurricular activities
short-term job
part-time job
job in one's special field
overtime job / to work overtime
well-paid job
full-time job
to hire //to employ
work permit
ability to do a job
to job smb. into a post
shift
to go on the night shift
work hours
office hours
long hours
overtime
dole / relief

Робота

поза аудиторна робота
тимчасова робота
робота з частковою зайнятістю
робота за фахом
понаднормова робота
гарно оплачувана робота
штатна робота
наймати (брати) на роботу
дозвіл на роботу
здатність виконати роботу
влаштувати кого-небудь на роботу
зміна (робоча)
працювати в нічну зміну
робочий час, робочі години
години роботи (в установі, офісі)
подовжений робочий день
понадурочна праця
допомога з безробіття (у Великобританії /США)

to be on the dole /relief
to go on the dole

отримувати допомогу з безробіття
отримувати щотижневу допомогу (стати безробітним)

local tax
income tax
social security tax
income tax return

місцевий податок
прибутковий податок
податок у фонд соціального забезпечення
податкова декларація

Discharge

layoff
to lay off //to fire
to be laid off // to be fired
to sack
to retire (on pension)
retirement plan
to resign

Звільнення з роботи

скорочення
звільняти
бути звільненим
звільняти
вийти на пенсію (піти у відставку)
порядок виходу на пенсію
відмовлятися від посади, піти у відставку

Communicating at Work

colleague //co-worker
specialist

Спілкування на роботі

співробітник, колега
фахівець

membership	членство
standing	репутація
status	статус
promotion	підвищення по службі
compensatory time	відгул
work experience	досвід роботи
skill	кваліфікація, майстерність
performance review	оцінка результатів праці, атестація
break for lunch/dinner	перерва на обід
sick leave	відпустка по хворобі
to share an idea	поділитися ідеєю
employees' lounge	кімната відпочинку робітників
tiring day	стомливий, виснажливий день
to be an idler	бути неробою, ледарем
to be out of practice	не мати практики
to work by fits and starts	працювати уривками
to have a big staff	мати великий штат
to be a job jumper	бути "літуном" (часто міняти роботу)
to be not equal to the task	не справлятися з роботою
to shirk work	ухилитися від роботи
to have pressing business	мати невідкладну справу
to face a busy day	мати багато подій
to be up to the elbows (ears, collar) in work	бути поглиненим роботою

1. The recruitment process

Put the following stages of the recruitment process in the logical order.

The recruitment process

1. The company **offered** the job.
2. The company **interviewed**.
3. But he/she **left** the company after two years.
4. The company invited people for **interview**.
5. He/She **joined** the company.
6. The company **advertised**.
7. He/She **was promoted to** head of department.
8. The applicant **completed** the form.
9. The person **accepted** the job.
10. The company drew a **shortlist** of good interviewees and rejected unsuitable applicants.
11. There was a second interview.
12. The company sent an **application form**.
13. A person **applied for** a job.

Discuss each step with your group.

Learn the highlighted words by heart.

2 Job Search Process

A. Answer the following questions.

1. What is the job search process?
2. How much time will the job search take?
3. What do you need to know before you start?
4. What are the steps of the job search process?
5. What are transferable skills?
6. What job search techniques work?
7. Should you keep a record of your search?

B Now read the following information and check your answers.

What is the Job Search Process?

Your job search process begins the moment you start thinking about your future job and continues until you have accepted a job offer. Over your lifespan you are likely to find yourself going through the process several times (on the average, you can expect to have between three and five career changes during your lifetime).

How Much Time Will the Job Search Take?

In general, job finding success is directly proportional to the amount of time you are willing to spend in your search and the number of strategies you use to identify potential openings. Sources suggest that you:

1. Be prepared for a long job hunt — 8-23 weeks.
2. Spend at least 20 hours per week on your job hunt.
3. Have an alternative plan.

Your persistence will eventually pay off. Make sure you have a support system of family or friends to help you when you are feeling discouraged.

What Do You Need to Know Before You Start?

There is no magic way to find a job. It is hard work, takes time and at times may be boring and frustrating. It will take all your skills in planning and follow through but when done faithfully also pays the ultimate reward: A satisfying job for you! Some rejection will be a normal part of job-hunting and a new experience for you. Rather than letting rejections discourage you, let each one teach you a new way to improve your skills for your next opportunity.

What Are the Steps of the Job Search Process?

A list of job search steps follows. The order may vary depending on your specific needs and goals.

Step 1. Self Assessment

The job search process begins with an identification of your values, interests, skills, accomplishments, experience, and goals. How can you seek a position if you don't know what you want from a job and what you have to offer prospective employers? Self-assessment, though a time-consuming process, provides invaluable information to facilitate career decisions and to prepare you to market your background effectively.

1) Values

An awareness of what you value (qualities that are important and desirable) in a career will aid you in exploring career goals and attaining greater satisfaction in your work.

Review the following list of values and check those most important to you. Then rank your top five values in order of priority.

- Job security
- Working as part of a team
- Working independently with little supervision
- Making a contribution
- Professional status
- Mental challenge
- Pleasant surroundings
- Challenging, stimulating co-workers
- Different tasks to accomplish daily
- Financial rewards
- Creating something
- Ability to advance

2) Interests

Interests (areas that arouse your attention or enthusiasm) are closely related to values and frequently trigger skill development. You can identify interests by looking at enduring themes in your life-activities that persist over time, consistent choices, recurring dreams, or the way you spend your time.

3) Skills

A skill refers to something you do well, including handling problems or tasks. The key to your successful job search is recognizing these skills and communicating their usefulness verbally and in writing to a prospective employer. Use accomplishment statements to do so. They should:

- Describe your skills in concise, unambiguous terms.
- Refer to actual experiences to demonstrate your skill level.
- Connect your skills concisely to the needs of a prospective employer.

Some of the most marketable skills are those which are useful in a wide variety of work environments. These are known as **transferable skills**. For example, the ability to write effectively, communicate verbally, and use word processing or database software are valued skills in the private as well as public sectors.

Types of transferable skills These can include technical skills such as driving, languages or IT, or they can be limited to softer interpersonal skills. The following list is not exhaustive, but it gives guidance about the type of skills employers are seeking that you might have:

a) IT literacy— there are fewer and fewer jobs that can be done without some IT skills. Make a list of all the packages and software programs you have used. Consider desktop publishing, Internet research skills, CAD, statistical analysis programs, field-related databases, systems operations, programming, and technical support skills. You might be surprised by how much you know.

What computer skills to put on a resume? To start with, one must be very well-trained in MS Office. Other computer skills to put on a resume vary with your

qualifications and the job profile. For a database management job, you need to have relevant experience or knowledge of softwares like MS Access, etc. For a design job, you need to be acquainted with Adobe Photoshop. Hence the computer skills to put on a resume vary with the nature of job that you are applying to.

Below is a list of computer hardware and software to help you think of your own computer-related skills. If your computer knowledge is extensive, you might list it in sections as illustrated:

COMPUTER SKILLS

Operating Systems:

Windows XP, Windows NT, Windows ME, Windows 2000, Mac OS X, Mac OS 8.6, Mac OS 9, Solaris, UNIX, AIX, Linux, Sun OS, OS/2, FreeBSD, DOS, Novell 2.15, Novell 3.5, Novell 4.0, Novell 4.1, Novell 5.0, Novell 5.5, Exchange 5.5

Software / Applications:

Microsoft Office XP, Microsoft Office 2000, Microsoft Office 1997, MS Word, MS Access, MS Excel, MS FrontPage, MS Project, MS Visio, MS SiteServer, Internet Explorer, Outlook, Outlook Express, PowerPoint, Adobe Photoshop, Adobe Illustrator, Corel Draw Pro, Corel Coffee Cup, Quark Xpress, Homesite, ColdFusion, Studio, DreamWeaver, Inspiration, Claris, FileMaker Pro, SQL Server, MySQL, SQL 6.5 & 7.0, EZ-SQL, Enterprise Manager, IIS, LinkBot, Astra Site Manager, NetObjects Fusion, BroadVision, Vignette, Pandesic, WebSphere, Eshare, LivePerson, Borland Sidekick (PIM), Coldfusion Server, Interwoven, Open Market, Crystal Reports, Enterprise Manager, Query Analyzer, MAS 90, MAS 200, Baan, Business Works, Symbiator, Peachtree, Lotus 1-2-3, Bluebird, Pro-System Fx, Creative Solutions, Lacerte, Scheduler, Publisher, Turbo Tax, Quicken, QuickBooks, QuickBooksPro, World Ship, Suretrak Project Planner, AutoCAD, Oracle

Languages and Scripts:

C, C++, Visual Basic, Visual C++, PL/SQL, Java, JavaScript, HTML, DHTML, HTTP/1, HTTP/1.1, Pop Server, TCP/IP, SQL, Oracle PL/SQL, PERL, J2EE, ODBC/JDBC, Python, PHP, mySQL, PostScript, EJB, XML, KSH, ANT, AWK, SED, Cascading Style Sheets (CSS), Coldfusion, Active Server Pages (ASP)

Hardware:

Macintosh, Sun Servers, Compaq, Intel Servers, IBM PC-XT, AT, PS-2, PC clones, Dell, Gateway, 3Com Superstack 3 Switch 2200 with Gigabit Module, 3Com Superstack 3 Remote Access System 1500 Base Unit, Addtron Hubs, Intel Network Adapters, Intel Express 9100 Router, Adtran DSU / CSU (TI ESF CSU ACE), TCP/IP, IPX, Routers, Switches / Hubs, Raid / Mirror, TI / DSL / ISDN / Frame Relay, HP Printers (4000, 4050, 4500, 5si, 8000, P1000, 750c plotter, 1120 and 1000, IBM PC-XT, AT, PS-2; PC clones: Acer, Dell, Gateway, HP9000, IBM 36/38/AAS400

If you want to state the level of your proficiency in computer knowledge, you may write: *Advanced user of Microsoft Word, Excel, PowerPoint, Internet, Outlook* OR *Extensive knowledge of Microsoft PowerPoint, FrontPage, Google Docs* OR *working knowledge of Corel Draw Pro.*

b) Organization, Management & Leadership — being able to motivate and coach others is crucial for anyone with management ambitions. But employers also look for these skills in the wider workforce. Over a period of time, the same employees can be promoted into managerial positions rather than having to go through an expensive recruiting drive all over again. Hence one of the most relevant skills to put on a resume is leadership skills. You should also include some instances where you have displayed your leadership skills to back up your claim.

- Set goals and determine courses of action
- Co-ordinate tasks
- Prioritise tasks
- Handle details
- Manage groups
- Delegate responsibility and review performance
- Teach others
- Coach others
- Counsel
- Promote change
- Influence others
- Manage conflict
- Supervise others
- Motivate/inspire others to achieve common goals
- Initiate new ideas
- Create innovative solutions to complex problems
- Run meetings
- Take risks

c) Research skills— the ability to gather accurate information and compare and contrast your sources is invaluable in most jobs. You should be able to demonstrate this if you have recently completed a period of study.

- Identify appropriate information sources
- Gather information
- Extract important information
- Utilize electronic search methods
- Compile numerical and statistical data
- Classify and sort information into categories
- Identify resources
- Set goals
- Define needs
- Prioritise
- Analyse
- Create ideas
- Express ideas
- Identify problems
- Solve problems
- Develop evaluation strategies

d) Foreign languages— the expansion of the European Union and the globalisation of trade are putting a premium on language skills. But your prospective employer might want Polish or Chinese, not French and German. Never list your language level higher than you actually are. You never know who will be interviewing you — they just might start speaking to you in that language and if you can't respond you've lost the job. **Include** basic or working knowledge, reading/speaking/writing only (as apply), "proficient in," "fluent in," bilingual, and native speaker. For example, *fluent*

in Russian; working knowledge of English OR native Ukrainian; (adequate/competent/proficient) in (written / spoken) English and French OR Ukrainian — native, Russian - Proficient, English — basic.

e) Presentation skills— these could relate to verbal or written presentations, or both. You might have formal experience pitching to clients or, perhaps, you regularly present your ideas on a work issue to colleagues.

- Listen attentively
- Speak effectively
- Write concisely
- Express ideas
- Facilitate group discussion
- Negotiate
- Provide effective feedback
- Persuade others
- Report information
- Describe feelings
- Interview
- Edit

f) Organisational skills — these concern self-discipline and the ability to meet deadlines. Think of the times you have had to balance several activities at once. It could have been at work, home or a mix of the two.

- Be highly organised
- Can work confidently under pressure
- Be able to work unsupervised
- Manage time
- Meet goals
- Diligent with detail
- Accept responsibility
- Set and meet deadlines
- Be capable of recognising and meeting new challenges
- Be punctual
- Be accurate
- Be flexible
- Be a fast learner

g) Ability to Self-Manage and be Self-Motivated — A self-motivated employee or an employee having internal volition reduces the work of the management to motivate him. A self-motivated employee also creates a positive attitude in people around him, and hence helps motivate others too.

- Be able to work unsupervised
- Be able to strive and achieve goals
- Use initiative
- Make decisions
- Implement decisions

h) Problem-solving — employers want people who can think issues through logically, determine what the issues are and come up with possible solutions. All employers like people who are logically sound, and can take care of their own problems. An analytically inclined employee reduces the work of others and hence improves the overall organizational efficiency.

- Identify problems
- Solve problems

j) Team Orientation — these days people are realizing the importance of teams in a workplace. Working in teams makes it simpler to organize the company and helps improve the efficiency of those working together, due to the synergy effect.

- Be able and willing to work with a professional team
- Be team player
- Co-operate with others

j) Work Ethic — A prerequisite for a good employee is to have a professional work ethic. This is a very basic requirement, but mentioning this gives the employers some confidence regarding the professionalism of the employee.

- Be reliable
- Be responsible
- Be honest
- Be tolerant
- Be tactful

k) Driving— don't assume that everyone drives, or underestimate how useful this can be to an employer.

The competencies or transferable skills that are particularly popular with graduate recruiters include:

- **communication** — ability to communicate orally, in writing, or via electronic means, in a manner appropriate to the audience;
- **teamwork** — being a constructive team member, contributing practically to the success of the team;
- **leadership** — being able to motivate and encourage others, whilst taking the lead;
- **initiative** — ability to see opportunities and to set and achieve goals;
- **problem solving** — thinking things through in a logical way in order to determine key issues, often also including creative thinking;
- **flexibility/adaptability** — ability to handle change and adapt to new situations;
- **self-awareness** — knowing your strengths and skills and having the confidence to put these across;
- **commitment/motivation** — having energy and enthusiasm in pursuing projects;
- **interpersonal skills** — ability to relate well to others and to establish good working relationships;
- **numeracy** — competence and understanding of numerical data, statistics and graphs.

Additionally, private sector employers like to see that applicants have some commercial awareness — an insight into how firms operate, what is happening in the business world and the impact this could have on their organisation.

Навчальне видання

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