

РОСЖЕЛДОР

**Федеральное государственное бюджетное образовательное учреждение
высшего образования
«Ростовский государственный университет путей сообщения»
(ФГБОУ ВО РГУПС)**

М.В. Хлебникова, В.А. Ражина

ДЕЛОВАЯ КОРРЕСПОНДЕНЦИЯ

Учебно-методическое пособие
для подготовки к тестированию по английскому языку

2-е издание

Ростов-на-Дону
2016

УДК 42(07) + 06

Рецензент – доктор филологических наук, доцент В.Р. Саркисянц
(Ростовский фил. ФГБОУ ВО Российского государственного
университета правосудия)

Хлебникова, М.В.

Деловая корреспонденция: учебно-методическое пособие для подготовки к тестированию по английскому языку / М.В. Хлебникова, В.А. Ражина; ФГБОУ ВО РГУПС. – 2-е изд. – Ростов н/Д, 2016. – 27 с.

Учебно-методическое пособие предназначено для подготовки к тестированию по деловому общению на английском языке. В пособии материал четко разделен на темы, которые снабжены разнообразными практическими заданиями.

Цель данного пособия – помочь студентам овладеть определенной дидактической единицей, которая включает основы деловой корреспонденции на английском языке. Предназначено для студентов 1–2-го курсов.

Одобрено к изданию кафедрой «Иностранные языки».

ОГЛАВЛЕНИЕ

1 Конверт (Envelope).....	4
2 Электронные письма и факсы (Faxes and e-mails)	5
3 Общая структура деловых писем (General Structure of Business Letters).....	6
4 Запросы (Enquiries).....	9
5 Предложения (Offers).....	9
6 Принятие и отклонение предложений (Accepting or Declining Offers).....	10
7 Рекламации и претензии (Complaints and Claims).....	11
8 Контракты (Contracts)	13
9 Тренировочные задания.....	18

1 Конверт (Envelop)

Адрес на конверте печатается на машинке. Если оформление конверта производится на компьютере, то адрес отправления и обратный адрес печатаются на отдельных листах бумаги и затем наклеиваются на конверт.

Образец заполнения конверта

Sender's address

Адрес отправителя

Mailing address

Адрес получателя

Порядок расположения реквизитов в адресе следующий:

1-я строка – имя, фамилия адресата или отправителя (the addressee/the sender);

2-я строка – название фирмы или учреждения (the company's name);

3-я строка – номер дома и улица (the street name and house number);

4-я строка – название города (the town the letter is sent to/comes from);

5-я строка – почтовый индекс (the ZIP code);

6-я строка – название страны (the country the letter is sent to/comes from).

ВАЖНО: На конверте возможно использование некоторых сокращений:
Road (Rd), Avenue (Av), Street (St).

Название города и индекс могут находиться на одной строке.

На конверте могут присутствовать следующие отметки, которые обычно делаются в верхнем левом углу конверта и как правило обозначают способ доставки письма (type of delivery):

Air mail	Авиапочта
Express	Экспресс
Urgent	Срочно
Registered	Заказное
To be called for	До востребования
Poste restante	До востребования
Confidential	Конфиденциально
Please forward	Просьба переслать
Private (Personal)	Лично
Printed matter	Печатное издание

Образец написания адреса на конверте:

Registered
Mr. A. Smith
Messrs. Smith. & Co., Ltd
34 Leadenhall Street,
London E7321CD,
England

Соотнесите информацию на конверте с тем, что она обозначает.

- 1 Riviera, Plc
- 2 1494 Long Av
- 3 Brighton
- 4 NR9 740
- 5 United Kingdom
- 6 Mr A. Belinskiy
- 7 137 Sadovaya St
- 8 Moscow
- 9 Russia

- the ZIP code in the return address
- the town the letter is sent to
- the addressee
- the house number in the mailing address
- the town the letter comes from
- the country the letter is sent to
- the sender's company name
- the house number in the return address
- the country the letter comes from

2 Электронные письма и факсы (Faxes and e-mails)

Электронные письма и факсы обычно требуют слишком официального тона. Они отличаются краткостью и в них часто используются различные сокращения, например:

- cc – copy to, copies (копия, кому)
- FAQ – frequently asked questions (часто задаваемые вопросы)
- tfn – that's it for now (пока это все)
- BTW – by the way (кстати)
- TIA – thanks in advance (заранее благодарю)
- enc(s) – enclosure(s) (приложение/я)
- Ref – reference (касательно)

Образец электронного письма

Subject: Reservation

Date: 21.10 ...

From: a.smith@hotmail.com

To: rivierahotel@riviera.com

Dear Sir/Madam

Having seen your advertisement for the villa in Spain, I would be interested in booking it.

Please confirm if it's available as soon as possible.

Yours faithfully

Факс (Fax Message)

To: Riviera Hotel
Fax No.: 0063 55 66 487
Tel. No.: 0063 55 66 487
Subject: Reservation
Page/s: 1 of 1

From: Allan Smith
Fax No.: 0577 22 11 906
Tel. No.: 0577 22 11 906
Date: 02.07...

Dear Sir/Madam

I would like to hire a car for the coming weekend. I would be grateful if you could send me information on the different models available, as well as an indication of your current rates.

Yours faithfully

.....

Перепишите деловое письмо, расположив его части в правильном порядке.

- 1) To: tomson.ltd@tomson.com
- 2) Martin Evans
- 3) We have seen your advertisement in “American Export” and shall be obliged if you send us your General Catalogue of Generators.
- 4) Dear Sir/Madam
- 5) Subject: Enquiry
- 6) Yours faithfully
- 7) From: rusmet.ltd@rusmet.ru
- 8) Sales manager
- 9) Date: 16.08.2015.

3 Общая структура деловых писем (General Structure of Business Letters)

Деловые письма, как правило, включают следующие части:

- 1 заголовок (letterhead);
- 2 наименование и адрес получателя письма (recipient’s name and address);
- 3 дата письма (the date);
- 4 вступительное обращение (opening salutation);
- 5 основной текст письма (body of the letter);
- 6 заключительная формула вежливости (closing salutation);
- 7 подпись (signature);
- 8 приложения (enclosures).

Все деловые письма пишутся по определенной форме на фирменном бланке. В заголовке обычно указывается логотип фирмы и ее адрес. Адрес получателя письма располагается с левой стороны, а дата указывается справа на одном уровне с первой или последней строкой получателя.

Если письмо адресуется фирме, в названии которой имеются фамилии каких-либо лиц, то перед ее названием принято ставить слово **Messrs.**, например:

Messrs. Smith & Brown, Ltd.

Messrs. Smith & Sons.

Если в названии фирмы нет фамилий лиц, то слово **Messrs.** не употребляется, например:

Hi-Tech Machine Tool Corporation

Когда письмо адресуется отдельному лицу, то перед фамилией ставится следующее:

Mr: по отношению к мужчине;

Mrs: по отношению к замужней женщине;

Miss: по отношению к незамужней женщине (устаревает);

Ms: по отношению к женщине, о которой неизвестно, замужем она или нет (приобретает популярность).

Если имя получателя неизвестно, можно указать его должность при условии, что она является единственной в организации, например:

The Chairman,

Hi-Tech Machine Tool Corporation

Вступительное обращение располагается на левой стороне письма под внутренним адресом. В настоящее время в деловой корреспонденции наиболее распространены следующие формулы:

Dear Sir/Madam: по отношению к фирме или лицу, чья фамилия и пол неизвестны.

To whom it may concern (американский англ.)

Dear Mr/Mrs/Ms Smith: по отношению к лицу, чья фамилия известна.

Заключительные формулы располагаются на правой стороне письма, в конце основного текста. Если письмо начиналось фразами **Dear Sir/Madam, To whom it may concern,** то оно должно заканчиваться словами:

Yours faithfully (британский английский).

Yours truly, Truly yours (американский английский).

Если письмо адресовано лицу, чье имя известно, заключительные фразы должны быть следующими:

Yours sincerely (британский английский).

Yours truly, Very truly yours, Sincerely (yours) (американский английский).

Подпись на письме стоит всегда с правой стороны между заключительными словами прощания и напечатанной фамилией отправителя, иногда с указанием его должности, например:

Yours faithfully

R. Smith

R. Smith

Export Manager

Приложения **Enc(s)** или **Encl(s)** обычно указывают, что к письму приложены документы (чеки, каталоги, предложения и др.).

1 Прочтите письмо и найдите в нем эквиваленты следующих выражений:

если вы не располагаете свободными номерами, мне нужно, с уважением, я хотел бы забронировать, расценки, уважаемые господа, как можно скорее, я был бы благодарен.

Dear Sir/Madam,

I would like to book a single room at your hotel for the week of 1st –10th October. I require a room with a telephone and a private bathroom.

I would be grateful if you could confirm my booking as soon as possible, and provide me with your rates per night including breakfast.

If you have no vacancies, could you please provide me with the address of a suitable hotel in the nearest area?

Yours faithfully

2 Расположите части делового письма в правильном порядке.

- 1 We have received your letter for which we thank you.
- 2 Messrs. Smith & Co., Ltd, Green Street 21, London.
- 3 Yours faithfully.
- 4 Dear Sirs.

3 Дополните деловое письмо подходящими фразами.

Dear Mr. White

1 _____ of 12st July 2 _____ your invitation 3 _____ as official supplier to her Majesty the Queen.

4 _____ receiving further 5 _____ regarding the tender procedure.

6 _____

1 Ссылаться на письмо:

In reply to your letter

Regarding your correspondence

About your invitation

2 Принимать предложение:

we are glad to accept

we have pleasure in accepting

we must accept

3 Участвовать в конкурсе:

to apply for a position

to work

to tender for a contract

4 Просить о дополнительной информации:

We are keen on

We look forward to

We would be interested in

5 «Письменный материал»:

news

brochures

instructions and documentation

6 *Заключительная формула прощания:*

Yours sincerely

Regards

Yours faithfully

4 Запросы (Enquiries)

I Переведите и запомните выражения, наиболее часто встречающиеся в разных видах запросов:

1 We learn from (or have been informed by) ... that you are manufactures (or exporters) of

2 We have seen your advertisement (or We refer to your advertisement) in....

3 We are interested in ... advertised by you in

4 We shall be obliged if you will send us your latest catalogues, brochures containing a description of

5 Please send us samples of your manufacturers

6 Please let us know if you can offer us

II Прочтите письмо и найдите в нем эквиваленты следующих выражений:

ежегодно, советник, запрашивать, оптовый торговец, ограничивать, стоимость, образцы, покупки, последний из названных.

Dear Sirs,

At the suggestion of Mr. A.B. Ivanov, the Commercial Counsellor of Russian Embassy in Canada, we write to enquire whether you could supply us with Cotton Piece Goods.

We are wholesalers of cotton fabrics and normally draw our supplies from the U.S.A., the U.K. and India. From the last-named country we have been buying annually goods to the value of about \$ 250,000.

Please let us know the types of Cotton Textiles available for export from Russia sending us samples and advising us of your prices and terms. We do not restrict our purchases of textiles to special types and are interested in both printed cotton cloth and grey cloth.

We look forward with interest to your reply.

Yours faithfully

III Составьте письмо-запрос, используя лексику Задания 1.

5 Предложения (Offers)

I Переведите и запомните выражения, наиболее часто встречающиеся в разных видах коммерческих предложений:

1 We have pleasure in offering you

2 This offer is made subject to your acceptance by fax (or subject to an immediate reply).

3 We offer you the goods subject to receiving your confirmation within ... days of the date of this letter.

4 We hold (or We are holding) this offer open for your acceptance until

5 We have pleasure in offering you, without engagement (or without obligation)

6 This offer is made subject to the goods being unsold on receipt of your reply.

II Прочтите письмо и найдите в нем эквиваленты следующих выражений:

выполнение, наличными, без упаковки, факс следующего содержания, производить платеж, предоставлять (документы), отбор образцов, гарантийное письмо, выполнение.

Dear Sirs,

We thank you for your fax of 6th September reading as follows:

«Yourlet 2nd September please send offer onethousand tons ore».

In reply we have pleasure in offering you, subject to receiving your confirmation within one week from today:

1,000 tons (10 per cent more or less at our option) of ore at the price of \$20 in bulk for December shipment. Payment is to be effected in cash against shipping documents in London. You are to submit, within 5 days of the date of signing the agreement, a letter of guarantee of a first-class British bank for the full contract value of the goods as security of the fulfillment of the contract.

Sampling and analysis will be carried out by our laboratory at the port of loading, and the result of the analysis shall be considered final and binding upon both parties.

Our General Conditions are stated in the enclosed Form of Contract.

We look forward with interest to your answer.

Yours faithfully

Notes:

Youlet (в телеграммах) = your letter.

Onethousand (в телеграммах) = one thousand.

6 Принятие и отклонение предложений (Accepting or Declining Offers)

1 Прочтите следующие два деловых письма. Определите, к какому виду документации (accepting or declining offers) относится каждое из них. Выпишите ключевые фразы, которые помогли вам определить тип писем.

Dear Sirs,

We thank you for your letter of 1st June offering us transformers at the price of \$150 per unit. We accept your price and the terms stated in your letter, subject to our General Conditions sent you with your letter of 15th May.

Our contract will be sent you tomorrow.

Dear Sirs,

In reply to your letter dated 22nd March we regret not being able to accept your offer as other firms have offered us better prices and more favorable terms.

If you are in position to quote us lower prices and improve your terms, we revert to the matter again.

2 Определите, к какому виду документа относится представленное ниже письмо. Переведите его на русский язык.

Dear Sir,

We have received your letter of the 13th November for which we thank you.

We have given careful attention to your counter-offer and discussed the matter with our sub-contractors the Main Electrical Company, Ltd. The results of this is that we are prepared to allow you 7 % discount from the prices quoted in our letter of the 25th October and accept the order for the total firm price of \$ 21,450.

We regret that we cannot reduce the price further.

As to the time for delivery, we have asked our sub-contractors to look into the time required for the delivery of the Transformer to our works, and they have agreed to reduce their time down to twelve months.

In a similar manner we have also examined the time required to manufacture the Transformer-Set, carry out running tests and prepare and pack the whole set for shipment. We offer now a reduced delivery time of 14 ½ months, and this time would date from receipt of your order with instructions to enable us to proceed to the work.

We have also considered the terms of payment suggested by you as well as your General Conditions and, wishing to develop our business relations, we agree to accept them.

We wait your decision with interest.

Yours faithfully

7 Рекламации и претензии (Complaints and Claims)

a. Переведите и запомните выражения, наиболее часто встречающиеся в разных видах претензий и рекламаций.

Задержка поставки (Delay in delivery)

1 The goods were ordered on 7th May (order no. ND476) have not yet arrived.

2 We have not yet received your order no. 44 which we understood was shipped on 5th December.

3 If you cannot deliver within the next 2 weeks, we shall have to cancel the order and obtain the goods elsewhere.

4 Your delay in delivering the goods against Order no. 654 causes us considerable inconvenience.

5 We must insist on your unconditional guarantee that the goods will be delivered at the end of November.

6 We are sure you will give this matter your immediate attention.

**Повреждение или неудовлетворительное состояние поставленного товара
(Unsatisfactory or damaged goods)**

1 We took delivery on 12th December of our order no. 3345. However, several crates were missing, and others had been damaged.

2 We regret to report that our consignment of 4th April was delivered this morning in an unsatisfactory condition. A detailed list of the damaged items is enclosed.

3 The goods shipped by you in execution of our Order no. 50 do not correspond with the sample on the basis of which the order was placed (or which led to our placing the order).

4 The packing of goods is inadequate and unsuitable to local conditions.

5 A considerable amount of cases arrived in a badly damaged condition, the lids being broken and the contents crushed.

Предложение решения (Reconsideration of claims)

1 We are returning the articles in question. Please credit us with the value of returned goods.

2 If you were to deduct the sum of \$ 300 from our next order, we would consider the matter closed.

3 Please arrange for reimbursement of the value of the returned goods.

4 We have taken up the matter with the Shipping Company and requested them to send an explanation to your direct.

в. Прочтите письмо и найдите в нем эквиваленты следующих русских выражений:

для осмотра, перевозчик, список прилагается, к сожалению, упаковка, урегулировать вопрос как можно скорее, требовать компенсацию за убытки, отдел закупок.

Dear Mr. Johnson,

We took delivery this morning of our Order no. 4865GR.

Regrettably, some of the crates were damaged, and on unpacking them we found a number of breakage. We would suggest this is due either to inadequate packing or to an accident in transit.

As sale was on the basis, we presume you will be claiming compensation from the carrier. We estimate the value of the damage at around \$3500. We will, of course, be keeping the damaged crates and their contents for inspection.

Under the terms of the guarantee, we would be grateful if you could send a replacement for the damaged items. A list of these is enclosed. We must ask you to attend to the matter with the utmost urgency as this delay is causing us great inconvenience.

We look forward to an early reply.

Yours sincerely
M. Brown
Purchasing Department

c. Найдите в тексте выражения, подтверждающие его принадлежность к письму-претензии.

d. Закончите следующие предложения.

- 1 We regret to inform you that the examination of the goods shipped by ...
- 2 We can accept the goods only on condition ...
- 3 We estimate that the damage amounts to ...
- 4 This is not the first time we have had to complain ...
- 5 We agree to consider a settlement of the claim ...

8 Контракты (Contracts)

Составление контрактов (Drawing up Contracts)

1 Переведите и запомните выражения, касающиеся различных видов контрактов.

- 1 With reference to our decision/your letter/our telephone conversation, we are pleased to confirm
- 2 Enclosed are two copies of the contract.
- 3 If you have any further queries regarding the conditions of the contract please do not hesitate to contact me.
- 4 Please let us know within three weeks if these terms are acceptable.
- 5 This contract is made between
- 6 The goods sold under the present contract shall be of the following specification
- 7 The quality of the goods sold under the present contract shall be in full conformity
- 8 All expenses incurred on the territory of ... in connection with the present contact are to be paid by the Buyer.
- 9 The contract may be cancelled by either party subject to ... months' notice.

2 Найдите в правой колонке русские эквиваленты английских выражений.

the agency agreement	спор
our partnership	кроме того
our joint venture	расхождение
the franchise	непредвиденное обстоятельство
insurance	договор о посредничестве
hereinafter	заявление
whereby	несоответствие
divergence	наше совместное предприятие
dispute	именуемый в дальнейшем
furthermore	франчайзинг
declaration	посредством которого
contingency	страхование
non-conformity	наше сотрудничество
duration	заявление

3 Прочтите договор о торговом представительстве. Найдите в нем эквиваленты следующих русских выражений:

на основании, если у вас возникнут новые вопросы, подписать оба экземпляра, эксклюзивное представительство, в приложении вы найдете, я в вашем распоряжении, наша предстоящая встреча.

4 Переведите договор на русский язык.

With reference to our telephone conversation of Wednesday, I am pleased to confirm the agency agreement giving you sole agency for our products in Russia.

Enclosed are two copies of our terms for the agency agreement. Would you please sign both copies and return them to me, together with any comments or amendments you would like to make regarding the contents? Should you have any further queries concerning the conditions of the agency agreement please do not hesitate to contact me.

I look forward to our forthcoming meeting to discuss the final contract, and hope this is the beginning of a long and mutually beneficial association.

1 Найдите в следующем контракте эквиваленты русских выражений:

срок первоначального действия договора, на комиссионной основе, может быть продлен.

The general conditions of the contract are as follows:

The contract is limited initially to 5 years, but may be renewed for a further year based on an annual evaluation of your company's performance.

Our representatives work on a commission basis.

Commission is payable on all orders.

2 Закончите следующие предложения.

- 1 Please sign both copies and
- 2 I am pleased to confirm the franchise agreement
- 3 The company is prepared to spend
- 4 The contract may be cancelled by
- 5 The contract is limited initially to
- 6 The contract may be renewed for
- 7 There will be a trial period of 3 months at the end of which
- 8 We would like to offer our services as
- 9 The agent must undertake

Условия платежа (Terms of Payment)

a. Переведите и запомните выражения, касающиеся условий оплаты.

- 1 Our conditions / terms of payment are as follows.
- 2 Payment should be made
- 3 Are you able to offer /allow discount?
- 4 We do not give credit.
- 5 Enclosed is our invoice amounting to
- 6 We are pleased to confirm receipt of
- 7 We enclose a credit note for the sum of
- 8 Enclosed is our invoice amounting to
- 9 We would be grateful if you would forward your remittance in settlement of the enclosed invoice.
- 10 Could you grant us a preferential rate for this bulk order?

2 Найдите в правой колонке русские эквиваленты английских выражений.

cheque	обменный курс
bank transfer	квартальный/ежемесячный платеж
cash in advance	аванс наличными
inclusive of tax	без учета налога
exclusive of tax	сумма к выплате
VAT (value added tax)	беспошлинный
tax free, duty free	с учетом налога
cash on delivery	расчет при выдаче заказа
exchange rate	банковский перевод
amount due	чек
made payable to	наложенный платеж
quarterly/monthly payment	аккредитив
cash with order	подлежащий оплате
letter of credit	налог на добавленную стоимость

3 Прочтите следующее письмо. Найдите в нем фразы, касающиеся условий платежа. Переведите их на русский язык.

Dear Mr. Stewart,

We refer to your recent enquiry regarding our conditions of payment. Our terms are 30 days net, but we can allow you two months' credit for subsequent orders.

Payment should be made by irrevocable Letter of Credit or order cheque.

We look forward to receiving your initial order.

4 Дополните текст подходящими фразами.

Our usual 1_____ are 60 days 2_____. We can 3_____ you 1 month's further 4_____ for repeat 5_____. Payment 6_____ by bank transfer.

- | | |
|------------------|-------------------|
| 1 payment | 4 invoice |
| terms of payment | cash in advance |
| cheque | credit |
| 2 net | 5 orders |
| due | supply |
| of | demand |
| 3 provide | 6 made payable to |
| allow | should be made |
| give | must be done |

5 Прочтите часть контракта, в которой описываются условия оплаты. Найдите в нем эквиваленты следующих русских выражений:

изменение, страховой полис, плата за простой, счет-фактура, валютный курс, в размере, осуществлять платеж, аккредитив, отгрузка, использование, мертвый фрахт, возмещать (деньги).

6 Переведите текст на русский язык.

Payment for the goods sold under the present contract is to be effected out of irrevocable confirmed Letter of Credit to be opened by Buyers in the Bank for For-

Foreign Trade of Russia, Moscow, in favour of Sellers for the value of each lot of the goods to be shipped plus 5 %. The Letter of Credit to be valid 60 days.

The Letter of Credit to be opened not later than 10 days before the agreed time for shipment of each lot of the goods. Expenses in connection with the opening, amendment and utilization of the Letter of Credit to be paid by Buyers.

Should Buyers fail to open the Letter of credit in time, they are to pay Sellers a fine for each day of delay, but not more than for 20 days, at the rate of 0,1 per cent of the amount of the Letter of Credit and in that case Sellers shall have the right not to load the tanker until the Letter of Credit has been opened. Should the delay in the opening of the Letter of Credit exceed 20 days, Sellers have the right to refuse to deliver the goods which were to be paid for out of this Letter of Credit. And in all the above cases demurrage and dead freight paid by Sellers in connection with the delay in the opening of the letter of Credit is to be made against presentation by Sellers to the Bank for Foreign Trade of Russia in Moscow of the following documents:

Commercial invoice

Insurance Policy.

Условия поставки (Terms of Delivery)

7 Переведите и запомните выражения, касающиеся условий поставки товара:

1 Delivery will be made within two months.

2 The consignment is ready for immediate delivery.

3 The items should be ready for dispatch by next Monday.

4 The goods will be delivered in hermetically sealed, shock-proof crates.

5 As agreed, the goods will be delivered to you on Monday morning.

6 We will dispatch the goods tomorrow by air freight.

7 Delivery can be made from stock.

8 As arranged, the consignment will be transported by air/rail/sea freight.

9 The goods sold under the present contract are to be delivered by Sellers and accepted by Buyers.

10 Please note that delivery should be made to the following address.

8 Найдите в следующей части контракта фразы, касающиеся условий поставки товара. Переведите их на русский язык.

The goods shall be delivered within the period stipulated in the specifications agreed upon between the parties. The date shown on the Bill of Lading or on the Railway Bill shall be considered as the date of delivery.

Rusexport have the right to deliver the goods prior to the stipulated dates, notifying the Agents beforehand.

Rusexport undertake to advise the Agents by cable of shipment of the goods, indicating the date of shipment, port of shipment or station of dispatch, name of ship, number of the Bill of Lading when shipment is effected by sea, or of the Railway Bill when the goods are dispatched by rail, as well as gross net weight.

Simultaneously with the shipment of the goods Rusexport shall send to the Agents a specified proforma-invoice in two copies giving the value of the goods shipped in accordance with clause 3 of the present contract. When shipment is effect-

ed by sea Rusexport shall send along with the goods a copy of the Bill of Lading and two copies of specification by Captain's mail.

9 Дополните текст подходящими фразами.

Dear Mr. Gregor

1_____ your order no. 88. 2_____ within two months of 3_____ .
4_____ ,

the consignment will be transported 5_____ fob from Moscow to your warehouse in Berlin, Germany.

Our prices are cif for land/sea transportation to Germany.

6_____ more rapid delivery, 7_____ for the goods to be sent by air freight, but 8_____.

Insurance is 9_____.

10 _____ and will be pleased to answer any further queries you might have regarding the shipment.

1 As regards

We refer to

We have referred to

2 Delivery will be made

Delivery has been made

Delivery would be made

3 Your order

The ship's arrival

Receipt of your order

4 As arranged

As convenient

As you know

5 by train and ship

by rail and sea freight

in a train and on a ship

6 If you require

Should you be in need of

If you must have

7 we can allow

we have arranged

we can arrange

8 this will be charged as extra costs

this will be charged to your bankers

this is very costly

9 payable on arrival

payable by you

optional

10 Thanks a lot for your order

We look forward to your next order

We thank you for your custom

10 Закончите следующие предложения.

- 1 We refer to your order
- 2 Please note that delivery should be made
- 3 Delivery will be made within
- 4 Owing to problems in our manufacturing plant, we are unable to deliver ...
- 5 Shipment is to be effected during
- 6 We are pleased to inform you that we have dispatched
- 7 We have not yet received your shipping program for

9 Тренировочные задания

1

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

(1) Mr. Martin Adams
Internal Logistics, JSC
(2) 13 Green St,
Glasgow NM 05627
UK

(3) Air Freight, Ltd
234 Smolenskaya St
Moscow (4) 846320
Russia

- the ZIP Code in the mailing address
- the sender's name
- the house number and the street name in the return address
- the addressee

2

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

GREEN CROCODILE, ltd
(1) Children's Clothing
167 North Av
Brighton (2) 6067SLH

CARGO GENERAL, ltd
109 Ravens St
(3) London DS3710F
(4) UK

- the ZIP Code in the mailing address
- the addressee's company name
- the country the letter comes from
- the town the letter comes from

3

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

(1) Rusimport, Jsc
32/2 Smolenskaya St
Moscow 245020
(2) Russia

(3) Black & Brown, Ltd
17 High St
(4) London (5) EN657
England

- the addressee
- the ZIP code in the mailing address
- the town the letter sent to
- the sender's company name
- the country the letter comes from

4

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

(1) RUSFREIGHT, Plc
(2) 78 Moskovskaya St
Rostov-on-Don 344000
Russia

(3) WESTERN PORTS, Jsc
(4) 3734 Land St
(5) Rotterdam 57SAD87
(6) Netherlands

- the town the letter is sent to
- the addressee
- the house number in the mailing address
- the country the letter is sent to
- the sender's company name
- the house number in the return address
-

5

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

(1) CENTER LOGISTICS, Ltd.
25 Victoria St

Leeds (2) RE 946 BJ
(3) UK

FREIGHT CHARTER, Ltd
211 Gaudi Street
(4) Dublin GSA2345
(5) Ireland

- the ZIP Code in the return address
- the sender's company name
- the country the letter sent to
- the town the letter sent to
- the country the letter comes from
-

6

Соотнесите информацию под определённым номером на конверте с тем, что она обозначает.

(1) The London Cycle Co., Ltd.
(2) 38 Cheapside St
London (3) EC 53 97
United Kingdom

(4) The Russia's Chamber of Commerce. Ltd
(5) Пjinka St,16
(6) Moscow 532975
Russia

- the ZIP code in the return address
- the addressee
- the house number in the mailing address
- the town the letter is sent to
- the sender's company name
- the house number in the return address
-

7

Перепишите деловое письмо, расположив его части в правильном порядке.

- 1 To: s.tomson@hotmail.com
- 2 Thank you for your e-mail of September 11th.
- 3 Dear Mrs Thomson
- 4 I would like to confirm that I will be available to see you at my office on Wednesday 20th at the time you propose.
- 5 Subject: Appointment
- 6 Martin Evans

7 From: m.evens@hotmail.com
8 Yours sincerely
9 Date: 12.09.20 ...

8

Перепишите деловое письмо, расположив его части в правильном порядке.

1 Attachment: Order 01.xls
2 We have since received the full catalogue and have attached our first order.
We are very impressed by the quality and choice your company offers.
3 To: t.simons@hotmail.com
4 Thank you for your fax, with the catalogue pages we requested.
5 Victoria Roberts
6 Subject: Catalogue
7 Dear Mr. Simons
8 From: v.roberts @hotmail.com
9 Yours sincerely
10 Date: 13.10.20 ...

9

Перепишите деловое письмо, расположив его части в правильном порядке.

1 Mike Stuart
2 We look forward to receiving your initial order.
3 Re: Conditions
4 We refer to your recent enquiry regarding our conditions of payment. Our terms are 20 days net, but we can allow you two months' credit for subsequent orders.
5 Dear Hans Miller
6 To: h.miller@hotmail.com
7 From: m.stuart@hotmail.com
8 Yours sincerely
9 Date: 31.01.20 ...

10

Перепишите деловое письмо, расположив его части в правильном порядке.

1 Yours sincerely
2 10th December 20...
3 Re.: Delivery arrangements
4 We thank you for your custom, and will be pleased to answer any further queries you might have regarding this shipment.
5 Dear Mr. William
6 To: k.william@hotmail.com
7 From: m.hardwell@hotmail.com

8 M. Hardwell, Export Manager

9 We refer to your order no. 53. Delivery will be made within two months of receipt of your order. As arranged, the consignment will be transported by rail and sea.

11

Расположите части делового письма в правильном порядке.

(1) GIBSON&Co. Ltd
47 Low Street
Middlesex SHT 276 P
United Kingdom

(2) Yours faithfully
N. Gibson

Buyer

(3) Dear Sirs,

We read about your new trailers in your October catalogue.

We would be grateful if you would send us further information including unit cost, discounts, delivery period and payment terms.

Thank you for an early reply.

(4) 21 Dec, 2014

Roadtrans Inc.
618 Strausberg St
Berlin 34567
Germany

B- 1, 4, 3, 2.

B- 1, 2, 3, 4.

B- 4, 3, 1, 2.

B- 2, 1, 3, 4.

12

Расположите части делового письма в правильном порядке.

(1) Mr. Gotfried
Purchase Department Manager
High Tool Company
33 South Street
New York, NY3476
USA

(2) Dear Mr. Gotfried,

We take this opportunity of introducing our company to you as one of the oldest and largest motor-manufacturing companies in the USA. Our motors are manufactured to the highest standards and are marketed all over the world. With this letter we are enclosing leaflets which illustrate and describe our range of motors as well as spare parts.

22

If you have any enquiries of any further information on our motors to be provided, please contact us.

(3) Very truly yours,

Mr. Felix Zoom

Director

(4) Design Plus

55 Stevenson Road

Los Angeles MA 483N

USA

17st November, 2014

B- 4, 1, 2, 3.

B- 1, 3, 4, 2.

B- 3, 1, 4, 2.

B- 4, 2, 1, 3.

13

Расположите части делового письма в правильном порядке.

(1) 11 Dec 2014

Russian Colours, Jsc

20 Mozhayskaya St

Moscow 772373

Russia

(2) Yours faithfully,

Felix Crick

Purchase Department Manager

(3) DLS, Plc

Kensington Road, 47

London LFT735 E

UK

(4) Dear Sirs,

We learn from the Russian Trade Delegation in London that you produce for export some natural fabrics. There is a steady demand here for goods of this type.

Will you please send us your catalogues and full details of your export prices and terms of payment together with any samples you can let us have.

We look forward to hearing from you soon.

B- 3, 1, 4, 2.

B- 1, 4, 2, 3.

B- 4, 3, 1, 2.

B- 2, 1, 3, 4.

14

Расположите части делового письма в правильном порядке.

(1) 9th September, 2008

23

Damen Centre, Ltd.
101 Golden Street
Washington, MA 01987
USA

(2) Dear Sirs,

We are pleased to receive your request of 1 September for the information about our waterproof material.

We will be happy to send you the samples of the items you mention in your letter.

We sincerely hope this will be the beginning of a long and pleasant business association. We hope to receive your order soon.

(3) Yours sincerely,

Johnson&Co

A.K. Dood

Marketing manager

(4) Johnson&Co

20 Bennett Hill

Brighton BN 13 XB

UK

B- 4, 1, 2, 3.

B- 1, 3, 4, 2.

B- 3, 1, 4, 2.

B- 4, 2, 1, 3.

15

Определите, к какому виду делового письма относится отрывок.

We read about logistics services your company provides in the latest catalogue.

The services you offered would be most suitable for our company.

Would you kindly send detailed information as well as quotation of your current rates.

B- an inquiry letter

B- an offer

B- a letter of complaint

B- a letter of adjustment

16

Определите, к какому виду делового письма относится отрывок.

We would be grateful if you send us your new catalogue for the latest model of a track maintenance vehicle. If you can guarantee prompt delivery and quote really competitive prices we shall be able to place an order with you for 7 units.

B- an inquiry letter

B- an offer

B- a letter of complaint

B- a letter of adjustment

17

Определите, к какому виду делового письма относится отрывок.

Dear Sirs,

We are pleased to make you a firm offer regarding our products in the size you require.

All the models can be supplied by the middle of December 2015. If you prefer the goods to be delivered by air freight, this kind of shipment will be charged extra cost.

- terms of delivery
- a letter of application
- an offer
- an order

18

Определите, к какому виду делового письма относится отрывок.

Education: 2005–2010 Rostov State Transport University,

Specialist in railway operation

Skills: organizational skills, good time management, fluent English

B- an enquiry letter

B- a contract

B- a resume

B- a letter of application

19

Определите, к какому виду делового письма относится отрывок.

I would like to apply for the position of senior assistant to personnel manager advertised in the "Daily News" on 9th October. A copy of my resume is enclosed. From this you will see that I am at present working as a junior assistant in the personnel department at James Associates. Although I enjoy my work, I feel I would now like to take on a position with more responsibility and in a larger organization. I can be available for interview at any time, and I look forward to hearing from you.

B- an enquiry letter

B- an offer

B- a memo

B- a letter of application

20

Определите, к какому виду делового письма относится отрывок.

I am applying for the job in your sales department, which you advertised. I am graduating from college this year and would like a job in sales. Please find enclosed my resume. I hope you will find me suitable and that I will hear from you soon.

B- an enquiry letter

B- an offer

B- a memo

B- a letter of application

Расставьте слова или сочетания слов в документе так, чтобы они отражали особенности оформления служебной записки:

...: Marketing Department Staff

From: ...

...: Customer Presentation

Date: ...

The Marketing presentation you prepared last week to show our new product line was exceptional! Your enthusiasm, sales strategy, and product knowledge were impressive and sealed the deal with Mr. Lockhart.

Thank you for your outstanding work. Bonus checks will be distributed next week.

My sincere congratulations to all of you!

П1 To

П2 Karen Moore, Marketing Director

П3 Subject

П4 April 18, 2013

Расставьте слова или сочетания слов в документе так, чтобы они отражали особенности оформления служебной записки:

... : Ms Jackson

From: ...

... : International conference

Date: ...

I attach a copy of a letter of 23 November to Director from Michael Owen, Director of the 21st Century Trust, asking for suggestions for participants at the international conference. Please, set out your criteria for the sort of people the Trust is looking for and make certain suggestions for persons.

П1 To

П2 James Miller, Personal Manager

П3 Subject

П4 7 December 2009

Учебное издание

Хлебникова Мария Владимировна
Ражина Виктория Александровна

ДЕЛОВАЯ КОРРЕСПОНДЕНЦИЯ

Печатается в авторской редакции

Технический редактор М.А. Гончаров

Подписано в печать 29.12.16. Формат 60×84/16.

Бумага газетная. Ризография. Усл. печ. л. 1,63.

Тираж экз. Изд. № 50172. Заказ .

Редакционно-издательский центр ФГБОУ ВО РГУПС.

Адрес университета: 344038, г. Ростов н/Д, пл. Ростовского Стрелкового Полка
Народного Ополчения, д. 2.