

# Для IT-специалистов

## Урок 5: Business e-mails

⌚ Длительность урока: 60 минут



ENGLISHDOM.COM



# 1. Warm up

Вставьте  
пропущенные слова



Прочитайте объяснительные тех, кто не явился на работу.

*drank* *have* *surprised* *to stand* *woke up*

1. My family \_\_\_\_ me with a very expensive holiday and I could not say no. So I am not going to come to work all this week.
2. The new Harry Potter book is now in the shops and I need \_\_\_\_ in the queue to buy it!
3. I \_\_\_\_ today and somehow thought it was Sunday. Nobody works on Sunday so I went back to sleep.
4. My dog \_\_\_\_ all my beer yesterday and I must stay at home to help her now.
5. I went to a casino on Saturday and I still \_\_\_\_ some money to play on Monday morning.

Keys:

1. surprised, 2. to stand, 3. woke up, 4. drank, 5. have



## 2. Vocabulary

Изучите  
НОВЫЕ СЛОВА

**LMAO** - пацталом

**LOL** - ржунимагу

**appreciate** - высоко ценить

**attached** - прикрепленный

**beginning** - начало

**clarify** - прояснить

**clear** - ясный

**complain** - жаловаться

**confirm** - подтвердить

**emphasise** - подчеркнуть

**ending** - окончание

**highlight** - выделять

**ignore** - пропускать

**inbox** - входящие

**let** - позволять

**look forward** - ждать с нетерпением

**main point** - главная часть

**message** - сообщение

**on behalf** - от имени

**receive** - получать

**regarding** - по теме

**regret** - сожалеть

**report** - отчет

**request** - попросить

**send back** - отправить обратно

**sign** - подписать

**template** - шаблон

**title** - заголовок

**trash** - корзина

**volume** - объем



## 3a. How to Ознакомьтесь с информацией

- **E-mail structure:** beginning / main point / ending
- **Greeting:** Dear Mr., Ms., Mrs. / Dear Sir or Madam
- **Before ending:** Please, let me know if ... / I look forward to hearing from you
- **Ending:** Yours sincerely / Yours faithfully / Best regards / wishes

*Dear Sir or Madam, I would like to apply for your position of a webmaster. - Уважаемые господин или госпожа, я бы хотел подать заявку на вашу вакансию вебмастера.*

*Dear Mrs. Mosby, I would like to confirm our meeting tomorrow. Yours sincerely, John Smith. - Дорогая миссис Мозби, я хотел бы подтвердить нашу встречу завтра. С уважением, Джон Смит.*

*Please, let me know if you need more details. - Пожалуйста, сообщите, если понадобится больше деталей.*

*Best regards, Larry Page. - С наилучшими пожеланиями, Ларри Пейдж.*



## 3b. How to Ознакомьтесь с информацией

- **Starting main point:** I would like to thank / confirm /enquire about
- **Asking for help:** I would appreciate if / would be grateful if
- **Offering help:** I would be happy / pleased to
- **Saying sorry:** I regret that / Unfortunately / I am afraid

*We would like to enquire about the new project. - Мы бы хотели уточнить информацию о новом проекте.*

*We would appreciate if you send us more details on the new application. - Мы были бы очень благодарны, если вы пришлете нам больше деталей о новом приложении.*

*I would be happy to do the testing for you. - Буду рад провести тестирование для вас.*





## 3c. How to Ознакомьтесь с информацией

- **First:** short words / short sentences / short paragraphs
- **Second:** short but clear
- **Third:** one letter - one topic

*It is a great pleasure to let you know that we have already completed the project. - Какое огромное удовольствие дать вам знать, что мы уже закончили проект.*

*Congrats! We have already completed the project. - Ура! Проект закончен!*

*We would like to complain about the technical support. - Хотим пожаловаться на техподдержку.*



## 3d. How to Ознакомьтесь с информацией

- **Informal words:** hi, hello, hey, bye, what's up, see you later
- **Short forms:** CU - see you / RUOK - are you okay / thx - thanks / cuz - because
- **Other short forms:** LOL - laughing out loud / LMAO - laughing my ass off / XXX - kisses

*Hi, Fred! I am home now! - Привет, Фред! Я дома сейчас.*

*I had a great wknd cuz I went to Vegas, baby! - Я отлично провел выходные, потому что был в Вегасе, детка!*

*And the film I saw LMAO! - И фильм, который я смотрел - я просто пацталом!*



## 3e. How to Закрепите ключевую информацию

**To:** killbugs@gmial.com

**Re:** Bug report

Dear Mr. Verbatim,

Thank you for the provided bug report. We analysed it and decided to make the following changes on our website:

1. *Let users log in with their social network profiles.*
2. *Use youtube for videos and not our servers.*
3. *Change the size of the title fonts for better mobile view.*

**Conclusion:** the list of changes will be implemented in one week and then we will contact you for another bug check. We would like to meet next week to discuss everything one more time. Please, let me know if you need more details.

Sincerely yours,

Jason Born,  
Project manager  
Pp.: Adam Field  
CEO

cc.: Adam Sendler, Mark Zuckerberg  
Enc.: Change list





## 4. Practice

Выполните  
задания

- Выберите правильный вариант:

01. Dear Mrs. Jonston, I would *liking / likes / like* to thank you for the assistance.
02. *Could / Cans / Coulds* you send the contract back when you sign it?
03. Unfortunately, we can not *finishes / finishing / finish* the project in two days.
04. We *would be / be would / am* happy to develop a range of plugins for your website.
05. *Good day / Good afternoon / Hi, bro!* The new film is just LOL!!!

- Напишите правильную форму:

06. I would like (to complain) about the mobile version of your application.
07. Please let us know if you (to need) any information regarding the new scripts.
08. I look forward to (to hear) from you.
09. We (to be) pleased to inform you that you can start using the new program.
10. The wknd was cool cuz all my friends (to come) to my party!

- Исправьте ошибку:

11. Faithfully your, Antonio Banderas.
12. We would appreciating if you tell us more about your new operating system.
13. We regret than you can not come and visit our project presentation.
14. Please, let's us know if you can meet us next week.
15. Dear Sir or Madam, I would like know if you still have a position of a PHP-programmer.

Keys:

you, 5. hi, 9. to complain, 7. need, 8. receiving, 6. are, 10. came, 11. yours, 12. appreciate, 13. that, 14. let, 15. to know  
I like, 2. could, 3. finish, 4. would



## 5. Life story

Просмотрите видео  
и выполните  
задание к нему



### Rise of the emojis ▶

Правдивы ли эти высказывания:

1. Emojis (smiles) are very popular.
2. People have used pictures as a language for a long time.
3. "Emoji" is a Chinese word.
4. People do not use emojis because they are lazy.

Keys:

1. true, 2. true, 3. false(japanese), 4. false(use).

”

## 6. Phrasebook

Ознакомьтесь  
с фразами

***Dear Mrs. Tainton, I would like to enquire about your position of an architect. -***

*Уважаемая миссис Теинтон, я хотел бы узнать о вашей вакансии архитектора.*

***We would appreciate if you send us the copy of the agreement. -*** Мы были бы очень

*благодарны, если вы пришлете нам копию соглашения.*

***We are happy to do the beta test. -*** Мы с удовольствием проведем бета-тестирование для вас.

***I would like to complain about the anti-virus you installed for us. -*** Я хотел бы

*пожаловаться на антивирус, который вы для нас установили.*

***We are pleased to inform you that the new application is bug-free. -*** Мы рады сообщить

*вам, что новое приложение не имеет багов.*

***Please, let me know if you would like to receive a beta version of the new software. -***

*Пожалуйста, сообщите, если вы бы хотели получить бета-версию нового ПО.*

***We regret that the servers were attacked by a group of hackers. -*** Мы сожалеем, что на

*серверы была совершена атака группой хакеров.*

***I am afraid we can not find the backup of your website. -*** Боюсь, мы не сможем найти

*резервную копию вашего сайта.*

***We look forward to starting a new project with your company. -*** Мы с нетерпением ждем

*начала нового проекта с вашей компанией.*

***CU later, Johnny! - Yeah, bye! -*** Увидимся позже, Джонни! - Да, пока!



## 7a. Role play

Выберите  
правильный  
вариант



Ваш коллега впервые пишет формальное письмо партнерам.  
Помогите ему.

1. He: Hello, Tod! I need your help!
  - a. *Hi! What is it?*
  - b. *Hi! What? No!*
  - c. *Sorry, I am not Tod. I do not work here!*
2. He: I am writing a letter to our partners. What do I start with?
  - a. *Start with a funny joke!*
  - b. *Start with "Dear Mr. or Ms."*
  - c. *Always start with coffee!*
3. He: But I know that I am writing to a married woman!
  - a. *A married woman! You are a dog!*
  - b. *A married woman! Then write "Dear Mrs."*
  - c. *A married woman! Why? There a lot of single ladies here!*
4. He: Then I want to write a joke about our last meeting.
  - a. *It is a bad idea.*
  - b. *It is a great idea. And send her your picture!*
  - c. *It is a great idea. And send her kisses!*
5. He: Why do you think so?
  - a. *Because you are a strange man.*
  - b. *You must write the main message in first two or three sentences.*
  - c. *You must get me a coffee and I will tell you.*





## 7b. Role play

Выберите  
правильный  
вариант



6. He: I see now. I wanted to send the copy of this letter to her manager.  
a. Then click on the “cc” button.  
b. Then click on the youtube link and watch a funny video.  
c. Then Google it.
7. He: Okay, and then what?  
a. Then we drink some tea.  
b. Then I do my work and you shut up.  
c. Enter the e-mail address of the person the copy is for.
8. He: Great, thank you. Where can I write about the topic of the message?  
a. Use the “Re” section.  
b. Type “I like big girls” in your letter.  
c. Type “I love unicorns”!
9. He: Done. And I tried to attach a file but it did not work.  
a. The file is too booring.  
b. The file is too big.  
c. The file is too strange.
10. He: Oh, yes, you are right! Thank you for your help!  
a. Welcome to New Yourk!  
b. Welcome to real world, Neo!  
c. Welcome!

Keys:

1. q '2 '3 'e '4 '5 '6 '7 'e '8 'q '9 'e '01 '2



## 8. Game

Подберите  
правильные ответ  
к загадке



1. How does Bill Gates  
enter his house?



2. What did one keyboard  
say to the other keyboard?



3. What's the best way to  
accelerate a PC?



4. What do you get if you cross a  
computer with a hamburger?

- A. Sorry, you are not my type.
- B. He uses windows.
- C. A big Mac.
- D. Drop it off a tall building.

Keys:

1. B 2. C 3. D 4. A





## 9. Discussion

Отвечьте  
на вопросы



- **Do you write informal messages to your colleagues?**  
*Yes, I do / No, I do not. I often / never / rarely / always...*
- **What do you use to write informal messages to colleagues or friends?**  
*I use...(skype / facebook, etc.)*
- **Do you have a special intranet in your company? How do you call it?**  
*Yes, I do / No, I do not. It is called...*
- **Do you often use emojis(smiles)?**  
*I often / never / rarely / always use it... when...*
- **What is your favourite emoji?**  
*It is...*