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БЕЛОРУССКИЙ НАЦИОНАЛЬНЫЙ
ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ

Кафедра «Современные европейские языки»

Н.Ф. Кореняко

BUSINESS ENGLISH

The Employment

Пособие по английскому языку
для делового общения

Минск 2007

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Пособие предлагает тексты и задания, которые могут быть использованы как самостоятельно, так и в качестве дополнительного материала к учебнику D.Cotton, D. Falvey, Simon Kent “Market Leader” (Pre-Intermediate) при изучении темы “Employment”.

Пособие предназначено для студентов факультета маркетинга, менеджмента, предпринимательства Белорусского национального технического университета.

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The author is grateful to all people who have helped with this book.

Introduction

This book is suitable for students who need, or will soon need, to use English in communication between business people in different countries.

Business English isn't a special language with a special grammar – it's simply English used in business situations.

The book aims to help students to improve their communication skills in English so that they'll be able to use English effectively and confidently in their work.

We hope you enjoy using this book.

Good luck!

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I. VOCABULARY WORK

A. Match the following words with their definitions given below.

vacancy data-base fee job hunting marital status recruit
reference salary applicant unemployment benefit provision
wage grant training

1. Looking for a job.
2. A sum of money given by the government to a person for a special purpose.
3. A letter describing and, usually, praising you, to support you when trying to get a job.
4. A place which is not occupied, available to be used.
5. A large amount of information stored in a computer system in such a way that it can be easily looked at or changed.
6. Refers to whether or not you are married.
7. To persuade someone to become a new member of an organization.
8. A person who formally requests something (a job or a place at college or university).
9. A fixed amount of money agreed every year as pay for an employee.
10. Preparing for work by giving or receiving lessons.
11. An amount of money paid for a particular piece of work or for a particular service.

12. The money given by the government to people because they cannot find a job.
13. Supplies of food and other necessary things.
14. A fixed amount of money that is paid weekly to an employee who does work that needs physical skills rather than a job needing a college education.

B. Match the words from the two columns to form pairs of synonyms and use them in sentences of your own.

- | A | B |
|-----------------------------|--------------------------|
| 1. to talk over | a. to admit |
| 2. to achieve understanding | b. to be true |
| 3. to come to a decision | c. business deal |
| 4. to give reasons | d. to leave the company |
| 5. transaction | e. to discuss |
| 6. to be dismissed | f. to gain understanding |
| 7. partner | g. to reach the solution |
| 8. to be correct | h. to motivate |
| 9. to accept | i. to be hired |
| 10. applicant | j. to be uncertain |
| 11. to become employed | k. candidate |
| 12. to hesitate | l. colleague |

C. Choose the best alternative to complete these sentences.

1. A doctor is a member of a respected.....
occupation profession trade work
2. It's wise to think about choosing a before leaving school.
business career living vocation
3. If you're a (an), you have to do what your boss tells you.
employee employer director manager

4. It's difficult these days for anyone to find a well-paid job.
eternal permanent reliable stable
5. She wasafter three years with the company.
advanced elevated promoted raised
6. A retired person is paid a
grant pension rent scholarship
7. Some of my work is quite interesting, but a lot of it is just
.....
habit practice routine tradition
8. If you are paid monthly rather than weekly, you receive.....
revenue a reward a salary wages
9. An apprentice is required to do several years'
coaching education formation training
10. According to everyone in the, she is a very good boss.
apparent compartment department employment
11. You can earn more money by working
extraordinary hours overhours overtime supplementary hours
12. If you want a job, you have to for one.
applicate apply ask request
13. He has all the right for the job.
certificates degrees diplomas qualifications

D. In the following sentences *three* alternatives are correct and *two* are wrong. Choose the three best alternatives for each.

1. She's looking for a better position with another
association company firm organization society
2. Ford is a multi-national corporation that motor vehicles.
constructs fabricates makes manufactures produces
3. He was because he was an unreliable and lazy worker.
dismissed dispatched fired left sacked
4. A good worker is usually someone with the right kind of
.....
experience experiences experiment personality qualifications
5. All the members of our are expected to work hard.
department personal personnel staff team

E. Guess the word and write it in each circle. Choose from the following:

a salary skills a status to fill a job to recruit a reference

?

1) computer ...
special ...
necessary...

4) ... hunting
... opening
a full-time ...

?

?

2) high...
to earn...
annual...

5) to give ...
to write ...
a glowing ...

?

?

3) personnel..
volunteers...
new members...

6) ... a vacancy
... a post
... an application
form

?

7) a marital ...
to promote ...
equal ...

?

F. Choose the appropriate form of the words to complete the sentences.

a) *applicant, to apply, application, applicable*

1. Before a manager calls in an applicant he should review the applicant's ... or resume.
2. To relax the ... a manager should be friendly and welcoming.
3. To sell your qualifications properly you should learn three rules ... to any case.

b) *employee, employer, to employ, employment*

1. Each person who is applying for a job should have equal ... opportunities.
2. During the interview a manager should be in a positive frame of mind and treat every applicant as a potential
3. In questioning the applicant about former jobs an ... should avoid a mere chronological listening.
4. A personnel manager will try not ... people who are awkward in conversation, nervous and having less eye contact.

c) *to promote, promotion, promoted*

1. If you want to ... try to obtain more training after work hours.
2. It is possible to expect ... to management level after three years.
3. He has been ... twice since joining the company four years ago.
4. The meetings are usually held ... better understanding among employees.
5. If an employee is ... he will be given a more important job and will be paid more money.

G. The words or phrases listed below can be followed by *of, to, for* or *on*. Decide which preposition follows each one.

*to criticise, to focus, to agree, responsible, to set one's heart,
to object,*

Transform the following sentences without changing their meaning. Use the words and phrases above and make any other necessary changes.

*e.g. Susan's job is to order supplies. (responsible)
Susan is responsible for ordering supplies.*

1. Some people have said that multinationals do not train enough local staff. (*criticised*)
2. „Today, we shall pay special attention to the problems of unem-

ployment," said the television presenter. (*focus*)

3. Their proposal was unacceptable to us. (*agree*)

4. I'm absolutely determined to work in our Seattle plant for a year or two. (*set one's heart*)

5. Is it all possible for you to be transferred abroad. (*chance*)

6. Some governments cannot accept the fact that multinationals dominate key industrial sectors. (*object*)

H. Fill each gap in the following story with ONE word only.

One of 1 most enjoyable jobs I've 2 done was when I 3 a student. When you 4 what it was you may be a 5 shocked, but 6 I know it sounds unpleasant I can assure you that it was 7 fact delightful. Believe it or 8, I was a grave-digger for a 9 summer. It was one of 10 hot, dry summers which made the 11 as hard as rock and it needed a great deal of 12 to dig the graves. Now, a grave-digger doesn't have 13 to do with dead bodies. All he has to do is dig two-metre deep holes and fill them in 14 when the coffin has been put in. As I 15, it was a marvelous summer and I'm glad to say 16..... . I didn't have to work on my 17 I had a workmate who had been digging graves 18 1950. In 19 of his depressing trade he was a cheerful character, always laughing and 20 jokes. He used to tell me 21 about his experiences and I 22 to him for hours on end. Mind you, we had to work quite 23 and usually there were two or three graves to dig every day. By the 24 I had to go 25to college I was fitter, browner and in some 26 a wiser person.

I. Read the text below. Use the word given in capitals to form a word that fits in the space in the same line.

One of the 1__ people have in their work these days is coming to terms with 2__ Technology is changing fast, and many of the skills we learn today may no longer be 3__ in future. We should all expect to be 4__ several times during our working lives.

The experience of 5__ is typical: today computers are used in every business. Without a good working 6__ of computers you can't expect to find 7__ these days. It is also absolutely essential for employees to have an 8__ of how various software applications work.

Although computers are more user-friendly than they used to be, keyboard skills are still essential. Voice 9__ technology is unlikely to provide a 10__ for the keyboard – whose lay-out is exactly the same as an old-fashioned typewriter.

DIFFICULT

MODERNISE

USE

TRAIN

COMPUTERISE

KNOW

EMPLOY

AWARE

RECOGNISE

REPLACE



II. READING, COMPREHENSION AND SUMMARIZING

A. Read the following text.

Working life in Britain

(After H.F. Brookes & C.E. Frankel "Life in Britain")

British government provides welfare, subsidies, grants and services for the whole population. This provision is called the social wage; it amounts to 1316 pounds per year for each adult member of the working population. In order to support people's rights to work some years ago the Government made new arrangements. A nation-wide organization for helping people to find jobs was set up. It is called the Manpower Services Commission. It runs two agencies: the Employment Service Agency which tries to find an unemployed person a suitable job and the Training Services Agency which trains him in a new skill if he can't find employment in his present kind of work.

Robert Smith is 46 years old. He and his wife must work in order to afford a home and a college education for their two children. Robert has worked in a factory for 30 years. One day he is told that a new machine has been installed which does his job automatically. So he has been replaced by technology. What can Robert do to find a new job?

He can go to a job center, an employment office, or Robert can go to private agencies. Robert can look for a job in other simple and cheap ways: read advertisements in specialist journals connected with a trade; ask friends and acquaintances for information;

read the notice-board at factory gates or in the window of small post offices.

At his Local job centers Robert is given a piece of paper to take to the Unemployment Benefit Office. His unemployment benefit is sent to him by post every week that he signs on. If his unemployment benefit is not enough to live on, Robert can go to the Social Security Office; he may be able to get extra help from there.

After some weeks of unemployment the job center tells Robert about a possible vacancy. First he has to go for an interview with his prospective employer. The job center gives him information about help with interview expenses and about grants and allowances available if he does have to move to another part of the country.

Robert is offered a job at the interview. He and his employer are going to sign a work contract. It should say what rules and conditions both the employer and the employee agree to accept. Demands for more money, if they arise, can be settled in a number of ways: by free collective bargaining, by going to an Industrial Tribunal, by striking or by Government action.

It is the job of the trade unions to improve the working conditions and protect the rights of Robert as one of their members. Robert's employer also has an organization an association which protects his business interests. For example, local Chamber of Commerce can help with finding markets for products. The British government also helps small businesses receive government contracts and it lends money to help them grow.

Robert Smith is one of the 9 million Britons who work full-time in the production industries, but there are other kinds of work to do. Nowadays more and more Britons decide to work for themselves as businessmen, independent craftsmen or farmers. They believe that their work will help them be more satisfying.

Comprehension check

I. Skim through the text and place each paragraph under one of the following headlines.

The British worker.

Different ways of looking for a job.

How the British government supports people's rights to work?

Organizations looking after the employers and employees.

How the employer and employee can agree?

Different kinds of help for the unemployed people.

Job satisfaction.

II. Mark the following sentences as true or false.

1. Since World War II the British government has not made new arrangements for helping people to find jobs.
2. After three months of unemployment a job center tells a person about possible vacancy.
3. A work contract should be signed by an employee or employer.
4. An unemployment benefit is handed to the unemployed person once a month.
5. Before getting a job a person has to go for an interview with his prospective employer.

III. In these sentences *two* alternatives are correct and *two* are wrong. Choose the best two alternatives for each.

1. In Britain wage or salary claims can be settled in a number of ways: by...
 - a) Government action.
 - b) going to an Industrial Tribunal.
 - c) going to private agencies.
 - d) getting grants and allowances.

2. In Britain there are some simple and cheap ways of looking for a job:
 - a) borrowing money to place advertisements in journals connected with a trade.
 - b) going to a job center, employment office or to private agencies.
 - c) reading the notice board at factory gates.
 - d) striking.

3. More and more Britons...
 - a) prefer to run their own business.
 - b) are unable to find employment.
 - c) believe that their work will be more satisfying if they decide to work for themselves.
 - d) work full-time in the production businesses.

4. The job of the trade unions is to...
 - a) protect the working conditions of their members.
 - b) help people find jobs.
 - c) protect business interests of employers.
 - d) protect the rights of their members.

IV. Match the following services with their appropriate functions. Then tell the group in what situations the above functions and facilities of these services would be used.

- | | |
|-----------------------------|---|
| Training Service Agency | 1. gives a person his unemployment benefit |
| Social Security Office | 2. tries to find the unemployed person a suitable job |
| Employment Service Agency | 3. provides extra help for a person |
| Unemployment Benefit Office | 4. trains a person in a new skill |

V. Answer the questions:

1. How does the British government support people's rights to work? How about your nation's government?
2. Does the British government offer special help to the unemployed people and small businesses? What does your nation's government do for them?
3. Why do Britons prefer to run their own businesses? Would you rather work for a large corporation or for a small business? How do people in your country feel about the free-enterprise system?
4. Who looks after the employers and employees in Britain?
5. How can the employer and employee agree in Britain? What about your country?
6. Do people in your country often change jobs or careers?

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Please apply to - Personnel.

B. Look at the advertisements above and choose four jobs, one for each of the people who describe themselves below. Decide on the advantages and disadvantages of each of the jobs you have chosen.

ANNE: „I'm 29 next birthday and I've been looking at the job ads in the evening paper lately. Alan and I are really short of cash these days and I'd like to get out of the house and earn a bit of money if I can. The trouble is that I can't leave the kids alone when Alan's at work - Alison's only 2 after all - but at weekends

when Alan's at home, I could do something. I could use the car at weekends, too."

BOB: „I'm 21 now and I've just left college. Unfortunately, I kept getting these headaches in my final year and I couldn't concentrate on my studies, so I failed the exams. The problem now is how to earn a bit of money and decide what to do with my life. I still feel awfully mixed-up. I don't think I ought to make any hasty decisions about a career at this stage. I'd like a job I can do fairly mechanically while I look around for something more rewarding and try to sort myself out."

CHERRY: „I'm 23 now and I've done all sorts of secretarial work, you know, apart from the obvious shorthand and typing, I've used word processors and worked the switchboard and done reception work. My last-but-one job was good because there was such a variety of work to do. But then I left them for much better paid job in another firm and then two months later they went bankrupt! So now here I am looking for something which is going to be interesting and where I can use all of the skills I've learned."

DORIS: „Unlike the others, I've still got a job but I'm getting more and more bored with it. I'm 24 now and I mainly do clerical work, filling, sorting out documents, answering the phone, you know, stuff like that. I can't type and I did quite badly at school – I'm not stupid, mind you, it's just that I got bored with what we did there. I want to find a job that'll give me a chance to do something more exciting. I've got no ties or responsibilities, so I could go anywhere."

Report the group about each job you have selected, beginning as follows:

„The best job for Anne..."

„Bob would..."

„Cherry might ..."

„Doris should ..."

RELAX



— I want a job.
— What are your
qualifications?



— Sixteen years of
education.
— Get a haircut.



— Get a shave.



— Get a suit.



— Sorry. We don't
have a thing.

C. Read what an English youth newspaper writes about how a small group of unemployed young people has formed a cooperative. Comment on the text after reading.

As Mr. Peter Thomson, a Labour Training Centre Official says, „The Government has started the new job scheme according to which young unemployed can get Government grants to help them start their own business. It's the first time we have formed a cooperative.“

Four of the five members of the cooperative have been unemployed for up to three years and the fifth is a school leaver. The group receives help from the local trade unions. They have already made themselves known on the small-job market: they repair hanging doors, put up shelves, clean gardens, lay garden paths and do other small jobs. Alan Jarvis, 18, who is a member of the group, says, „We give good cheap service below the normal price. We are not taking other trades people's work because what we do are jobs which don't interest other companies.“

Mr. Thomson says, „These boys learn to perform small tasks and by doing this they will learn to do more difficult jobs later on.“

The Government's financial support will stop in ten months but by that time the group hopes to be self-financing. To them this project is not a short-time answer to unemployment. They all think they have found permanent full-time work.

D. Read the following text.



WORKFACE (By Jane McLaughlin)

In olden days, when a glimpse of stocking was looked upon as something far too shocking to distract the serious work of an office, secretaries were men.

Then came the First World War and women replaced the male secretaries. A man's secretary became his personal servant, charged with remembering his wife's birthday and buying her presents; taking his suits to the cleaners; telling lies on the telephone to keep people he did not wish to speak to at bay; and, of course, typing and filling and taking shorthand.

Now all this may be changing again. The microchip and high technology is sweeping the British office, taking with it much of the routine clerical work that secretaries did.

„Once office technology takes over generally, the status of the job will rise again because it will involve only the high-powered work – and then men will want to do it again.“

That was said by one of the executives (male) of one of the biggest secretarial agencies in this country. What he has predicted is already under way in the US. One girl described to me a recent temporary job placing men in secretarial jobs in San Francisco, she noted that all the men she dealt with appeared to be gay so possibly that it just a new twist to the old story.

Over there, though, there are men coming onto the job market as secretaries. Classically, girls have learned shorthand and typing and gone into a company to seek their fortune from the bottom – and that's what happened to John Bowman. Although he joined a national grocery chain as secretary to its first woman senior manager, he has since been promoted to an administration job.

„I filled in the application form and said I could do audio/typing, and in fact I was the only applicant. The girls were re-

luctant to work for this young, glamorous new woman with all this power in the firm.“

„I did typing at school, and then a commercial course. I just thought it would be useful finding a job. I never got any funny treatment from the girls, though I admit I’ve never met another male secretary. But then I joined the Post Office as a clerk and fiddled with the typewriter, and wrote letters, and thought that after all secretaries were getting a good £1000 a year more than clerks like me. There was a shortage at that time, you see.“

„It was simpler working for a woman than for a man. I found she made decisions, she told everybody what she thought, and there was none of that male bitchiness, or that stuff „ring this number for me dear“, which men go in for.“

„Don’t forget, we were a team – that’s how I feel about it – not boss and servant but two people doing different things for the same purpose.“

Once high technology has made the job of secretary less routine, will there be a male takeover? Men should beware of thinking that they can walk right into the better jobs. There are a lot of women secretaries who will do the job as well as they can buy negligees for the boss’s wife, but because they are as efficient and well-trained to cope with word processors and computers, and men.

Comprehension Check

I. Decide which alternative best completes each sentence, according to the text.

1. Before 1914 female secretaries were rare because they ...
 - a. were less efficient than men.
 - b. wore stockings.
 - c. were not as serious as men.
 - d. would have disturbed the other office workers.

2. A female secretary has been expected, besides other duties, to ...
- a. be her boss's memory.
 - b. do everything her boss asked her to.
 - c. clean her boss's clothes.
 - d. telephone her boss's wife.
3. Secretaries, until recently, had to do a lot of work now done by ...
- a. machines.
 - b. servants.
 - c. other staff.
 - d. wives.
4. A secretary in the future will ...
- a. be better paid.
 - b. have less work to do.
 - c. have higher status.
 - d. have more work to do.
5. John Bowman is now a ...
- a. junior manager.
 - b. member of the administrative staff.
 - c. male secretary.
 - d. senior manager.
6. He was given his first job as a secretary because ...
- a. he had the best qualifications.
 - b. he was lucky.
 - c. he wanted to work for a woman.
 - d. no one else applied.
7. He did a commercial course because he ...
- a. couldn't think of anything else to do.
 - b. thought it would help him to find a job.
 - c. had done typing at school.

- d. wanted to become a secretary.
8. When he was a post office clerk, secretaries were better paid because ...
- not many were looking for jobs.
 - they were better trained.
 - they had greater responsibility.
 - they worked longer hours.
9. He found that working for a female boss was less ...
- boring.
 - easy.
 - complicated.
 - frustrating.
10. The writer believes that before long ...
- men and women will be secretaries.
 - men will take over women's jobs as secretaries.
 - men will be better with machines.
 - women will operate most office machines.

II. Work in small groups. Ask your partners these questions:

- Is your job (or the job you plan to do when you finish studying) often done by someone of the opposite sex? Can it be done just as well by men and by women?
- In your country, which of these jobs are normally done only by men or women: *secretary, clerk, shop assistant, bus driver, train driver, airline pilot, taxi driver, ship's captain, building worker, doctor, school teacher, receptionist, politician*?
- Is there equal opportunity for both women and men in business in your country?
- Would you rather work for a male or female boss? Give your reasons.



E. Read the following text

One Pair of Hands *(after M. Dickens)*

I was fed up. As I lay awake in the grey small hours of an autumn morning I reviewed my life and a deep depression was setting over me.

„Surely“, I thought, „there’s something more to life than just going out to parties that one doesn’t enjoy. What a pointless existence it is!“

In a flash it came to me: „I will have a job!“

I decided to turn to cooking, as that was the thing that interested me most.

When I told my family that I was thinking of taking a cooking job, the roars of laughter were rather discouraging. No one believed that I could cook at all, as I had never had a chance to practise at home. In fact, I was unable to boil so much an egg or roast a joint of beef.

If the families weren’t going to be helpful I would look for a job all by myself. I had no idea of exactly what job I should apply for, so I decided to go to an agency.

The woman at the desk asked:

- What experience have you had, and have you any references?

- Well, you see, I haven't actually had a job quite like this before, but I've kept house for my mother for quite a time, and also, I've done quite a lot of cooking for dinner parties at various houses.

The woman at the desk said it would be difficult to get a job without experience or references. Then I heard her say: „As a matter of fact I've got someone who might suit. Ring up this lady. She wants a cook immediately. In fact, you would have to start tomorrow by cooking a dinner for ten people. Could you manage that, I wonder?“

- „Oh, yes“, said I – never having cooked for more than four in my life.

I took a deep breath and dialed the number. A voice at the other end informed me that I was speaking to Miss Cattermole. I assured her with all the bluff at my command, that I was just what she was looking for. I asked her what tomorrow's menu was to be.

„Just a small, simple dinner: lobster cocktails, soup, pheasants with vegetables, fruit salad, and a savoury. It's a celebration for my brother, you know.“

In rather a shaken voice, I promised to turn up in good time and rang off.

...As I started to prepare the dinner it dawned on me more and more that a little practical experience is necessary.

I made the fruit salad first. That was quite easy, as all I had to do was cut up fruit and mess it together in a bowl. But soon I was confronted by the problem of how on earth one made a lobster cocktail...

Dinner was at eight. I only just had time to get the fruit salad and soup ready when the hired waitresses came in with trays and said that they wanted to serve dinner. I had forgotten to put the sherry in the soup, but I was past worrying about trifles like that. The waitresses came back for the pheasants long before they were ready...

...I think Miss Cattermole refrained from telling the agency what she thought of me, for they rang me up a few days later and offered me another job. This time it was a Mrs. Robertson, who wanted someone twice a week to do washing and ironing and odd jobs. As I had already assured the agency that I was thoroughly domesticated in every way I didn't feel like admitting I was the world's worst ironer.

Comprehension Check

I. Mark the statements below as "true" or "false".

1. When Miss Dickens told that she was thinking about a cooking job, her family encouraged her.
2. The woman at the desk said it would be difficult to get a job without experience.
3. Miss Dickens made fruit salad first because that was the most difficult.
4. Miss Cattermole was very angry and told the agency what she thought of Miss Dickens.
5. Miss Dickens didn't refuse to do ironing.

II. Choose the right variant to complete the sentences.

1. I decided to turn to cooking, as that was the thing that...
 - a. I could do best of all.
 - b. interested me most.
 - c. I had a chance to practise at home.
2. Miss Dickens asked the woman at the other end what...
 - a. the job was to be.
 - b. the party was to be.
 - c. tomorrow's menu was to be.

3. I only just had time to...
 - a. find another job.
 - b. get the fruit salad ready.
 - c. serve dinner.

III. Answer the following questions.

1. Why did Miss Dickens decide to go to an agency?
2. What dawned on Miss Dickens when she started to prepare the dinner?
3. What job did the agency offer Miss Dickens a few days later?

IV. Correct the following sentences according to the text.

1. Everybody believed that Miss Dickens could cook.
2. Miss Dickens would have to start by cooking a dinner for twelve people.
3. The waitresses came back for the pheasants as soon as they were ready

F. Before looking at the passage below, answer these questions.

1. Can you complete these pairs, which are usually thought of as opposites?

e.g. Having a job and being out of work

- | | |
|----------------------------|--------------------------|
| a. i _____ and expenditure | b. profit and l _____ |
| c. employment and u _____ | d. employer and e _____. |

2. In what circumstances could you claim: **a)** an allowance; **b)** expenses; **c)** a pension; **d)** a redundancy payment; **e)** unemployment benefit?

Earlier retirement?

If you ask the man in the street, whether the street be in Manchester or Mannheim how we should tackle the unemployment problem, the chances are that somewhere in his reply he will mention early retirement.

It is not difficult to see why. Ten years ago this objective was being pursued on social grounds, and there is a popular sense of justice in the old yielding to the young, the employed to the unemployed.

But of course, it is not as easy as that. If you eliminate one job, you do not automatically create another. Indeed, broadly speaking, you will be lucky to create half a job and more likely one-third at a time of rising productivity and stagnant demand. And even some of the jobs you create, perhaps a third of them, will be taken by the non-registered unemployed, further reducing the political appeal of the action.

Then there is the cost.. Actuarially calculated, German social security contributions will need to double in the next 50 years to meet existing commitments on old age pensions. And with non-wage labour costs over 40% of payroll, German employers are already screaming that they can afford no more.

In Belgium and the Netherlands, the sticky moment has already come when benefits have had to be cut to make ends meet. In France, Unedic, the joint employer-union-Government dole fund has just collapsed.

In Britain, the Commons Social Services Committee has just made a modest proposal to phase in a unified retirement age of 63, having been warned off more radical ideas by official estimates that existing pension commitments will cost double the present level by the year 2031 and that to cut the retirement age to 60 would cost an immediate £2.5bn. Pensions and associated benefits already consume 17% of Britain's public expenditures.

actuarially: *an actuary is an expert in calculating the rates of insurance.*

payroll : *the bill for wages.*

dole: *unemployment benefit.*

Comprehension Check

I. Choose the most likely meaning of these words or phrases in the context of the passage.

1. the man in the street :

- a) the average man
- b) someone working on the roads

2. productivity:

- a) production of manufactured goods
- b) production per person employed

3. stagnant:

- a) falling
- b) not moving

4. non-registered: refers to

- a) people who have not put their names down at an employment office
- b) people who have never worked since leaving school

5. make ends meet: refers to

- a) economics
- b) communication

II. Choose the correct variant to complete the sentences.

1. Most people see early retirement as an answer to unemployment because they think it ...

- a. is more efficient.
- b. seems fair.
- c. will save money.

2. Establishing an earlier retirement age will not provide the same number of jobs because...
 - a. firms do not need to replace everyone employed at present.
 - b. governments will be against introducing it because it will be unpopular.
 - c. most of the jobs will go to people who are not registered at employment offices.
3. German employers are unhappy about the fact that ...
 - a. they will have to pay double the contribution towards pensions in future.
 - b. benefits to people out of work have had to be reduced.
 - c. the high ratio of social security contributions to wages may be increased.
4. Reducing the retirement age to 60 in Britain would ...
 - a. double the expenditure on pensions immediately.
 - b. use up 17% of Britain's public expenditure.
 - c. cost a lot more than the present proposal.
5. Judging from the table,
 - a. the age at retirement is now more or less the same in the countries mentioned.
 - b. the countries where people used to retire latest have been those most resistant to change.
 - c. there has been a fall of similar proportions in the percentage of people employed in these age groups.

III. Find words or phrases in the passage that are similar in meaning to the following. The number in brackets indicates the paragraph where the word or phrase is to be found.

1. deal with (1)
2. it is likely (1)
3. answer (1)
4. giving way to (2)

5. do away with(3)
6. in general terms (3)
7. complaining bitterly (4)
8. difficult (5)
9. introduce by stages (6)
10. calculations (6)

IV. From the words below chose the correct to complete the following passage.

Advantage, benefit, earnings, income, profit, salary, wages

When I was 23, and had just left university and got a job, I went to the Social Security Office. During National service, I had paid social security stamps out of the miserable 1__ I got, but I had put the 2__ from occasional odd jobs I did at university in pocket. The kindly clerk at the Office advised me to pay all the social security stamps for my three years at university in order to guarantee full social security 3__ when I retired. I couldn't see much 4__ in that. He wanted over £100 more than my monthly 5__ and, about a quarter of my total annual 6__ after taxes. So I didn't take 7__ of his offer, and when I saved some money and bought some shares on the stock exchange a year later and was lucky enough to make a 8__ of £100, it never occurred to me to give it to the Social Security Office. I'm sure I got a great deal more 9__ out of the holiday I had in Ibiza with the money! „A bird in the hand is worth two in the bush“ says the proverb, and who knows what £100 will be worth in forty years time?

RELAX

Read for pleasure

An Embarrassing Experience

For a long time I had been looking for a job as a bank clerk. At last I'd made an appointment with my prospective employer. I'd never met him before and I was a little nervous. I was lucky enough to find a parking space outside the bank when another car drove into it. I was furious! I opened my window and shouted at the other driver. He ignored me and walked away. It took me 20 minutes to find another space. I was 10 minutes late for my appointment. I went to the manager's office, knocked and walked in. The manager was sitting behind the desk. He was the man who had taken my parking space.



- A:* - I'm very optimistic about the future of business.
B: - Then why do you look so worried?
A: - I'm not certain my optimism is justified.



Read the following proverbs and find their Russian equivalents.

- a. Work done, have your fun.
- b. Actions speak louder than words.
- c. A good beginning is half the battle.
- d. Time is money.
- e. Never put off till tomorrow what you can do today.
- f. Business is the salt of life.
- g. Business is business.
- h. Business makes a man as well as tries him.

- i. All work and no joy made Jack a dull boy.
- j. All lay loads on a willing horse.

Illustrate the proverbs above in different situations. How can they be related to the text “Working life in Britain”?



Language Quiz

Which language do you think the word *boss* comes from?
(Russian, Japanese, German, Dutch, French, Italian)



Sayings and Quotations

Nothing succeeds like success.

Never let the chance go.

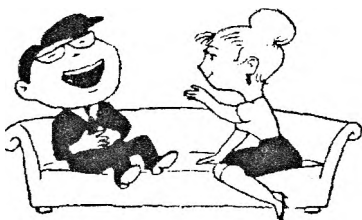
Fortune favours the brave.

„The reward for work well done is the opportunity to do more.“

J. Salk

„There are two things to aim at in life: first to get what you want and after that, to enjoy it. Only the wisest of mankind achieve the second.“

L. Smith



III. SPEAKING ACTIVITY

A. Work in small groups. Choose four of the following recruitment sources and discuss the advantages and disadvantages of each of them from the recruiter's point of view then report back to the rest of the class.

Keeping a data base/ files

Employment agencies (public and private)

Advertising in the national or regional
press

Radio and TV advertising

Publishing vacancies in the company
magazine

Advertising in speciality publications

B. Decide which of the following statements refer to the information an interviewee or an interviewer attempts to get during the selection interview. Give your reasons.

- a. the organization
- b. the educational background
- c. the personality

- d. the benefit package
- e. the promotion
- f. the job responsibilities
- g. the qualifications.

C. I. Read the conversation, taking place at an employment agency. Bill Brooks is looking for a job at the moment. Mr. Brooks and Ms. Jones are talking about the procedure how to apply for a job.

Bill Brooks: Excuse me Miss, I was wondering if you could help me.

Ms Jones: Yes, of course. What can I do for you?

Bill Brooks: I am looking for a job and I don't know how to find one.

Ms Jones: First of all, fill out this information sheet. Please list your educational background, work experience and any special skills you have. When you are finished, return it to this office.

Bill Brooks: OK I will.

Information Sheet

Educational Background

2000 graduated from Grant High School
2000-2003 University of California, Irving
Major: Computer Science. Minor: Mathematics
2003-2004 graduate work University of Minsk

Work Experience

2000-2002 teller at Irving State Bank
2002-2004 computer laboratory assistant

Special Skills

- fluent Russian
- knowledge of computer programming

B: Here is the information you asked me for.

Ms J: Good. Now, tell me what kind of work you are looking for.

B: I would like to work for a company which has international offices, especially in the former Soviet Union (CIS).

Ms J: Oh, I see. I will locate the information that you need and give you the names and addresses of a few companies which meet your specifications. This will take me a few days to think. Please return on Wednesday and I will have the information. You will need to contact the companies yourself and request a job interview. I advise to take a copy of your resume with you.

B: But I do not have a resume! How do I write one?

Ms J: Here is an example of a resume. Use the facts in your information sheet to create your own resume. It must be neatly typed and there should not be any mistakes! Also, make it concise and brief, not more than two pages.

B: OK. Thank you very much. You have been most helpful. I shall return on Wednesday to collect the information I need.

Ms J: Good. Have a nice day.

B: I will, thank you. Goodbye.

II. Find the words in the dialogue that have the following meanings.

- a. the collection of a person's complete experience.
- b. a summary of one's personal history, background, work and education.
- c. detailed description.
- d. a conversation led by an employer who is trying to decide whether to hire someone.
- e. an organization which sells goods or services in order to make money.
- f. a special ability to do something.
- g. a room or part of a building in which people work.

III. Change the words in brackets to complete the sentences.

Example: There was a lot of ... in the room. (**active**)
There was a lot of **activity** in the room.

1. I review their work – to ensure it meets the ... (**specify**).
2. Please, give me as much ... as possible. It's really urgent. (**inform**).
3. It's particularly ... in interviews. (**help**).
4. The first task for the ... is to make the candidate feel comfortable. (**interview**).
5. Have you got in touch with the employment ...? (**agent**).
6. He has exceptional mathematical (**able**).
7. Please, tell us ... about yourself. (**brief**).
8. There were some problems about her ... for the job. (**apply**)

IV. Insert the proper word from the list below into the sentences.

Computer, resume, project, information, customers, interview, proficient, knowledge, requirements

1. We are particularly strong in the UK where we have a lot of ...
2. The engineers realized they couldn't meet the new
3. They always ask for ... about foreign countries.
4. She received the invitation to an
5. He filled out the application form and wrote a
6. We would like to look more closely at this
7. A ... can only do what it is instructed to do.
8. He is intelligent and ... in his job.
9. David is not an easy man to talk to but does have a lot of ... of the computer industry.

V. Say in English.

1. Я сейчас ищу работу.
2. Вам нужно написать резюме. Оно должно быть кратким, не более 2 страниц.
3. Мы разместили в газете ту информацию, которая вам нужна.
4. Есть ли у вас опыт работы в каком-нибудь банке?
5. Вам нужно заполнить эту анкету.
6. У него какие-то проблемы с компьютерным оборудованием. Не могли бы вы ему помочь?
7. Дайте, пожалуйста, адреса и названия компаний, которые отвечают вашим требованиям.
8. В 2000 году он закончил высшее техническое заведение.
9. Чтобы найти работу он советует мне обратиться в бюро по трудоустройству.

VI. Answer the questions.

1. Why did Bill Brooks have to write his own resume?
2. What facts should be covered in a resume?
3. What companies would Bill like to work for?
4. In what way was Ms. Jones helpful to Bill?
5. Have you ever written your resume?
6. Why should a resume be concise and brief?
7. If you were a personnel manager what things would you take into consideration while interviewing an applicant for a job?

VII. Render the replies in English and act the dialogue.

- What can I do for you?
- Я ищу работу и не знаю, как ее найти.
- Have you got any special skills?
- Да, я свободно владею английским, немного говорю по-немецки и работаю на компьютере.

- Are you proficient in any computer language?
- Да, я окончил Белорусский национальный технический университет 5 лет назад.
- What kind of job are you looking for?
- Я бы хотел работать в фирме, имеющей офисы за рубежом.
- You will need to write a resume.
- Should it be long?
- Нет, оно должно быть кратким. К тому же оно должно быть аккуратно напечатано. Сколько времени вам понадобится на это?
- It will take me 3 days, I think.
- Кроме того, вам нужно связать с компанией и договориться о встрече.
- Shall I take a copy of a resume with me?
- Да, я советую вам сделать это. Желаю вам удачи.
- Спасибо. Вы были очень любезны.

VIII. Would you like to work in another country? If your answer is „NO“, give reasons. Discuss advantages and disadvantages of working for a company that has international offices.

Advantages

- Chance to go abroad
- Traveling overseas
- Sightseeing
- Great salary
- Extra benefits
- Working with interesting people
- Good conditions of work
- Practice in speaking English

Disadvantages

- Working overtime
- Not having much contact with colleagues
- Not seeing much of the family
- Not having much holiday
- Being always busy at work

If your answer is „YES“ say which country or countries you would like to visit and what kind of work you would like to do there. While discussing these points make use of the following phrases:

- I'm inclined to think that ...
- My point of view is ...
- I'm convinced that ...
- You must realize that ...
- I would like to say that ...
- I believe you know that ...
- There's no doubt that ...
- At the risk of repeating myself, I should say here ...
- As far as I'm concerned ...

D. Work in groups. Ask your partner these questions Discuss these questions:

- Which of these occupations are well paid and badly paid?
- Which should be paid most?
- What would be the attractions of the jobs?
- What would be the drawbacks of the jobs?

WRITER CARPENTER GOVERNMENT MINISTER
NURSE POSTMAN/WOMAN SALES REPRESENTATIVE
SECRETARY SHOP ASSISTANT TAXI DRIVER
POP SINGER TOP MODEL

- What is the most *difficult* job you can imagine?
- What is the most *unpleasant* job you can imagine? And the most *pleasant*?
- What jobs can you think of that are over paid? Why do you think this?
- If you could choose any job in the world, what would it be? Why?



IV. WRITING

It's important, when writing a formal letter, to include only ideas and information that are relevant.

A. Work in pairs. Imagine that you or your friend wants to apply for this job:

We are looking for an intelligent, self-confident person who is fluent in at least one foreign language. The work involves answering correspondence, meeting visitors and clients from abroad in the office and talking to clients on the phone. The working week will be 20 hours per week Monday–Friday, mornings or afternoons only. Previous experience would be useful but not essential.

Apply in writing to Ms Pat Brown, ACME Enterprises,
13 Armada Way, Brookfield BF2 7LJ

- What kind of information would be RELEVANT in your letter?
- What kind of information would be IRRELEVANT?

B. Look at these two letters. What important information is missing from each of them? Which of them do you prefer and why?

Dear Sir,

After reading your advertisement in the Evening Chronicle. I wonder if I might be suitable for the part-time post advertised? I am studying at Brookfield University. My typing is quite good and I enjoy dealing with people.

I am 1.73 metres tall, have dark brown curly hair and I wear glasses.

Please let me know if you think I may be suitable for the post. I can come for an interview at any time convenient for you because if I have to miss any lectures, I can always get the notes from my friend Bob. They don't keep an attendance record at the University.

I would also like to know what kind of salary you are offering. And how many hours' work there would be per week.

Yours sincerely,

Dear Ms Brown,

I am interested in applying for the post advertised at the top of page 13 of the Evening Chronicle on 1st April.

I am 20 years of age and in my second year at Brookfield University, where I am studying business administration. As my lectures take place in the mornings and evenings, I would be available to work in the afternoons from about 1.30 or 2 pm.

I speak and write fluent Italian and some German, as well as English. I have had some experience of office work in my own country. I am available for interview any afternoon during the next two weeks. I would also be pleased to discuss my suitability for the post on the telephone - my number is 173882.

Looking forward to hearing from you.

Yours sincerely,

C. Write a letter of 120-180 words applying for the job advertised below. Make sure your letter is laid out in the appropriate style with your address at the top, today's date in the right place etc.

TEMPORARY HOTELRECEPTIONIST

Pleasant medium-size hotel in the heart of Cambridge seeks young person with pleasant personality to assist in reception office

Previous experience an advantage but not essential.

Knowledge of at least one foreign language required.

Good pay for someone who can work sensibly and cheerfully in our team. Apply in writing to

College Hotel, King's Parade, Cambridge.

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