

## UNIT 1. SOCIAL CONTACTS

### Lesson 1. Asking the Way

#### Орієнтування в місті

#### Active Vocabulary:

to cross – переходити; crossing – перехрестя; block – квартал; traffic lights – світлофор; subway – метро; subway station – станція метро; right down the street – в кінці вулиці; 1 (2, 3) blocks from here – 1 (2, 3) квартали звідси; at the second corner – через квартал; at the next corner – на найближчому розі; round the corner – за рогом; right across the square (street) – прямо через майдан (вулицю); to turn – повернути; to turn left (right) – повернути ліворуч (праворуч); to get to the post-office – потрапити на пошту; within walking distance – дістатися пішки; terminal – вокзал.

#### Прочитайте та перекладіть діалоги.

1. **V.** – visitor; **Mr. S.** – Mr. Smith

V.: I beg your pardon. Where's the nearest subway station? Mr. S: It's right down the street.

V.: Thank you. You've been very helpful. Mr. S: That's all right.

2. **V.** – visitor; **Miss P.** – Miss Parker

V.: Excuse me, please. What's the way to the post office?

Miss P.: It's two blocks from here. Go straight on, then turn right at traffic lights.

V.: Thanks a lot.

Miss P.: You are welcome.

3. **P.** – Passer-by; **Mr. B.** – Mister Baker

P.: Excuse me, sir. Could you tell me how to get to the bus terminal? Mr. B: Turn round the corner.

4. **Mr. B.** – Mary Barton; **P.** – Passer-by M.B.: How can I get to the British Museum? P.: Cross the street and keep to the left.

#### Вправа 1. Уявіть, що Ви потрапили у незнайоме місто. Зверніться до перехожого, використовуючи словосполучення, що наведені у таблиці.

Запитання			Відповідь
Excuse me, please Pardon me, sir Could you tell me I beg your pardon	is it far from	shop university	Cross the street Go straight on Right down the street Across the square Keep to the left (right)
	how to get to	Oxford street	
	how can I get to	post-office	
	is this the right way to	library	
	where is the nearest	cafe bus stop	
	what's the way to	supermarket	

## **2. Прочитайте та перекладіть текст рідною мовою.**

### **Travelling by Air**

#### **Active Vocabulary:**

to travel – подорожувати; to fly – літати; a flight – рейс; to catch a plane – встигнути на літак; to miss a plane – запізнитись на літак; to board a plane – сідати на літак; a boarding card – посадочний талон; a handbag – ручний багаж; an airhostess (stewardess) – бортпровідниця; seat belts – пристібні ремені; to take off – злітати; to land – приземлятися; to go down – знижуватись; to be air-sick – страждати від повітряної хвороби; to arrive at one's destination – прибувати до місця призначення; a porthole – ілюмінатор літака; visibility – видимість.

Modern life is impossible without traveling. To understand whether it is really true, you only have to go to a railway station, a port or an airport. There you will see hundreds of people hurrying to catch a train, a ship or a plane, all wanting to go somewhere and to get there as quickly as possible. For us, there is nothing like travel by air: it is more comfortable and far quicker than any other means of traveling. When you board a plane with your handbag and boarding card, the airhostess greets you and shows you to your seats. She asks the passengers to fasten their seats belts and not to smoke when the plane is on the ground, while it is taking off or landing. She gives information about the flight (speed, altitude, t° outside and so on) and offers the passengers some mineral water, lemonade or pepper mints if you are air-sick. The seats on the plane are comfortable, and you can relax either reading or looking through the window, or watching films on TV, if you don't want to sleep. When there is a long-distance flight, you'll be provided with excellent meals. Thus, the Airline Service does its best for you to enjoy the flight. Look onto the ground when the plane is going down. On and on you fly with the ever-changing scenes below – villages, fields and hills, rivers and valleys, each following the other with great speed, till you arrive at your destination and safely land at an airport. In fact, there's no better way of traveling than by air.

#### **Дайте відповіді на запитання.**

1. Is modern life possible without traveling?
2. Which is the fastest way of traveling?
3. What information does a stewardess (air-hostess) give passengers on a plane board?
4. What does the ground look like from a flying plane?
5. Why don't some people like to travel by planes?

### **Вправа 3. Уявіть, що ви зустріли іноземного студента, який приїхав на студентську конференцію. Дайте відповіді на його запитання.**

1. Could you tell me how to get from Pushkinskaya metro station to Shevchenko garden?
2. What's the shortest way from NTU "KhPI" to the Historical Museum?
3. Where is the nearest I?
4. Would you show me the way to the Students' Palace?

#### **Вправа 4. Розкрийте дужки, використовуючи дієслова у Present Simple.**

1. My little sister (to go) to bed at nine o'clock every day. 2. We (to wash) our faces every morning. 3. She (not to have) maths lessons every day. 4. Your sister (to go) to school every day? — Yes, she \_\_\_\_ 5. My brother (not to like) drinking coffee. 6. My mother always (to take) a bus to get to work. 7. My friend (to live) near his office, he usually (to walk) there. 8. You (to talk) to the members of your family every day? — Yes, I \_\_\_\_ 9. I (to be) very tired, I (not to want) to have dinner. 10. You (to come) home at six o'clock? — No, I \_\_\_\_.

#### **Вправа 5. Складіть розповідь про те, як ви дістаєтесь з дому до свого навчального закладу, використовуючи активні слова та словосполучення.**

### **Lesson 2. Travelling**

#### **Подорожі**

**Прочитайте та перекладіть текст.**

#### **Active Vocabulary:**

vehicle – транспортний засіб; traffic jam – затор на дорозі; alert – пильний; in advance – заздалегідь; discount – знижка; journey – подорож; ticket office – білетна каса; fine – штраф; to board – сідати у вагон; accommodation – розміщення; coach – вагон; affordable – доступний за ціною; compartment – купе; luggage – багаж; lodging – тимчасове житло; berth – полка в купе; facilities – обладнання; full-fledged – повноцінний; sink – раковина.

#### **Travelling by Train**

Travelling by train can really be a fun and a memorable experience. Trains are considered one of the safest and most economical means of travelling. Trains are one of the oldest means of travelling dating back to the 17th century. Since the day they were first used, trains have become an essential means of travelling.

Travelling by train is generally much cheaper than any other fast means of travelling. Moreover, train is one of the most efficient and reliable vehicle in which you don't have to go through any traffic jams. Travelling by train may be a quite unique and leisurely experience, as you can do so many things while travelling such as: making new friends, taking a walk, chatting with other travelers, playing cards, looking at the views, reading or just sleeping. In short you can have a lot more fun in train than you would have if you were travelling by car which requires you to be alert all the time.

These are some tips for rail travel. Ticketing

- Be aware that it can be very expensive in some countries to travel by train. Especially high speed trains can be as expensive as – but more convenient than – flying.
- If you can, book in advance. In many countries you may benefit from a substantial discount.
- Many countries offer passes, allowing several journeys to be made within a

region. Inter Rail (for Europeans) and Eurail (for others) are good value for

- those who qualify and wish to travel extensively through Europe.
- Please buy your ticket through the Internet, in a ticket office or a ticket machine before joining the train or otherwise you may have to pay a higher price or a fine.

Boarding and accommodation on board .

- Find out if the class of the car you are boarding is in the front, middle or rear of the train and stay on the platform accordingly. Ask the staff on the platform. In some countries, stations are divided into zones and diagrams show you what zone your coach number corresponds to.
- Many trains have first class accommodation. This can be available in some cases, or very expensive in others. You are paying (typically) for a wider seat and a much emptier compartment. Do not, under any circumstances, travel in first class unless you have a ticket or other permission to do so.
- Normally, the doors of a train do not open automatically. So to enter or exit a coach you have to push a button on the door or turn a handle.
- Tuck away your luggage as much as you can. Don't let it block the way or the seats for other passengers.
- For overnight journeys, consider investing in a couchette or sleeper compartment, which are often cost-competitive with lodgings for the night. A couchette cabin has 6 berths for sleeping and no other facilities around, while a full-fledged sleeper will have two to four berths and possibly bathing facilities like a sink or a shower.

**Дайте відповіді на запитання.**

1. When did trains appear? 2. Why travelling by train is sometimes more preferable than by plane or by car? 3. What trains can be more expensive than a plane? 4. Where can you buy a train ticket? 5. In some countries, stations are divided into zones. What do they correspond to? 6. Where do passengers sleep during overnight journeys? 7. How many berths are there in a compartment?

**Вправа 1. Висловіть свою думку про подорожі різними видами транспорту, використовуючи такі фрази.**

To start with

I think (I believe)

As far as I know

The thing is

I doubt that

To tell the truth

As for me

The trouble is

I'm afraid

I must confess



## The Benefits of a Cruise Holiday

### Active Vocabulary:

to be faced – стикатись; prospect – перспектива; quandary – скрутне становище; available – що є в наявності; span – короткий відрізок часу; itinerary – маршрут; cabin – каюта; ashore – на березі; to dock – причалювати; arcade game – гральний автомат; to be likely – скоріш за все; like minded people – однодумці; to encourage – заохочувати; mingling – змішування.

More often than not, when you are faced with a prospect of planning a vacation, you find yourself in a quandary. A lot of options are available to you, whether these are railroad trips, vacations in hilly stations, beaches or trekking or even spending time at your parents'. Here, I am going to tell you what you will gain if you choose a cruise above all these. It offers you a big opportunity to go to a large number of places in a short span of time which you otherwise cannot visit. Often it depends on what the itinerary is and what cruise liner you choose.

The best thing is that a cruise package comes with food and it's especially good for people who tend to eat "more". In a cruise, you also need to get settled at one place only, in your cabin. You can go ashore to all places from here, and finally at the end of the day come back and rest here. There is no need to go and try to settle yourself at various hotels.

A lot of cruises also come with packages that plan your onshore activities, places you visit and your guides. Before you dock at a place, it tells you of the importance of the place you are going to visit, and the places recommended to visit. You can pre-book an excursion till the night before you are scheduled to dock at a place, depending upon the availability. Once you are on the shore, there will be people present to guide you through the whole excursion. This tends to make your experience a pleasant and memorable one.

On board time also can be spent in a variety of wonderful ways. There will be different types of activities for people with a wide range of interests. It may be arcade games and libraries for the quiet, or pools and parks for the more active ones. There are also special 24-hour bars and clubs for young people and all day activity packages suitable for them. Golf, aerobics, theater, comedy, shopping – you get them all here.

Finally, you are likely to spend the time in your cruise with like minded people and you have a great opportunity to make lifelong friends. Most of the activities are tailored to let people come closer to each other and encourages "social mingling" among the people.

You have the option of choosing the route, cruise liners and even the type of a cruise! A cruise guarantees a great experience for you.

### Вправа 1. Знайдіть слова в тексті, що відповідають таким визначенням:

- 1) a period in which a break is taken from work or studies for rest, travel, or recreation;
- 2) a trip by sea in a liner for pleasure, usually calling at a number of ports;
- 3) a plan or line of travel;
- 4) a room used as an office or living quarters in a

ship; 5) a short outward and return journey, esp. for relaxation, sightseeing, etc.; 6) a structure that has been built and filled with water for people to swim in; 7) a particular incident, feeling, etc., that a person has undergone.

### **Smile!**

From a passenger cruise ship, everyone can see a bearded man on a small island who is shouting and desperately waving his hands. "Who is it?" a passenger asks the captain. The cruise ship captain replied, "I've no idea. Every year when we pass, he goes nuts."

### **Вправа 2. Підберіть відповіді до реплік, що наведені нижче.**

1. – Can I help you? – Single or return? – Here you are. And  
– – your  
– change, please.
1. – Would you like sleepers, sir? – Upper or lower berths? Here  
– you are.
1. – When do you want to go, sir? – When are you going to come back?  
– Here you are. Have a nice trip. –

*a) Single, please. b) I'd like to book 2 train tickets to Paris. c) On September, 15th. d) Yes, please. e) Lower, please. f) On August, 19th.*

### **Вправа 3. Визначте часові форми дієслова в реченнях. Запишіть речення у питальній та заперечній формах. Перекладіть речення.**

1. At last he **gave** the last kiss to well-wishers and **got** on deck. 2. These boys and girls **will study** at an English technical college in a year. 3. I **will test** the device tomorrow. 4. Teachers sometimes **hang** tables and diagrams before their lectures. 5. The students **will go** to the institute on the first of September. 6. He always **waits** for his girl-friend. 7. I **translated** this article 2 days ago. 8. My daughter **left** France at the age of 5. 9. The scientist **made** a very interesting experiment last week. 10. My father usually **stays** at this hotel.

### **Вправа 4. Дайте відповіді на запитання, користуючись зразками.**

1. **I like travelling by sea, and you? – So do I.**

2. **He can't stand sea voyages, and you? – Neither can I.**

1. I don't know our ports of call, and you? – I я також. 2. A friend of mine enjoys travelling by sea, and you? – I я також. 3. I had a nice trip last summer, and you? – I я також. 4. I am a poor sailor, and you? – I я також. 5. We'll go sightseeing at every port of call, and you? – I я також. 6. I think a sea voyage is rather boring, and you? – I я також. 7. My brother prefers to travel by sea, and you? – I я також.

### **Вправа 5. Складіть розповідь про подорож одним з видів транспорту, використовуючи активні слова та словосполучення.**

### Lesson 3. At the Customs

#### На митниці

**Прочитайте та перекладіть наступні діалоги. Вивчіть їх напам'ять.**

I. – Excuse me! Where is the customs control?

– Over there, to the left.

– Could you tell me whether used things and gifts are liable to duty?

– As far as I know, they are not.

– Oh, thanks a lot.

I. – Where is your passport? The passport control officer is coming.

– Here it is.

– What is the purpose of your visit?

– It's a business trip.

– Could you produce your visa and declaration form?

– Here they are.

I. – Where is your luggage, sir?

– Here it is. A suitcase and a bag. Which one do you want me to open?

– Open the suitcase, please. Have you got anything to declare?

– I do not think so. I have only my personal belongings. By the way, shall I submit my PC discs for inspection?

– No need, sir, thank you.

I. . – Are you British?

– No, I'm Ukrainian.

– Which flight have you just arrived on?

– From Kharkiv, Ukraine.

– Your passport, sir ... Thank you. Have you got anything to declare?

– No, I haven't.

– You should realize that Britain imposes severe penalties for drug smuggling.

– Oh, I haven't got anything like that.

– Would you mind opening this suitcase? What have you got in it?

– Only my personal effects ... and a box of chocolates.

– That's fine. Thank you.

#### Going Through the Customs

**Знайдіть в тексті та вивчіть наведені нижче слова і словосполучення.**

Here is my passport (visa, health certificate, certificate of vaccination, declaration form). Have you got anything to declare? Is there anything liable to duty? I have got nothing to declare. There is nothing liable to duty. Are these things liable to duty? These things are duty free. Are you carrying any currency? I have only some used things and gifts. I have only my personal belongings. Shall I submit it for inspection?



Nowadays travelling abroad is very popular. Some people prefer travelling by plane, especially businessmen, because it is the fastest means of transportation. Those who are not short of time usually travel by train or by ship. It takes more time but gives the opportunity to see the country you travel through, its picturesque landscapes and nature.

While travelling abroad you have to go through the customs and passport control, sometimes several times. As a rule the passport control officers check your passports and visas if they are required. When coming to some countries you may need a health certificate or a certificate of vaccination. If you have got anything to declare, then you are to fill in the declaration form.

The customs officers may ask you to show your luggage to them. Usually personal belongings and used items and gifts are not liable to duty anywhere. If you are carrying much currency you should also declare it. If you are carrying weapons you need a permit. Although some items are liable to duty, if you carry only a small amount of them, they are duty free.

Occasionally the customs officers may take some of your things for a more detailed inspection. But usually they return them soon. Do not try to break the customs rules and regulations because you may have a lot of troubles.

### **Вправа 1. Перекладіть речення на англійську мову письмово.**

– Де Ваш паспорт? – Ось він. Я їду до Лондона. – Як довго Ви збираєтесь там пробути? – Моя віза на три місяці, але я їду на два тижні. – Чи мені показувати Вам усі речі? – Ні, відкрийте, будь ласка, цю валізу. – Тут лише мої особисті речі та одяг. – У Вас є речі які підлягають обкладанню митом?

– Не думаю. Я везу лише подарунки та речі, які були в ужитку. – Чи цигарки підлягають обкладанню митом? – Так, якщо Ви провозите їх більше як 200 штук. – Скільки мені треба сплатити за провіз додаткових двохсот цигарок? – На жаль, я не знаю. Запитайте в митного службовця, він Вам відповість.

### **Вправа 2. Розкрийте дужки, використовуючи дієслова у Present Indefinite або Present Continuous.**

1. It (to take) me forty minutes to get to school. 2. Hello, Pete, where you (to go)? – I (to hurry) to school. 3. When your lessons (to begin) on Monday? – They (to begin) at nine o'clock. 4. Where your sister (to be)? – She (to do) her homework in the next room. 5. It usually (to take) me an hour to do my written exercises. 6. Where Boris (to be)? I (to look) for him. – He (to have) lunch at the canteen. 7. In the evening I often (to go) to see my friends. 8. On Sunday we sometimes (to go) to the cinema or to a disco club. 9. Andrew (to get) up very early as he (to live) far from school. He (to be) never late. 10. It (to be) six o'clock in the evening now. Victor (to do) his homework. His sister (to read) a book. His mother and grandmother (to talk).



### **Вправа 3. Розкрийте дужки, використовуючи дієслова у Past Indefinite або Past Continuous.**

1. They (to have) tea when I (to come) home. 2. He (to walk) along the river when a boat (to pass). 3. We (to listen) to an interesting lecture on UFOs yesterday. 4. When I (to enter) the classroom, the teacher (to write) words on the blackboard and the pupils (to copy) them into their exercise-books. 5. They (to get) ready to go out when it (to begin) raining. 6. Yesterday at one o'clock I (to have) lunch. 7. When he (to come) in, I (to do) my exercises. 8. What you (to do) at eight o'clock yesterday? 9. At this time yesterday I (to ride) home by my bicycle. 10. You (to sleep) when I (to go) out. 11. I (to walk) along the street with my friend when a tram (to pass). 12. We (to discuss) our plans for the weekend when Nick (to rush) into the room. 13. I (to copy) files from my flash-card when suddenly the computer (to hang). 14. Yesterday my sister (to celebrate) her birthday. The telephone (to ring) the whole day. 15. The doctor (to examine) the patient the whole week but (not to find) the cause of his pains.

### **Вправа 4. Вивчіть напам'ять один з діалогів розділу 9.1.**

#### **Lesson 4. Speaking Over the Telephone**

##### **Телефонна розмова**

##### **I. Прочитайте та перекладіть текст.**

##### **Active Vocabulary:**

telephone directory – телефонний довідник; receiver – телефонна трубка; buzz – гудіти; dial – диск телефону, набирати номер; engaged – зайнятий; to hold the wire (line) – бути на лінії; interrupt – переривати; avoid – запобігати; curious – допитливий; to savour – смакувати.

##### **The Procedure of Telephoning**

Telephoning is very simple. You look up the necessary number in the telephone directory; then you pick up the receiver and wait for the signal (buzz, buzzing sound). Next you make the necessary turns of the dial, according to the number required, and you will know at once whether the line is clear or engaged (*Am. busy*) from the buzz given automatically.

If you hear a prolonged buzzing, hold the wire and your number will answer in a moment. A frequent high tone buzzing means that the line is engaged. In this case you must put down or hang up the receiver and wait for a couple of minutes.

If you wish to interrupt a conversation for a couple of minutes, you say, "Please hold the line", and put the receiver on the desk. In this way you avoid being cut off (disconnected). Having finished speaking you put the receiver on its rest.

##### **A Telephone Call**

When Americans answer the telephone, they say, "Hello". Not so in other countries. Germans methodically answer with their last names. Russians say, "I'm listening." The curious French say, "Hello, who's on the line?" Italians greet callers with "Ready", the English answer with their phone number, and the Chinese say, "Hey, hey, who are you?"

A telephone call from a friend is a joy, unless you are in the middle of a meal, having a bath or on the point of going out to an engagement for which you are already late. But even when you have time, a telephone conversation cannot be savoured and rerun several times as a letter can. You cannot put a blue ribbon around a sentimental telephone call and keep it for years.

A letter sender in effect is saying, "I am setting aside some of my time for you alone, I am thinking of you. This is more important to me than all the other things that I could be doing."

### **Дайте відповіді на запитання.**

1. What do you do when you want to telephone? 2. What do a prolonged buzzing and a frequent high tone buzzing mean? 3. What do you do when you wish to interrupt a conversation? 4. How do people in different countries answer the telephone call?

### **Прочитайте і перекладіть діалог.**

#### **Telephone Conversation**

– Stanley Hydraulic Tools. Can I help you? – I'd like to speak to Mr. Warner, please. – Mr. Warner? What is your name, please? – This is Boris Frolov, from HM Systems. – Would you spell your name, please? – F-r-o-l-o-v. – Thanks. Hold on, please. I'll find out if he is in. – What is it, Miss Murray? – Mr. Frolov wants to talk to you, sir. – I'm very busy at the moment. Ask him to phone later.

– Yes, sir. – Oh ... wait a minute, Miss Murray. What is Mr. Frolov? – He said he was from HM Systems. – From HM Systems? ... Oh, ask him what his telephone number is. I'll ring him back.

– Hello? This is Mr. Warner's secretary speaking. – Yes, Frolov here. – I'm sorry. Mr. Warner's very busy at the moment. Can you tell me your telephone number, Mr. Frolov? Mr. Warner will call you back later. – Of course. Double five-nine-three-six-four-two. – ... and where are you calling from? – From Kiev, Ukraine. – Could you tell me the code for Kiev? – Three-eight-zero-double four.

– Thank you, Mr. Frolov.

#### **THE TELEPHONE By Jerome K. Jerome**

I suppose the telephone is really a useful invention. You want to see a man two streets off. You could put on your hat, and be at his office in five minutes. You just want to start, when the telephone catches your eye. You think you will ring him up first. You begin by ringing up some half dozen times before anybody answers you. You are burning with indignation and shout: "I have rung twenty times. What is the use of my having a telephone if I can't get any answer when I ring? I've been ringing all the morning. Why is it?" Then you wait for the answer and at last you hear the voice.

"What – what do you say? I can't hear what you say."

"I say, I've been ringing here for over an hour and I can't get any reply," you cry.

"Don't stay so near the receiver. I can't hear what you say. What number?" You say that you want to be put through with four-five-seven-six.

**Дайте відповіді на запитання.**

1. Where did the friend of the author live? 2. How many times had the author rung up before anybody answered? 3. Did the author hear the voice of his friend? 4. What is your telephone number?

**Вправа 1. Заповніть пропуски у реченнях вивченими словами або словосполученнями з розмовної теми «Телефонна розмова».**

You look up the necessary number in the \_\_\_\_\_, then you pick up the receiver and wait for the signal. Next you make the necessary turns of the \_\_\_\_\_, according to the number required. If you hear a prolonged \_\_\_\_\_, hold the wire and your number will answer in a moment. If you wish to interrupt a conversation for a couple of minutes, you say, "Please hold the line", and lay the receiver on \_\_\_\_\_.

Having finished speaking you put the \_\_\_\_\_ on its rest. When Americans \_\_\_\_\_ the telephone they say "Hello". But even when you have time, a telephone \_\_\_\_\_ cannot be savoured and rerun several times as a letter can.

***Smile!***

Harry was madly in love with Betty, but couldn't find enough courage to raise the question face to face. Finally he decided to ask her on the telephone. "Darling!" he blurted out, "will you marry me?" – "Of course, I will, you silly boy," she replied, "who is it speaking?"

## **Lesson 5. Staying at a Hotel**

**Правила перебування у готелі**

**I. Прочитайте і запам'ятайте.**

When travelling, people almost always stay at hotels. It is advisable, therefore, to remember the following:

1. The first thing to do is to book a room in advance either by letter, telephone or fax. Otherwise you may arrive at the hotel and be told that it is full.
2. On arrival at the hotel go to the reception desk in the lobby and confirm your reservation. The clerk will then give you a registration form to fill in and sign (the form is filled in block letters). In smaller hotels you simply sign the visitor's book and give your permanent address.
3. In large hotels you may ask for any service by telephone. You tell the operator if you wish to be called at a certain time. You call room service when you want a meal or drinks sent up to your room, and you can have a lot of maid service if you need something (a suit or dress) cleaned or pressed.
4. Let the hotel management know well in advance the day and time of your departure.

**Прочитайте та перекладіть наступний діалог.**

A: Yesterday I told you I'd be leaving today. May I have my bill now? Room fifty-two, Frolov.



B: Just a minute, sir... Here you are. (*Presents a bill which Frolov pays*). If you want a taxi, the bell-boy can get you one.

A: Yes, send him to get one, please.

B: I hope your stay here has been a pleasant one, sir.

A: Yes, I've been very comfortable here. Thank you very much indeed.

**Прочитайте текст та перекажіть його.**

### **The Hotel**

My car reaches the hotel where I want to stay. I get out and go to the hotel office. Here I first ask if they can give me an accommodation.

"Certainly", answers the clerk, "we have got several rooms."

"Would you like a suite, a single room or a double room?" he continues.

I say that I would like a single room with a bathroom, a telephone, a colour TV set and a refrigerator.

The clerk says he can give me such a room on the third floor. I ask about the price of the room. He informs me of the price and soon everything is settled. I hand in my passport, fill in an arrival form and get the key to my room. Next I ask the hotel porter to carry my luggage to the room. He does as requested.

I look at my room. I like it very much. It is very comfortable. I can have a fine rest here. I ring for the chambermaid and inquire about the meals at the hotel restaurant. Next I obtain information about the hairdresser's, about where I can have my boots cleaned, about where I can have my linen washed (if there is a laundry service at the hotel), etc. She answers all my questions.

There is a lot of time before dinner and so I settle down quietly to rest.

**Запам'ятайте, як читати скорочення!**

**etc. – and so on** – тощо

**i.e. – that is** – тобто

**e.g. – for example** – наприклад

**Дайте відповіді на запитання.**

1. Have you ever stayed at a hotel? 2. What kinds of rooms are there? 3. What facilities do you generally find in a hotel? 4. What do you do first of all when you arrive at a hotel? 5. Do you need to have your passport with you when you check in at a hotel? 6. What does the porter do in a hotel? 7. What kind of service may you ask for by telephone in large hotels?

**Прочитайте та перекладіть діалоги.**

Receptionist: Good afternoon, sir.

Mr. Hills: Good afternoon. Is this the Milestone Hotel? Receptionist: Yes, this is the Milestone.

Mr. Hills: Good. I'm Mr. Hills. We've got a reservation.

Receptionist: Just a minute, please. Yes, you've got a reservation. It's for five people. It's for three weeks. Three single rooms and one double. Am I right?

Mr. Hills: No. You're not right. We'd like two double rooms and one single

room.

Receptionist: I'm sorry. Two double rooms, number six and seven. One single room, number nine.

Mr. Hills: Where are the rooms? Receptionist: On the second floor.

\* \* \*

Receptionist: Please, sign the register, Mr. Travis. Sam, take the suitcases to the second floor.

Sam: Yes, madam.

Mr. Travis: Here's the register. How much are the rooms, please?

Receptionist: A single room's forty pounds (J40). A double room's sixty pounds (J60). Would you like a television in the room?

Mrs. Travis: Yes, please. Mr. Travis and I would like a television. We'd like a telephone, too.

Receptionist: Every room's got a telephone. Mrs. Travis: Have the rooms got bathrooms? Receptionist: Yes, every room's got a bathroom. Mr. Travis: Have the bathrooms got showers?

Receptionist: Yes, every bathroom's got a shower. Mr. Travis: Well, thank you.

Receptionist: Are you going to the rooms?

Mr. Travis: Yes, we're going now. Send two cups of coffee to the rooms, please. Mrs. Travis: And three colas.

Mr. Travis: Yes, two cups of coffee and three colas.

Receptionist: Yes, sir. Here are the keys, Mr. Travis. Sam, take the Travises to room six, seven and nine.

Sam: Come this way, please.

**Вправа 1. Перекладіть речення з діалогу, використовуючи активну лексику за темою "Staying at a Hotel".**

Clerk: What can I do for you, sir?

J: Моє прізвище Джонсон. Для мене зарезервовано номер.

Clerk: Just a moment, I'll have a look. Yes, sir, you want a single room for three nights, don't you?

J: Так.

Clerk: We reserved room 65 on the seventh floor. J: Чи можу я подивитись її?

Clerk: Yes, certainly. The porter will take you there. You'd better fill in this form first.

J: Так, звичайно. Спасибі.

**Вправа 2. Доповніть діалог фразами за темою "Staying at a Hotel".**

- What can I do for you, sir? –
- You can have room 45 on the third floor. –
- Yes, of course. Come this way, please. –

## Unit 2. BUSINESS CORRESPONDENCE

***1. Make up a list of about 10 reasons of writing letters. Brainstorm the reasons of writing in business world.***

***All the reasons mentioned will help you to understand the role of business correspondence.***

### **Step 1. Business Letters**

#### *Definition of a Business Letter*

The business letter is the basic means of communication between two companies. It is estimated that close to 100 million business letters are written each workday. It is a document typically sent externally to those outside a company but is also sent internally to those within a company.

Most business letters have a formal tone. You should write a business letter whenever you need a permanent record that you sent the information enclosed. Because you generally send business letters to other professionals, always include a formal salutation and closing.

#### *Purpose of a Business Letter*

You will write business letters to inform readers of specific information. However, you might also write a business letter to persuade others to take action or to propose your ideas. Business letters even function as advertisements at times. Consider the letters long-distance phone companies send to those not signed up for their services or the cover letter to your resume. Both of these serve to promote or advertise.

Business letters can be challenging to write, because you have to consider how to keep your readers' attention. This is particularly the case if your readers receive large amounts of mail and have little time to read.

Writing business letters is like any other document: First you must analyze your audience and determine your purpose. Then you gather information, create an outline, write a draft, and revise it. The key to writing business letters is to get to the point as quickly as possible and to present your information clearly.

#### *Determining your Audience Type*

Writers determine their audience types by considering:

Who they are (age, sex, education, economic status, political/social/religious beliefs);

What level of information they have about the subject (novice, general reader, specialist or expert);



The context in which they will be reading a piece of writing (in a newspaper, textbook, popular magazine, specialized journal, on the Internet, and so forth). You'll need to analyze your audience in order to write effectively.

## Structure and Presentation

Business letters in different countries are identical. As a rule a business letter written on the firm form, consists of such elements: sender's address; date; references; inside address (or receiver's address); salutation; subject; introductory paragraph; body of the letter; complimentary close; signature; per pro; company position; enclosure.

Let's examine some features of a simple business letter. **Sender's address.** In correspondence that does not have a printed letterhead, the sender's address is written on the top right-hand side of the page. In the UK, in contrast to the practice in some countries, it is not usual to write the sender's name before the sender's address.

**Date.** The date is written below the sender's address, sometimes separated from it by a space. The month in the date should not be written in figures as they can be confusing; for example, 11.1.93 means 11<sup>th</sup> January 1993 in the UK but 1<sup>st</sup>

November 1993 in the USA. In the USA the date may indicate the month first, then the date and then the year, so *15 April 2002* will look as *04.15. 2002 or 04/15/2002*. Nor should you abbreviate the month, e.g. Nov. for November, as it simply looks untidy.

**Inside (or receiver's) address.** This is written below the sender's address and on the opposite side of the page. If you know the surname of the person you are writing to, you write this on the first line of the address, preceded by a courtesy title and either the person's initial(s) or his/her first given name, e.g. Mr J.E. Smith or Mr John Smith, not Mr Smith.

Courtesy titles used in addresses are as follows: *Mr* is the usual courtesy title for a man. *Mrs* is used for a married woman. *Miss* is used for an unmarried woman. *Ms* is used for both married and unmarried women and it is a useful form of address when you are not sure whether the woman you are writing to is married or not.

**Receiver.** Writing and translation of addresses used to make some difficulty since Slavic and English layouts are not the same. Now one should mind that they have become almost the same for both home and international correspondence in Ukraine

*Compare the following:* Іванову А. А. 61007, Харків-7 Україна  
Голові компанії "Сантана-Трейдінг" 45,  
вул. Данілевського

7 Carswood Street Redhill  
Surrey TQ1 6 BD Great Britain

Ms Paul Smith  
(The) Sales Manager of Union Trading LTD

In English the number of the building precedes the name of the street without comma. In translation it is not recommended to render Ukrainian or Russian *вулиця, площа, улица, площадь* by English *street, square*, etc. and vice versa to avoid confusion in mail delivery. So, *вулиця Данілевського* in English will be *Vulytsia Danylevskogo*, not *Danylevsky* or *Danylevskogo Street* as well as *Carswood Street* will be *Карсвуд Стріт*, not *вулиця Карсвуд*.

**Salutations.** *Dear Sir* opens a letter written to a man whose name you do not know. *Dear Sirs* is used to address a company. *Dear Madam* is used to address a woman, whether single or married, whose name you do not know. *Dear Sir or Madam* is used to address a person of whom you know neither the name nor the sex. When you do know the name of the person you are writing to, the salutation takes the form of *Dear* followed by a courtesy title and the person's surname. Initials or first names are not generally used in salutations: *Dear Mr Smith*, not *Dear Mr J. Smith* or *Dear Mr John Smith*.

**References.** References are quoted to indicate what the letter refers to (*Your Ref.*) and the correspondence to refer to when replying (*Our Ref.*).

The first paragraph says why you are writing. In the first paragraph you will thank your correspondent for his letter (if replying to an enquiry), introduce yourself and your company if necessary, state the subject of the letter, and set out the purpose of the letter.

**Complimentary closes.** If the letter begins *Dear Sir*, *Dear Sirs*, *Dear Madam* or *Dear Sir and Madam*, it will close with *Yours faithfully*. If the letter begins with a personal name – *Dear Mr James*, *Dear Mrs Robinson*, *Dear Ms Smith* – it will close with *Yours sincerely*. Avoid closing with old-fashioned phrases such as *We remain yours faithfully*, *Respectfully yours*, etc. The comma after the complimentary close is optional.

**Signatures.** Always type your name after your handwritten signature and your position in the firm after your typed signature.

**Per pro.** The term *per.pro* (p.p) is sometimes used in signatures and means *for and on behalf of*.

Here are some other basic business letters which you will find useful for typical English business correspondence: Official letters, Informal letter, Letters of Thanks, Letters of Congratulation, Letters of Condolence, Letters of Introduction, Making a Sale, Placing an Order, Making a Claim, Adjusting a Claim, Making an Enquiry, Writing a Cover Letter when Applying for a Job. There are some examples of these letters:

## Letters of Thanks

If you have received the hospitality of a friend, for a weekend or longer, courtesy requires you write a note of thanks within two or three days after your return home. The fact that you soon and enthusiastically thanked your hostess before leaving does not count. You must express your appreciation in writing. This is a so-called 'duty' note which is expected of you (which you must write). It has become known as a 'bread-and-butter' letter because it thanks hostess for the hospitality she has provided.

### **Letters of Congratulation**

Letters of congratulation should be cheerful messages. They may be brief and formal, or they may be chatty and informal – depending on the circumstances. It may be congratulation on winning an honour or distinction, etc.

### **Letters of Condolence**

A letter of condolence should be written promptly as soon as you hear the news and before shock of it has worn off. Put down simply and truthfully what you think and feel at that moment. Remember that the three most essential qualities of a good condolence letter are tact, sincerity and brevity.

### **Letters of Introduction**

Note that a letter of introduction is offered, not requested. Make it a point never to write a letter of introduction unless you know both persons intimately and well. Write the letter briefly and to the point. The letter should give the name of the person being introduced, the reason or purpose for the introduction, and any other information that is relevant or important. A letter of introduction may either be handed to the person for whom it is written, to be presented personally, or it may be sent through the mail. If it is to be delivered personally, the envelope should be left unsealed. However a second and private letter may be written and sent by mail, giving more information about the person who is on the way with a letter of introduction.

### **Official letter**

### **Informal letter**

**A.** If the letter is addressed to an individual.



Dear Ivan.

**B.** If the letter is addressed to a firm.

For example: participating in a conference.

IELC Secretariat 250 Park Avenue New York. 23. N.Y

**1. a) Match these words with their definitions.**

**b) Match the following words with their Ukrainian and English equivalents:**

- |                     |  |
|---------------------|--|
| 1) enclosure        | a) person's name signed by himself   |
| 2) per.pro          | b) an indication of what the letter refers to                              |
| 3) signature        | c) a title to which one has no valid claim                                 |
| 4) salutation       | d) for and on behalf of  |
| 5) date             | e) smth enclosed with a letter   |
| 6) reference number | f) an expression of greeting, good will, or courtesy                       |
| 7) courtesy title   | g) an inscription or statement indicating when a thing was written or made |
|                     | h) за допомогою когось   |
|                     | i) вихідний номер  |
|                     | j) дата, число, датувати   |
|                     | k) титул, звання   |
|                     | l) підпис  |
|                     | m) додаток   |
|                     | n) привітання  |

**Запам'ятайте!**

**Some of common abbreviations:**

p.m – post meridiem (lat.) – after noon – ополудні, fig. – figure, figurative – ілюстрація, переносний, assoc. – associate, association – помічник, асоціація, etc. – et cetera (lat.) – and the rest ; and all the others – і так далі, e.g. – exempli

gratia (lat.) – for example ; for instance – наприклад,  
 incl. – including – включно,  
 encl. – enclosure – додаток, max. – maximum – максимум no. – number –  
 номер, число  
 i.e. – id est (lat) – in other words – тобто approx. – approximately – приблизно,  
 p.p./per pro. – per procurationem (lat.) – за допомогою когось  
 RSVP – repondez s'il vous plait (fr.) – просимо відповісти misc. – miscellaneous  
 – різноманітний, різний  
 p.a – per annum (lat.) – щороку, щорік  
 Ltd. – limited – компанія з обмеженою відповідальністю  
 c.v. – curriculum vitae (lat.) – brief personal history – resume – автобіографія  
 Aug. – August – серпень  
  
 f.o.b. – free on board – франко-борт

## 2. Fill in the correct abbreviations. (See example):

- 1 After 12 o'clock midday. p.m.
- 2 Figure (*You see this below an illustration in a book.*) \_\_\_\_\_
- 3 Association. \_\_\_\_\_
- 4 Found at the end of a list and means '-and others'. \_\_\_\_\_
- 5 Put this before an example. \_\_\_\_\_
- 6 This means 'included'. \_\_\_\_\_
- 7 Written at the bottom of a letter to show that some other papers are in the same envelope. \_\_\_\_\_
- 8 The opposite of min. \_\_\_\_\_
- 9 Number. \_\_\_\_\_
- 10 'that is' . \_\_\_\_\_
- 11 Used when a measurement or time is not exact. It means 'about'. \_\_\_\_\_
- 12 The eighth month of the year. \_\_\_\_\_
- 13 Written at the end of an invitation this means you have to send an answer to say you will or will not attend. \_\_\_\_\_
14. Miscellaneous. \_\_\_\_\_

## 3. Translate the following:

a. into English:

Бровко О. П.  
Генеральному  
директору компанії

“Сантана” 35, вул. Іванова 64018, м.  
Львів Україна

b. into Ukrainian:

Ms Helen Leen  
Administrative  
Manager Monitors Pic 302

Noms Road  
Reading Berks  
Great Britain

*c. into Russian*

пану Полу Філдінгу  
Голові економічного  
відділу  
189, Ештрі Стріт м.  
Лидз LQ 1 НІЗ  
Велика Британія

**4. The manager of the firm brought this draft of the letter for correction and translation to his referent. What should the English version look like?**

61052 вл. Хмельницького. 21 Харьков. Украина

**5. Put the parts of this opening of a business letter into the correct order to form sentences:**

1. assure we shall We that prompt take you to remedy the situation. action
2. you could If me London in the next few before telephone days, to arrange with I would Dr. S. Ivanenko he be delighted leaves on October 31st a lunch.
3. writing of reference 23rd February am to we our telephone conversation to confirm arranged, the With meeting I

**6. The letter has been revised by Mr. Thomas so many times that it has become mixed up, and his own word processor has failed to reorganize it. Arrange the letter so that everything is in the right place and translate it into Ukrainian keeping in mind particularities of layout, address writing, etc. The first point in the letter is:**



**(2) WIDGETRY LTD**

(3) Pine Estate, Westhornet, Bedfordshire, UB 18 22BC  
Telephone/Fax 9017 23456 E-mail  
<http://www.connect.com>

(1) Simon Thomas

(6) Yours sincerely,

(7) James Bowers,  
Sales Manager,  
Electroscan Ltd,  
Orchard Road Estate,  
Oxbridge UB 84 10 SF

(2) WIDGETRY LTD

(4) I look forward to hearing  
from you.

(10) July 2000

(5) Your ref: MS/22  
Our ref: ST/88

(11) Dear Mr Bowers

(8) Production Manager

(9) Thank you for your letter.

I am afraid that we have a problem with your order since the manufacturers cannot supply it until September. Would you prefer us to supply a substitute for you or would you rather wait?

*7. This exercise demonstrates the way business lexicon in translation may present difficulties since the word combinability is different in different languages.*

*A.*

*A.1. Match the words from the verb list 1 with the words from the noun list*

*A.2. Notice that some of the verbs can collocate with several nouns and vice versa.*

**List 1**

to place, to submit, to grant, to settle, to lodge, to launch, to remit, to meet, to open, to second, to chair, to quote, to debit, to negotiate.

## List 2

a complaint, an order, an account, a meeting, a debt prices, an invoice, an agreement, an offer,  
a discount, a cheque, a delivery date, a proposal,  
a product.

**B.**

***B.1. Match the words from the verb list 1 with the words from the noun list***

***B.2. Notice that some of the verbs can collocate with several nouns and vice versa. Make all necessary changes of cases.***

**List 1** розташувати, подавати, відкрити,  
почати, виробництво, підтримати, призначати, надавати, вести,  
обговорювати, оплатити, виконати, сплатити по, виставити.

## List 2

умови, постачання, рахунок, пропозицію, зустріч,  
знижку, чек, продукт, замовлення, ціни,  
борг, договір, скаргу, рахунок-фактуру.

## Step 3. How to Write a Better Business Email

Email is the most efficient communications tool that you will ever use in your business. If used properly, it can instantly enhance your business by increasing profits and reducing expenses. Through daily use of email any business can communicate with existing customers, vendors, employees, and friends, as well as find and cultivate new customers. Email is also a great way to get thousands of people to your website.

### Here are a few tips:

**Write** your emails as you would a letter. Always use a capital letter to start a sentence and always use proper punctuation, grammar, spelling, and spacing.

### *Guidelines for writing e-mail:*

**Keep** sentences brief, crisp and simple.

**Make** good use of headings and numbered points.

**Keep** social banter (good-humored teasing) to a brief opening sentence. **Use** boxes, colours, italics and bold highlighting to draw attention to key points and create a visual impact.

**Always** edit documents to make sure spelling is consistent and sentences are grammatically correct.

**Form** ideas clearly into a planned structure before starting to write and check that only relevant parties are sent copies.

**Be** very polite and businesslike.

**Write** your email from the standpoint of the reader. The more information you give that will help the reader, the more likely they will want to visit your Web site.

**Use** short paragraphs and add a blank line between paragraphs. Avoid long run on sentences and avoid putting your entire email in a single paragraph. **Space** out your email like you would a letter.

**Find** creative ways to ask the respondent to reply to your email. Offer to send them out a regular email newsletter.

**Be** sure to include your full webpage address in your email. Give it to them as follows, so it is a clickable URL that will take them directly to your website, like this: <http://www.jvlnet.com>.

**It** is OK to send a single un-solicited email to a potential customer, but state in your email that you will not send any follow-up emails to anyone who does not respond with a request for more information. **Keep** your initial email brief.

**Have** two or more places on your Web site that the potential reader can click on to send you mail. One can be a standard line such as "Click here to send me mail." You might also create an email link to your name at the end of your site.

**Sign** your email, just like you would a letter, with a proper salutation and your name.

**Edit** your copy carefully to avoid false or misleading claims. Read the email over completely before sending it. Does it get your message across properly? **Can** you make it more exciting to read? Did you include your complete webpage URL? Did you use proper grammar and spelling? Are you sure the email is still worth sending?

**Once** you do hit the send button, the email will check itself for spelling. Be sure you have spell check turned on.

**After** the email is sent it will be copied to your sent file. You could then move specific sent emails into other folders for more efficient storage and sorting.

**Email** has great potential for personal and business use. Used correctly it can generate much good will. Used poorly it can hurt people and waste their time.

### Unit 3. *PERSONAL PAPERS*

#### Step 1. Curriculum Vitae

Curriculum vitae = C V = resume (USA) = brief personal history.

When a company needs to recruit new people, it can give an announcement in the "Need help" section of a newspaper.

People who are looking for a job can send a letter of application or covering letter (USA cover letter) and in some cases a curriculum vitae or c.v. (in the USA – resume) containing details of their education and experience. A company may ask candidates to fill up a standard application form ( see below). The company's Human Resources department selects the most suitable applications

and prepares a short list of candidates or applicants, who are invited to attend an interview.

CVs are required for all except the most junior jobs, and are used as a basis for assessment and comparison of applicants for a job.

CVs provide information about an applicant, set out in a way that is easy to read. They should include: name; address and telephone number; date and place of birth; nationality; married or single (give the ages of any children); dates and places of education; examinations passed, especially if internationally recognized; knowledge of English and of other languages; previous employment and work experience; outside interests, hobbies, etc. CVs can vary slightly in the layout, but all give the same basic information.

### ***How to write a resume? What Is a Resume?***

A resume is a one or two page summary of your skills, accomplishments, experiences, and education designed to capture a prospective educator's or employer's interest. The purpose of a resume is to introduce yourself to a university, a job or any place where you apply. It is the primary tool of your education or job search and may take several drafts to prepare effectively.

Before you can write an effective resume, you must first be able to identify your skills and abilities as well as your special needs relating to the work environment, salary, geographic location, and people environment. This will help you to develop a career objective.

As you write your resume, keep in mind the following: 1. Use concise language; 2. Minimize or omit everything that is irrelevant; 3. Place the most important information at the beginning of your resume; 4. There must be no grammatical errors;

5. Let an experienced person read it; 6. Print your resume on good paper.

A curriculum vitae/resume must accompany each application for volunteer service. Listed below are the specific items needed:

### ***PERSONAL DETAILS***

- Name in full
- Current address • Phone number • Fax number
- Email
- Date and Place of birth (optional at time of application but is required for visa and insurance purposes)

### ***EDUCATION***

- Secondary School and dates attended
- University/Institute and dates attended
- Educational degrees / certificates date/month received • Also include any positions held

### ***WORK EXPERIENCE***



- List dates, locations and positions

### ***SPECIAL INTERESTS / HOBBIES / SKILLS***

- Competitions and any achievements
- Community involvement • Sport, arts, music, etc.

### ***AIMS IN LIFE REFERENCES***

***1. Using the following example and keeping in mind at whom your resume is directed choose the format of your own resume and explain your choice. See an example of chronological one.***

*Chronological resume:*

SVETLANA PETRENKO

P. O. Box 9434 Lviv, Ukraine 290005

Telephone: (+380 322) 69 98 33 Fax: (+380 322) 75 44 16

E-mail: svetlana@mydomain.lviv.ua **PERSONAL INFORMATION** Date of Birth:

August 7, 1977 Place of Birth: Lviv, Ukraine Citizenship: Ukrainian

Language spoken: Ukrainian, English, Russian, Polish **EDUCATION**

1998 course on Conflict Resolution at St. Paul's University, Ottawa, Canada 1995-present Law Faculty, Lviv State University, Ukraine

1997 Harvard Ukrainian Summer Institute (FTUSI), History and Political Studies, USA

1996 Alpbach Summer Program on European Integration, Austria 1995 Pre-law department, Lviv State University, Ukraine

1994 High School 53, Lviv Ukraine, received high school diploma

1994 Gilmer High School, Gilmer Texas, received high school diploma, with honors

### ***WORK EXPERIENCE***

1998 Intern in the House of Commons, Ottawa Canada, office of Dennis Mills 1995 English Teacher, 11th grade, School 99, Lviv, Ukraine

1994-1996 Research Assistant to Julie-Anne Franko, graduate student Yale University

### ***AWARDS AND SCHOLARSHIPS***

1998 Full Scholarship to Canada-Ukraine Parliamentary Program

1997 Full Scholarship to Harvard Ukrainian Research Institute Summer Program

1996 Full Scholarship to Alpbach Summer Program on European Intergration 1994 Globe Scholar Award, Gilmer USA

1994 Second place, University Interscholastic League District Award for Speech Making

1993 Rotary Scholarship: one year exchange program to USA 1992 Lviv Regional English Language Olympiad, II prize

**COMMUNITY AND VOLUNTEER ACTIVITIES** 1998 President of Rotaract Club of Lviv

Head of the project in Livchytsi Boarding School for Mentally Impaired Children English-Ukrainian Simultaneous Translator, TAIZE meetings, Stuttgart Germany, Vienna Austria

HUSI Alumni Association

Youth Group, Trinity Church, (Greek-Catholic)

### ***SKILLS AND INTERESTS***

Driving (license 1995)

Computer, IBM, Macintosh (Microsoft Word, Word Perfect, E-mail, Internet)

Judo

### **Advice to remember:**

1. Your CV is the information on which your potential employer bases his or her decision on whether to bother interviewing you or not.
2. Your CV should be suitable for each job application – the information should be relevant to the job that you are applying for.
3. Don't be afraid to oversell yourself. Obviously don't blatantly (очевидно) lie on your CV, but you can exaggerate your existing skills (especially if you know for sure that you can do what you are saying you can).
4. Your CV must stand out (відрізнятися) from the rest – it's an advert for the skills and services you have to offer.

What should you leave out of your CV?

1. Photos – the only people who need to include these are models, actors, actresses and possibly air cabin crew. Any sort of failure – exams, marriages, businesses, etc.
2. Reasons for leaving each job.
3. Salary information – this can only be used to reject your application. If an advertisement specifically requests this information you can always include the information in your cover letter.
4. Fancy patterns/borders – these detract from your presentation.
5. Title pages, binders(палітурка) and folders(брошура) are usually unnecessary and can be off-putting (though if you are doing a special presentation, enclosing your CV in a binder may look more impressive)
6. Do not include a list of publications if you are a scientist, unless they are asked for.
7. Leave out age (put in date of birth instead), weight, height, health, or any other personal information that is irrelevant to your application.
8. Do not use poor quality photocopies of your CV – they make it look as though you are sending off your CV to lots of companies and that you may not be bothered who you work for.

***2. Using the previous information choose your format, explain your choice and try to compose your own CV.***

