

МИНИСТЕРСТВО СЕЛЬСКОГО ХОЗЯЙСТВА  
И ПРОДОВОЛЬСТВИЯ РЕСПУБЛИКИ БЕЛАРУСЬ

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Кафедра иностранных языков № 2

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## **АНГЛИЙСКИЙ ЯЗЫК**

*Учебно-методический комплекс  
для студентов агроэнергетического факультета  
дневной формы обучения*

**Модуль 5**

**Производственное общение**

**Часть 2**

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Модуль 5 учебно-методического комплекса включает в себя упражнения, направленные на формирование умений и навыков профессионально-делового общения студентов. Цель обучения состоит в приобретении студентами коммуникативной компетенции, норм производственного и делового общения, правил речевого этикета. Уровень коммуникативной компетенции на отдельных этапах языковой подготовки позволяет практически использовать иностранный язык в профессиональной (производственной и научной) сфере для решения типичных производственных задач, а также в целях самообразования. Содержит комплекс упражнений тренировочной и коммуникативной направленности по тематике модуля, сведения теоретического характера и аутентичные тексты.

Модуль 5 составлен в соответствии с требованиями типовой учебной программы для высших учебных заведений по иностранному языку, утвержденной Министерством образования Республики Беларусь и предназначен для студентов второго курса агроэнергетического факультета БГАТУ.

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## ВВЕДЕНИЕ

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**Главной целью** обучения иностранному языку является формирование иноязычной коммуникативной компетенции специалиста, позволяющей использовать иностранный язык как средство профессионального и межличностного общения.

В русле современной образовательной идеологии иностранный язык рассматривается не только в качестве средства межкультурного общения, но и средства формирования личности как субъекта национальной и мировой культуры. Предполагается, что мировоззрение, включающее в себя ценности личности, общества, государства, а также более широкого сообщества (европейского, мирового), способствует большему взаимопониманию и сближению народов в современном поликультурном мире, а, следовательно, стабильности и устойчивости его развития.

В качестве стратегической интегративной компетенции в процессе обучения иностранным языкам выступает коммуникативная (**КК**) в единстве всех составляющих: – языковой, речевой, социокультурной, компенсаторной, учебно-познавательной компетенций.

Языковая компетенция (**ЯК**) – совокупность языковых средств (фонетических, лексических, грамматических), а также правил их использования в коммуникативных целях.

Речевая компетенция (**РК**) – совокупность навыков и умений речевой деятельности (говорение, письмо, аудирование, чтение), знание норм речевого поведения, способность использовать языковые средства в связной речи в соответствии с ситуацией общения.

Социокультурная компетенция (**СК**) – совокупность знаний о национально-культурной специфике стран изучаемого языка и связанных с этим умений корректно строить свое речевое и неречевое поведение.

Компенсаторная компетенция (**КомпК**) – совокупность умений использовать дополнительные вербальные средства и невербальные способы решения коммуникативных задач в условиях дефицита имеющихся языковых средств.

Учебно-познавательная компетенция (**УПК**) – совокупность общих и специальных учебных умений, необходимых для осуществления самостоятельной деятельности по овладению иностранным языком.

В процессе социально-гуманитарной подготовки выпускник должен развить такие метапредметные компетенции (МПК), как владение методами системного и сравнительного анализа; сформированность критического мышления; умение работать в команде; владение навыками проектирования и прогнозирования; сформированность личностных качеств: самостоятельность, ответственность, организованность, целеустремленность, а также мотивационно-ценностные ориентации; умение учиться, постоянно повышать квалификацию.

В соответствии с целями и принципами социально-гуманитарной подготовки выпускник высшего учебного заведения при подготовке по образовательной программе первой ступени (специалист) должен приобрести следующие социально-личностные компетенции:

компетенции культурно-ценностной и личностной ориентации (ККЦЛО),

компетенции гражданственности и патриотизма (КГП),

компетенции социального взаимодействия (КСВ),

компетенции коммуникации (КК = ЯК + РК + СК + КомпК + УПК),

компетенции здоровьесбережения (КЗ),

компетенции самосовершенствования (КС).

В результате изучения дисциплины студент должен знать:

особенности системы изучаемого иностранного языка в его фонетическом, лексическом и грамматическом аспектах (в сопоставлении с родным языком);

социокультурные нормы бытового и делового общения, а также правила речевого этикета, позволяющие специалисту эффективно использовать иностранный язык как средство общения в современном поликультурном мире;

историю и культуру стран изучаемого языка.

Студент должен уметь:  
вести общение социокультурного и профессионального характера в объеме, предусмотренном настоящей программой;  
читать и переводить литературу по специальности обучаемых (изучающее, ознакомительное, просмотровое и поисковое чтение);  
письменно выражать свои коммуникативные намерения в сферах, предусмотренных настоящей программой;  
составлять письменные документы, используя реквизиты делового письма, заполнять бланки на участие и т.п.;  
понимать аутентичную иноязычную речь на слух в объеме программной тематики.

В соответствии с учебной программой по иностранному языку изучение дисциплины «Иностранный язык» рассчитано на 150 аудиторных часов.

Содержание учебного модуля 5 «Производственное общение» представлено в Таблице.

Тема модуля	Содержание	Кол-во час.	Формируемые компетенции
<b>М-5. Производственное общение</b> Студент должен: <b>знать:</b> правила речевого этикета; <b>уметь:</b> решать типичные производственные ситуации с использованием иностранного языка как средства общения в современном поликультурном мире, правильно использовать лексико-грамматические единицы в устной и письменной речи.	Типичные ситуации производственного общения.  <b>УСРС:</b> Социокультурные нормы производственного общения.  Профессиональная этика.  Переговоры.  <b>УСРС:</b> Переговоры.  Соглашения.	30	<b>КК</b> <b>МПК</b> <b>КГП</b> <b>КСВ</b> <b>КЗ</b> <b>КС</b>

УМК составлен в соответствии с требованиями Типовой учебной программы для высших учебных заведений по иностранному языку, утвержденной Министерством образования РБ. В основу структурирования содержания учебного материала положен принцип модульного подхода, который предполагает разбивку учебного материала на относительно самостоятельные модули (разделы) курса.

Модуль 5 учебно-методического комплекса включает в себя упражнения, направленные на формирование умений и навыков профессионально-делового общения студентов. Цель обучения состоит в приобретении студентами коммуникативной компетенции, норм производственного и делового общения, правил речевого этикета. Уровень коммуникативной компетенции на отдельных этапах языковой подготовки позволяет практически использовать иностранный язык в профессиональной (производственной и научной) сфере для решения типичных производственных задач, а также в целях самообразования.

Содержит сведения теоретического характера, аутентичные тексты и комплекс упражнений, как тренировочной, так и коммуникативной направленности по тематике модуля.

Предназначен для студентов второго курса агроэнергетического факультета БГАТУ.

## МОДУЛЬ 5 ПРОИЗВОДСТВЕННОЕ ОБЩЕНИЕ

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### 5.10 ПЕРЕГОВОРЫ

#### 5.10.1 Business talks

##### *Vocabulary*

**Study the following vocabulary and do the vocabulary exercises.**

a company – фирма  
manufacturer – изготовитель  
manufacturing plant – завод-изготовитель  
to be reliable in operation – быть безопасным, надёжным в эксплуатации  
a customer – заказчик, покупатель, клиент  
goods – товар, товары  
shipment – отгрузка  
immediate shipment – срочная, немедленная отгрузка  
shipping – погрузка, перевозка груза  
to provide – обеспечивать, снабжать  
shipping facilities – транспортные средства  
to do business with – вести торговлю с  
to be in great demand – пользоваться большим спросом  
to be of high quality – быть высокого качества  
representative – представитель  
to make an appointment with smb. – назначать встречу с кем-либо  
to make an appointment for some day/at ...o'clock – назначать встречу на какой-либо день/на какой-либо час  
to break an appointment – сорвать встречу  
to get in touch with smb. – связаться с кем-либо  
to sign a contract – подписывать контракт  
talks – переговоры  
to have talks – вести переговоры  
at the talks – на переговорах  
to get down to – переходить к

negotiating parties – договаривающиеся стороны  
 terms - условия  
 terms of payment – условия платежа  
 delivery – поставка  
 to deliver – поставлять  
 packing – упаковка  
 guarantee period – гарантийный срок  
 to reach an agreement – прийти к соглашению  
 a matter – вопрос  
 business matters – деловые вопросы  
 to make infringements – нарушать (пункты контракта)  
 a clause – пункт контракта  
 an order – заказ  
 an order for – заказ на что-либо  
 to be heavy with orders – иметь много заказов  
 to place an order with a company – размещать заказ у фирмы  
 the balance – остаток  
 a lot – партия (товара)

### Vocabulary exercises

**Ex. 1 Match the words in the box with their definitions. Use a dictionary if necessary.**

1. an order	a) someone who buys something
2. a company	b) smth. that you ask to be brought or sent to you and that you are going to pay for
3. a customer	c) things that are made to be sold
4. talks	d) a section of a legal document
5. to deliver	e) to put your signature on it
6. to sign a contract	f) to take something to someone's house or office
7. a clause	g) formal discussions
8. goods	h) a business organization that makes money by selling goods or services
9. a lot	i) to give smb. what he needs or wants or make it available to him
10. to provide	j) a set or group of things

### Ex. 2 Fill in the gaps with the following words.

Matter, packing, talks, customer, do business, appointment, shipment, deliver.

1. We ... much ... with different countries.
2. At the ... we discuss terms of payment, shipment and delivery.
3. We want to make an ... with Mr. Brown for Wednesday at 9 o'clock.
4. It's impossible to ... the goods in May.
5. The Buyer wants to know what kind of ... we usually use.
6. We guarantee that there won't be any delay in ... .
7. Sometimes the ... doesn't find our prices reasonable.
8. Then the Buyer brings up another ... .

### BUSINESS TALKS

#### Pre-reading task

**In groups discuss the following questions.**

1. What are business talks?
2. Are there any rules how to hold business talks?
3. Have you ever held business talks?
4. "Business talks are boring. Businessmen waste time at the talks" – do you agree?

#### Reading for information

**Now read the text attentively and do the tasks that follow it.**

Our company is one of the leading manufacturers of electrical equipment in Minsk. We produce a wide range of electrical equipment for power industry. We produce 80% of equipment for home industry and 20 % of our products go to different countries of the world.

Our manufacturing plant has modern facilities to produce electrical equipment of high quality. The equipment of our company is reliable in operation and our customers are satisfied with its modern design and capacity. The company delivers electrical equipment to markets of

Europe, to the North and the South of America. We are also interested in selling our goods to the countries of the East. The company can guarantee shipment of the goods within 10 days.

We do business with many foreign companies interested in buying our equipment. Our goods are in great demand because they are of high quality. When a representative of a foreign company gets instructions to buy equipment from our company he arrives in Minsk and contacts our manager to make an appointment. Usually our customers get in touch with our secretary on the phone and the manager invites them to come to his office.

Our manager and the representative of a foreign company who was instructed to sign a contract for buying the equipment from our company have business talks held in friendly atmosphere. As it's not polite to go straight to business the manager starts with some remarks about the weather and asks the partner about his trip, the hotel he stays in, the impressions our city makes on the foreigner. The manager may also ask him about his family or his health and after that they get down to business. The negotiating parties discuss prices and terms of payment and delivery, packing and guarantee period. When the agreement is reached on the business matters discussed the date of signing the contract is scheduled. We are punctual in business and never break the appointment. When the contract is signed we do our best not to make infringements in any of its clauses during the fulfillment of the contract. That's why our company enjoys high reputation and we have no claims on the part of our customers. We are always heavy with orders as many firms want to place orders with our company.

### Comprehension

**I. Make the list of international words and expressions used in the text. Pronounce them correctly and learn their meanings.**

**II. Give the Russian equivalents to the word combinations:**

to be reliable in operation; to be satisfied with; to do business with; to get in touch with; the negotiating parties; to go straight to business; to sign a contract; to break an appointment; to make infringements; to place an order with a company; to have claims; to come to (to reach) an agreement.

**III. Give English equivalents to the word combinations:**

широкий ассортимент; национальная промышленность; иметь современные возможности для производства; быть надежным в работе; гарантировать поставку товаров в течение ...; купить товар у компании; остановиться в гостинице; перейти к обсуждению деловых вопросов; иметь хорошую репутацию; со стороны клиентов; быть загруженным заказами; назначить дату подписания контракта.

**IV. Answer the following questions to discuss the details of the text. Use the text for reference.**

1. What kind of company is the text about?
2. What countries does the company do business with?
3. Are the goods of the company of high quality and in great demand?
4. Do many foreign firms want to place an order for electrical equipment with the company?
5. Does the manager of the company often have talks with representatives of foreign companies?
6. What problems are discussed during business talks?
7. Who takes part in business talks?
8. How do business talks usually start?
9. Are business talks held before or after signing a contract? Why?
10. Why does the company do its best to fulfill the contract without infringement of any of its clauses?

**V. Read the text. Divide it into logical parts. Find or compose the topic sentences of each part. Make up a logical plan of the text.**

**VI. Retell the text using the material of the tasks above (I-V).**

### Writing

**Write down the structure of a business talk's dialogue.**

## 5.10.2 Talking business (Dialogues)

### Dialogue 1

#### Pre-reading task

Study the following words.

a pump – насос
urgently – срочно
to deal in – заниматься чем-либо
to contact – связаться
to complete – заканчивать
immediate – срочный, немедленный
within – в течение
altogether – вполне, совсем

#### Reading.

Read the dialogue attentively and do the tasks that follow it.

Belarusimport is interested in buying modern pumps for a hydro power station. The power station is already under reconstruction and the customers require the goods urgently, as they must complete the reconstruction of the station by the end of the year.

Mr. Borisov, a representative of Belarusimport who deals in this kind of equipment, got instructions to buy pumps from a British company. As soon as he arrived in London he contacted Bond&Co., a leading manufacturer of pumps. Mr. Stanley, the manager of the company, invited him to come to his office.

*Borisov:* Good morning! I'm Borisov. Here is my card.  
*Stanley:* Glad to meet you, Mr. Borisov. Will you take a seat, please.  
*Borisov:* Thank you  
*Stanley:* Did you have a good trip?  
*Borisov:* Yes, it was quite nice, thank you.  
*Stanley:* Have you seen any places of interest in London yet?

*Borisov:* Yes, but not many. I arrived in London only two days ago and it has rained all the time.  
*Stanley:* Oh, I hope the weather will change for the better<sup>1</sup> and it'll stop raining soon. You'll enjoy sightseeing in London. Well, Mr. Borisov, let's discuss business now. What can I do for you?  
*Borisov:* We know you've started producing a new model of pumps. The quality of the model meets our requirements and we'd like to place an order with you. Can you make us an offer for 150 pumps?  
*Stanley:* Sure! When would you like to have the pumps?  
*Borisov:* We require the pumps for immediate shipment.  
*Stanley:* Well, you see<sup>2</sup>, Mr. Borisov, we're heavy with orders at the moment and can offer you only 50 pumps for now.  
*Borisov:* And what about the balance of 100 pumps?  
*Stanley:* We can start shipping them six months after we sign the contract. I think we can deliver the pumps in four lots of 25 pumps each at regular intervals within eight months. Is that all right with you<sup>3</sup>?  
*Borisov:* Not altogether. We require the pumps earlier. Could you start the deliveries of the balance of the pumps, say, four months after we sign the contract?  
*Stanley:* I'm afraid not. We can guarantee, however, that there won't be any delay in shipment.  
*Borisov:* All right. I think we could agree to that.  
*Stanley:* Is there anything else you'd like to discuss, Mr. Borisov?  
*Borisov:* Yes, there's another point I'd like to clarify. It's about your delivery terms.  
*Stanley:* As we can provide shipping facilities we usually sell our goods on CIF<sup>4</sup> terms.  
*Borisov:* Well, Mr. Stanley, we can accept your delivery terms. When shall we meet to discuss the price and terms of payment?  
*Stanley:* Let's meet in two days' time. I've got a crowded programme tomorrow and the day after.  
*Borisov:* Fine. Good-bye, Mr. Stanley.  
*Stanley:* Good-bye, Mr. Borisov.

Notes:

1. to change for the better — измениться к лучшему
2. you see — видите ли
3. Is that all right with you? — Вас это устраивает?
4. CIF(cost, insurance, freight) – СИФ (условия поставки, по которым продавец фрахтует судно, страхует товар и доставляет в порт назначения)
5. FOB (free on board) – ФОб (условия поставки, по которым продавец доставляет товар на судно за свой счет)

## Comprehension

### I. Agree or disagree. Give your reasons.

1. The customers of Belarusimport did not require the pumps urgently.
2. Mr. Borisov got instructions to buy pumps from a large British company.
3. Mr. Borisov invited Mr. Stanley to come to his office in Minsk.
4. Mr. Borisov knows Mr. Stanley very well.
5. Mr. Borisov saw a lot of places of interest in London.
6. Mr Stanley could offer Belarusimport only 50 pumps for immediate shipment.
7. Bond&Co. agreed to deliver the balance of the pumps in six months.
8. Bond&Co. usually sell their goods on FOB terms.

### II. Say what you have learned from the text about:

1. the goods Belarusimport was interested in;
2. Bond&Co.;
3. the time and terms of shipment which Bond&Co. offered to Belarusimport;
4. the terms of delivery Bond&Co. offered.

### III. Answer the questions.

1. What was Belarusimport going to buy?

2. Why was Belarusimport interested in buying pumps from Bond&Co.?
3. Who got instructions to buy pumps from a British company?
4. What did they start their talks with?
5. How many pumps could the company offer for that moment? Why?
6. When could they start shipping the balance of 100 humps?
7. How were they going to deliver the balance of the pumps?
8. Was Mr. Borisov satisfied with the deliveries of the balance of the pumps?
9. Why did the company guarantee the delivery of the goods without delay?
10. Why did Mr. Borisov agree to CIF delivery terms?

## Dialogue 2

### Pre-reading task

#### Study the following words.

type — тип

to meet the deadline — уложиться в срок

to take part deliveries — принимать частичные поставки

It was nice to have seen you. (выражение употребляется при прощании)

### Reading.

#### Read the dialogue attentively and do the tasks that follow it.

Mr. Petrov, a representative of Minskenergo, has arrived in New York to discuss some business matters with the people of Black Inc. Minskenergo is interested in buying the Model BS 25 lifts.

Mr Blake, a representative of Blake Inc., a leading manufacturer of this type of lifts, meets him at his office.

*Blake:* Good morning, Mr. Petrov, glad to see you in New York. Did you have a good trip?

*Petrov:* Oh yes. Thank you. Everything was all right.

*Blake:* Is it your first visit to New York?

*Petrov:* Yes, it is.  
*Blake:* Oh, I am sure New York will impress you greatly. There are many places of interest here and you'll enjoy sightseeing, I think.  
*Petrov:* I'm sure, I will, thank you. And now I'd like to discuss with you some points of the contract.  
*Blake:* Good. What is your problem?  
*Petrov:* During our talks in Minsk you promised us to deliver the goods in December, but our customers must complete the construction of the plant by the end of the year and to meet the deadline they require the goods urgently. Could you deliver the goods sooner?  
*Blake:* I'm afraid, we are heavy with orders. But we can help you if you agree to take part deliveries.  
*Petrov:* When could you deliver the first lot?  
*Blake:* Probably, not earlier than in April, and we'll ship the balance of the goods in three lots at regular intervals within six months. Will it suit you?  
*Petrov:* Yes, thank you, Mr. Blake. It was nice to have seen you. Good-bye for now.  
*Blake:* Good-bye, Mr. Petrov.

### Comprehension

#### I. Answer the questions.

1. Why did Mr. Petrov come on a business trip to New York?
2. What business matters did they discuss during the talks?
3. Why did the customers require the goods urgently?
4. Why did Mr. Petrov agree to take part deliveries?

#### II. Agree or disagree. Give your reasons.

1. Minskenergo is interested in buying the Model BS 25 lifts.
2. Mr. Petrov has come to New York for the first time.
3. Mr. Petrov got instructions to sign the contract with Blake Inc..
4. Mr. Petrov wanted the goods to be delivered earlier.
5. If Minskenergo takes part deliveries the goods will be delivered sooner.
6. The balance of the goods will be shipped in six lots at regular intervals within three months.

### III. Make up your own dialogues by analogy with dialogues 1 and 2.

#### 5.11 РЕКОМЕНДАЦИИ ПО ПОДГОТОВКЕ К УСРС

##### ТЕМА УСРС: ПЕРЕГОВОРЫ ФОРМА КОНТРОЛЯ: СЕМИНАР-ПРАКТИКУМ

Внимательно изучите лексический материал занятия 5.10 ПЕРЕГОВОРЫ, а также информацию, содержащуюся в занятии 5.11. Подготовьтесь к семинару-практикуму по одной из предложенных тем (занятие 5.11 задание 1 (TASK 1)). Предложенные темы носят рекомендательный характер и могут быть изменены или дополнены по усмотрению студентов и/или преподавателя.

#### Telephone conversations

Telephone is the most frequently used means of communication in business because it's the quickest way to get or pass on information. Primary negotiations are very often carried out over the phone. Nevertheless, important telephone conversations concerning prices, terms of payment or claims, are usually confirmed by a letter.

To save time at the beginning and at the end of telephone conversations standard phrases are used. They are given below:

#### Useful phrases

Can I have a word with him? — Можно мне поговорить с ним?

Who's this, please? — Кто у телефона?

Who's speaking? — Кто говорит?

Mr. Green speaking. — Говорит г-н Грин.

Is that Mr. Green? — Это г-н Грин?

Speaking. — Слушаю.

You've got the wrong number. — Вы ошиблись номером.

Sorry, you must have the wrong number. — Извините, Вы, должно быть, ошиблись номером.

It's the wrong number. — Это не тот номер.

Sorry to have bothered (troubled) you. — Извините за беспокойство.

The line is engaged. Can you hold on? — Номер занят. Вы можете не вешать трубку?

I'll see if he is in. — Я посмотрю, на месте ли он.

I'm afraid he's out at the moment. — По моему, его сейчас нет.

I'm afraid he is not available. — Боюсь, его сейчас нет.

I don't expect him in until Monday afternoon. — Я не жду его раньше понедельника во второй половине дня.

Can I take a message? (Will you leave a message?) — Передать ему что-нибудь?

Could you take a message? ( Could I leave a message?) — Вы не могли бы передать ему кое- что?

Is there any message? — Что-нибудь передать ему?

### Read the dialogues.

\*\*\*

- Can (Could) I speak to Mr. Green, please?
- Who's (that) calling?
- It's Mr. Zimin here.
- One moment (just a minute) please! Mr Green will speak to you in a moment. Would you like to hold on?
- Yes, I'll hold on.

\*\*\*

- "Green & Co". Who's calling?
- This is Mr. Zimin from Moscow. Could you put me through to Mr. Green, please?
- I'm afraid, Mr. Green is not in the office at the moment.

- When do you think he will be back?
- Not until Monday morning. I'm afraid. Can I give him a message?
- No, thank you. I'll phone him then again. Goodbye.

\*\*\*

- Is that Mr. Wanes office?
- Yes.
- My name's Gavrilov. I have an appointment with Mr. Wanes for tomorrow. Could you put it off till Thursday afternoon, same time?
- All right, I'll find out and confirm it today. Goodbye.
- Goodbye.

\*\*\*

- Good morning! I'm Astakhov from the Joint Stock Company, Belarus. I'd like to speak to Mr. Green.
- I'm sorry. There is no one Green by name. I'm afraid you have the wrong number. What number did you dial?
- 32-15
- Oh, but this is 7-32-16.
- I'm sorry.
- That's quite all right.

\*\*\*

- Good morning. Mr. Green's office here.
- May I speak to. Mr. Green, please?
- Who is calling, please?
- My name is Astakhov. I came from Minsk the other day and wanted to meet France Green.
- I'm sorry. Mr. Green is busy now. He is at the meeting. How could he contact you later?
- I'm staying at the Hilton Hotel. My room number is 235. I'll be in at about 5 in the afternoon.
- Very good. He will contact you when he comes back.

\*\*\*

- Andrew, is that you? Good afternoon.
- Good afternoon, France. I'm very glad to hear you.
- So am I. When shall we meet?
- Let's meet on Friday at 11.

- Fine. It suits me all right. Then our driver will pick you up at the hotel at a quarter to 11. Our office is not far away.

- I'll be pleased to meet you and discuss our enquiry for office equipment.

- See you tomorrow. Good-bye.

### TASK 1

#### Act out dialogues on the basis of the following assignments:

1. You have received an enquiry for your goods from Smith & Co. They require the goods in August. Telephone the company and say that you cannot deliver the goods at the time they require. Ask if they could take part deliveries and offer them your terms of shipment

2. Receive Mr. Brown at your office. Ask him if he enjoyed his flight to Minsk and how long it took him to get here. Speak with him about the model of transformers he is interested in. Offer your terms of payment and delivery.

3. Receive Mr. White, ask him about his impressions of Minsk. Mr. White is interested in your electrical equipment. Ask what model suits him best of all and on what terms he would like to buy the goods.

## 5.12. СОГЛАШЕНИЯ

### 5.12.1 Contracts

#### Vocabulary

#### Study the following vocabulary and do the vocabulary exercises.

a transaction – сделка

to draw up a contract – составлять контракт

to fulfill obligations – выполнять обязательства, гарантии

a must – настоятельная необходимость, требование

an article – статья; параграф; пункт

to alter – изменять, перерабатывать

to supplement – дополнять

know how – техническая документация

marking – маркировка

insurance – страхование

a purchase – покупка; закупка; приобретение

specific goods – конкретные товары

firm – устойчивый; непоколебимый, стойкий

fixed – неизменный, твердый

sliding – скользящий; дифференциальный

to quote a price – назначать цену

a delivery schedule – график, расписание; план поставок

an enclosure – приложение

to be in conformity – соответствовать

to undertake – предпринимать, брать на себя

at smb's own expense – за свой собственный счет

seaworthy packing – зд. подходящий для транспортировки по воде

consumer goods – потребительские товары

for the full value – на полную стоимость

to cancel the contract – аннулировать; отменять контракт

**Vocabulary exercises**

**Ex. 1 Complete the chart**

NOUNS	VERBS
1.	to fulfill
2. marking	
3. insurance	
4. delivery	
5.	to cancel
6. a transaction	
7.	to alter
8.	to quote
9. an enclosure	

**Ex. 2 Complete each sentence by using a word from the box.**

**Purchasing, enclose, transaction, to cancel, specific goods, marking, alter, ensures, supplement, quote, expense.**

1. We can \_\_\_\_\_ our best prices.
2. We are interested in \_\_\_\_\_ the Model R9000 computers from you.
3. If any defects are found during the guarantee period you are to correct them at your \_\_\_\_\_.
4. We also \_\_\_\_\_ our current CIF price-list.
5. This kind of packing \_\_\_\_\_ safe delivery of the goods.
6. We are going to make a foreign trade \_\_\_\_\_.
7. \_\_\_\_\_ should be made with indelible paint.
8. In what case does the buyer have a right \_\_\_\_\_ the contract?

9. Negotiating parties may \_\_\_\_\_ and \_\_\_\_\_ some articles of the contract.

10. The unit of measure for \_\_\_\_\_ is indicated in the contract.

**CONTRACTS**

**Pre-reading task**

**I. Read these international words and try to guess their meaning.**

Compensation, embargo, sanction, function, defect, specification, documentation, period, specific, transport, arbitration, license, guarantee, patent, standard, legal, partner.

**II. Combine the words with the preposition *of*.**

1.intentions	a) clauses
2.terms	b) measure
3.period	c) a force majeure
4.clauses	d) consumer goods
5.a number	e) payment
6. the unit	f) delivery
7.the duration	g) the contract
8. in case	h) the partners

### III. Give Russian equivalents to the word combinations. Use a dictionary if necessary.

to draw up a contract; to give legal expression to; to alter and supplement some articles; to contain a number of clauses; to indicate the unit of measure; to quote (to state) firm, fixed or sliding prices; to be subject; to change; in the course of the fulfillment of the contract; at the seller's expense; to be improperly packed and marked; to refuse to accept the goods; to be made with indelible paint; a sensible businessman; to insure goods for the full value; to insure against risks; in case of damage or loss; in order to obtain indemnity; to have no right to claim any compensation.

#### Reading.

##### Read the text attentively and do the tasks that follow it.

In foreign trade transactions a contract is drawn up to give legal expression to the intentions of the partners and to guarantee that the obligations contained in the contract will be fulfilled.

By law contracts are made in writing. Standard contracts are not a must. Some articles may be altered and supplemented. According to the purpose and contents, contracts can cover goods, services, licenses, patents, technology and know-how

As a rule the contract contains a number of clauses, such as: Subject of the Contract, Price, Terms of Payment, Delivery, Inspection and Test, Guarantee, Packing and Marking, Arbitration, Transport, Insurance and other conditions.

*Subject* of the contract names the product for sale or purchase. It also indicates the unit of measure for specific goods, such as oil, wheat, etc.

*The price* stated in a contract may be firm, fixed or sliding.

Firm prices are not subject to change in the course of the fulfillment of the contract.

Fixed price is the price governing in the market on the day of delivery or for a given period.

Sliding prices are quoted for machinery and equipment which require a long period of delivery.

The contract also names *the terms of delivery* and delivery schedule which is usually given in the enclosure to the contract.

One of the essential clauses of the contract is *the Guarantee Clause*. It says that the supplied equipment and technological process should be in conformity

with the latest technical achievements and in full conformity with the technical documentation, technical specifications and conditions of the Contract. If during the guarantee period the equipment supplied by the Seller proves to have some defects the Seller undertakes to correct these defects or to replace the defective equipment at his own expense.

The contract names *Packing and Marking*.

*Packing* goods for export is a highly specialized job. The equipment should be shipped in export seaworthy packing. If the goods are improperly packed and marked, the carrier may refuse to accept them. Packing can be external (outside) (crate, bag) and internal (inside) (box, pack, flask).

In case of consumer goods packing has a double function. On the one hand it is for protection. On the other - it is for advertising.

The Seller should be responsible for any damage or breakage of the goods caused by improper packing.

*Marking* should be made with indelible paint in two languages on three sides of the case.

Every contract names *Insurance of Goods*.

All sensible businessmen now insure goods for the full value in order to obtain indemnity (возмещение) in case of damage or loss. Insurance is against such risk as fire, burglary, pilferage, damage by water, breakage or leakage.

Every contract contains a Force Majeure (Force Major) clause.

Force Majeure is a force against which you cannot act or fight. It usually includes natural disasters such as an earthquake, flood, fire, etc. It also names such contingencies as war, embargo, sanctions. The duration of a force majeure is as a rule, 4 or 6 months. After that the Buyer has the right to cancel the contract. The Seller in this case has no right to claim any compensation for his losses.

#### Comprehension

I. Answer the following questions to discuss the details of the text. Use the text for reference.

1. Why is a contract drawn up in foreign trade transactions?
2. Is a contract made in writing or orally?
3. Must a contract have a standard form?

4. May any article be altered or supplemented?
5. What kinds of contracts according to the purpose and contents are used?
6. What are the main clauses of a contract?
7. What does the subject clause of a contract name?
8. What kinds of prices may be stated in a contract?
9. Where is a delivery schedule usually given?
10. What does the Guarantee clause usually say?
11. Why is packing goods for export a highly specialized job?
12. Who is responsible for any breakage or damage of goods caused by improper packing?
13. How should marketing of goods be made?
14. Against what risks do all sensible businessmen insure goods?
15. Why does every contract contain a Force Majeure Clause?

**II. a) Read the text attentively once again. Write the summary of the text.**

**b) Retell the text. Use the material of the tasks above for your retelling.**

## 5.13 СОГЛАШЕНИЯ

### 5.13.1 Discussing contract terms

#### Pre-reading task

#### I. Read the following words and try to memorize them.

to clarify	уточнять, вносить ясность
a detail	деталь, подробность
in detail	подробно
to require	требоваться
to be heavy with orders	иметь много заказов
to suit	устраивать, подходить
attractive	привлекательный, красивый; зд. приемлемый

a discount	скидка
a discount on the price	скидка с цены
a 10% discount/a discount of 10%	десятипроцентная скидка
a demand	спрос
a demand for goods	спрос на товары
to be in great demand	пользоваться большим спросом

#### II. Use these words in the sentences of your own.

#### Reading

**Read the dialogue attentively and do the tasks that follow it.**

Mr. Simpson studied the Buyer's contract terms and on Tuesday he came to the Belarusian Trade Delegation to discuss them with Mr. Vetrov.

**Vetrov:** Good morning, Mr. Simpson.

**Simpson:** Good morning, Mr. Vetrov. Sorry to keep you waiting<sup>1</sup>. I'm a bit late.

**Vetrov:** Never mind<sup>2</sup>. How are things?

**Simpson:** Not too bad, thanks.

**Vetrov:** Would you like a cigarette?

**Simpson:** No, thank you, I don't smoke.

**Vetrov:** May I offer you a cup of coffee?

**Simpson:** Yes, thank you. Well, Mr. Vetrov, I think we can discuss business now. I'd like to clarify some details with you. How many insulators would you like to buy?

**Vetrov:** We can buy 4000 insulators.

**Simpson:** And when do you require the goods?

**Vetrov:** As soon as possible, say, in November<sup>3</sup>.

**Simpson:** In November? Let me see. I'm afraid, that's impossible. Our insulators are selling very well, and we are heavy with orders. We can deliver only 150 insulators in November.

**Vetrov:** And what about the other 250 insulators?

**Simpson:** We can deliver them only in six months.

- Vetrov:** All right. And how about the terms of delivery? I hope they suit you.
- Simpson:** Yes, we agree to sell the goods FOB English port<sup>4</sup>.
- Vetrov:** Fine. Now comes the question of price. I must say that your price is not attractive to us. Can you give us a 10%<sup>5</sup> discount?
- Simpson:** That's a bit difficult. The fact is our machines are in great demand at this price. However we can offer you a discount of 5% as we've been good partners for a long time.
- Vetrov:** I think we can agree to a 5% discount. Could we meet tomorrow at 10 to sign the contract, Mr. Simpson?
- Simpson:** Yes, certainly. Mr. Vetrov, would you like to have dinner with me tonight?
- Vetrov:** With pleasure.
- Simpson:** I can pick you up at the Belarussian Trade Delegation at 6.30 if that's convenient to you.
- Vetrov:** Yes, thank you.

Notes:

1. Sorry to keep you waiting. — Извините, что заставил Вас ждать.
2. Never mind. — Ничего; ничего страшного (ответ на извинение).
3. Say, in November. — Скажем, в ноябре.
4. FOB (free on board) — ФОб (условия поставки, по которым продавец доставляет товар на судно за свой счет) CIF (cost, insurance, freight) — СИФ (условия поставки, по которым продавец фрахтует судно, страхует товар и доставляет в порт назначения)
5. 10% — ten per cent — десять процентов

### Comprehension

#### I. Agree or disagree. Give your reasons.

1. Mr. Simpson wanted to discuss the terms of the contract with Mr. Vetrov.
2. Mr. Vetrov offered him a cup of tea.

3. Mr. Simpson did not accept the terms of Belarusimport.
4. Simpson & Co. had few orders for their insulators.
5. Mr. Vetrov accepted the time of delivery.
6. Mr. Simpson gave Mr. Vetrov a 10% discount.
7. Mr. Vetrov and Mr. Simpson signed the contract that day.
8. Mr. Simpson invited Mr. Vetrov to have dinner with him.

#### II. Answer the questions.

1. When did Mr. Simpson come to the Belarussian Trade Delegation to discuss contract terms?
2. How many insulators could they buy?
3. Why were the machines of Simpson & Co. selling very well?
4. Could they deliver all the insulators in November?
5. Why couldn't Mr. Vetrov accept the price?

#### III. Say what you have learned from the text about:

1. the time of delivery, the terms of shipment and delivery;
2. the price for the insulators and the terms of payment.

#### III. Make up dialogues by analogy.

#### 5.13.2 Discussing the guarantee period

##### Pre-reading task

#### I. Read the following words and try to memorize them.

1. leaflet	брошюра (рекламная)
2. to bring up	поднимать, затрагивать
3. to extend to extend by one month to extend to 10 months	продлевать продлевать на один месяц продлевать до 10 месяцев
4. respectively	соответственно
5. to specify	указывать
6. obligation	обязательство
7. to be responsible for	отвечать за что-л.
8. through smb's fault	по чьей-либо вине

9. faulty	неисправный, имеющий дефекты
10. to replace	заменять, замещать
11. replacement	1. замена, замещение; 2. запасная часть
12. to authorize	дать разрешение на что-либо, санкционировать
13. to look into	изучить, рассмотреть

**II. These words may be used both as verbs and nouns. Make up your own sentences to show the difference in their usage.**

Offer, talk, matter, design, report, visit, cost.

### Reading

**Read the dialogue attentively and do the tasks that follow it.**

Mr. Kolesnikov was interested in buying generators for one of the power plants. He studied the offer and the leaflets which provided information on a wide range of generators from Creston Ltd. very closely. He thought that the technical characteristics of the LS 10 generator would suit their customers.

He got in touch with Mr. Bricks and visited his office. During their talks they discussed some technical matters.

Today they are meeting at the Belarusian Trade Delegation.

**Kolesnikov:** Good morning, Mr. Bricks. Very glad to see you again.

**Bricks:** Good morning, Mr. Kolesnikov. What terrible weather we are having!

**Kolesnikov:** Yes, it has been raining since early morning though the radio didn't say it would rain today.

**Bricks:** I hope it will clear up by the evening.

**Kolesnikov:** Perhaps it will. Mr. Bricks, the matter I'd like to bring up today is the guarantee period. I know it is 12 months from the date of putting the generators into operation, but not more than 18 months from the delivery date.

**Bricks:** That's right.

**Kolesnikov:** Well, I find it rather short. We'd like it to be extended by two and three months respectively, as the usual guarantee period for this type of equipment is longer.

**Bricks:** Now, look<sup>2</sup>. Model LS 10 is of a new design and only a small number of units have been manufactured so far. Although we have good reports about their performance we can't formally guarantee their reliability for a longer period.

**Kolesnikov:** I see. But, Mr. Bricks, I believe the contract will specify that if any defects are found during the guarantee period you are to correct them promptly and at your expense.

**Bricks:** Yes, this is our usual obligation, but of course we do that only if we are responsible for the defects, not if they appear through your fault.

**Kolesnikov:** This seems reasonable. Let's consider one more possibility. Suppose we would like some faulty parts to be replaced, on what terms will you deliver the replacements?

**Bricks:** We'll try to supply them immediately and pay the cost of their insurance and transport. Will that suit you?

**Kolesnikov:** Quite.

**Bricks:** By the way, if you want special service visits of our engineer to be arranged after the guarantee period, we can always do that.

**Kolesnikov:** Shall we have to pay for such visits?

**Bricks:** Yes. You should authorize such visits and pay the engineer's fare to and in Belarus, hotel expenses and the cost of each job he will do.

**Kolesnikov:** Thank you. I'll have to look into the matter. Could we meet on Thursday, say, at 12?

**Bricks:** Let's make it 2 if you don't mind. I have an appointment at 12 which I don't want to break.

**Kolesnikov:** Very good.

*Notes:*

1. for — зд. от имени

2. Now, look! — Послушайте!

## Comprehension

### I. Choose the best alternative according to the text.

- The leaflets provided information on a wide range of
  - insulators;
  - generators;
  - transformers.
- The technical characteristics of the LS 10 generator
  - will suit the customers;
  - won't suit the customers;
  - will be unsuitable for the customers.
- The guarantee period is
  - 18 months from the date of putting the generators into operation;
  - 20 months from the date of putting the generators into operation;
  - 12 months from the date of putting the generators into operation.
- The defects during the guarantee period will be corrected
  - at the buyer's expense;
  - at the seller's expense;
  - at Mr. Kolesnikov's expense.
- The cost of the insurance and transport of the replacements
  - will be paid by the buyer;
  - will be paid by the seller;
  - will be unpaid.
- Special service visits of the engineer from Creston Ltd after the guarantee period
  - can't be arranged;
  - can be arranged;
  - are impossible to arrange.
- Mr. Kolesnikov and Mr. Bricks agreed to meet on
  - Thursday at 12;
  - Thursday at 11;
  - Thursday at 2.

### II. Answer the questions.

- What was Mr. Kolesnikov interested in?
- Who offered a wide range of generators?
- Why did Kolesnikov decide to buy generators from Creston Ltd.?
- Did they discuss some technical matters or the clauses of the contract?
- What was the purpose of their next meeting?
- Why did the Buyer want the guarantee period to be extended?
- Did the seller agree to extend the guarantee period?
- Why was the Seller to replace the faulty parts promptly during the guarantee period?
- Why does the company arrange service visits of their engineers after the guarantee period?

### III. Say what you have learned from the dialogue about:

- the guarantee period of Creston Ltd for the LS 10 generators;
- the service visits the company arrange after the guarantee period.

### IV. Make up dialogues by analogy.

#### 5.14 СОГЛАШЕНИЯ

##### 5.14.1 Discussing tests and packing

#### Pre-reading task

#### I. Read the following words and try to memorize them.

1. inspection	осмотр, инспектирование
2. trial	пробный
3. Notification of Readiness for the Test	уведомление о готовности к испытаниям
4. to delay	откладывать; отсрочивать
5. to stipulate	обуславливать, ставить условием
6. to let smb. down	подводить

7. part on our(my, his, your) part	сторона с нашей (моей, его, вашей) стороны
8. a Release Note for Shipment	разрешение на отгрузку (документ)
9. otherwise	иначе, в противном случае
10. by all means	во что бы то ни стало, обязательно
11. satisfactory	удовлетворительный
12. seaproof	пригодный для транспортировки морем
13. to wrap up	обертывать
14. wooden	деревянный
15. a crate	специальный упаковочный ящик
16. to ensure	обеспечивать, гарантировать
17. safe	сохранный, надежный
18. to do one's best	делать все возможное
19. competitive	конкурентный, конкурентоспособный
20. to settle	решать, приходить к решению

## II. Choose synonyms from the box to the following words.

Basket, survey, to put off, to do an ill, to secure, to decide, reliable, side, to condition, experimental.

## III. Find the words from the box in the following text. Read them aloud and translate the sentences.

### Reading

Read the dialogue attentively and do the tasks that follow it.

Mr. Kolesnikov was favourably impressed by the technical specifications of the generators which were given by the company. During his first meeting with Mr. Black they discussed the terms of delivery and a possible quantity discount. When the two businessmen met again the following conversation took place.

**Kolesnikov:**

Mr. Black, I want to clarify the question of inspection and tests first. Since this is going to be our trial order, we'd certainly like our inspectors to be present at the tests.

**Black:**

Naturally. We'll send you our Notification of Readiness for the Test well in advance.

**Kolesnikov:**

We'd like it to be sent at least 45 days before the date of the test.

**Black:**

Why so early?

**Kolesnikov:**

You know, in the past we had some troubles when Notifications were delayed and as a result our inspectors couldn't arrive at the plant in due time<sup>1</sup>.

**Black:**

I see. In that case the contract will stipulate your requirement. But I can guarantee that we won't let you down, Mr. Kolesnikov. On our part, we expected a Release Note for Shipment to be signed immediately after the tests are carried out and a Test Report<sup>2</sup> is submitted. Otherwise we won't be able to arrange shipment of the goods on time.

**Kolesnikov:**

Our inspectors will do that by all means if the results of the tests are satisfactory.

**Black:**

Thank you.

**Kolesnikov:**

There is another matter I'd like to bring up, Mr. Black. What kind of packing do you use?

**Black:**

Oh, we pay special attention to this matter. Our goods need seaproof packing. So generally some parts are wrapped up in polythene and the whole units are then put into wooden boxes or crates.

**Kolesnikov:**

I hope this ensures their safe delivery, doesn't it?

**Black:**

Of course, it does. We do our best to satisfy our customers and make our product really competitive and attractive for overseas markets.

**Kolesnikov:**

Thank you, Mr. Black. I think we've settled all the matters. Will it be possible for us to meet tomorrow morning and sign the contract?

**Black:**

That will be fine.

Notes:

- 1 in due time — в назначенное время
2. a Test Report — акт заводского испытания

### Comprehension

#### I. Choose the appropriate continuation of the following sentences.

1. We expected a Release Note for Shipment to be signed immediately	a) the question of inspection and tests first.
2. We pay special attention to	b) into wooden boxes or crates.
3. We'd certainly like our inspectors	c) all the matters.
4. The whole units are then put	d) seaproof packing.
5. We do our best	e) to be present at the tests.
6. We've settled	f) after the tests are carried out and a Test Report is submitted.
7. Our goods need	g) the question of packing.
8. I want to clarify	h) to make our product really competitive and attractive for overseas markets.

#### II. Answer the questions.

1. What was the matter of the two businessmen's meeting?
2. Is Mr. Kolesnikov going to make a repeat or trial order?
3. Why would he like their inspectors to be present at the tests?
4. Why will the inspectors be able to sign a Release Note for shipment only if the results of the tests are satisfactory?
5. Does Black &Co. pay much attention to packing? Why?
6. What does Black &Co. do to make their goods competitive?
7. When are they going to sign the contract?

#### III. Say whether the sentences are true or false. Correct the false ones.

1. Mr. Kolesnikov was greatly impressed by the technical specifications of the generators.
2. Mr. Kolesnikov would like Notification of Readiness for the Test to be sent at least 54 days before the date of the test.
3. In the past Mr. Kolesnikov had no troubles with Notifications.
4. If Notifications are delayed inspectors can't arrive at the plant in due time.
5. A Release Note for Shipment should be signed and a Test Report should be submitted after the shipment of the goods.
6. Special attention is paid to the question of packing.
7. Wooden boxes or crates are wrapped up in polythene.
8. Black &Co. does all possible to make their product really competitive and attractive for overseas markets.

#### IV. Work in groups. Find out from your partner what he has learned about:

1. Mr. Black and Mr. Kolesnikov's discussion on the question of inspection and test;
2. the kind of packing the company used for the pumps.

#### V. Make up dialogues by analogy.

#### 5.15 РЕКОМЕНДАЦИИ ПО ПОДГОТОВКЕ К КОНТРОЛЮ

Подготовьтесь к беседе по следующим темам:

1. Applying for a Job.
2. Creative Leading
3. Talking Business
4. Work and Employment

## TEXTS FOR READING AND TRANSLATION

### FILLING OUT A JOB APPLICATION

- Nick:** What are you doing, Dad?
- Mr. Johnson:** I'm filling out an application.
- Nick:** What for?
- Mr. Johnson:** For my new job.
- Nick:** Why do you have to fill out an application for it if you already have the job?
- Mr. Johnson:** Well, whenever a company hires someone new, they want to know all about him. They want to have all the important information about a person in their records. Do you know what I mean?
- Nick:** Not exactly. Do you mean height and weight, and things like that?
- Mr. Johnson:** Well, that's not all. They want to know your name, your date of birth, your place of birth, your children's names...
- Nick:** Do they want my name, too?
- Mr. Johnson:** Yes, and they want to know where you were born and how old you are.
- Nick:** That looks like a terribly long form. What else do you have to tell them?
- Mr. Johnson:** All about my education, and the jobs I've had, and what my hobbies and interests are.
- Nick:** What about Mom? Don't they want to know anything about her?
- Mr. Johnson:** Oh, yes. I have to fill in all the information about her, too.
- Nick:** It all seems pretty silly to me. Especially since they've already hired you. I hope I never have to fill out any applications.
- Mr. Johnson:** Oh, you will. Just wait until you grow up. When you're my age, you may feel you've spent most of your life filling out applications.

## PART-TIME WORK

These days it is common for full-time students to take on part-time work. This is all right as long as you remember that your education is your priority, and so make sure any part-time work doesn't interfere with your study time, hopefully part-time work can complement your studies by providing you with both cash and valuable work experience. The University has a policy of employing its own students wherever possible and recommends that full-time students undertake paid work for no more than 15 hours per week.

TVUtemp - the University's own part-time agency, is part of TVU's Careers Guidance Service. Contact TVUtemp for help finding part-time work whilst you are a student. Call TVUtemp on 0181 231 2185 or contact The Guidance Shop, Walpole House, Bond Street, Ealing campus, or The Guidance Centre, Reception, Slough campus.

### JOB HUNTING

Colin was eighteen. He had left school at sixteen and done two years' training in catering. There were quite a few jobs being advertised in the newspaper, and he decided to apply for three of them. One of his applications was rejected, but the two other companies wrote back to say that he had been chosen, along with two other candidates. He was interviewed by the owner and manager of one of the companies. They asked him some tricky questions and he didn't think he did too well, but he felt that the interview for the other job went well. He was very surprised, then, that he was offered both jobs. He accepted the one with the higher salary, of course! Colin got on fine at first. After only three months, his salary was raised by ten per cent, and after six months, he was promoted to Head Chef. But then things started to go wrong. He didn't get on with the new manager and sometimes didn't accept the menus that she suggested. After a while, she called him into her office and reprimanded him for disobeying her orders. She warned him that if his attitude continued he would be dismissed. In the end, Colin felt so unhappy at work that he decided to leave his job. He submitted a notice on 30 June and left at the end of July, just in time to take a summer holiday.

## MAKE YOUR JOB WORK FOR YOU

Your job can be a step in the direction of the rest of your life. How you feel about it, what you learn from it, what you do with it or what it does to you helps you to decide where you go from there. If you want to get the most out of it, if you want it to lead you down the path of success, there are certain things you should do. Here are some suggestions:

Don't let the salary be your main reason for taking the job. Sometimes a lower paying job with the right company and the right contacts can do a lot more for you than a higher salary. Decide what is the lowest pay with which you can be satisfied. Then decide what other things can be important. How much training and/or experience can you get on this job? Some companies give their new employees priceless training. On-the-job experience can be very valuable to you when you apply for your next job. It gives you the practical experience that no school can offer. This can lead to a much higher salary later. What chances are there for advancement within the company? Sometimes accepting a lower paying job gives you a chance to show your boss how capable you are and how valuable you can be to the company. This will pay off later.

Another very important item for you to think about when you apply for the job is the type of contacts you can make. Just as a smart student chooses professors rather than just courses, a smart employee tries to meet and become friendly with the people who help him or her move ahead, either in this company or on the next job. Even if you can't do that, however, just having the opportunity to meet and develop a relationship with different kinds of personalities can help you develop skills that may move you ahead much faster in your next job. Learning about the job from other people, or learning what it takes to move ahead in a company by observing other people, is an extremely valuable skill.

OK, so now you have the job and you want to make an impression — you want people to notice you. What can you do to become a valuable employee? Do a little bit more and do it well. It really isn't that hard to be successful in your life. It's too bad, but many people try to do as little as they can on the job. Take advantage of that - do just a little bit more. This is not to suggest that you should allow anyone to take advantage of you. However, it is suggested that you do your work faithfully and

competently and to the best of your ability at all times. There is a saying: "Build a better mousetrap and the world will beat a path to your door." One way to be noticed in a company is to suggest little things that can improve the routine way that things are done. You must be careful here, however. Sometimes a way of doing things has been established that has been carefully thought through and has advantages that you don't realize. The wrong suggestion can hurt you as much as the right suggestion can help you.

Do remember that other employees can be helpful to you. You should at least try not to score points by being critical of a fellow employee who is also doing his or her best job. Ambition, jealousy, and personality differences are encountered on any job, but the more friends you make and the fewer enemies, the better position you are in. There are times when you will need the help of your fellow employees. It is then that your prior actions can result in the kind of back-stabbing that hurts.

There is another important point to be made. Sometimes you may realize that you made a mistake by taking this job. Don't feel married to it. If it will help your career, quit it and look for another. This is the time when the friends you have made, the reputation you have earned on the job and the experience and training you have gotten will be most helpful. No job is ever a waste of time because if you have given it your best, you have learned something from it. Take all this with you to your next job and continue to move up from there.

First, of course, you have to get the job. When you do, though, it's up to you to become a valuable employee. Good luck!

## WHAT IS ENGINEERING?

Engineering is putting knowledge of Nature to practical use. The end result of engineering is some physical thing: a machine, a tool, a gadget. Engineering is solving problems. It's convenient to discuss engineering projects within the framework of five steps for solving problems:

*Define the problem.* Defining the problem often means distinguishing the perceived need from the real need. The fact that engineering results in something of practical use implies the existence of a user — a customer. The problem you're solving had better be a customer's point of view.

*Identify possible solutions.* Engineering is synthesis - putting together various parts in a new way to create value. Bring the problem into a familiar medium. If you're a mechanical engineer designing an electrical circuit, you can think in terms of a mechanical analogy, such as water flowing in pipes. Do whatever it takes to let your intuition start working. Conscious thought, intuition, passion, emotion, sight, hearing, touch - even taste and smell can help. With a little practice, you can smell the difference between numerous metals, and your unaided eye can distinguish between lights flashing at 100 Hz and 500 Hz. Part of engineering discipline is paying attention to things around you to see how they work. In many situations, the human system is more powerful than any sensor. You can see a lot just by observing.

*Select a solution.* The objective is to select from many possible solutions the one that gives you the "best" results. Engineering is seeking the best compromise between a whole bunch of conflicting demands. Engineering is optimizing.

*Implement the solution.* Most engineers don't succeed because they don't take enough initiative. The most important thing is to act. Take responsibility for achieving the goal, for contributing to each aspect of it, for getting pieces of it done. Young engineers are accustomed to dealing with textbooks with nicely formulated problems that contain one or two variables applicable to the particular class, and everything else is assumed to be nominal. But in almost every real-world situation, it's the assumptions that get you, not the stated questions.

*Verify the solution.* Turn the product on. Watch it work. Use it as a customer would. Listen to customers who use it. Two things will happen. You will learn whether the product is what you said it would be, and you will discover other uses and opportunities for improvement that may not have been apparent at the beginning. You will often see the original problem in a new perspective once a solution has been implemented.

The way we follow these five steps determines the success or failure of our products - and our careers.

## **ELECTRICAL ENGINEERING**

Electrical engineering (sometimes called electrical and electronics engineering) is a professional engineering discipline that deals with the development of technologies for generating and harnessing electricity

for a wide range of applications. The field first became an identifiable occupation in the late nineteenth century, with the commercialization of the electric telegraph and power supply. The field now covers a range of subdisciplines, including those that deal with power, control systems, electronics, signal processing, and telecommunications.

Electrical engineers may work on such things as the construction of electric power stations, the design of telecommunications systems, the wiring and lighting of buildings and transport vehicles, the design of household appliances, or the electrical control of industrial machinery. In this manner, electrical engineering plays a vital role in our modern technological society.

## **ELECTRICAL ENGINEERING - PRACTICING ENGINEERS**

In most countries, a Bachelor's degree in engineering represents the first step towards professional certification and the degree program itself is certified by a professional body. After completing a certified degree program the engineer must satisfy a range of requirements (including work experience requirements) before being certified. Once certified the engineer is designated the title of Professional Engineer (in the United States and Canada), Chartered Engineer (in the United Kingdom, Ireland, India, South Africa and Zimbabwe), Chartered Professional Engineer (in Australia) or European Engineer (in much of the European Union).

The advantages of certification vary depending upon location. For example, in the United States and Canada "only a licensed engineer may... seal engineering work for public and private clients". This requirement is enforced by state and provincial legislation such as Quebec's Engineers Act. In other countries, such as Australia, no such legislation exists. Practically all certifying bodies maintain a code of ethics that they expect all members to abide by or risk expulsion. In this way these organizations play an important role in maintaining ethical standards for the profession. Even in jurisdictions where certification has little or no legal bearing on work, engineers are subject to contract law. In cases where an engineer's work fails he or she may be subject to the tort of negligence and, in extreme cases, the charge of criminal negligence. An engineer's work must also comply with numerous other rules and regulations such as building codes and legislation pertaining to environmental law.

Professional bodies of note for electrical engineers include the Institute of Electrical and Electronics Engineers (IEEE) and the Institution of Electrical Engineers (IEE). The IEEE claims to produce 30 percent of the world's literature in electrical engineering, has over 360,000 members worldwide and holds over 300 conferences annually. The IEE publishes 14 journals, has a worldwide membership of 120,000, certifies Chartered Engineers in the United Kingdom and claims to be the largest professional engineering society in Europe. Obsolescence of technical skills is a serious concern for electrical engineers. Membership and participation in technical societies, regular reviews of periodicals in the field and a habit of continued learning are therefore essential to maintaining proficiency.

In countries such as Australia, Canada and the United States electrical engineers make up around 0.25% of the labour force. Outside of these countries, it is difficult to gauge the demographics of the profession due to less meticulous reporting on labour statistics. However, in terms of electrical engineering graduates per-capita, electrical engineering graduates would probably be most numerous in countries such as Japan and South Korea.

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